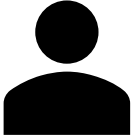# Personal Librarians Revised Page Usability

Study conducted January 2022 by the TTU Library UX Unit

15 library patrons 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 patrons liked the new webpage:

Initial question:
How easy is it for users to find the revised page and find their personal librarian on it?

- Users liked the direct link from the homepage to this landing page.
- Users liked that they could search by department or college to find their personal librarian.
- Users were uncertain about which college their department was in, especially for ones with general names (like 'communication').
- Users did not like how the page displayed search results, because the results were hidden under non-expanded accordion menu option.
- Users liked the sidebar content but wanted a more specific name.

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

- Automatically expand the accordion menu option(s) when users search or give a visual indicator that it is an accordion menu.
- Consider adding librarian specialty areas to their directory cards.
- Rename the sidebar to give users more context.

Bottom line:
The revisions were good, but a few things need changed for optimal usability

We want library patrons to find their personal librarians. Given how usable the revised page was, we hope that students will use it so that they can get in contact with their personal librarians.