

Interview Guide

Scenarios

- **Scenario 1 (Create a Reservation)** – You are creating a reservation at 9:30am on February 28 for a patron. The patron asks to book for the Community Room for their reservation. Can you walk me through how you would go through this process?
- **Scenario 2 (Filtering Pending Events)** – You’re viewing the Library schedule for this week and only want to view reservations that have not been confirmed yet. Can you show me how you would do this?
- **Scenario 3 (Notifications for Pending Event)** – The “Mind-Body Fitness for Older Adults” is awaiting your review and approval. Can you walk me through how you would complete this task?

Questions

1. Go through OG Flow Tasks
 - a. What are your impressions on this prototype?
 - b. How was your experience going through these tasks? (Eg. was it easy/difficult)
2. Go through Alternative Flow Tasks
 - a. What are your impressions on this prototype?
 - b. How was your experience going through these tasks? (Eg. was it easy/difficult)
3. A/B: Show them OG vs Alternative side by side
 - a. What are your thoughts on these two screens?
 - b. Are there specific features you like/dislike?
 - c. Which screen do you prefer?
4. Additional
 - a. What are your thoughts on the design of approved/pending/denied events

Exploring Design Decisions

We contacted three stakeholders, following our interview guide above, to get their honest opinions. Our goal was to gauge the usability, visual design, and preferences of our stakeholders. Our stakeholders included: **Dana Sanchez** (Branch Manager at the La Jolla Public Library), **Ton Vo Ngo** (Branch Manager at the Balboa Branch Public Library), and **Deborah Kegel** (Research Librarian at UCSD). We then integrated our feedback and observation notes into three categories: likes, dislikes, and things to consider. By doing so, we were able to finalize our design decisions when implementing our final prototype.

Based on our findings, we found that the majority of our stakeholders preferred our alternative screens, however, wished to add certain elements of the prototype. We also noticed certain design aspects that led to user frustrations.

1. Reservation Process

Through our stakeholder interviews, we identified key areas of improvement for the reservation process to enhance usability and reduce the noted frustrations.

- **Prevent Double Bookings More Effectively:** Instead of a simple warning, stakeholders like **Dana** and **Deborah** preferred a **mandatory confirmation checkbox**. This extra step ensures that users are fully aware of conflicts before finalizing their reservations, preventing accidental scheduling errors.
- **Room Selection Optimization:** Introduce a **toggle or dropdown menu** in the reservation form to allow seamless switching between room options without requiring users to restart the reservation process.
- **Full-Screen Reservation Form for Better Visibility:** Instead of pop-up, maintain a **full-screen reservation form**, as users preferred having more space to review and input details.
- **Logical Layout for Clarity:** **Standardize the form layout** by placing patron details on the left and reservation details on the right, aligning with user feedback from all 3 of our interviews.

2. Manage Reservations & Reservation Approval

We also incorporated insights from our interviews to make specific features more clear and intuitive to use in the managing reservations and approval process.

- **Improved Labeling for Better Navigation:** When tasked to review and approve a reservation, all three stakeholders struggled to navigate to the “Notifications” tab and instead expected to double click on a reservation directly from the calendar. Since the purpose of the tab failed to meet our stakeholders’ expectations for viewing and making changes to reservations, we took their suggestions of **renaming the tab from “Notifications” to “Manage Reservations.”**
- **Button and Icon Improvements:** Two of our stakeholders **Deborah** and **Ton** questioned whether an “Edit” button was necessary if there was already an “Add to-do” button, which indicated a lack of clarity between the two button functions. Interestingly, **Deborah** was initially confused about this and later realized that the two were different once she had tried to explain it to herself. Understanding that the difference could be made more clear, we decided to **rename the “Edit” button to “Edit Reservation”** to distinguish it from “Add to-do.” In addition, all three of our stakeholders initially failed to realize that the “View details” button could drop down for more information. Using these observations and feedback from our TA Annie, we decided to **add an arrow icon next to ‘View Details’** to clearly indicate the ability to expand/collapse reservation details.
- **Event Approval Enhancements:** One of stakeholders, **Deborah**, wanted to be able to **double click a reservation** to open event details and approve it directly. She also wanted to be able to **approve events without requiring a note**. **Dana**, on the other hand wanted the details of an event to be viewed in a dropdown, but eventually stated that the reasoning was for **ease of access**.

