# Information Kiosk Redesign: Assumptions

- **Information Kiosk** is intended to achieve **popular self-served navigational services and library information finding services for Robarts Library users**.
- We have observed that the Information Kiosk isn't meeting **the desired level of usage as well as lacking intuitive features which are causing inefficient usage of the available resources that are valuable to our business.**
- **We believe our users have a need to:** navigate around Robarts Library, locate a book at Robarts Library, find information about study space, schedule for upcoming workshops/events, and library hours.
- **These needs can be solved with:** kiosk features that help the users to locate book, study space, workshops & events, and services & facilities in the library.
- **Our initial users are (or will be):** Robarts Library visitors including U of T students and staff.
- **The #1 value a user wants to get out of our product is:** obtain library information easily and quickly
- **Our users can also get these additional benefits:** save time and reduce frustration from getting lost in the library.
- **We will acquire the majority of our users through:** promoting the existence of Information Kiosk.
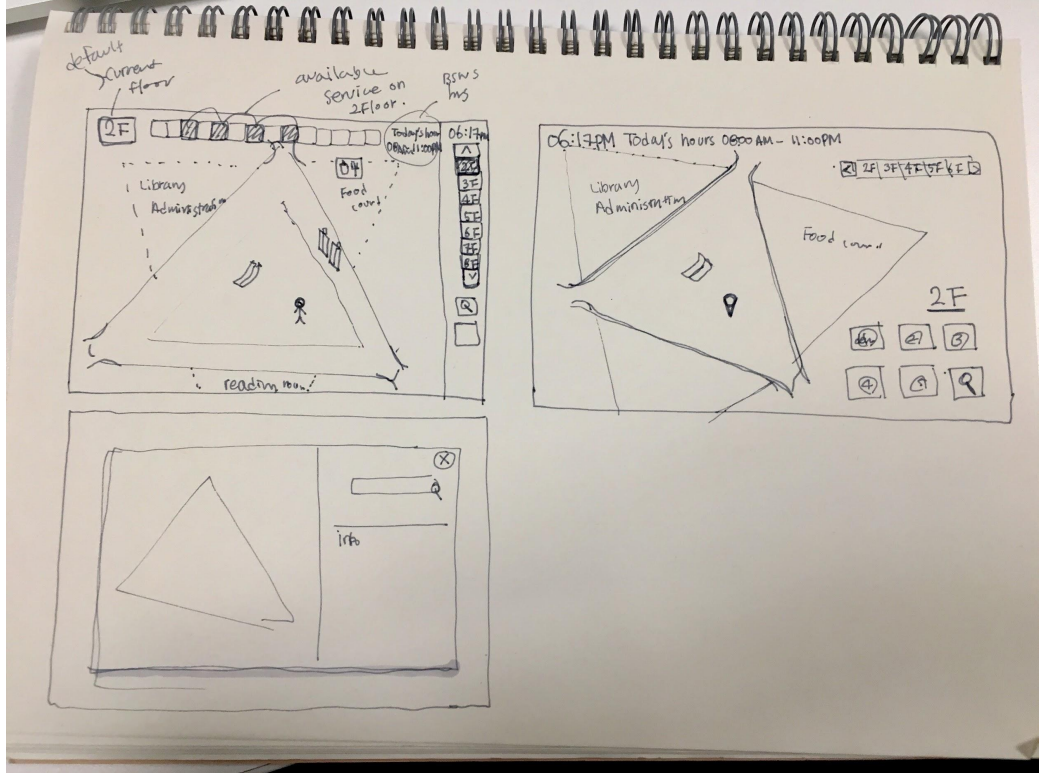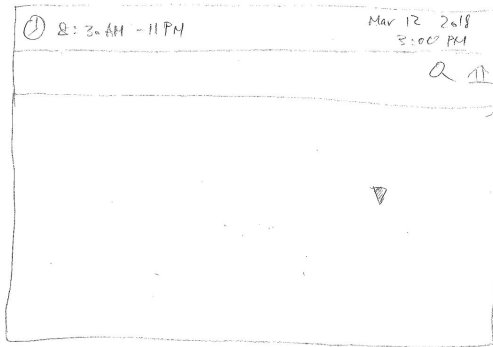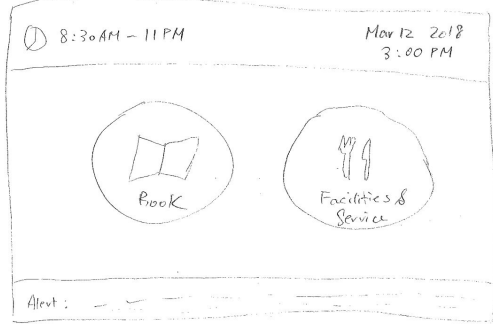
# Sprint 1

