Goodreads Help Pain Points and Recommendations

This page represents a list of observed pain points that might present difficulty in the customer journey to finding useful help-related information across the Goodreads.com and Goodreads Help pages. Each pain point also comes with a recommendation for improving or alleviating that pain point for a better member experience.

The pain points are ranked by order of where change is most needed, beginning with the quality of the content in the help articles, themselves. Pain points #1 and #1A are areas that the content team can make direct changes to, as they only require content changes within the help articles.

Pain point #5 involves a simplification of the help article content available, and requires an audit and content changes on the part of the content team, followed by changes that only a technical team can perform.

All remaining pain points require direct intervention from a technical team, following thorough planning by Goodreads personnel.

Note: Though the pain points are ranked in priority order, we strongly recommend that Pain Points #1, #1A, #2, and #3 should be addressed and resolved ASAP. The first two (#1 and #1A) address the quality of the help articles, while the third (#2) addresses the members' ability to find it. After all, the quality of our content is only as good as our members' ability to locate it. The final pain point (#3) resolves a possible accessibility issue.

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Pain Points:

Pain Point #1:
Owner: Content Team
There are numerous issues with the quality of the current help articles. Of the approximately 650 help articles that currently exist, I scanned just over 50, and discovered instances of several issues including missing punctuation, duplicated words, misspellings, articles with identical content, articles with too much detail, articles with not enough detail, and whole categories of content with only one or two relevant articles.

On January 27, an audit of 57 articles was conducted. Of those articles, 47 articles, or about 82% were found to need some type of fix relating to spelling, grammar, punctuation, or some other type of issue. One important note is that these articles were audited for technical issues, such as listed above, and **NOT** for out-of-date or overlapping information.

Recommendation: An audit of **ALL** help articles should be completed as soon as possible to look for the types of issues listed above, and action taken to correct the affected content. An emphasis should be made in grouping like topics into the fewest number of articles while maintaining a balance of logical direction and concise content.

Pain Point #1A:
Owner: Content Team
The top 5 contact drivers from 2022 need to be addressed first. Though all of the help articles need to be audited for quality, the main focus of the first iteration of this project was to identify the 5 topics that got the most contacts in 2022 and place an emphasis on improving that content first. Using Tableau for this information, those 5 topics were narrowed down to the following:

- **BOOK DATA > New Book (XXX total contacts)**
  - X potential articles to audit
- **CUSTOMER TRUST > Solicitation/Phishing Scam (XXX total contacts)**
  - X potential articles to audit
- **HOW TO > Claim Author Profile (XXX total contacts)**
  - X potential articles to audit
- **CUSTOMER TRUST > Group Spam Bots (XXX total contacts)**
  - X potential articles to audit
- **HOW TO > Lost or Duplicate Account (XXX total contacts)**
  - X potential articles to audit

Recommendation: In addition to auditing the help articles associated with the top 5 content

drivers, we will need to work with CS Experts directly to understand what members are asking on these subjects, to make sure that we can fully address concerns in any existing and potentially new articles on the subject.

Pain point #2:
Owner: Technical Team
There are only two ingress points to the Goodreads Help page, and finding each of them is dependent upon whether or not you are logged in to Goodreads and requires unnecessary searching to arrive at those ingress points.

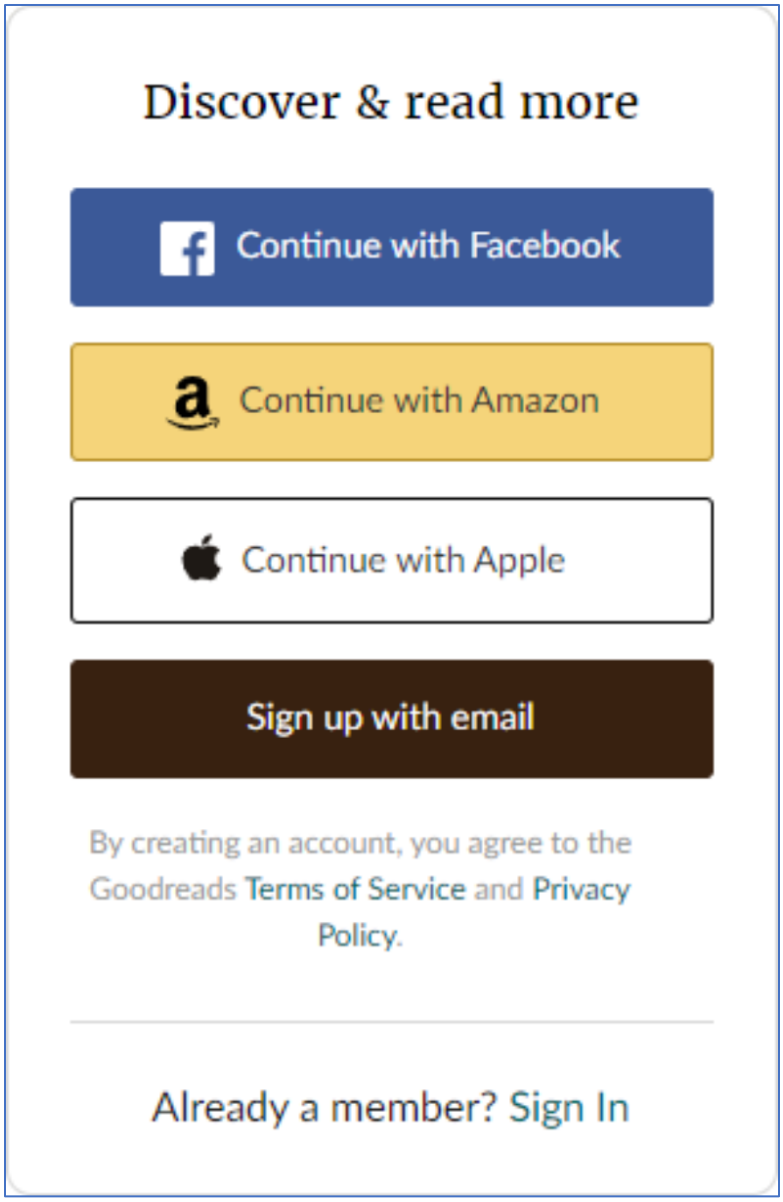
If not logged in, the user must scroll to the bottom of Goodreads.com, and click on the "Help" link, which is also the link furthest down on the page.

If logged in, there is no obvious link on the page to access Help. To actually get to the "Help" link, the member must click on the profile icon in the top nav and scroll down to the second to last link.

