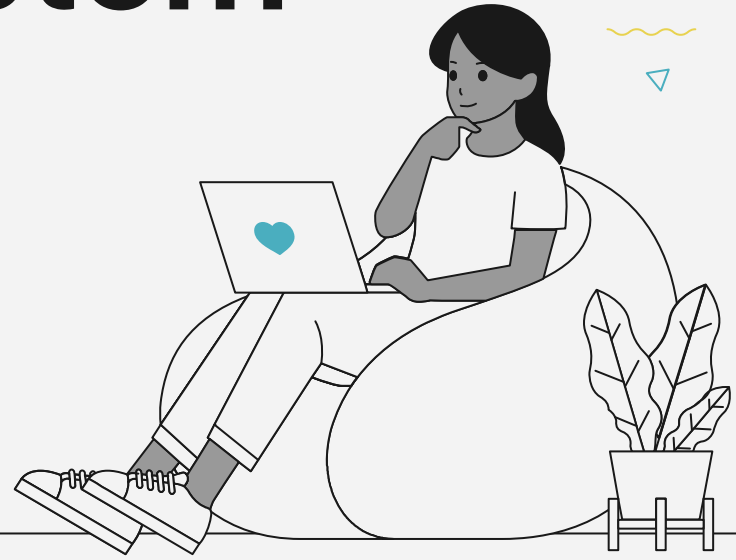


# Redesign Study Room Reservation System

Group 2: Noah, Hazel, Jaden





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## Interviews

Summary, Quotes, Card  
Sort

02

## Immersive Research

Immersive Research,  
Competitive Research

03

## Persona

Introduction, Story, Needs,  
Pain Points

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## User Journey

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## Problem Statement

Opportunity Statement,  
HMW

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## Summary



# Research Summary

## Methodologies:

- Interviews
- Card Sort
- Immersive research: Bobst & NYPL

## Pain Point:

- Users need a more organized library study room management system.
- Libraries need to conduct digital transformation.



