

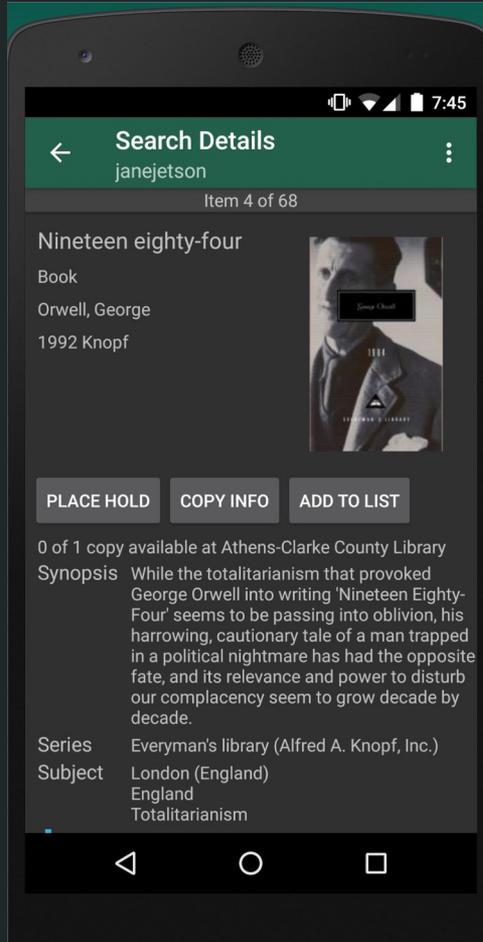
Georgia Pines Usability Test



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Summary

- Pines Android App
- Users aged 16-25 who weren't familiar with the app
- Ease of use
- Learnability



Methods and Materials

- Moderated usability test
- Scenarios
- Questionnaires
- Surveys
- Utilized Mercer's Usability Lab
- Samsung Galaxy S7



Shown: Mercer's Usability Lab

These things worked well in the application

- Placing and removing holds on materials
- Easy to renew books
- Easy to see fines
- Simplicity of the app

Easy to see due date and renewal method



Items Checked Out
21012002082675

ITEMS CHECKED OUT: 6

- The memory of mankind : the story of libraries since the dawn of history** [RENEW](#)
Hessel, Alfred
Book
Renewals left: 0
Due Mar 5, 2020
- Nearby history : exploring the past around you** [RENEW](#)
Kyvig, David E.
Book
Renewals left: 0
Due Mar 16, 2020
- Books : a living history** [RENEW](#)
Lyons, Martyn.
Book
Renewals left: 0
Due Mar 16, 2020
- Libraries and founders of libraries** [RENEW](#)
Edwards, Edward
Book
Renewals left: 0
Due Mar 17, 2020
- World history book list for high schools : a selection for supplementary reading** [RENEW](#)
National Council for the Social Studies
Book
Renewals left: 0
Due Mar 18, 2020
- International dictionary of library histories** [RENEW](#)
Stam, David H.
Book
Renewals left: 0
Due Mar 31, 2020

Easy to find fines and see what they are from, although no way to pay them



Fines
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Total Owed	Total Paid	Balance Owed
7.50	0.00	7.50

Damaged Material **7.50**
Test bill

Users had some problems with the application

- Search function inconsistency
- Adding books to lists
- Selected library not saved

Defaulted to this library each time

← Place Hold
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The BFG
Spielberg, Steven
DVD

Pickup location **Headquarters Library** ▾

Email notification

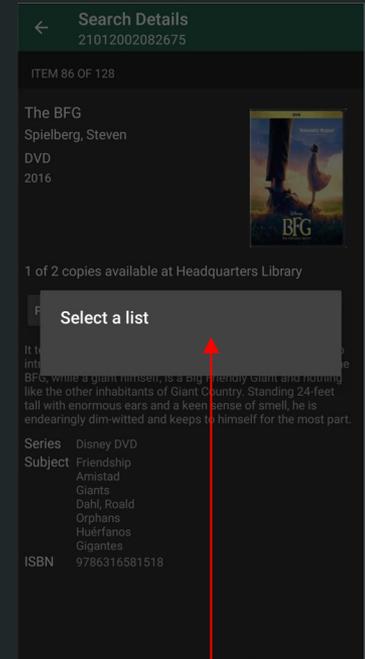
Phone notification

SMS notification

Mobile carrier AT&T Enterprise Paging ▾

Expiration Date _____

PLACE HOLD



Users expected to be able to create a new list from here

Users were frustrated with the search and add to list functions



We recommend making the Android app easier to navigate

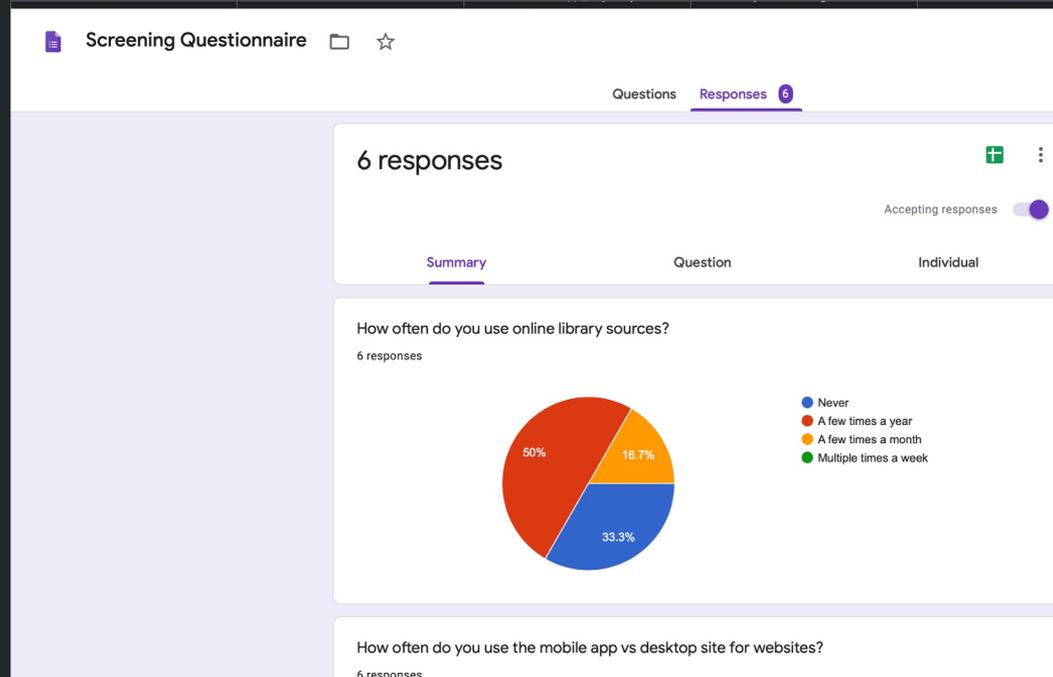
- Tutorial showing how to properly utilize search function
- Make it easier to find AND keep your choice of library
- Modify adding books to list to make it easier to use

Additional suggestion: Implement a tutorial for main features of the app, accessible through the main menu



We can provide more documentation if requested, such as:

- Screening questionnaire
- Post-test questionnaire
- Responses



Synopsis

- Basic functions work as intended, mostly quality of life changes
- Complex functions very confusing for the user, frustrating to the point of disuse
- A tutorial outlining the proper use of these functions would greatly improve the user experience.