Features:
1. Homescreen
2. Locate book
3. Navigate Robarts

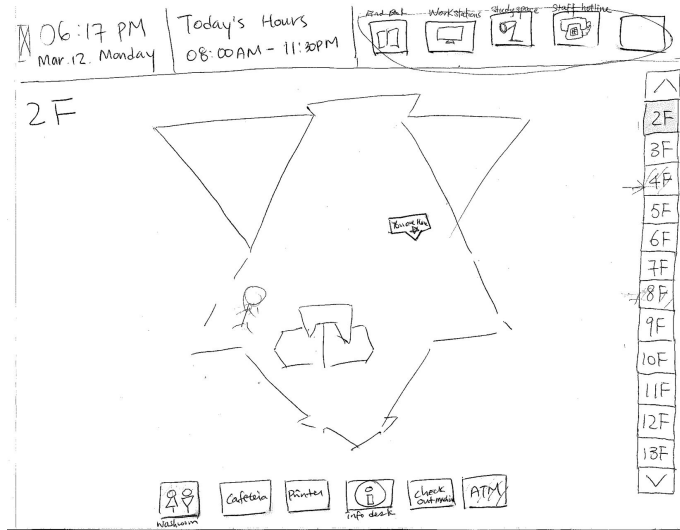# Homescreen: Preliminary Sketches
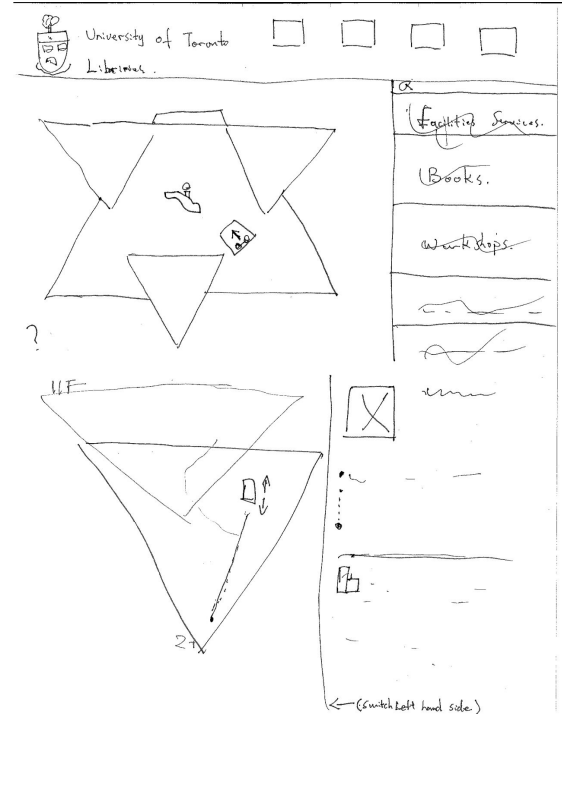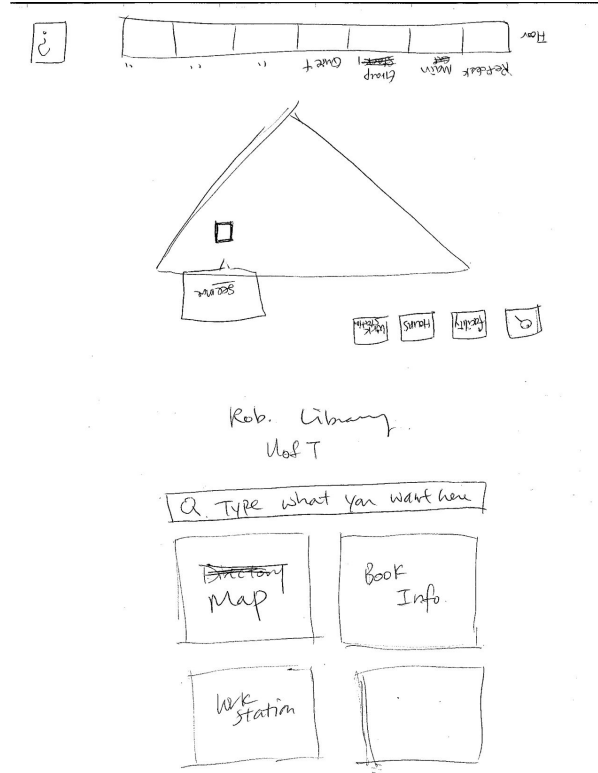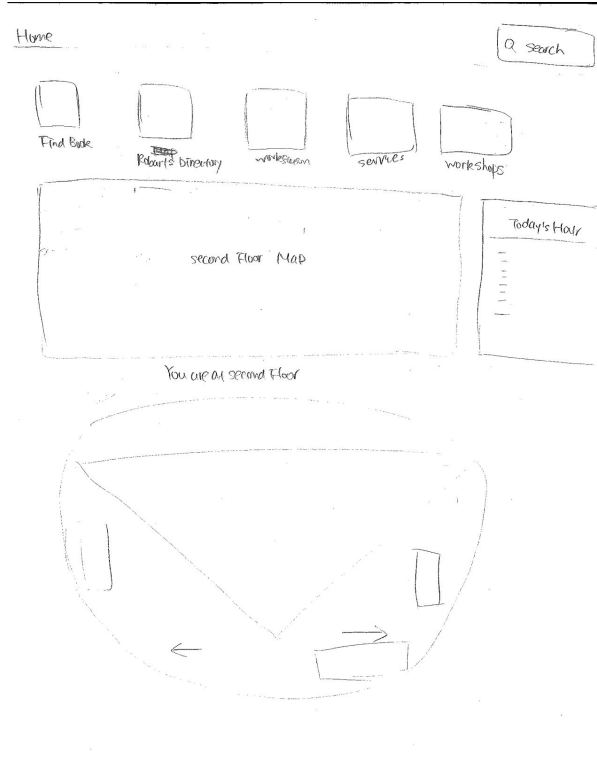
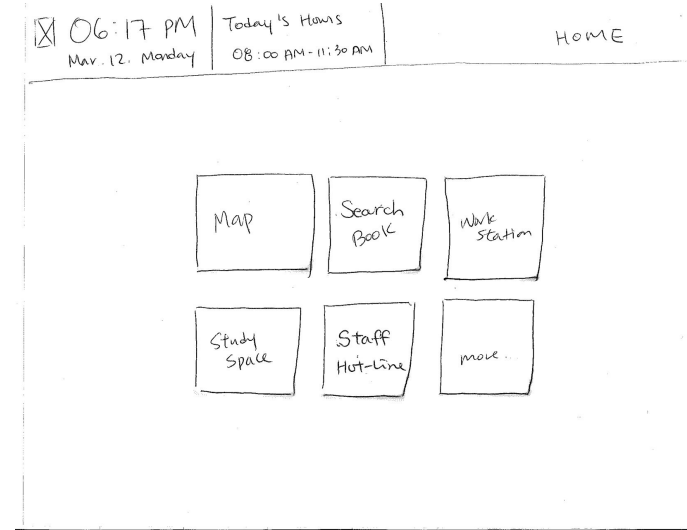# Homescreen: Preliminary Sketches

# Homescreen: Low-Fi

- When comparing all sketches, we found two recurring design ideas.
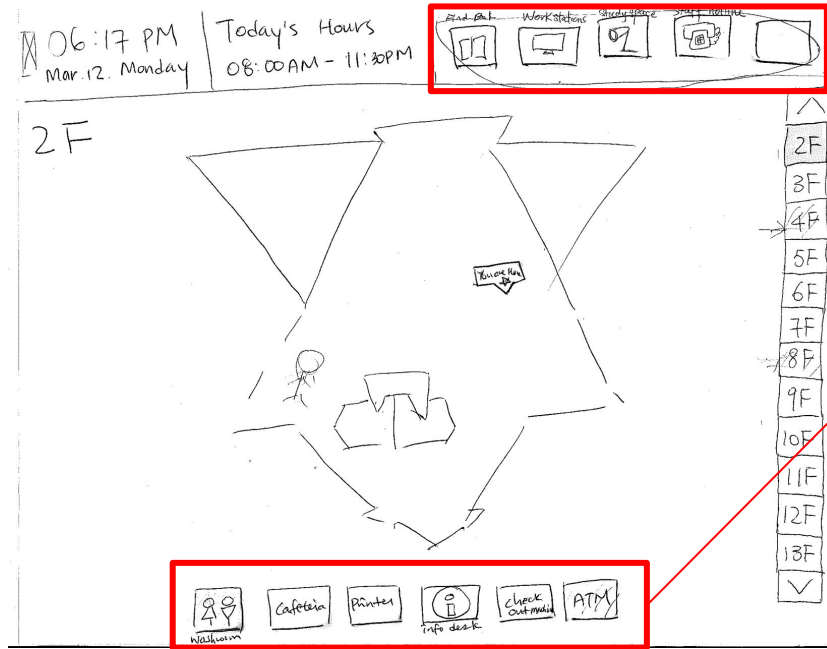
1



2

# Homescreen: Low-Fi Testing Feedback

1



- We asked **5** participants which homescreen design they prefer and why.
- 2 participants said having a map shown on the homescreen is a good idea but it is a bit overwhelming if the map takes too much space because it is attention grabbing.

"I am a little bit confused about the two set of buttons on the map. The top one are not that obvious to me"

# Homescreen: Low-Fi Testing Feedback

2
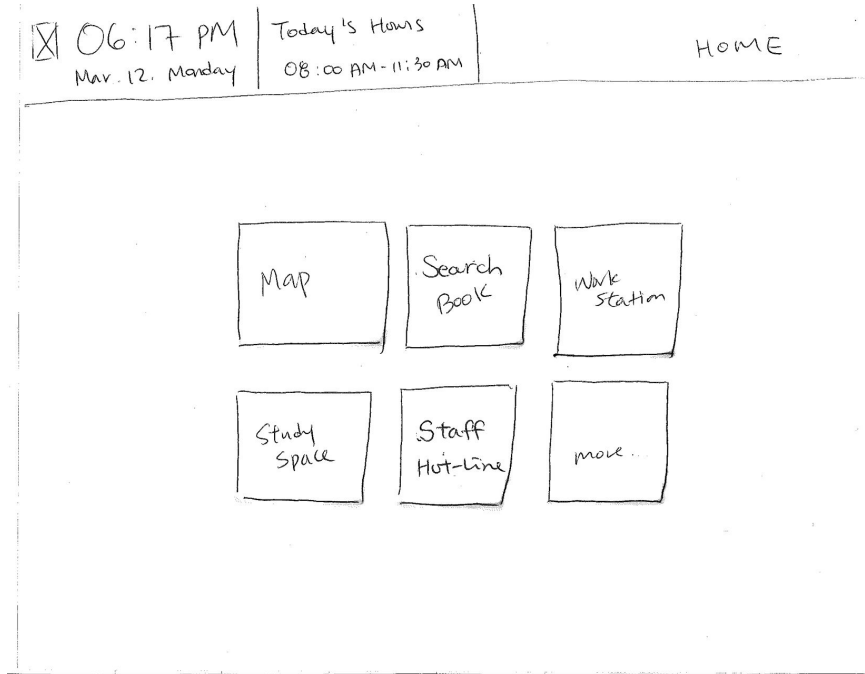


- 3 participants liked the design with big buttons because it is easier to find the features that they need.
- "This looks fine to me, straightforward and I can't miss the information because the button is so big"
- "It's good but not that intuitive and the design looks boring"