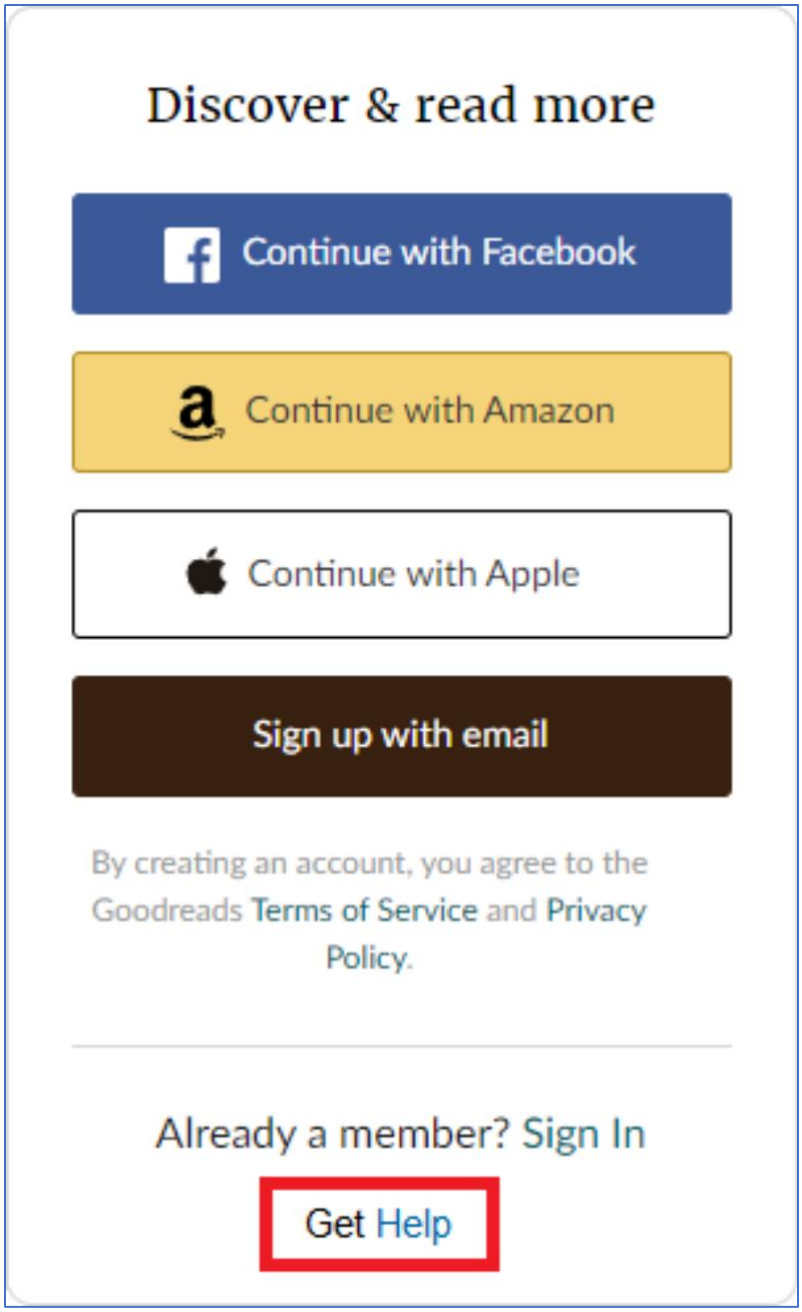
Recommendation: In both scenarios, there should be easy and more obvious access to the Goodreads Help page. Anything less risks frustrating members and potential members who need Goodreads help.

For visitors not logged in, I recommend that we add a "Get Help" CTA into the "Discover & read more" space. Placing a link there is consistent with the actions of "Discover & read more" and with the fact that there are other calls to action in this same space. This space is also prominently placed at the top of the page, not requiring any additional scrolling or searching.

Current:

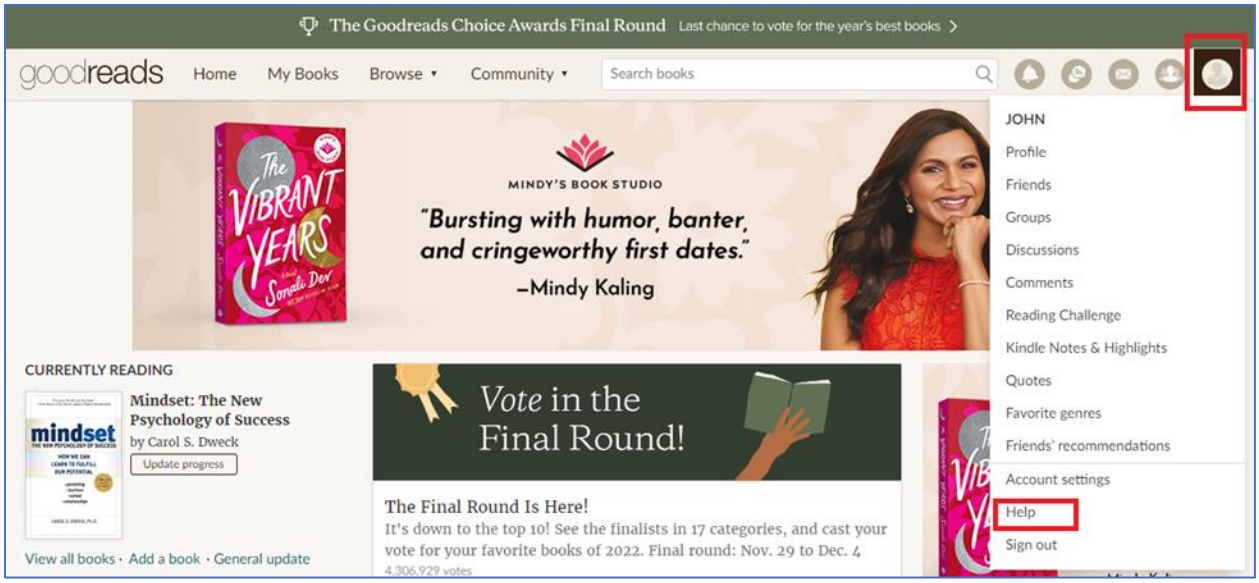

Discover & read more
Continue with Facebook
Continue with Amazon
Continue with Apple
Sign up with email
By creating an account, you agree to the Goodreads Terms of Service and Privacy Policy.
Already a member? Sign In

Proposed:



For logged-in members, I recommend moving the hidden “Help” link from the profile dropdown to the nav bar. This will give the option to get help more prominence and, like the solution for visitors who are not logged in, prevent frustration caused by spending a lot of time searching for a way in to help content. Also worth noting is that the only space that Goodreads will need to surrender to make this happen is a small portion of the “Search books” field, and that is already very lengthy.

Current:



