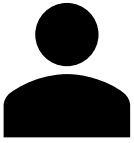


# Identifying Jargon on the Revised Policy Pages

Study conducted on 19 April 2023 by the TTU Library UX Unit



10 students participated in this study.



Participants completed 3 short tasks and a brief interview in return for water and a snack.

Overall, the students had no issues with the wording on the page, describing it as “straightforward” and “pretty standard.”

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**Initial question:**  
*What jargon on the policy pages makes it difficult to use them?*

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- Users liked the headers used for each tab.
- Users liked the use of tabs since they then didn't feel “overwhelmed” by information.
- Several users thought the first load period table contained information for undergraduates since on laptops they couldn't see the title (off page).
- One user thought the “Lost Items” tab would contain information on what to do if they lost an item in the library.

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

- Reduce padding above and below text in the tables on the Loan Periods tab so users can see the user group while viewing the whole table on laptops. Reduce white space between table title and table to group the title more clearly with the table.
- Consider rewording “Lost Items” to “Lost Library Items” to clarify who owns the items lost. Also consider rewording “Damaged Items” to “Damaged Library Items.”
- Rename the “Overdue, Lost, and Damaged Items” tab to just “Overdue Library Items.”

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**Bottom line:**  
*The policies had very little jargon, but tables needed improvement for usability.*

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We want library patrons to be able to find relevant policy information when necessary. Given how easy the process was, we hope that these three changes will reduce confusion.