** We redesigned the homescreen based on all five participants' feedback.

# Homescreen: Mid-Fi Testing Feedback
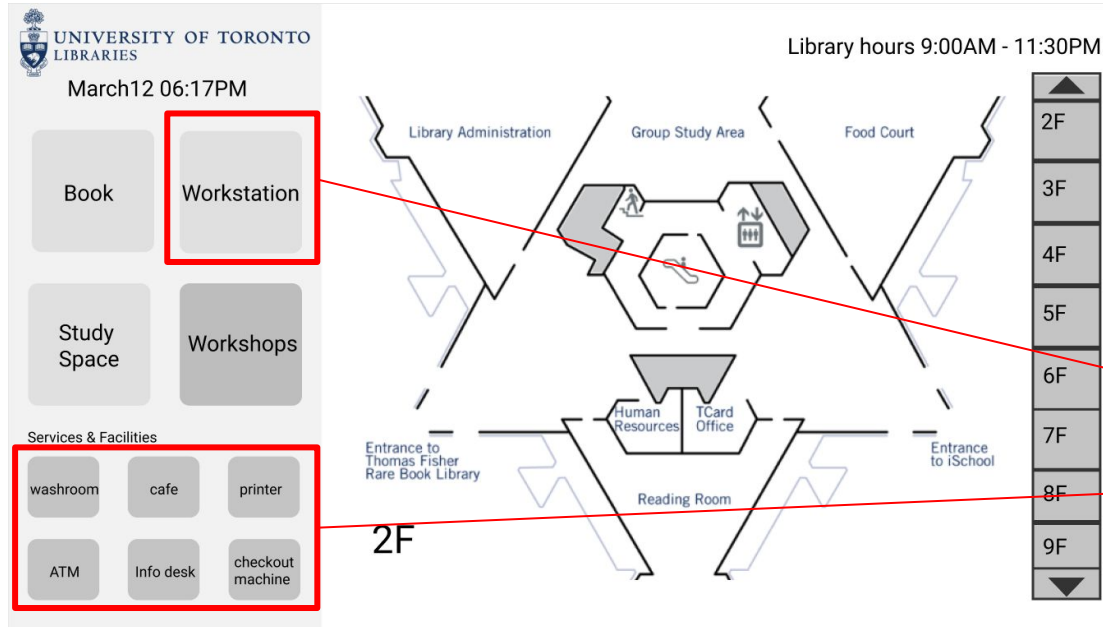


- We tried combining the map and button design on one screen.
- "Is this a floorplan of Robarts Library?"
- "I didn't realize that there are buttons on the left hand side of the screen"
- "How's workstation different from study space?"
- "I think when I click the buttons under services & facilities, the corresponding area will light up on the map."

# Homescreen: High-Fi Testing Feedback
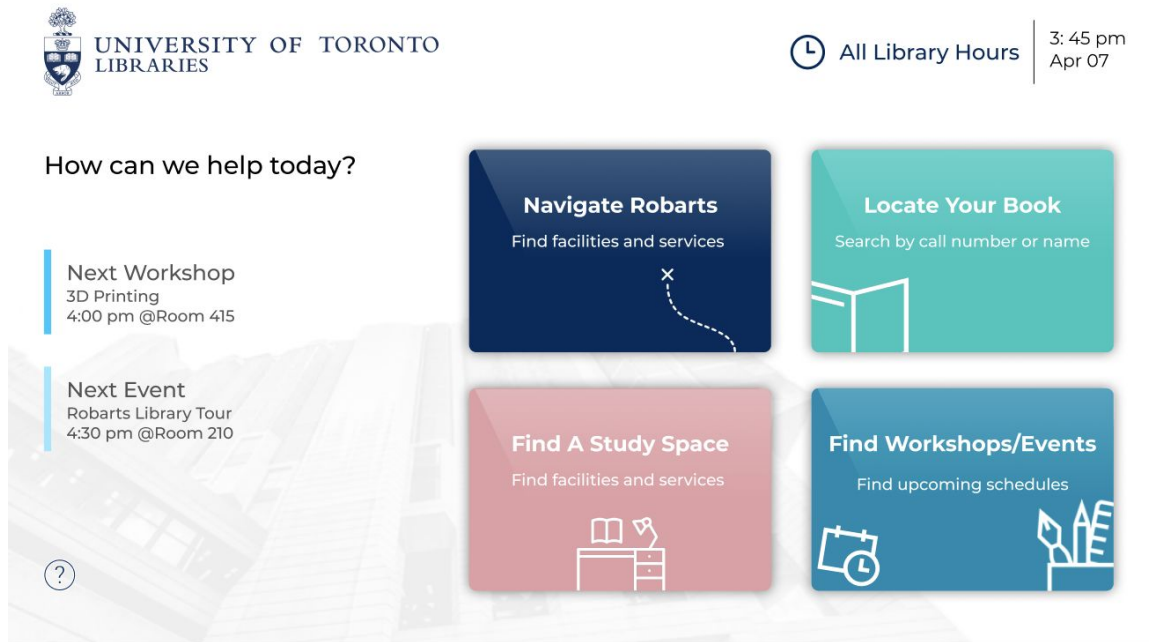


- We decided to go back to the big button design because most participants like the big buttons design and the combined design caused confusion for the participants.

- We conducted usability testing with **6** participants. All participants liked the high-fi homescreen because it clearly shows the features of the kiosk.

- "I am confident with using this kiosk because I think I can find all information I need from the homepage "