Implementation Priorities

To ensure efficient development and deployment, we categorized improvements based on priority levels to ensure a smoother redesign process:

High Priority (Essential Fixes)

- Rename "Notifications" to "Manage Reservations" for improved clarity.
- Implement a toggle/dropdown for seamless room selection.
- Add a confirmation checkbox for preventing accidental double bookings.

Medium Priority (Enhancements)

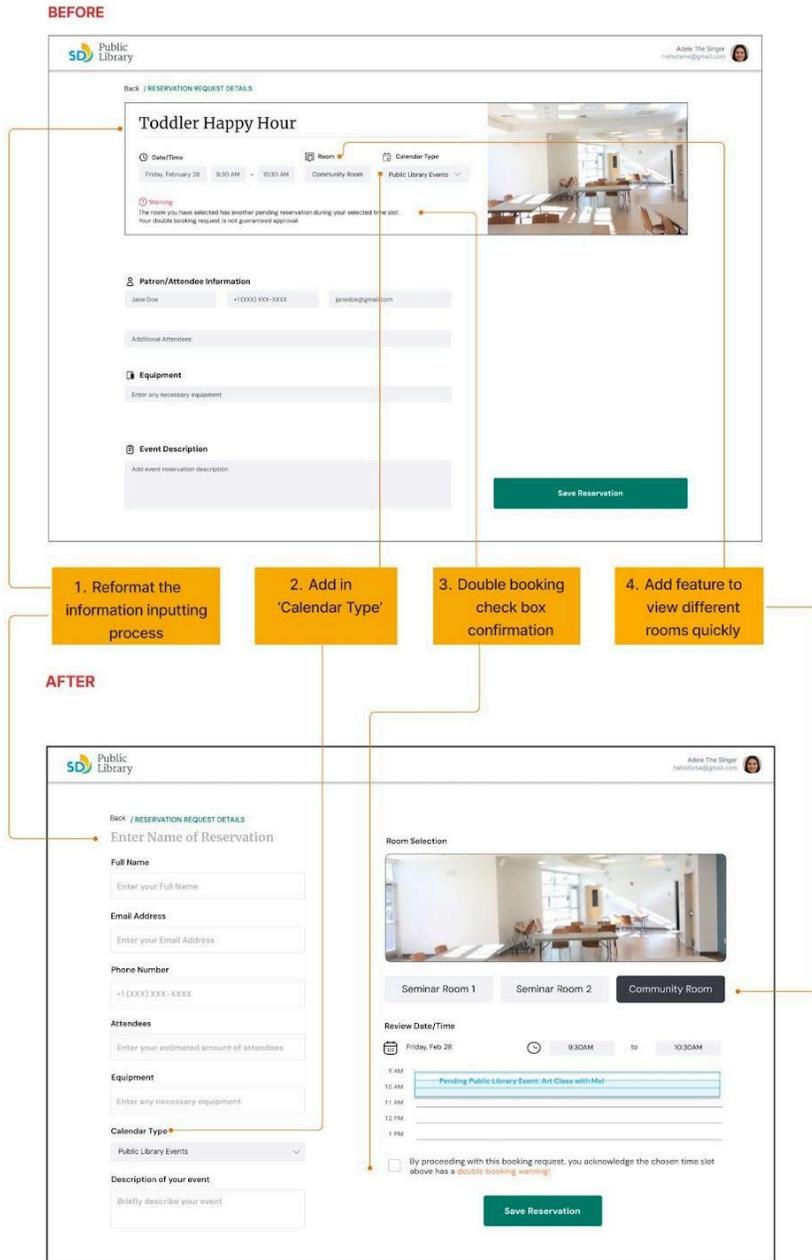
- Update button labels ("EDIT" → "EDIT DETAILS") for better clarity.
- Introduce expand/collapse icon for viewing event details.