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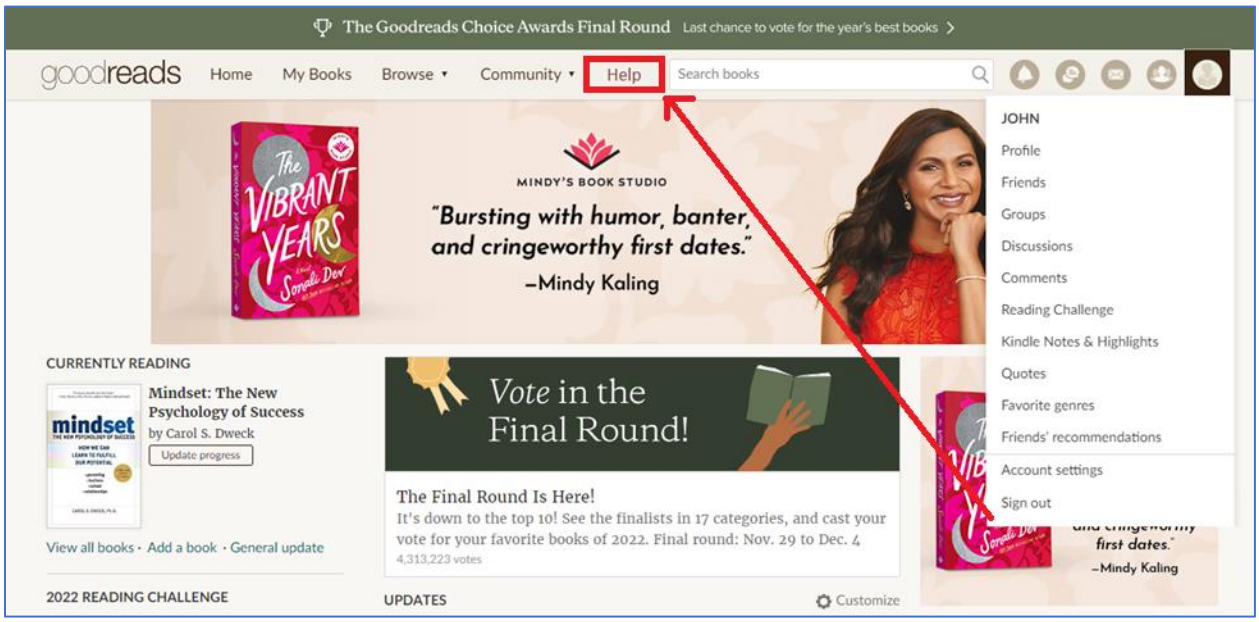
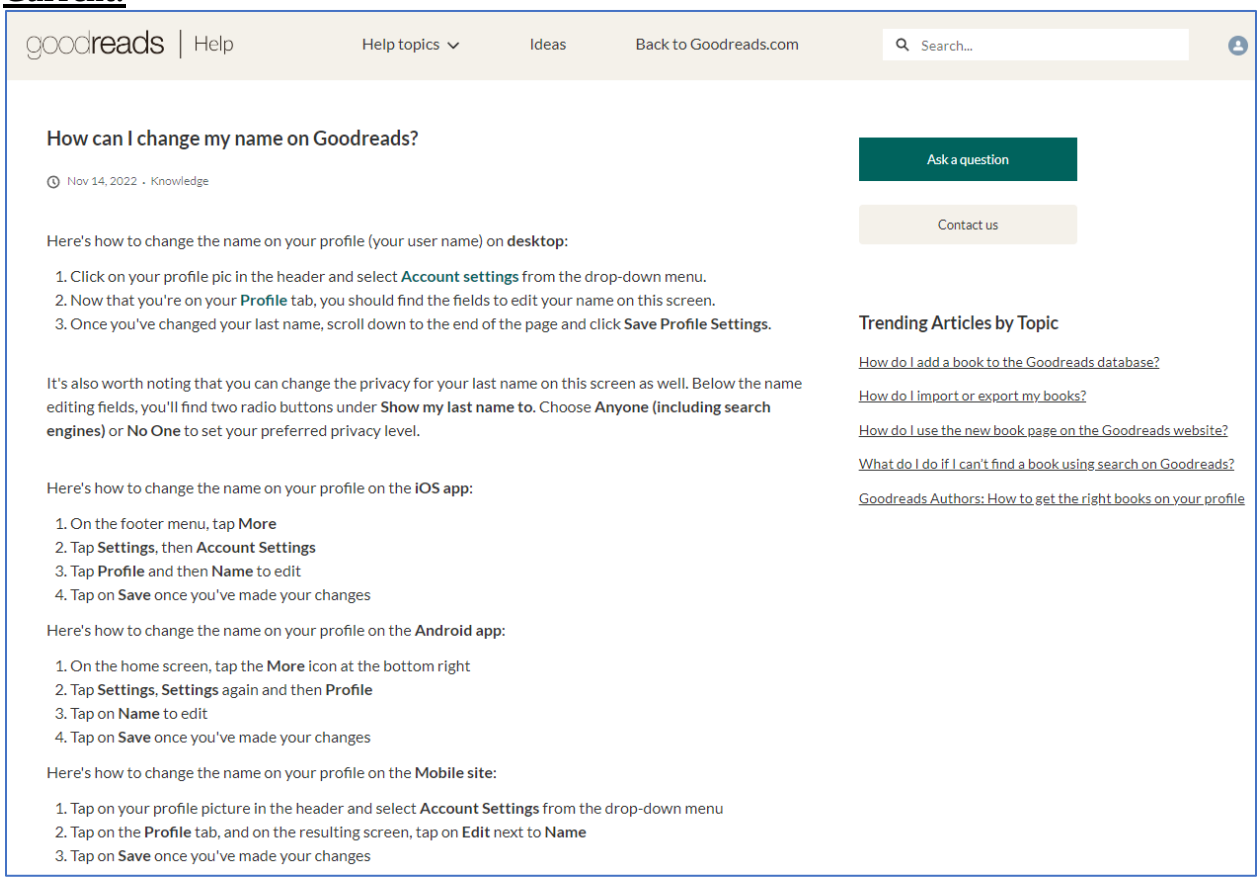


Pain Point #3:
Owner: Technical Team
Possible accessibility issue: in-line hyperlinked text is difficult to discern as hyperlinked text. In addition to containing plain, unformatted text, it's not unusual for a help article to have bolded and hyperlinked text, which results in 3 different colors of text on the screen at any given time. The problem is that the green text that is being used for hyperlinks is very dark, and doesn't do a great job of standing out from the dark-black bolded text. Also, the hyperlinked text doesn't always appear as a CTA, so it's not always clear that it's clickable. In addition to the functional

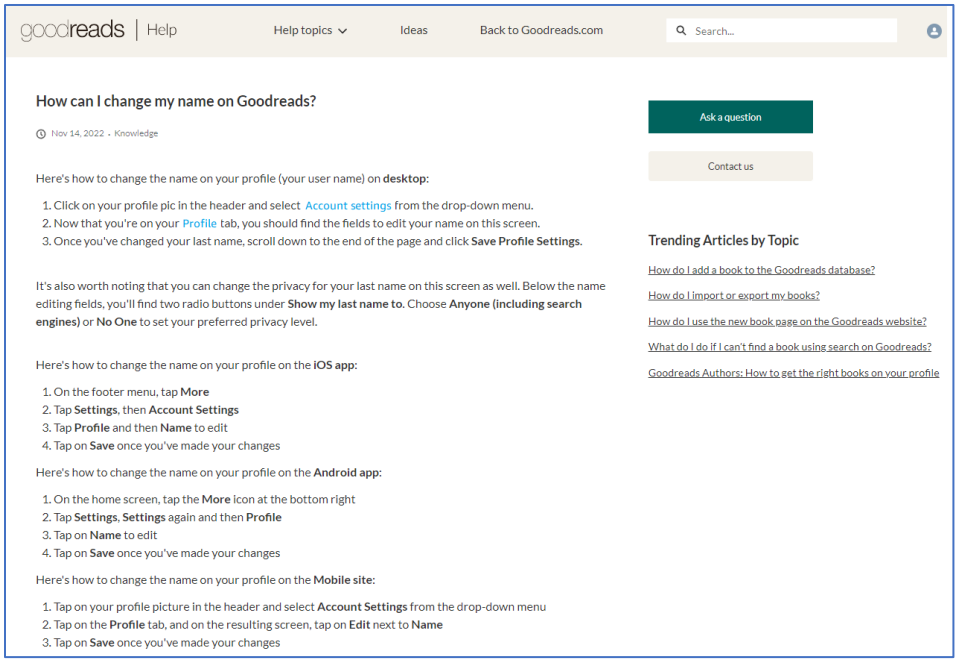
problems that this choice in color presents, it is likely that there is an accessibility issue here, as well. Please see the screenshot below from this help article for an example.

Recommendation: Changing the default color of hyperlinked text where it currently shows up as a dark green to a standard hyperlink blue color should alleviate this issue for a couple of reasons. First, the color is different enough from everything else on the page that it will certainly stand out, and second because it is a color that website users are generally familiar with, and may even expect to see, when it comes to hyperlinks.

Current:



Proposed:



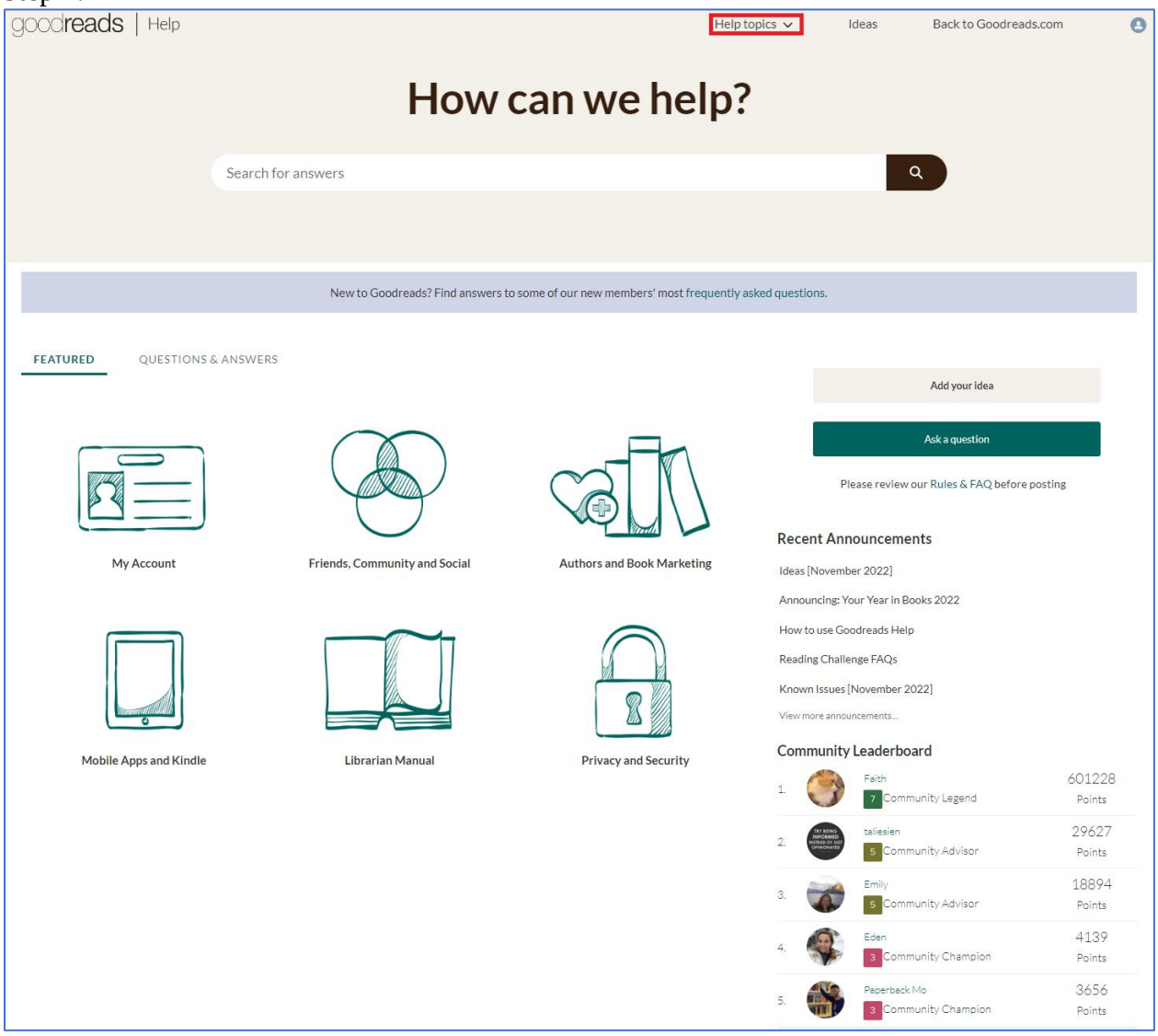
Pain Point #4:
Owner: Technical Team
Multiple clicks are required to reach help articles from the Goodreads Help nav, which is not especially obvious. The best way to find a comprehensive list of help articles from the Goodreads Help page is via the "Help topics" dropdown at the top of the page. However, the prominence of the dropdown is lessened by the size and location of the other icons on the Goodreads Help home page and the large nav at the top of the screen.

Because the icons draw the user's attention, this is likely where they will start their search for help content. However, clicking on these icons does not lead to any kind of structured setup of topics or sub-topics. This, then, leads members to continue to click until they either find the information by accident, or give up and go back to the home page to find more options. Alternatively, if/when members find and click on the "Help topics" dropdown at the top of the page, the first 6 choices available mirror the choices from the icons on the page, and only upon selecting "More Topics…" from the bottom of the dropdown are members able to access a full list of topics via the All Topics page.

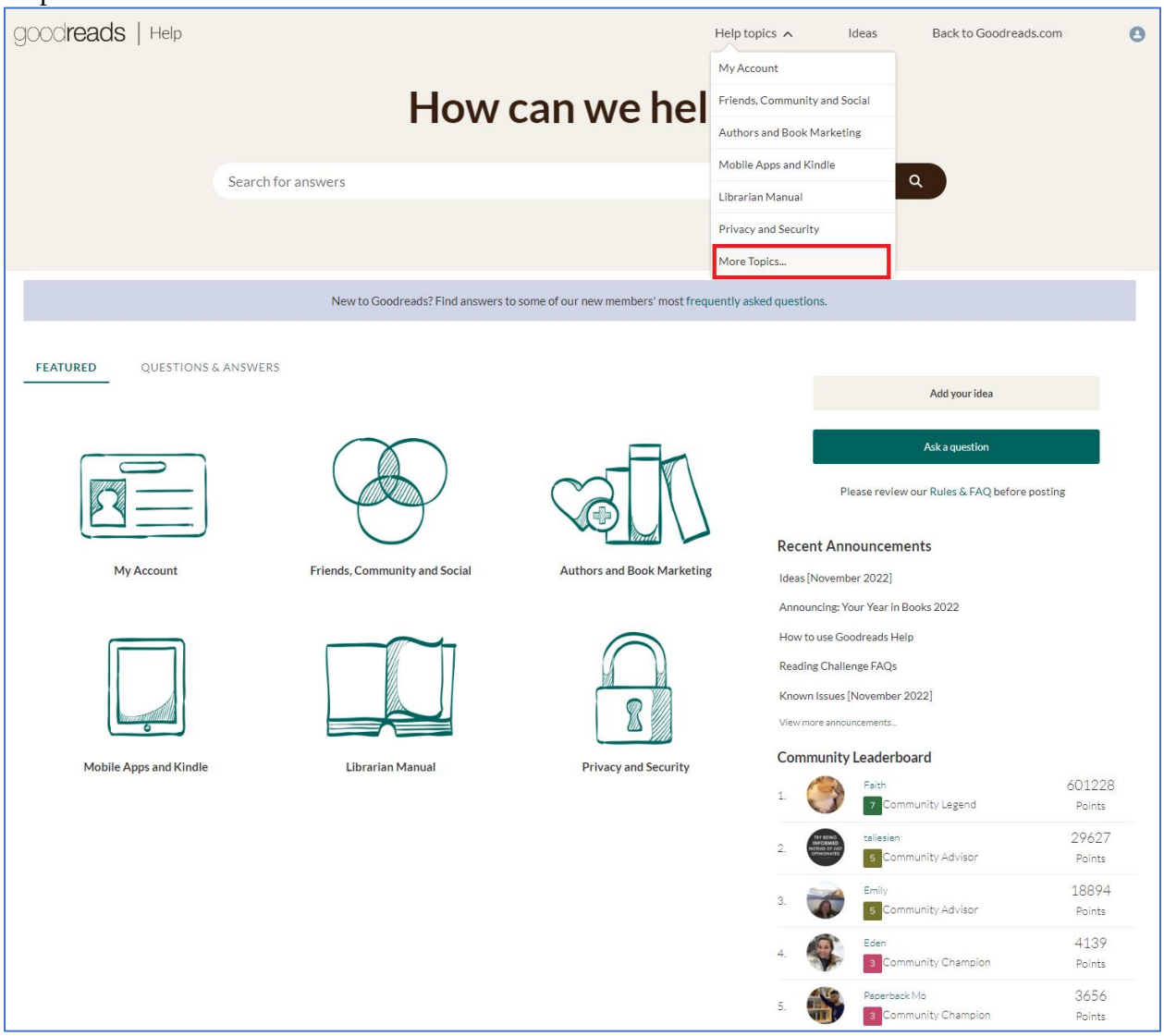
Recommendation: Adding the same list of topics and sub-topics to the Help home page from the All Topics page will not only provide immediate visibility to that information, but will also decrease the amount of clicks required by members to find that information. An ideal location for this content is beneath the existing icons on the Goodreads Help home page, because it will be immediately visible as members navigate to this page. Adding this information here would also prevent members missing any links at the top of the page or elsewhere while searching for content.