# Locate Book: Preliminary Sketches

- We assumed that participants did pre-research about book title or call number before using Kiosk.
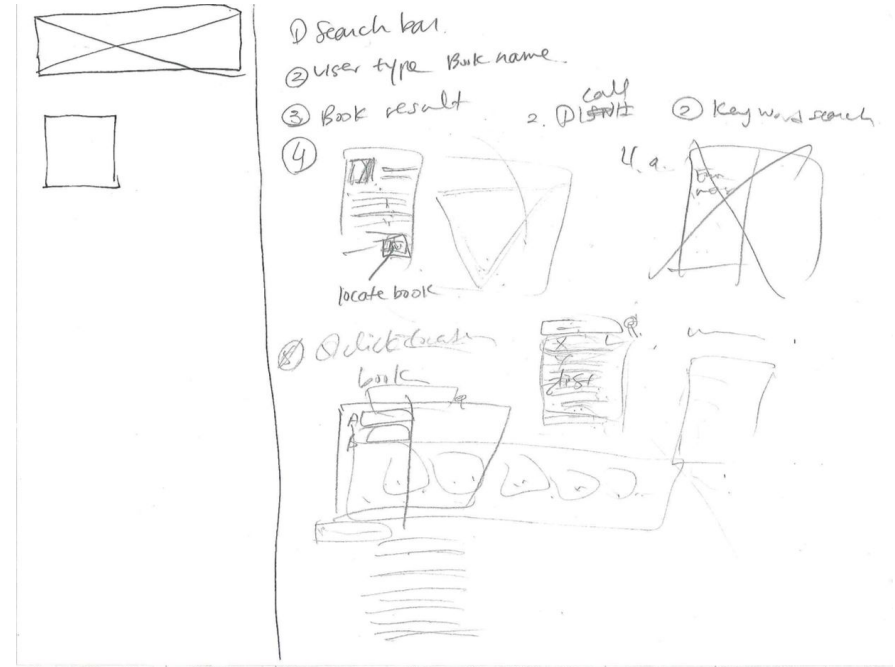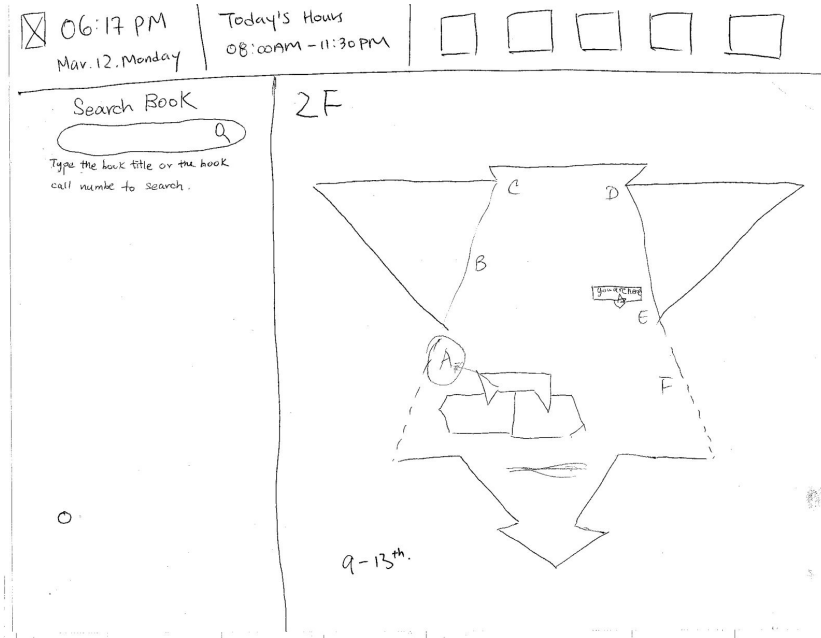
# Locate Book: Preliminary Sketches
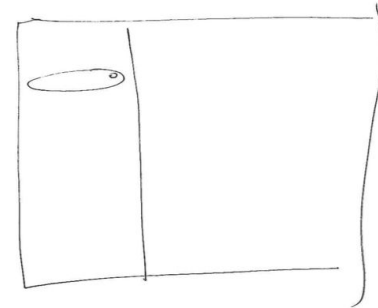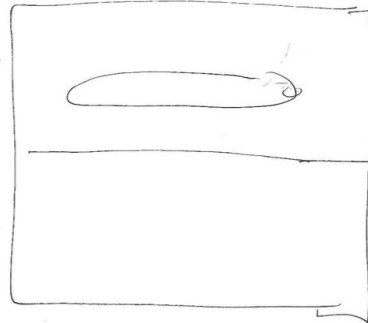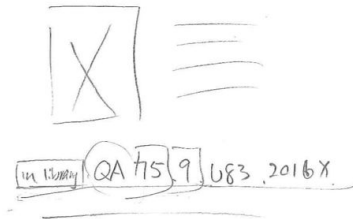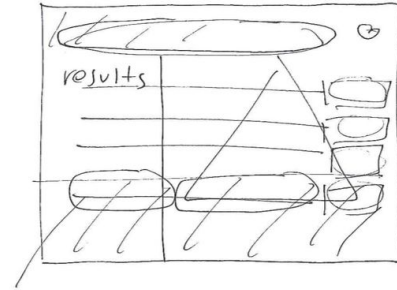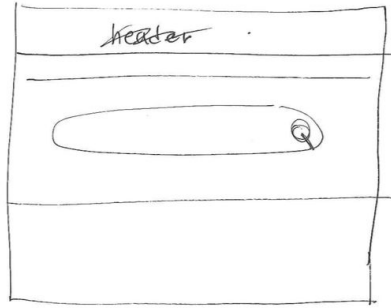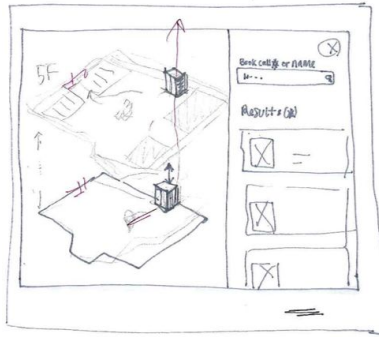
# Locate Book: Preliminary Sketch Discussion

- Comparing all locating book sketches, we all agree that a search bar is needed for users to type a specific book title or call number.
- As a group we had a hard time to decide whether embedding the map beside the search bar or show the map after user type and choose a book from a list of result.
- We assumed users will focus on search bar and see the search result first. A sequential step of presenting information is more straightforward and allows users to focus on one task at a time.

# Locate Book: Low-Fi Testing Feedback
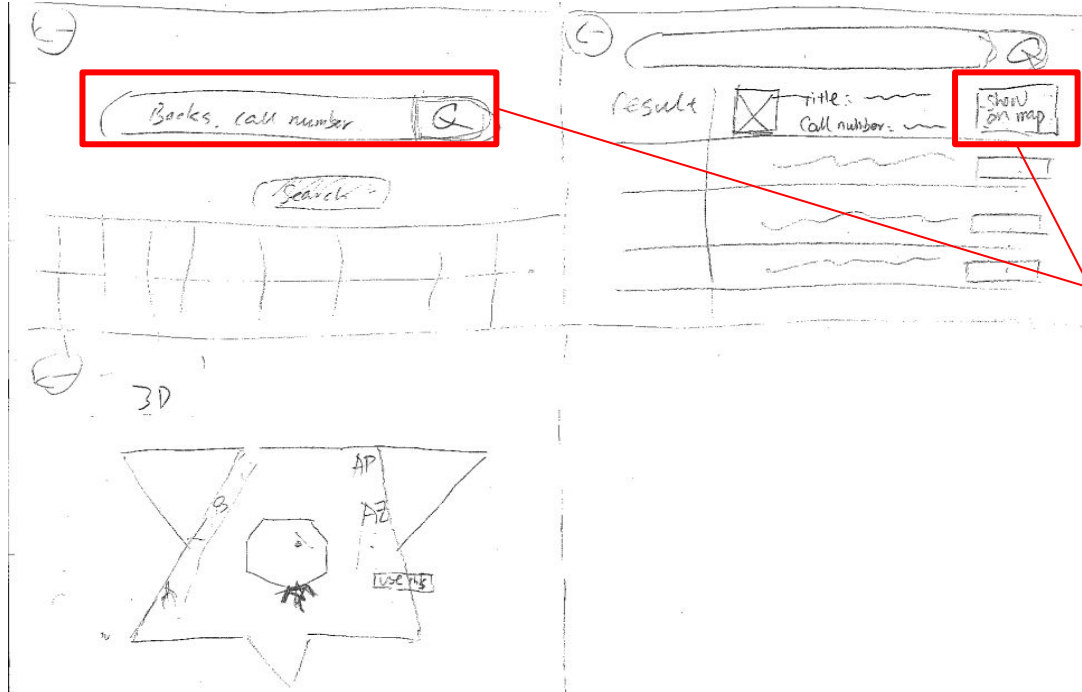


- We assumed that participants can only search by book title or call number.

