

# Homepage Status Box Preference

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## Summary

In November 2021, a quick UX Cafe-style assessment was done to determine the best method for alerting users to timely information (banner or status box) as operations return to normal. The status box that had been on the top of the homepage for the last year was no longer necessary because most of the items listed in it were operating normally.

## Purpose

The purpose of testing was to determine how to get people to the operations page in the near term and to understand user needs in terms of what information they are looking for on the homepage of the Libraries website.

## Methodology

A table was set up in the atrium of Suzzallo Library to conduct a preference test. Two testers, one with a laptop and the other with an iPad, asked passing patrons if they were available to answer a short series of questions. Participants were shown four different version of the homepage:

1. Both a banner at the top of the page and an alert box above the tiles.
2. Banner at top of page, no alert box
3. Alert box above tiles, no banner
4. Alert box below tiles, no banner

Participants were asked the following questions:

1. What is the first thing you notice when looking at this Libraries homepage?
2. Do you find this helpful for learning about status changes in the Libraries?
  - a. What do you expect to see after clicking the operations link?
  - b. Would you return to the homepage to look for this in the future to find out about operation changes in the Libraries? (such as hours, policy updates, etc.)
3. Which design communicates an update best?
  - a. Which is easier to read or understand?
  - b. Which do you prefer?
  - c. Why do you prefer design 1 over design 2, 3, or 4?
4. What other information would you like to find quickly when coming to the Libraries home page?

## Results

Sixteen people participated in our quick assessment. Their preferences are listed below:

Most effective:	Banner - 5	Box - 1
Preference:	Banner - 9 votes	Box - 5 votes

## Recommendations

- Remove status box; keep statuses (use icons) for services that are not available on the Operations page
  - Keep important statuses/policies in banner (masks required, no eating, winter break closure) on all pages.
    - No redesign needed for banner
    - Add whitespace back around the search box - increase font to normal size (14px)
  - Tiles shift to 2 rows of 4
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