Current:

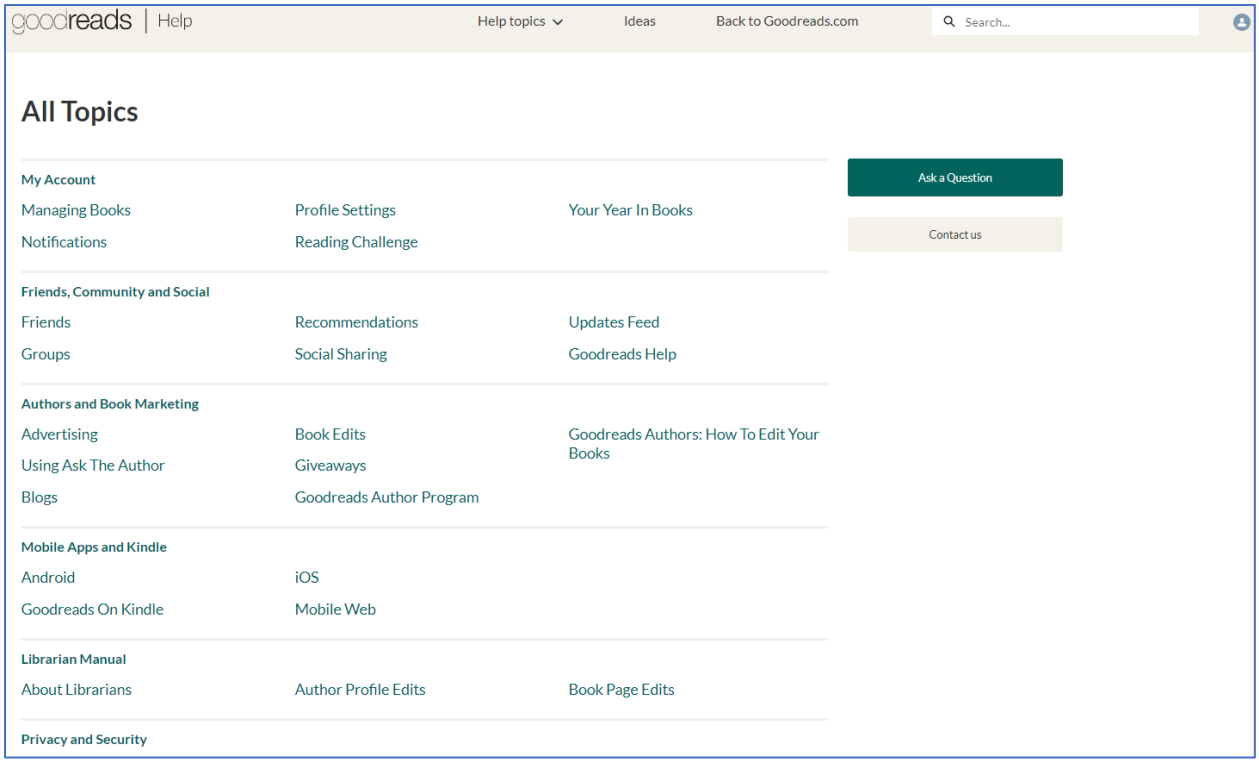
Step 1:


goodreads | Help
Help topics
Ideas
Back to Goodreads.com
How can we help?
Search for answers
New to Goodreads? Find answers to some of our new members' most frequently asked questions.
FEATURED
QUESTIONS & ANSWERS
My Account
Friends, Community and Social
Authors and Book Marketing
Mobile Apps and Kindle
Librarian Manual
Privacy and Security
Add your idea
Ask a question
Please review our Rules & FAQ before posting
Recent Announcements
Ideas [November 2022]
Announcing: Your Year in Books 2022
How to use Goodreads Help
Reading Challenge FAQs
Known Issues [November 2022]
View more announcements...
Community Leaderboard
1. Faith 7 Community Legend 601228 Points
2. tallesien 5 Community Advisor 29627 Points
3. Emily 5 Community Advisor 18894 Points
4. Eden 3 Community Champion 4139 Points
5. Paperback Mo 3 Community Champion 3656 Points

Step 2:



Step 3:
All Topics: https://help.goodreads.com/s/topiccatalog


goodreads | Help
Help topics
Ideas
Back to Goodreads.com
Search...
All Topics
My Account
Managing Books
Profile Settings
Your Year In Books
Notifications
Reading Challenge
Friends, Community and Social
Friends
Recommendations
Updates Feed
Groups
Social Sharing
Goodreads Help
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Book Edits
Goodreads Authors: How To Edit Your Books
Using Ask The Author
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Blogs
Goodreads Author Program
Mobile Apps and Kindle
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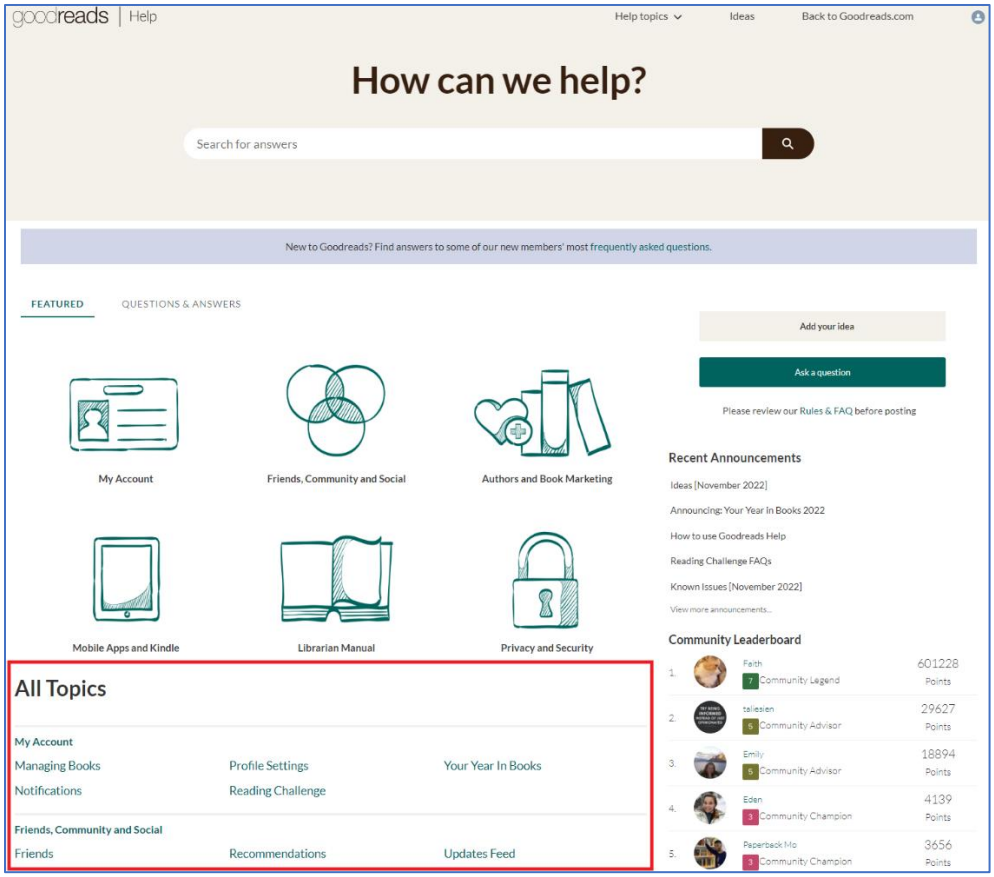
Author Profile Edits
Book Page Edits
Privacy and Security
Ask a Question
Contact us

Proposed:



Pain Point #5:
Owner: Content and Technical Team
There are likely too many topic, sub-topic, and individual Help article choices available to members. To reiterate information from Pain Point #1, there are roughly 650 help articles, many of which contain overlapping, out of date, and potentially inaccurate content. Having this much material to work with will potentially make the content that we're working with too overwhelming to place in any organized list or page, regardless of the final structure chosen.

