

# Software Page Usability

Study conducted in Spring 2022 by the TTU Library UX Unit



18 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 had mixed feelings about the new webpage for software available on library computers.

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Initial question:  
*How easy is it to find available software using the redesigned listing?*

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- Users overall had no difficulties using the webpage itself.
- Users were able to use the newly added search bar.
- Users had great difficulties finding the page itself because the top menu option listed “Spaces” as its first keyword.
- One link on a different page to the software page was broken.
- One user in the past had tried to download software to a public computer, and wanted to know why they couldn't.

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

- Consider splitting the “Spaces & Technology” Menu into two separate tabs because users consider them so different.
- Add a notice to the page that patrons cannot download software to public computers, so if it's not listed then it's not available.

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Bottom line:  
*Webpage itself was organized, but very difficult to find.*

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We want library patrons to use the software available to them. Given how confusing the process was, we hope that the proposed solutions will make it easier for patrons to find the information about available software.