- We got 2 participants for low-fi testing.

- "Why can't I search a book by keywords? Just like how it is done on the onesearch website"

- "I am not sure what will pop up if I click on 'show on map'"

# Locate Book: Mid-Fi Testing Feedback

Locate Your Book

3: 45 pm
Apr 07

Search your book (call number or book title)

Locate Your Book

3: 45 pm
Apr 07

Result (15) of about 'History : illustrated search'

History : illustrated search strategy and sources
By Elizabeth Frick
Stacks : D16 .F87 1995X
Pierian Press, 1995. 2nd ed.

In

Perpetuum mobile, or, A history of the search for self-motive power ...
Illustrated from various authentic sources, in papers, essays, letters, ...
Stacks : TJ181.3 .D56 1861A V.1
Amsterdam : B.M. Israël, 1968.  Limited ed.

In

Darwin : art and the search for origins
Edited by Pamela Kort, Max Hollein
Stacks : N72 .S3 D27 2009
Cologne : Wienand, c2009

Out

Sep 3, 2018

- "I think the terminology of "Locate a Book" is intuitive. I think it will show me which floor I can get the book."
- "It's depends on the purpose of the kiosk. Locate a book sounds like I already know which book I want and I want to locate it in the library. Find a book sound like when I don't know what book to find."
- "I am not sure what this icon does"

** We asked participants what they expect to see after click on the "navigate" icon because we had a hard time to decide how to present direction information. The kiosk located at 2nd floor and the stack is on 9-13th floor, it is hard to map out the entire journey for users and it is hard for them to remember all those information. By taking users advise, we only show map information of how to get to stacks.
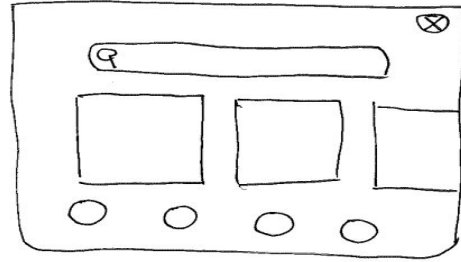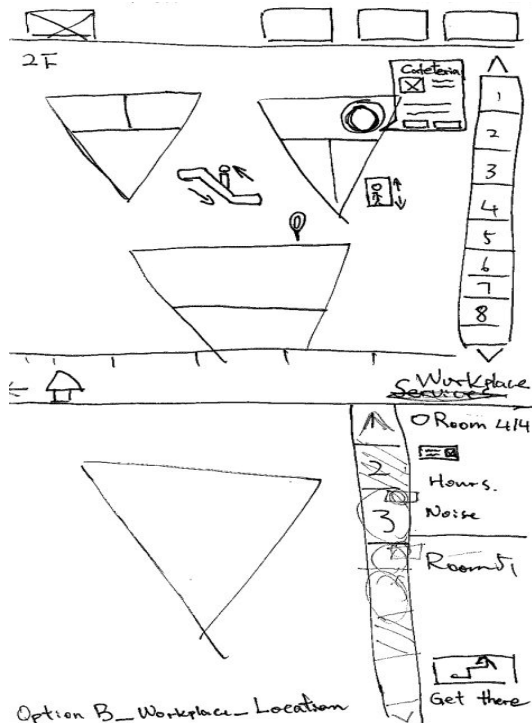
# Locate Book: High-Fi Testing Feedback
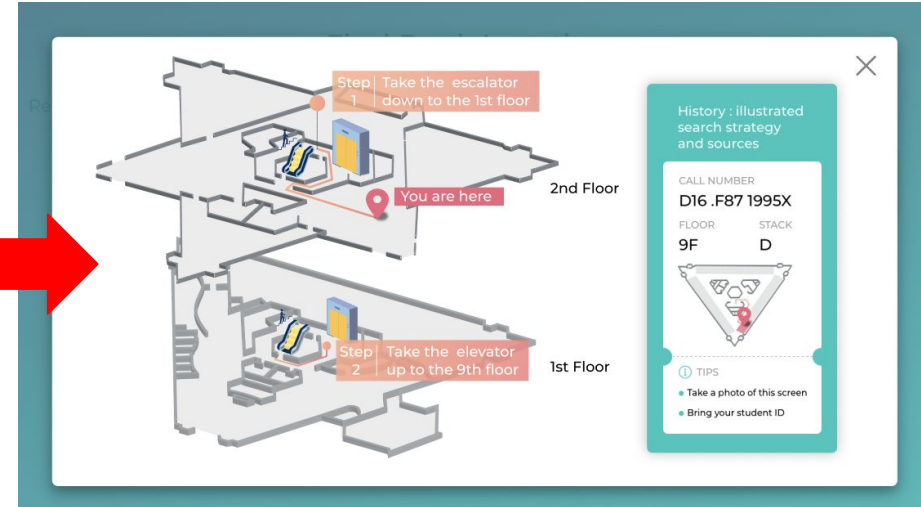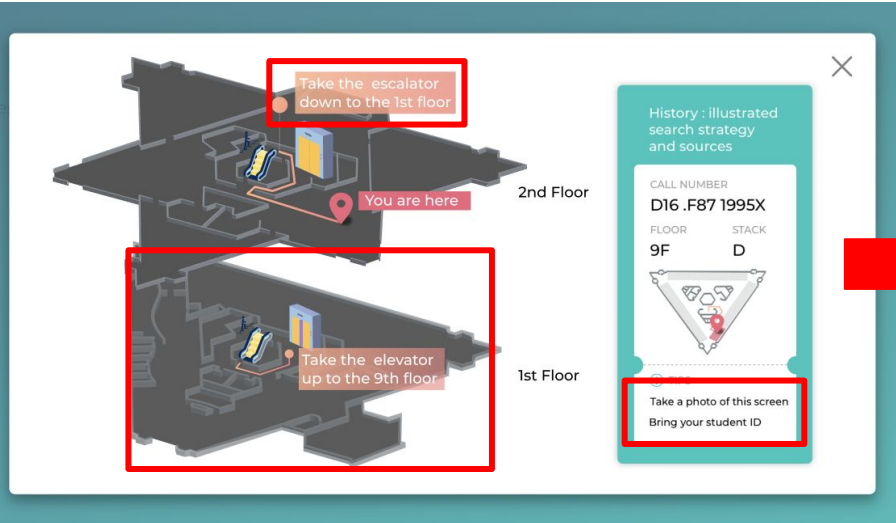


**Feedback:**
- Participants found the background of the map too dark which makes it hard to visualize the elements.
- Participants found the tips are not obvious whether it is a full sentence or separate bullet points.
- Participants found it hard to read the order of the instruction.

**Solution:**
- Lighten the background
- Bullet-point the tips
- Added step # for the instructions

# Navigate Robarts: Preliminary Sketches



2F

Cafeteria

Workplace Services
- Room 414
- Hours.
- Noise
- Room 1

Option B_Workplace_Location

Main Features.
- Book Finding.
- Services. (Washroom, Printing).
- Work Station.
- Study Space.

- Quiet Study room on the 4th floor.