Recommendation: These articles need to be audited for accuracy, efficiency, and redundancy, which will likely end up resulting in a significantly lower number of articles overall. We should wait to publish any new on-page topic/question structure until after the articles have been audited and edited.

Note: This work will depend on both the content team **AND** a technical team. The content team must conduct the content audits and make recommendations for articles to edit, combine, delete, and possibly add, while the technical team will have to make any required changes in structure on the All Topics page, and any other areas where a full list of the topics and sub-topics are affected. It is unlikely that a full sub-topic of help articles will be removed, which would require a technical team to remove a sub-topic from an affected menu. However, it is conceivable that, in the reorganization of content, new sub-topics may be created to better categorize the content. The

content team is unable to make structural changes on websites to support this.

Pain Point #6:
Owner: Technical Team
The existing Help topic and sub-topic questions pages are densely populated and don't demonstrate an obvious placement order. Use the links below as references:

All Topics: https://help.goodreads.com/s/topiccatalog
Topic page example: https://help.goodreads.com/s/topic/0TO1H000000gjHSWAY/friends-community-and-social
Sub-topic page example: https://help.goodreads.com/s/topic/0TO1H000000gjGZWAY/friends

The All Topics page (referenced previously in Pain Point #4) provides a neatly organized view of the different topics and sub-topics that Goodreads has created Help articles for, along with links that members can click on to get access to those articles. However, the amount of volume on any given topic or sub-topic page is staggering in the amount of questions shown on each. Each page shows 10 questions on the default "Articles" tab. At the bottom of each page, there is a "Load More" button that adds 10 more questions every time it is clicked, until the questions for that topic or sub-topic are exhausted. This process continues ad infinitum without any indication of what's left or how long the members will need to continue this process. This results in a lot of unnecessary scrolling and a lot of clicking.

To make matters worse, clicking on one of the topic links will take members to a page where ALL questions for that topic appear without any kind of organization by sub-topic or other factor.

At the top of each topic and sub-topic pages, there is an additional tab that reads "Questions & Answers". The proceeding list of questions appears to be ordered by two factors: not answered, and answered.

Recommendation: If we decide to cut out the topic and sub-topic pages in favor of going straight to the questions via the Help home page, we'll also need to significantly lessen the amount of questions and answers available, again so as not to overwhelm the members. An effort will be put forth already in this respect via the content quality audit process.

With regard to the "Questions & Answers" tab, if we remove the "Articles" tabs and their contents, we'll either have to leave the contents of the "Questions & Answers" tab in place as the only contents there, or we decide to remove those pages altogether, we'll need to find a new mechanism for making answered member questions visible somewhere on Goodreads.

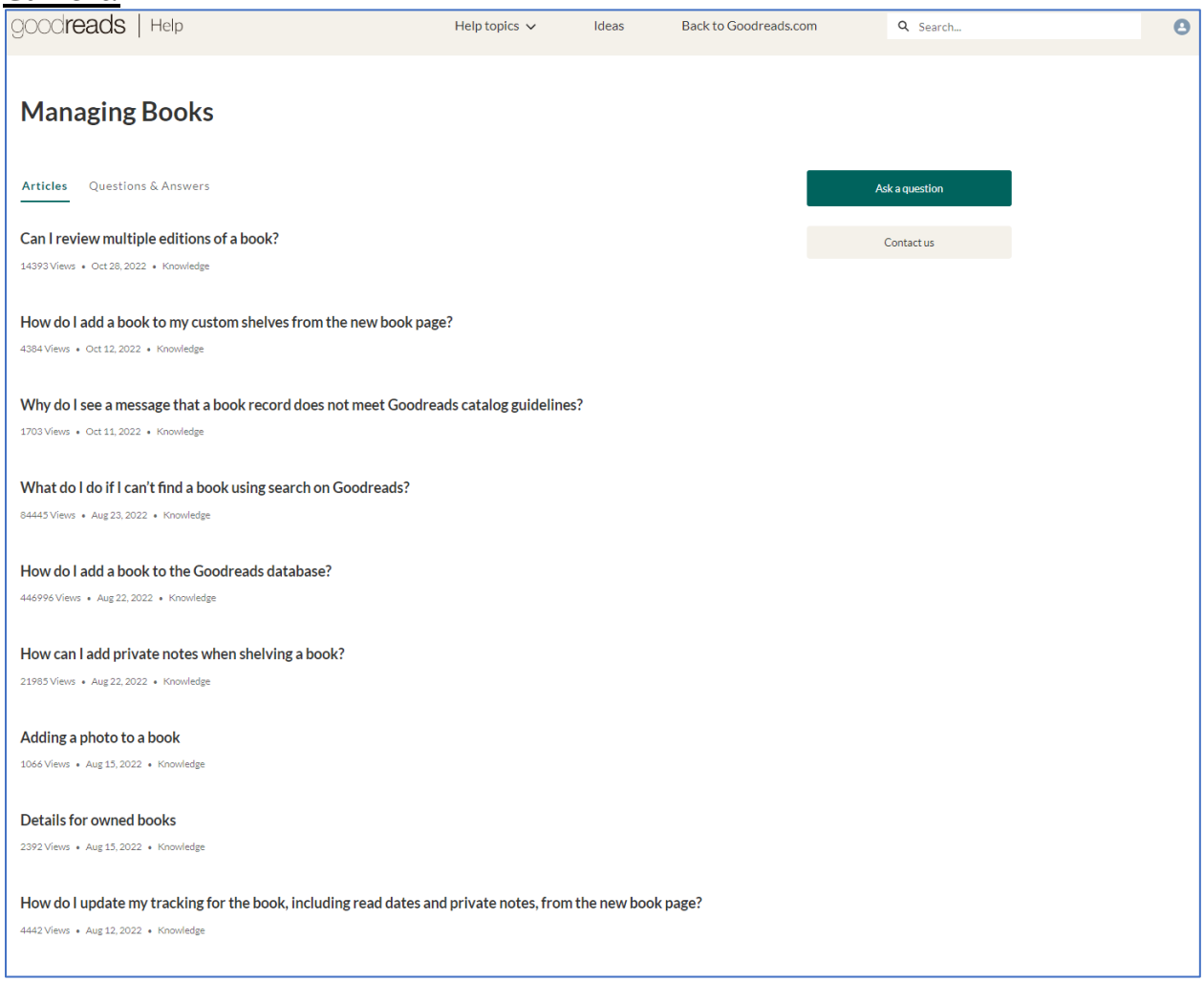
If we decide to keep these pages in place, we'll need to find a better way to display the questions, and try to confine them to one page. Even if there are a lot of questions still on the page, at the very least, members will be able to perform a CTRL+F on-page search to find keywords related to what they are looking for.

As for the clickable topic links, I suggest we turn clicking on these off, unless we're planning on organizing the results on the next page by sub-topic. Otherwise, allowing members to click only the sub-topics will return less results, making finding answers easier.

