

Perceived Usefulness and Ease of Use for the MeeScan Self-Checkout Kiosk

Study conducted during Spring 2021 by the TTU Library UX Unit



6 students participated in this study.



Participants completed a survey or short task plus 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 “Useful” but also noting the process was not intuitive.

Initial question:
How useful and easy to use is the self-checkout kiosk for checking out books?

- Users overall liked the option for self-sufficiency, especially if they only had a few items to check out.
- Users had to scan their ID multiple times or manually enter their R number to log in.
- Users noticed there were discrepancies between on-screen instructions and the actual process.
- Users wanted hand sanitizer near the kiosk for disinfecting purposes.
- Users generally thought that the system would be easier to use second and subsequent times, after learning the initial process.

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

- Create clearer instructions on both the kiosk and on signs near the kiosk.
- Fix issue with ID scanner not scanning IDs properly.
- Place hand sanitizer near the kiosk for cleanliness.

Bottom line:
Useful, but instructions needed updating to match the actual process for using the kiosk.

We want library patrons to have the flexibility to check out books quickly, even when there is a line at the main service desk for people using other services. Given how the process had some notable discrepancies, we are working with the vendor and internal groups to make the instructions match the process exactly. But we have resolved the issue with the ID scanner and placed hand sanitizer near the kiosk for patron use.