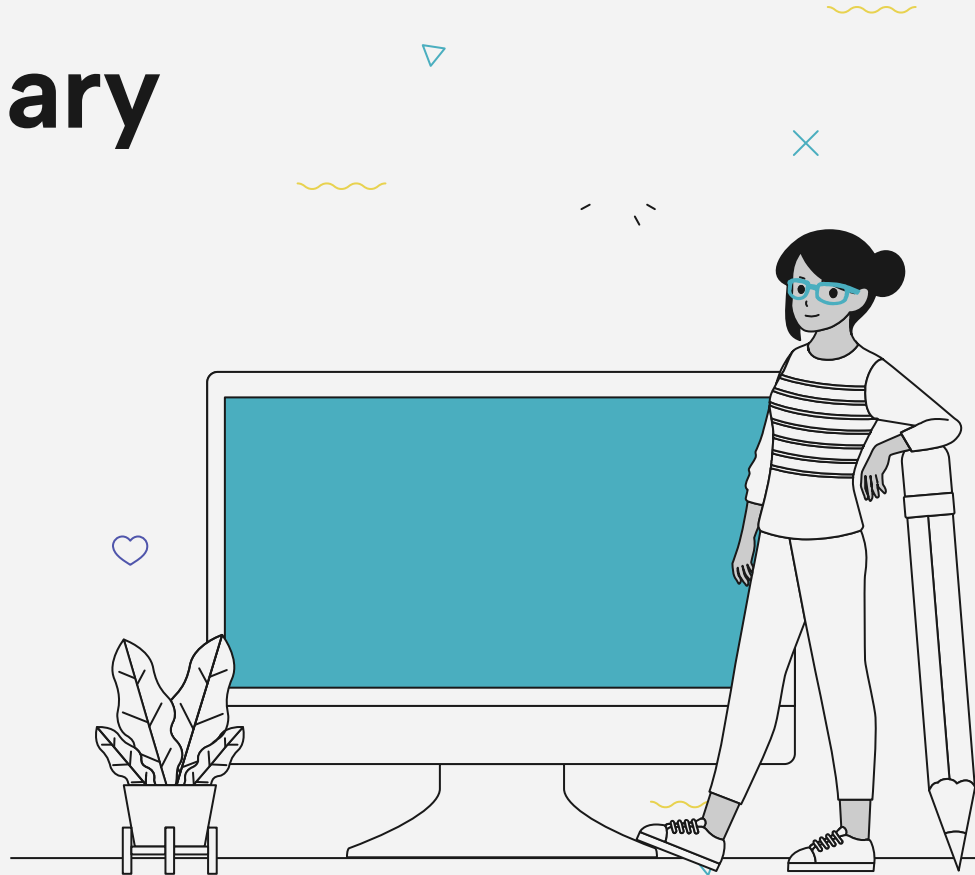
# Interview Summary

6 Responders ages 19–55

Students, Teacher, Tech Worker

## Key Takeaways

- Difficulty reserving study rooms
- Libraries not catering to users physical needs
- Wide range of studying preferences





**“I like single seats with more free space to move around, places with **natural light**, and it has to be **quiet**. That's why I prefer to use the **private study rooms** in libraries, but I often **fail to reserve one**.”**

Lucia, Performance Studies Student





“I would show up about **15 mins before the library opened** so I could queue up for the **4 study rooms**. I felt **stressed** because I knew I needed one of the study rooms to do my tutoring.”

Abby, Middle School Teacher





**“I can’t use the library because I’m on a lot of zoom calls. The times I did I was out on the balcony with the smokers because it was the only place I could talk.”**

Lance, Chief Technical Officer





**“Study rooms are an important feature to me. The rooms in my school library are well-organized. I like how students can do study groups and study together.”**

Eugene, CAS Economics student





# Card Sort

What features are important to you when looking for a study space in a library?

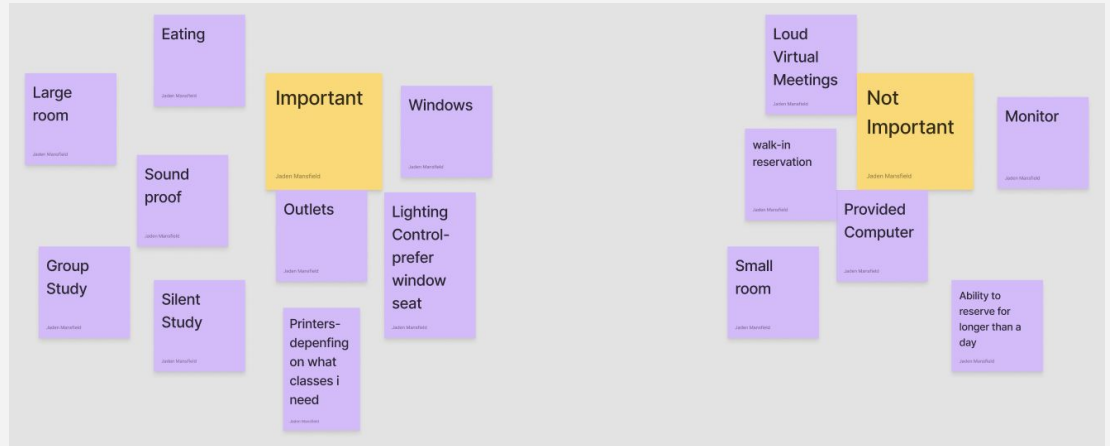
## Most Important



## Least Important

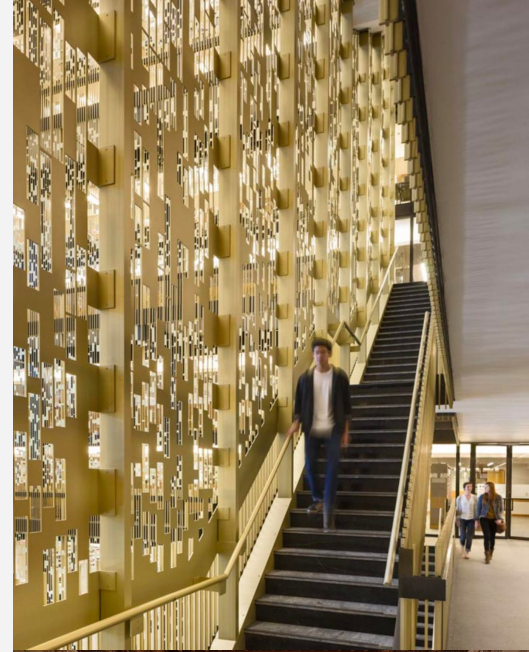


- 5 responses
- Highlighted the physical needs people are looking for



# Bobst & NYPL Library

- Major function changed overtime
- Multifunctional Building
- Serving a wide variety of people
- Lack of navigation system
- Digital system