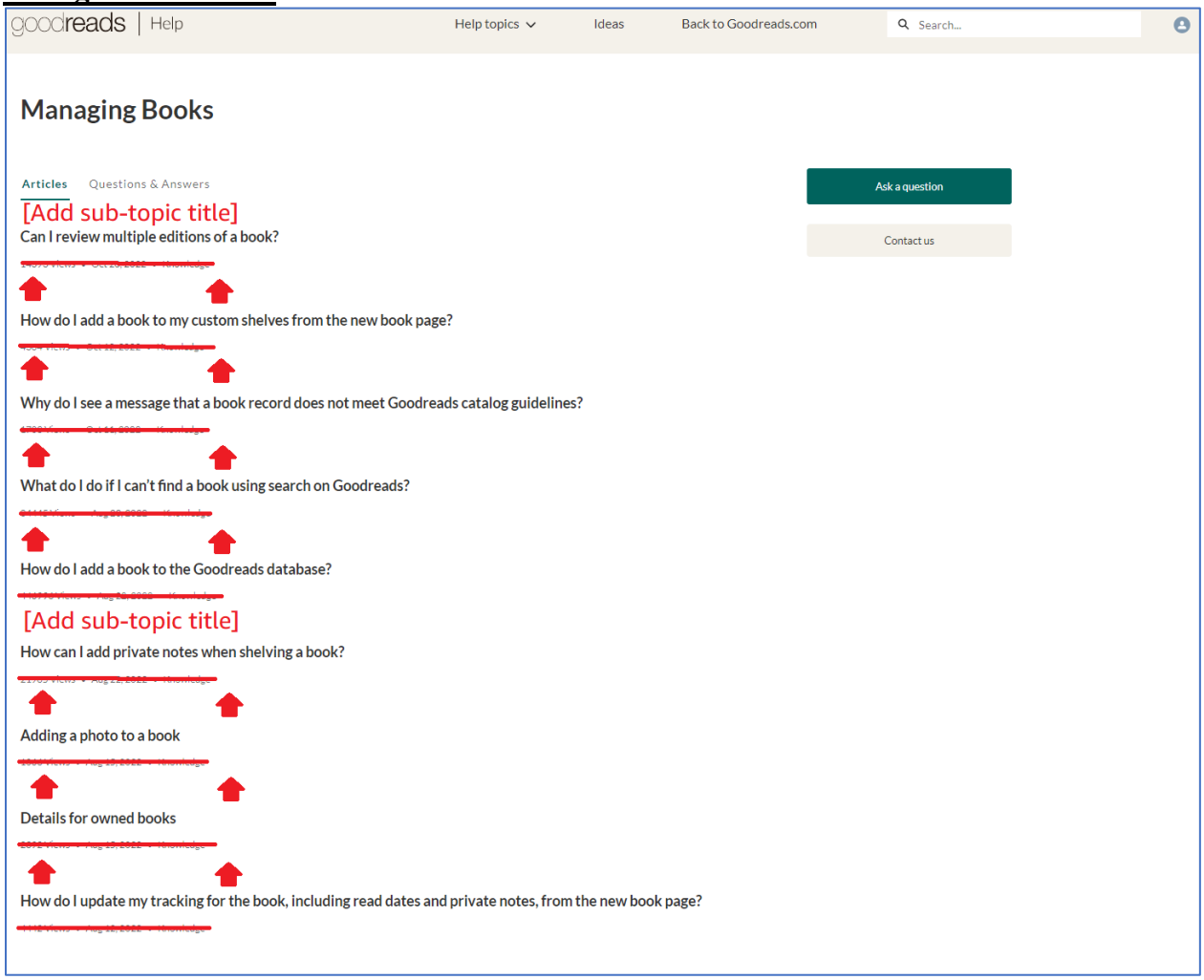
We'll also need to take a look at tightening up the space on the page, to allow more content on the page and allow less length for members to sort through. My suggestion is to do the following:

- Remove lines under each question with metadata (views, date, Knowledge). The view amounts should be available to Goodreads personnel via backend systems, the dates are already recorded on the page with the question and answer, and "Knowledge" likely doesn't mean anything to members
- Reduce the amount of spacing between questions to single-line spacing
- Manage the number of questions down so that there are a great deal fewer to display
- Create on-page sub-headings to better classify and lessen the amount of questions

Current:



Changes to be made:



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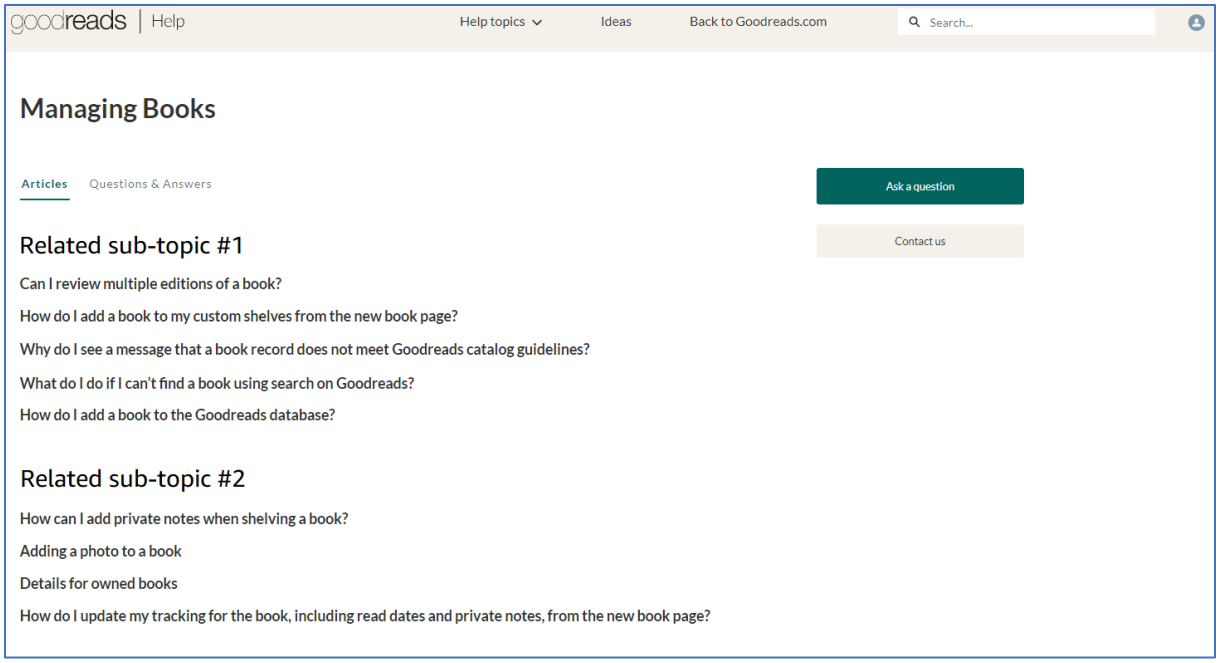


Pain Point #7:
Owner: Technical Team
We may still be causing members the painful step of the extra click(s), even with the addition of content below the icons on the Help page. While it may technically be possible to add the content directly onto the main Help page, we need to make sure that we are not taking a problem off of one page and moving it onto another. We should think carefully about the best way to present members with the information they're looking for, while balancing the amount of content on the page and making adjustments to prevent the page from being potentially overwhelming.

Recommendation: Rather than have the on-page content structured as **Topic (non-clickable) → Sub-topic (clickable), followed by a new page with a list of related questions to click on**, it may be more expedient to structure the content as **Topic (non-clickable) → Sub-topic (non-clickable) → All questions listed below (click the link to the question that you want answered) → new page with question and answer shown**.

Pain Point #8:
Owner: Technical Team
There is Help content scattered across the Goodreads Help page that needs to be moved, better grouped, and made more easily accessible. See some examples below.

Example 1: There are two large buttons on the right-hand side of the Help page. One is a beige button that reads "Add your idea" and below it a green button that reads "Ask a question". Beneath these buttons is a line of text that reads "Please review our Rules & FAQ before posting" that links to https://help.goodreads.com/s/faq.

On this FAQ page, the content splits into two different types. There is “Community Rules” content on top, while the content below instructs members “How to Use Goodreads FAQ”. These two bodies of content are mismatched together. Community-related content also exists on https://www.goodreads.com/community/guidelines. In fact, a link to this page appears within the first sentence of the Community Rules content.

Having Community content divided between two pages seems unnecessary, particularly when the URL for the “Community Rules” page is labeled as FAQ, and the Community Guidelines page contains those same words in its URL.

Recommendation: The Community Rules content on https://help.goodreads.com/s/faq should be moved to the Community Guidelines page to keep the content consistent. This will no doubt end up in a lengthy page of content, so I would recommend that the Community content from both pages be audited for similarities and integrated wherever possible for conciseness.

The text and link on the Help homepage beneath the “Ask a question” button should be changed to read “Please review our FAQ for new Goodreads members”, with the “FAQ” text in that sentence linking to https://help.goodreads.com/s/faq as it currently does.