Low Priority (Nice-to-Haves)

- Add a print/export option for event schedules.
- Include room images in the reservation screen to enhance navigation

Before-and-after stories

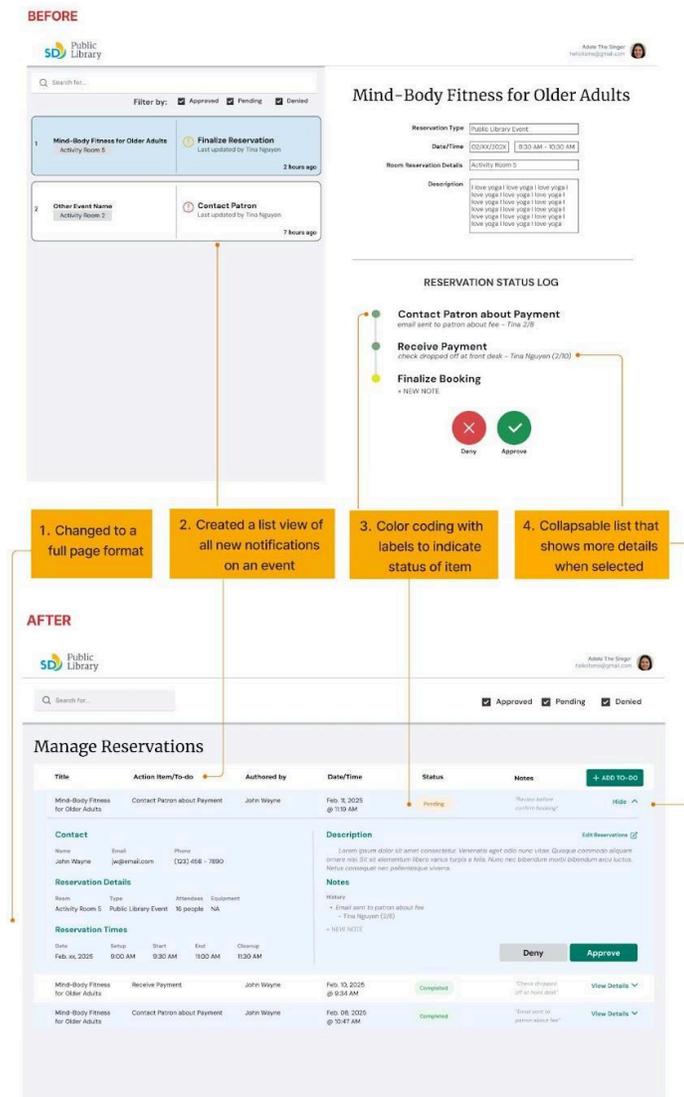
Create Reservation Process Screens



For the event reservation process screens, we first reformatted how the user would input their information. To create a reservation, we previously explored two different flows in which one displayed a pop-up screen overlaying the master calendar before redirecting the user to the screens below. However, after our recent interviews, most stakeholders preferred that after clicking 'New Reservation', it would immediately redirect them to these screens and start the reservation process.

Therefore, our improved screen focuses on the separation of user information and the event details. Next, we added the 'Calendar Type' into the improved screen since the alternative screen before did not include it. After seeing how useful it was on the original screen, we made sure to implement it for the final version. Then, we decided to keep the checkbox option for the double booking warning since it serves as an error prevention and ensures the user is informed. Lastly, we wanted to let users quickly view the different room options in the improved screen instead of being limited to the drop-down list. Additionally, we ensured there was no negative space on the improved screen, so each area was functional and purposeful.

Manage Reservations & Event Approval Screens



After receiving feedback from our stakeholders, we moved forward with creating the content to manage reservations in a full-page format. This allowed us to utilize the space in a way that displayed more information while keeping it organized and easy to navigate. Hence, the list view in

the improved screen was a crucial change that included a collapsible feature that allows users to view more details. By being able to collapse or expand the information, it gives the user the power to decide what information they need displayed at the moment. We made minor changes, such as adding an arrow icon next to the 'View Details' icon to indicate to the users the ability to see more information. Lastly, we improved how the status was shown by adding labels to the color coding system. While the original screen had a status log, the colors would be confusing to some stakeholders since they mentioned how its meaning was not clear.

Overall, the feedback from our stakeholders and listening to their different perspectives was valuable to our final iterations. Through that process, we better understood the specific features that worked well in the original and alternative screens to combine the strong points for the final prototype