## 02 Immersive Research

# The Digital Systems

### NYPL App:

- **Comprehensive features**
- **Neat interface**


### Bobst App:

- **Unclear catalogs**
- **Wordy, and difficult to find information you may need**

### Conclusion:

- **Lack of reservation function**
- **Providing information rather than functional**

### Books & More (Library Catalog)

Search for books, journals, videos, and more   
(tap for more)

### Articles or Databases (Library Catalog)

Search for articles, databases, and more (tap  
for more) 

### NYU Libraries: Notification Channel

Tap to sign up for emergency notifications  
from the NYU Libraries 



My Account



Catalog



Events



Library Information



# Meet Jack.

Jack is a full-time student, majoring in Game Design in New York City. He has many group projects for his major, and often has to meet with his group members for many hours, many times a week. He moved to the city 2 years ago for college, and is still discovering new things everyday. He always goes to his university's library, because he knows they have comfortable chairs, reliable wifi, and outlets. He wants to try new places to study but he doesn't know where to go.



Alter Ego





# User Needs

- Jack needs to **study in comfortable chair**. He has struggled with back pain since he was young.
- Jack needs **reliable wifi and outlets** to be productive
- Jack often needs to **stays overnight in the library** to finish his projects.
- Jack sometimes needs to **be able to customize the room** with a monitor or computer and change the lighting
- Jack needs to see **clear information of the room** online in advance



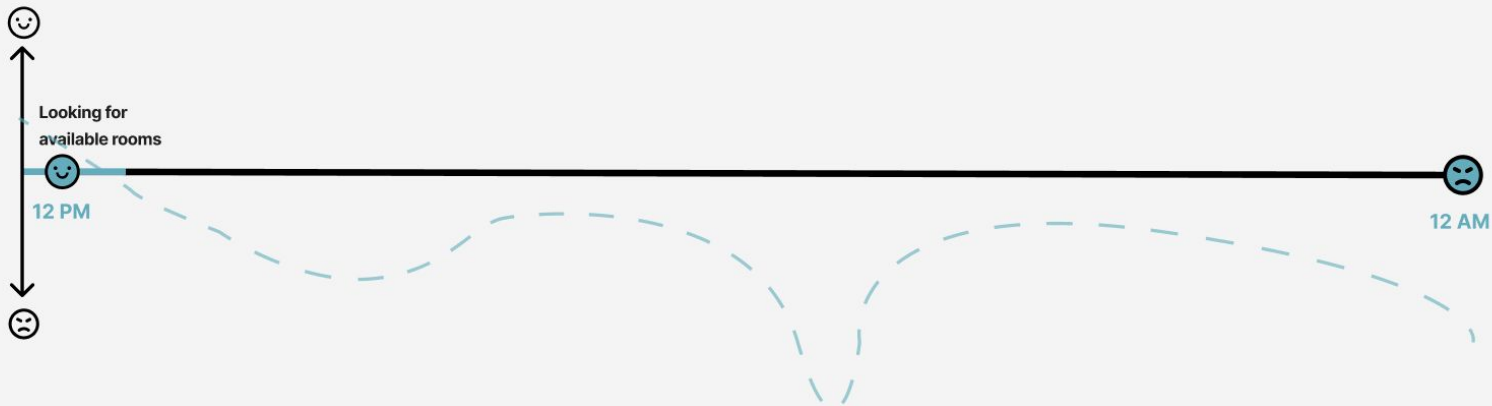
# Pain Points

- Jack often **forgets to book a study room** until they're mostly all booked. He often is forced to book a room after 9pm because that's all that's left.
- The library's app that he uses to reserve study rooms **does not give any information about where the study room is located**, which has caused him to be wandering around the library lost multiple times.
- Other students have knocked on the door while he is in a study room, **telling his group to quiet down**, which is frustrating .because his group needs to be able to talk and work together
- Sometimes, when he arrives at the study room there are **not enough outlets** for everyone in his group, and they have to take turns charging.