- Option B ( Tiles Homepage).
  work station
  → Access
  → Noise level
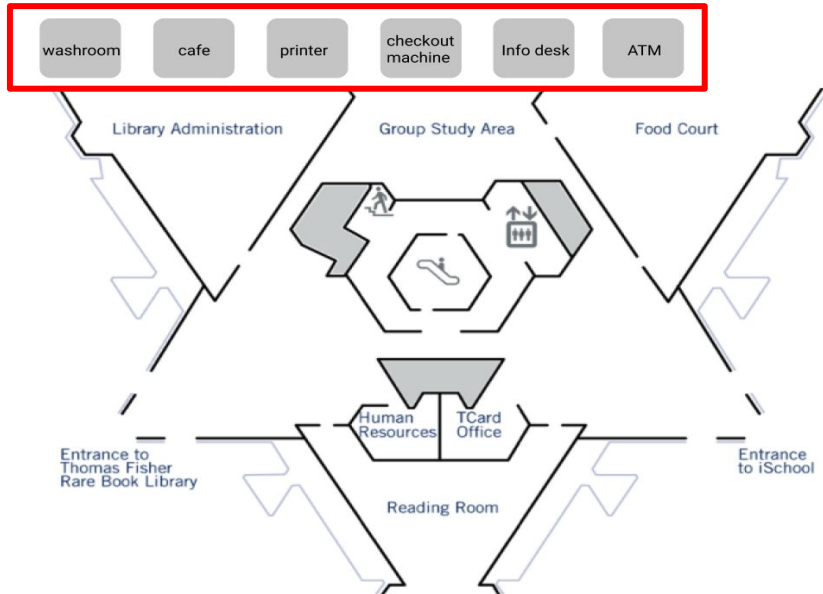  → OS. (windows, Mac).
  → Hours.

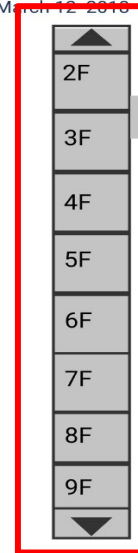Get there

# Navigate Robarts: Low-Fi Testing Feedbacks
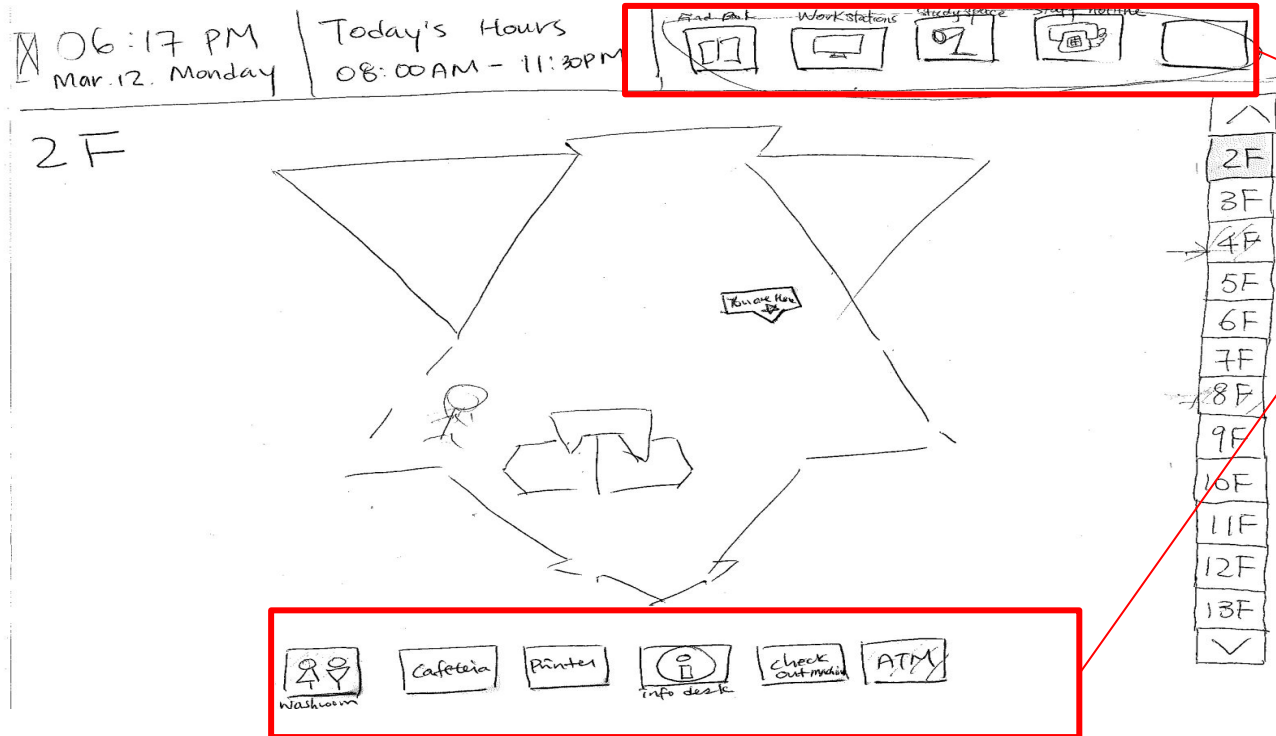


- "Having the two menus/buttons on top and bottom is confusing."

** Our initial idea was to have the main menu options at the top and the bottom icons would be facility information that would be highlighted if the facility was available on the certain floor. However our users thought this was inconvenient and would prefer only to have clickable menus at the bottom of the map.

# Navigate Robarts: Mid-Fi Testing Feedback



washroom | cafe | printer | checkout machine | Info desk | ATM

Library Administration   Group Study Area   Food Court

Human Resources   TCard Office

Entrance to Thomas Fisher Rare Book Library   Entrance to iSchool

Reading Room

3: 45 pm
March 12, 2018

2F
3F
4F
5F
6F
7F
8F
9F

"I feel the floor component controls the button on the top because they have the same color. I am sure you want the floor component reflect to the map though"

"It looks a little bit weird to have vertical buttons, also I think it makes more sense to place it at bottom because that's where my finger can press the screen easily."
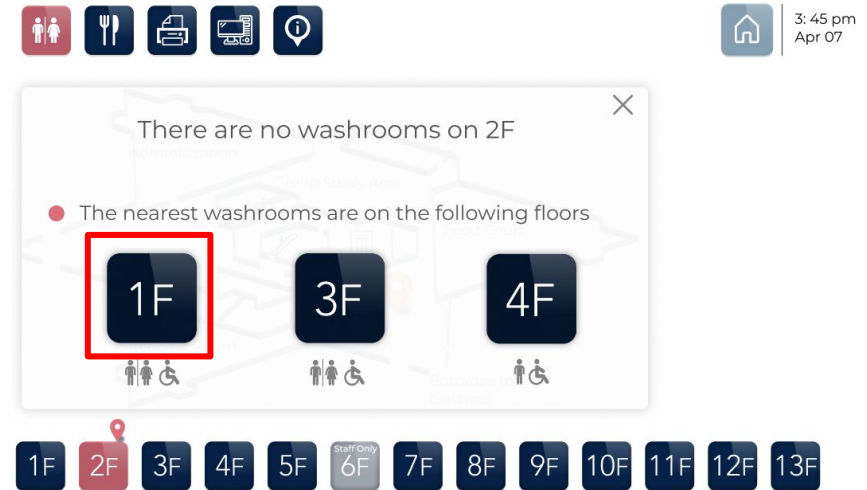
** For this iteration, we placed the floor button horizontally at the bottom and we add the floor indicator.

