

# LEAN Library Web Browser Extension Usability

Study conducted during November 2020 by the TTU Library UX Unit



14 patrons participated in this study. 7 participated in the interview, and 7 took the online survey.



Interview participants completed a short task and a brief interview. Survey participants completed a survey for a chance to win an Amazon gift card.

Overall users liked the web browser extension, describing it as “Really cool and extremely useful.”

- Users overall liked that the download page automatically detected which browser they used so that they could download the correct version.
- Users were split on the usefulness of the “welcome” page: some liked the video, others did not.
- Users disliked how the “essentials” of how to use the extension were in a slideshow.
- Users liked how the extension worked seamlessly once they got over to a database or journal’s website.

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Initial question:  
*How easy is it to download  
and use the LEAN Library  
browser extension?*

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As a result of testing, we recommended the following solutions:

- Explain what the extension is upfront and how to use it before users go to the download page.
- Customize the welcome page to better suit users’ expectations.
- Purchase a 1-year trial subscription to see how well or not this feature supports research for off-campus patrons.

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Bottom line:  
*Fairly easy to download and  
use.*

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We want library patrons to use our online resources even when they are off campus. LEAN Library browser extension could help patrons get easier access to such resources by notifying them when we have access to a resource and providing a log-in window right there instead of requiring them to go back through the main library website.