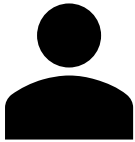# Usability of the Event and Exhibit Space Reservation Process

Study conducted on April 18th and April 25th, 2019 by the TTU Library UX Unit

Twenty-three students participated in this study.

Participants completed a short task and a brief interview in return for a cup of coffee and a snack.

Overall the students had mixed feelings about the process describing it as "confusing" and "overwhelming."

Initial question:
How easy is our current reservation process (finding the web pages and filling out the form)?

- Users overall liked the layout and the amount of information on the individual Spaces page.
- Users spent most of their time trying to find the proper webpages.
- Users disliked having important policies located in PDFs instead of being on the web pages themselves.
- Nine users said that they expected a direct "Reserve a Room" link from the Reservation page.

As a result of testing, we recommended the following:

- Add an option to go straight to the 'Reserve a Room' form for those who do not need to go through the Spaces pages.
- Move vital information out of the PDFs and put them on the appropriate web pages.
- Revise the web pages to clearly group related items together and separate actions from information.

Changes in the library:
We've redesigned the web pages and forms to make the process easier.

We want library patrons to use designated spaces to host events and exhibits. Given how confusing the process was, we worked with our other library units to overhaul the web pages and update the forms. Those went live in Summer 2019, so drop us a line at libraries.ux@ttu.edu to let us know what you think about them!