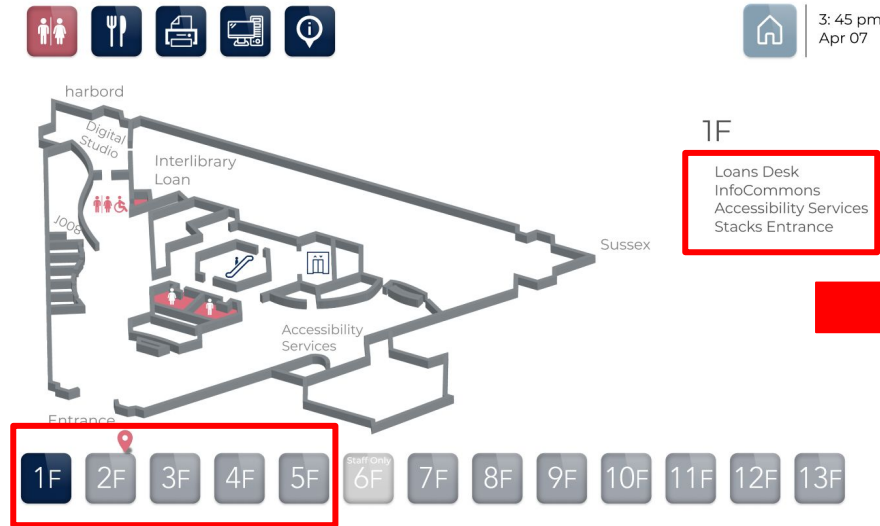# Navigate Robarts: High-Fi Testing Feedback
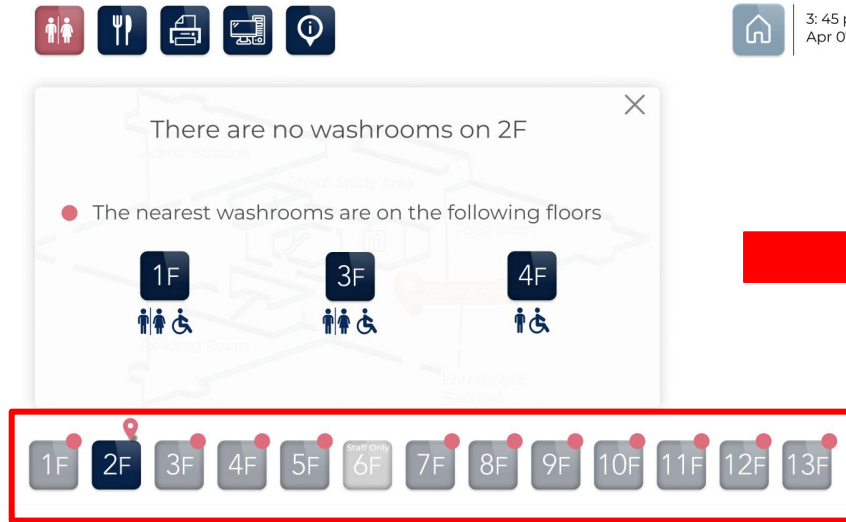


**Feedback:**
The participants did not understand the purpose of the red dots. (They were meant to show that there are washrooms on the floors with red dots)
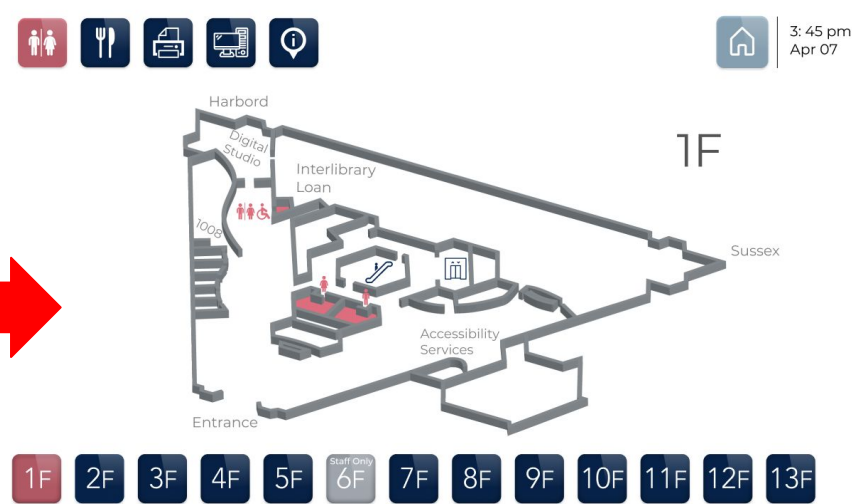
**Solution:**
Participants can click the buttons on the pop-up window to direct to the map of that floor. The red dots are removed.

# Navigate Robarts: High-Fi Testing Feedbacks



**Feedback:**
- The participants thought they could not select the floors because they are grayed out.
- The participants thought that the legend is not that useful since the information is already on the map.
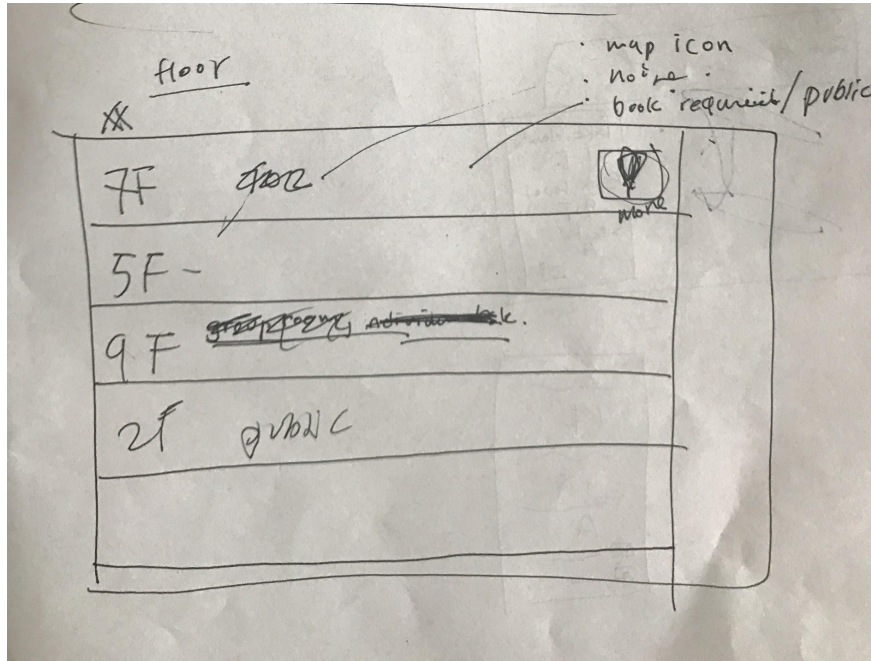
**Solution:**
- Changed the colour of the icons (blue indicates that the button is clickable, and red indicates that it is currently selected). Only the 6th Floor which provides access to staffs only is greyed out.
- The legend is removed.

# Sprint 2

Features:
1. Find study space
2. Find workshop & events
3. Show library hours

# Find a Study Space & Find Workshop: Preliminary Sketches



- We use a similar layout for finding a study space and finding workshop.
- Due to the time constraint, we didn't have enough time to do testing for low-fi sketch. We transferred the preliminary sketch to mid-fi prototype and we decided to find more participants to validate our assumption.

# Find a Study Space: Mid-Fi



**Choose a Type:**

Individual Study Space
Locate individual study space in the Robart Library

Group Study Space
Locate group study space in the Robart Library

3: 45 pm
March 12

**Choose a Floor:**

G Ground Floor
0 room available

9 9th Floor
2 rooms available

10 10th Floor
2 rooms available

11 11th Floor
0 room available

12 12th Floor
3 rooms available

13 13th Floor
1 room available

3: 45 pm
March 12

**  We tested the study space feature with 6 participants in total and we also present the mid-fi prototype to our project advisors.

** Overall, all participants like the presentation layout which they can view the floors and room availability at a glance.