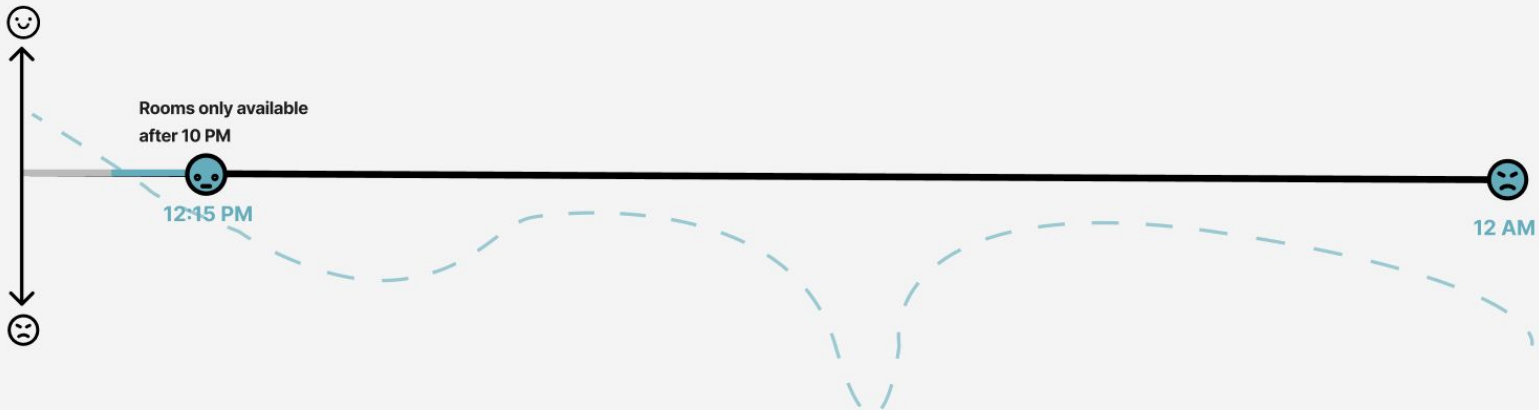
## 04 User Journey

At **12 pm**, Jack needs to urgently book a study room to complete his game design group assignment: they needed to finish it early because the group had a family emergency.



## 04 User Journey

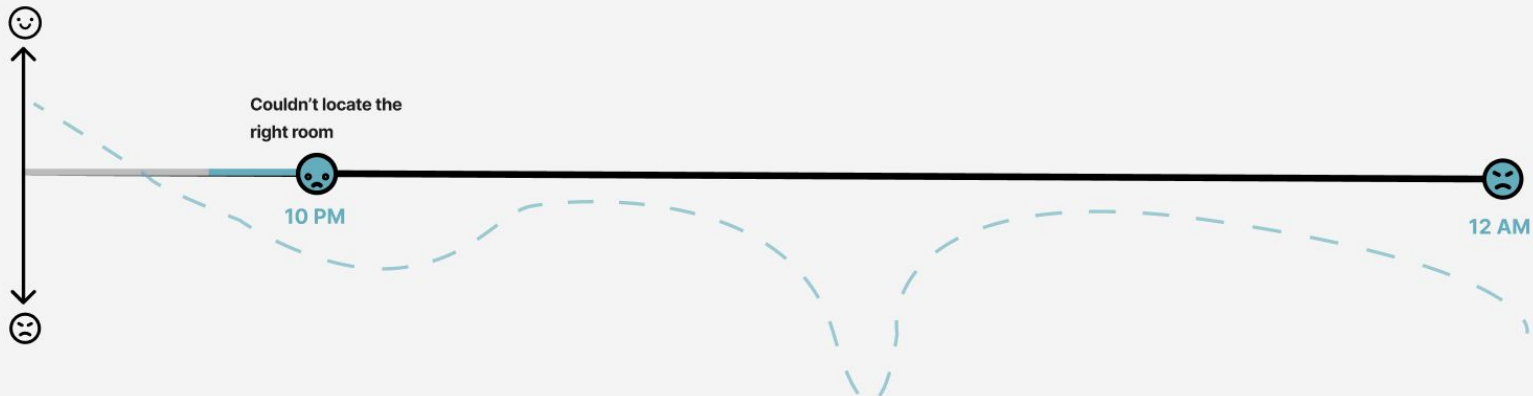
However, there's only rooms available after 10 pm since it's midterm week. Jack still managed to book a group study room which says could fit 3-8 people.





