LIBRARY
and Learning Resources

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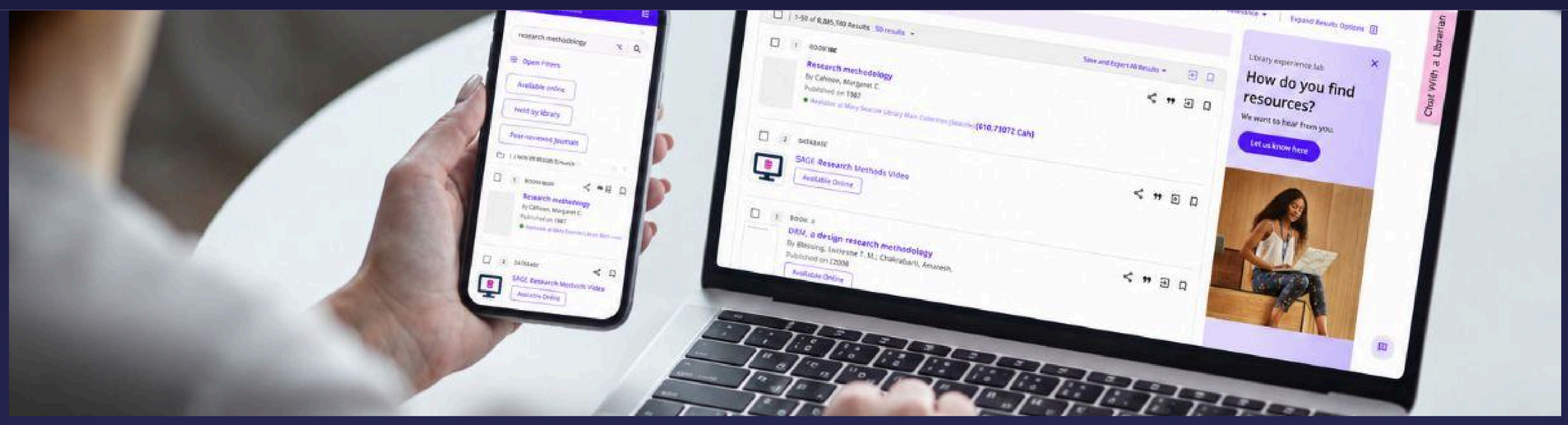
Improving Our NDE Homepage Through Student-Led UX



UX research is essential for improving library services.
At Birmingham City University Library, students tested the new Primo NDE homepage before launch to help identify strengths and areas for improvement.

RESEARCH QUESTION & OBJECTIVES

How does the Primo NDE UI interface compare to the Primo VE in terms of usability, user preference, and task performance?

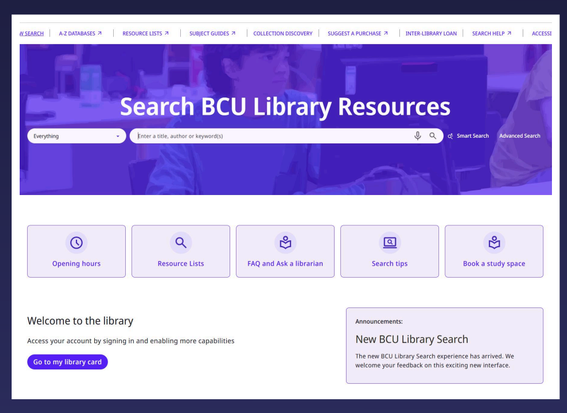
1. Determine that all key functions work as effectively as the Primo VE.
2. Identify usability strengths and areas of improvement for the Primo NDE.

METHODOLOGY

To capture student feedback, we employed a variety of methods to ensure we obtained a comprehensive view of students' opinions and experiences.

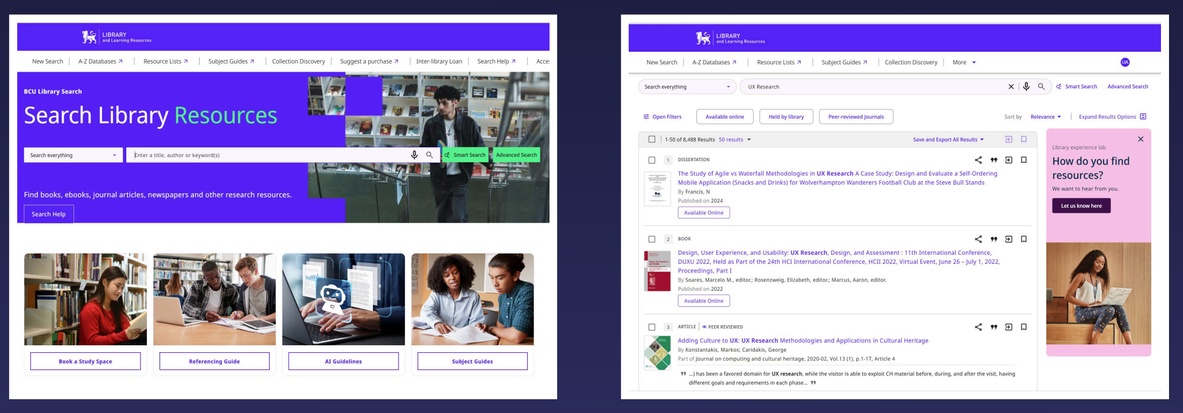
- Checklist
- Diary Studies
- A/B Testing
- User Acceptance Testing

INSIGHTS & UPDATES



Before: Initial Primo NDE Interface

Generic branding, standard quick-links, and a layout testing found "quite plain" and unfinished-looking.



After : The Redesigned NDE Interface

Rebranded with BCU photography, re prioritised quick-links, collapsible filters, and bolder fonts directly shaped by testing feedback.