

User Experiences Using the New Study Room Reservation System

Study conducted on January 31st and February 4th, 2019 by the TTU Library UX Unit



22 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 this new study room reservation system, but they did encounter several difficult steps and obscure features.

Initial question:

Which improvements to the new system do patrons notice? What steps do they have difficulties with?

- All patrons could successfully determine how many people they could seat in each room, between the dropdown menu and the room capacity numbers by each listing.
- Patrons wanted more details about the room itself that they wanted to reserve.
- Patrons had difficulties reserving longer study times.
- Most patrons on laptops missed critical information about fines on the policies page.
- Patrons liked getting the confirmation emails. Two patrons liked the proof that they reserved the room.

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

- Include more information about the specific room in the “info” box for each room.
- Give the time-extender box at the bottom of the reservation page a more descriptive name to avoid confusion.
- Wrap the policy text for all viewport and screen sizes, so patrons can read the text on larger devices.
- Add “how to cancel your booking” information to confirmation page.

Bottom Line:

Patrons liked the new System, but it needs further refinement to be perfect.

Study rooms are one of our most used spaces, so we hope that future improvements will make it easier for you to reserve a room for your next group project or study session!