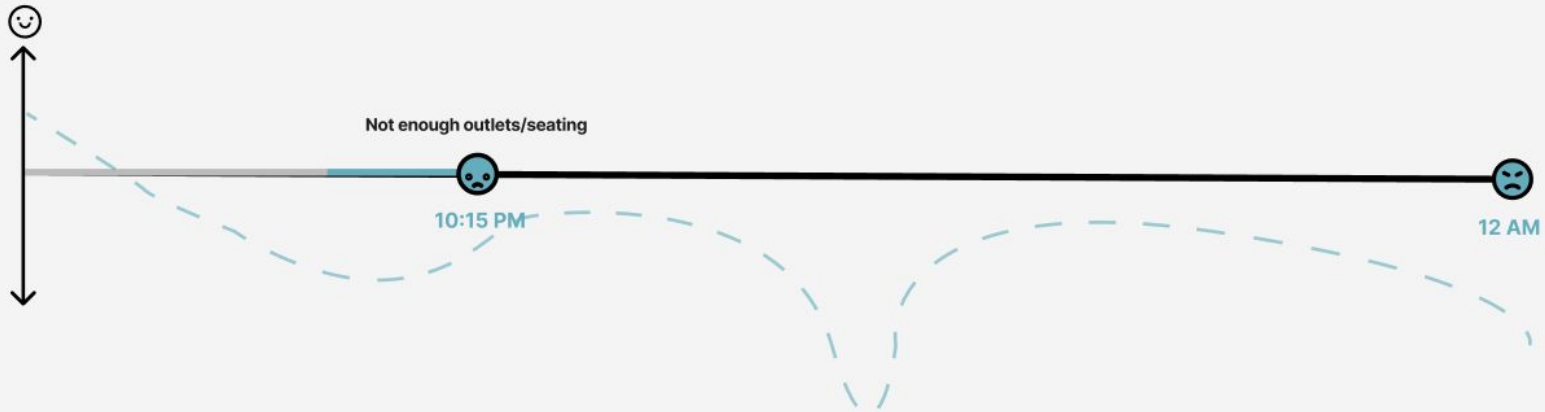
## 04 User Journey

At **10 pm**, Jack arrived at the library and goes to LL1, where the room should be located. However, it took him a while to find the right room because **there's no clear navigation on-site or on the reservation info page**.



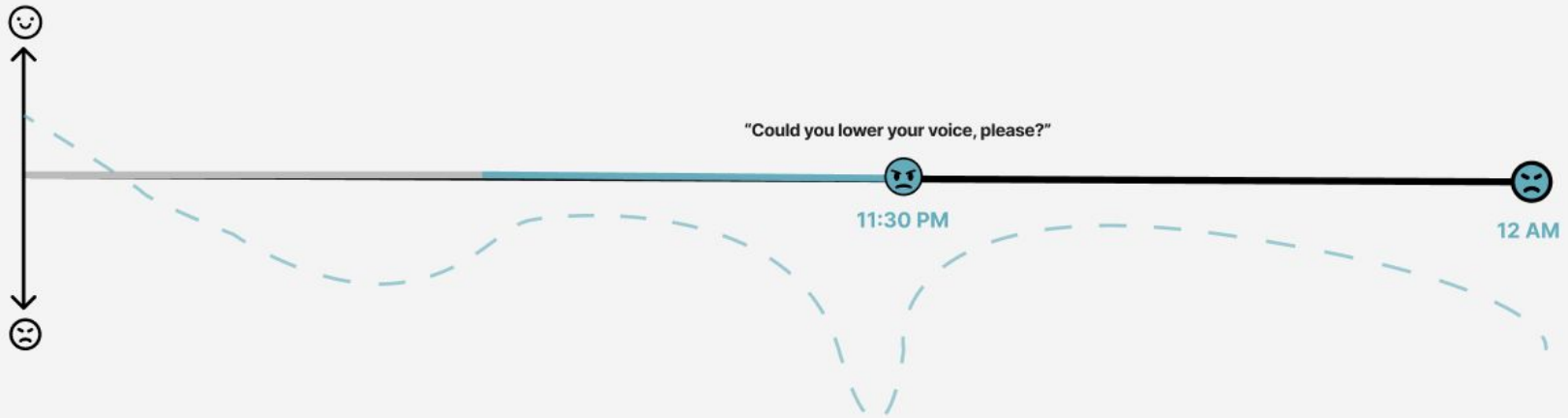
## 04 User Journey

The room is smaller than he thought, but it's fine. What's annoying is: **There's not enough seatings and outlets** for all group member, even though it says it could fit all of them on the info page.



