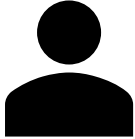# Visiting the Library Parking Information Page on Mobile Devices

Study conducted on February 28th and March 4th, 2019 by the TTU Library UX Unit

Eleven undergraduates participated in this study.

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

Initial question:
What goals and tasks do students visit the web page to accomplish?

Overall the students liked some of the features of the page, but not the current layout of information. They also wanted a mobile friendly view to access on the go.

- Four students were happy to discover that the library offered 15 min parking to drop off books.
- Eight students wanted to know when and where students could park near the library.
- Four students thought that the map was a beneficial feature for determining library location.
- At least three students confused the Admin parking lot for the Library lot due to its proximity and/or the direction that students come from to access the Library

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

- Add a link to the map on the homepage to increase discoverability of the page across all device types.
- Separate information on the page into groups for TTU Students, TTU Faculty/Staff, and TTU visitors since each has different freedoms and restrictions.
- Revise the original library map to include locations of other non-building landmarks (e.g., streets) and the Admin parking lot for first-time visitors to the library.

Bottom line:
Students would like to determine when and where they can park as library patrons.

Accessing the library is the first step towards using our wonderful resources. Given that many of our students either live off campus or in dorms, we hope that future improvements will make it easier for you all to know when and where you can park during your visits to the library!