# Find a Study Space: Mid-Fi Testing Feedback



Some participants mentioned that it is better to say "available" or "occupied".

They said since all the study rooms are located on the same floor, there is no need to put "9F" on each row.

# Find a Study Space: High-Fi Testing Feedback



**Feedback:**
The participants thought that if none of the rooms is available at the moment, then there should be some kind of indication instead of making them to check the text in each button.

**Solution:**
The floors with no available rooms are grayed out, providing visual indication of available floors.

# Find a Study Space: High-Fi Testing Feedback
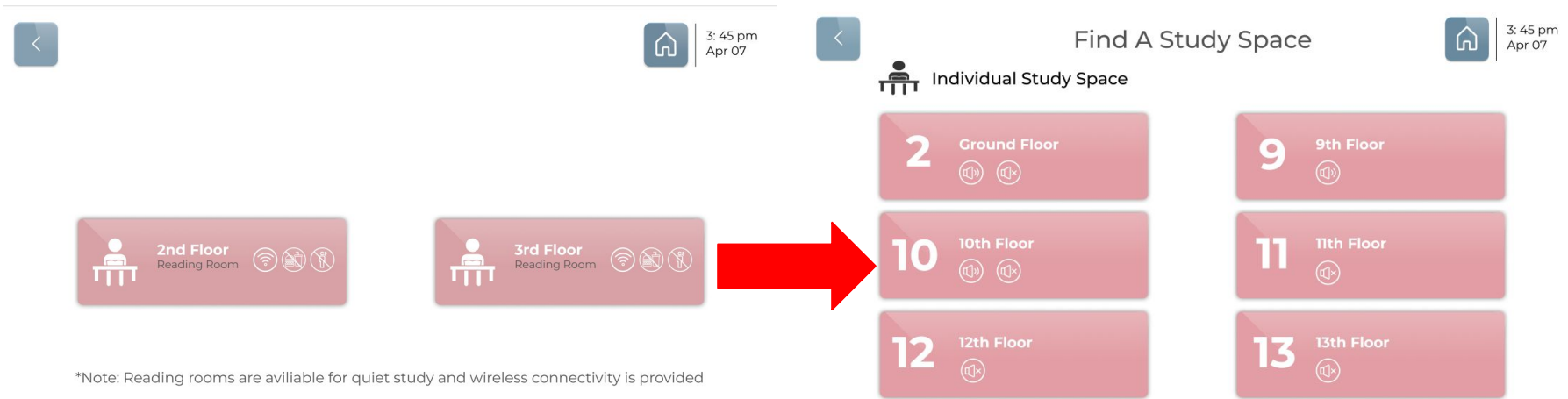


**Feedback:**
The participants questioned why there are only two floors that have individual study space.

**Solution:**
More floors are added and the noise level for the individual study space is indicated using icons.

# Find Workshop & Events: Mid-Fi Testing Feedback



Choose a Workshop:
Note: please use the Robarts website for RSVP

| Mar. 12 | 3D Printing Workshop | Time: 4:00 pm Location: Room 415 | RSVP: Yes | |
| Mar. 13 | 3D Printing Workshop | Time: 10:00 pm Location: Room 403 | RSVP: Yes | |
| Mar. 13 | Introduction to R | Time: 1:30 pm Location: Room 1006 | RSVP: Yes | |
| Mar. 15 | ESL: Writing Help | Time: 11:45 pm Location: Room 1101 | RSVP: Yes | |

3: 45 pm
March 12

- Some participants mentioned that it may be nice to show a calendar for the events.
- They suggested that there should be a way to filter the workshops by date.

# Find Workshop & Events: High-Fi Testing Feedback
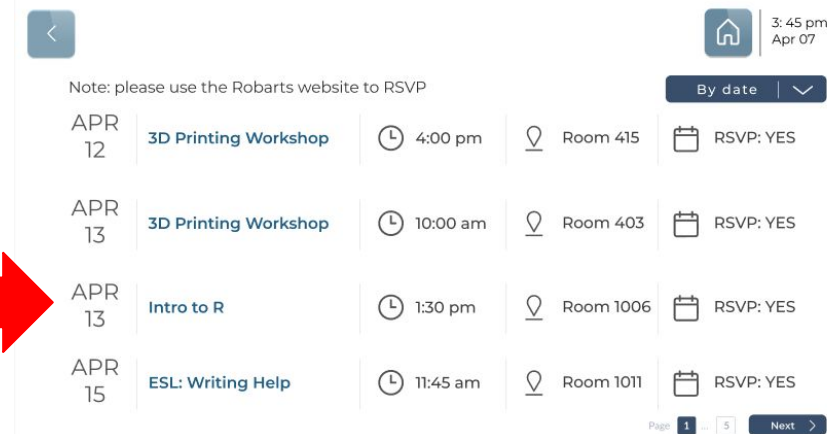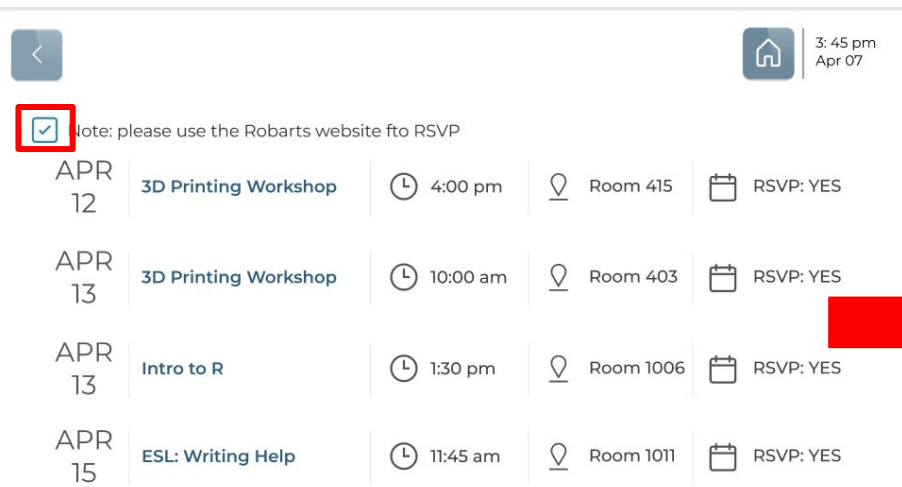


**Feedback:**
- The participants wanted to filter the list of the workshops according to the selected range of dates.
- The checkbox icon is also a bit confusing since it looks like an option.

**Solution:**
- Provided a filtering menu at the top right hand corner to allow users to filter workshops by date.
- Removed the checkbox icon.

# Show Library Hours: High-Fi



- Users from the homepage can click on the "All library Hours" to view library hour information

UNIVERSITY OF TORONTO LIBRARIES

3: 45 pm
Apr 07

## Library hours
### (January 8 - May 5, 2018)

\* Extended study service hours BEGIN on Wednesday January 3, 2018 and END on Sunday April 29, 2018
Monday February 19 (Family Day) and Friday March 30, 2018 (Good Friday) will use the regular hours

### Floor 1st - 8th

| Mon | Tues | Wed | Thurs | Fri | Sat | Sun |
|---|---|---|---|---|---|---|
| 8:30am-11pm | 8:30am-11pm | 8:30am-11pm | 8:30am-11pm | 8:30am-11pm | 9am-10pm | 10am-10pm |

### Floor 9th - 13th (Stack Floors)

| Mon | Tues | Wed | Thurs | Fri | Sat | Sun |
|---|---|---|---|---|---|---|
| 8:30am- 4pm | 8:30am- 4pm | 8:30am- 4pm | 8:30am- 4pm | 8:30am- 4pm | 9am- 4pm | 10am- 4pm |