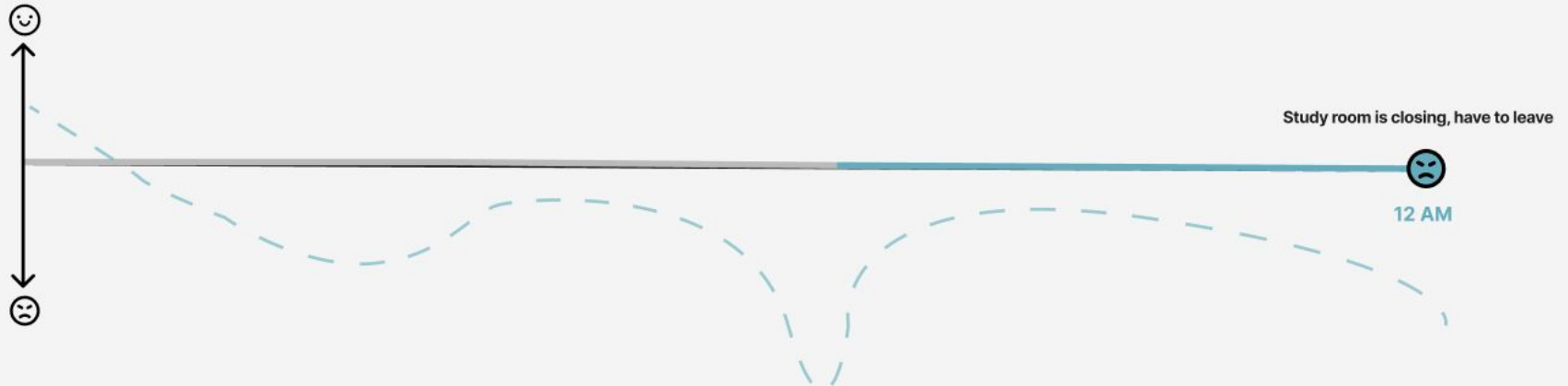
## 04 User Journey

“Could you guys lower your voice, please?”, someone knocked on the door. It took Jack a moment to realize **the room isn't soundproof enough**, and they had to stop discussing the soundtracks for the game and prioritize other parts instead.



## 04 User Journey

At **12 am**, the librarian came to remind them that the study room is closing. Although they hadn't finished their group work, Jack and his teammates had to leave and finish the rest remotely.



**Jack, a busy college student,  
needs a space to meet with his  
group members in order to  
collaborate and encourage  
productivity.**



## 05 Problem Statement

→ How might we ensure Jack, a **busy student** with group study needs, can **easily book and find the room** he needs to study with others?

×



→ How might we ensure Jack is able to get **comprehensive room information** before he arrives at a new study location?

○





# Process Summary

## Interviews

- Frustration in terms of physical pain points
- Wide range of study needs
  - Tutoring
  - Zoom calls
  - Group work
  - Silent Study

## Research

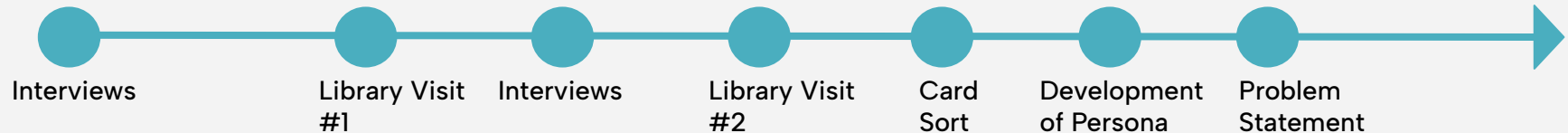
- Online reservations systems lacked information and clarity
- Many library resources are overlooked and unknown

## Persona

- The card sort was helpful in determining which physical needs were the most important

## Moving Forward

- How could we develop a more comprehensive online reservation system?
- Help users locate study spaces near them with specific physical resources



# Thank You!