A link to the Community Guidelines page should be added beneath the “Please review our FAQ for new Goodreads members” button. It should read “See Community Guidelines before posting”, with the “Community Guidelines” text in that sentence linking to https://www.goodreads.com/community/guidelines

The current “How to Use Goodreads Help – Frequently Asked Questions” content on https://help.goodreads.com/s/faq should be retained, but moved to the Help home page and reformatted into the same layout of the described in Pain Point #9 below.

Move the current FAQs: New Goodreads Members content to https://help.goodreads.com/s/faq in its current format. Delete the current FAQs: New Goodreads Members page.

Example 2: The lavender bar about one-third of the way down the Help page links to the FAQs: New Goodreads Members page. While the content on this page is actually well-grouped, the initial link to get to the page is separated from other links on the page. The color of the text within the bar easily blends into the bar itself, and the link at the end doesn’t stand out given how far along it is in the sentence, making this information very easy to miss.

At the same time, the white search bar toward the top of the page doesn’t stand out very well against the beige color behind it and, as a result, is easily overlooked as a source for finding information.

Recommendation: Remove the text within the lavender bar and move the search bar inside. Add additional padding to the lavender bar to help it stand out. To the left of the search bar, add the words “Got questions?” in bold font to help signal to members that they can use the search bar to

find answers.

Example 3: Refreshing or navigating to this page inconsistently leads to the "Add your idea" button being populated on the page.

Recommendation: Explore the technical reason for why this occurs and lock it down so that the button consistently appears on the page.

Pain Point #9:
Owner: Technical Team
The language used to label the tabs on the Goodreads Help page doesn't do a great job of distinguishing the type of content shown under them. "FEATURED" shows a list of 6 types of topics to choose from, whereas "QUESTIONS & ANSWERS" is a vague title that appears to be just a random assortment of questions and answers that comes up in no particular order.

Recommendation: We should consider more strategic names for the tabs. For example, the word "FEATURED" conveys a sense of temporary importance. We could keep the contents the same, and rename the section to something along the lines of "KEY TOPICS", or something that denotes permanence and higher importance, and continue to use the icons below for evergreen content.

For the "QUESTIONS & ANSWERS" tab, we could change the title to "TRENDING Q&A" so that members (and Goodreads staff) can come in and see what other members are talking about. This may encourage members to add their voice to an existing issue, thereby making Goodreads better aware of something that is happening. However, to do this, we would first need to look at how this is set up. The default display setting after clicking on that tab is listed as "Top Questions", but there is nothing on the page or inside the question to indicate what this means. For these questions (and this tab) to have value, we'd need to make it clear that **a)** the listing order is in place due to an obvious factor (e.g., number of messages added, greatest amount of people watching, most recent messages added, etc.), and **b)** the logic for this page would have to be reevaluated and enforced from the backend to match expectations.

Pain Point #10:
Owner: Technical Team
Clicking on the Goodreads logo in upper-left corner of the nav returns members to Goodreads Help and not Goodreads.com. The actual logo reads "good**reads** | Help". Clicking on that logo will always take you to https://help.goodreads.com/s/ and not to the expected location of https://www.goodreads.com/. This is problematic because most website users expect that, by clicking on a logo in that location, they should be taken back to the main page for a website. By not being able to follow modern website expectations of clicking on the logo to be taken back to the main site, members will have to search around for a direct way to Goodreads.com, or they

will have to open a new tab or window and manually navigate to Goodreads.com to apply what they learned at the Goodreads Help page. This involves extra clicks and typing for members.

There are a couple of things that should be mentioned here:

- There is an active link near the upper-right corner of the Goodreads Help page that says "Back to Goodreads.com" that returns members to Goodreads.com when clicked on, but it is not a standard experience for today's experienced website user.
- Whereas the Goodreads home page is built upon the https://www.goodreads.com/ domain, the Goodreads Help page is built on the https://help.goodreads.com/s/ domain, meaning that these pages are not directly connected to each other. This is meant as a possible explanation for why these sites are not connected and not as an excuse.

Recommendation: This issue is tied to Pain Point #2, in that what is on the existing nav is simply not adequate to allow free movement across the sites. To resolve this issue, the nav across the Goodreads Help sites should be changed in the following ways:

- Change the "good**reads** | Help" in the upper-left to just "Goodreads", using the standard Goodreads logo
- Change the destination link to https://www.goodreads.com/
- Along with the other navigation choices in the nav's center, add a link for "Help" that sends directs members to https://help.goodreads.com/s/
- Remove the navigation link for "Back to Goodreads.com"

If Pain Point #2 is resolved and a "Help" link is added to the top nav across the https://www.goodreads.com/ domain, then getting to and from the Goodreads Help page and the Goodreads.com home page should be a seamless experience.

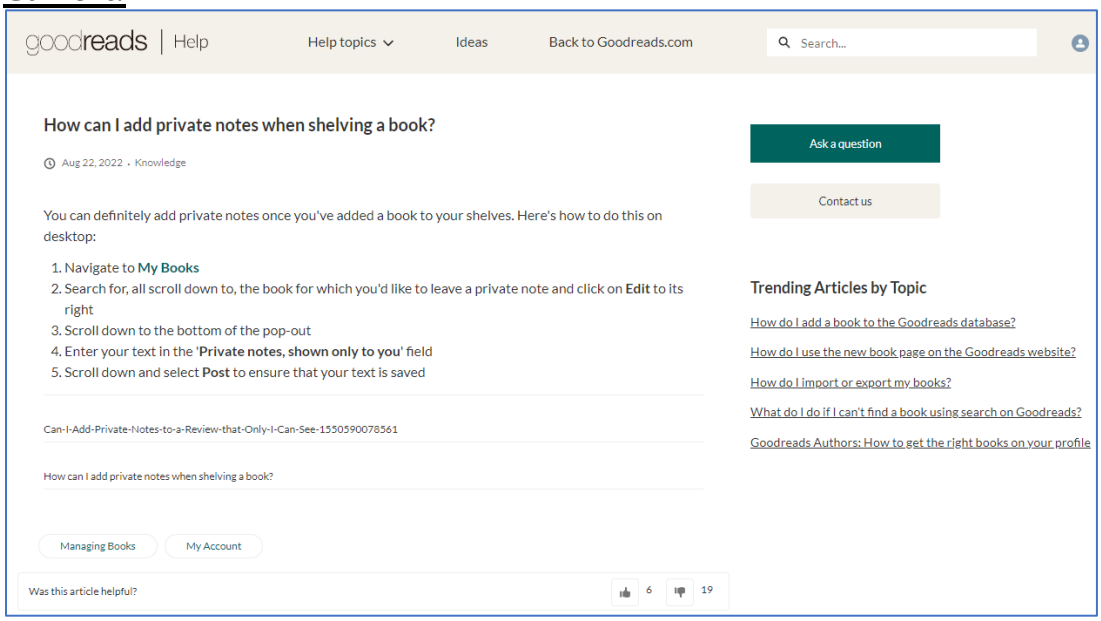
Pain Point #11:
Owner: Technical Team
Goodreads pages lack on-page breadcrumbs for member access back to a previous page or ability to discern where they are within a topic's structure. In many cases, Goodreads' help articles are located several layers within the topic structure. The All Topics page has 6 linked topics to choose from and an average of about 4 sub-topics within each topic to choose from. Clicking on any of the topics or sub-topics will take members into pages containing long lists of questions that may be clicked on with answers to those questions. However, there is no guide to the member to point out where they are in that hierarchy of topic and sub-topic Q&A.

For example, from the All Topics page, someone might choose and click on the "Managing Books" sub-topic from the "My Account" topic, and then from there select the How can I add private notes when shelving a book? question. At the top of that page, they may expect to find a set of linked breadcrumbs, especially if they don't find the answer they are looking for on the page, and want to go back to the relevant section. In this case, that would look similar to My

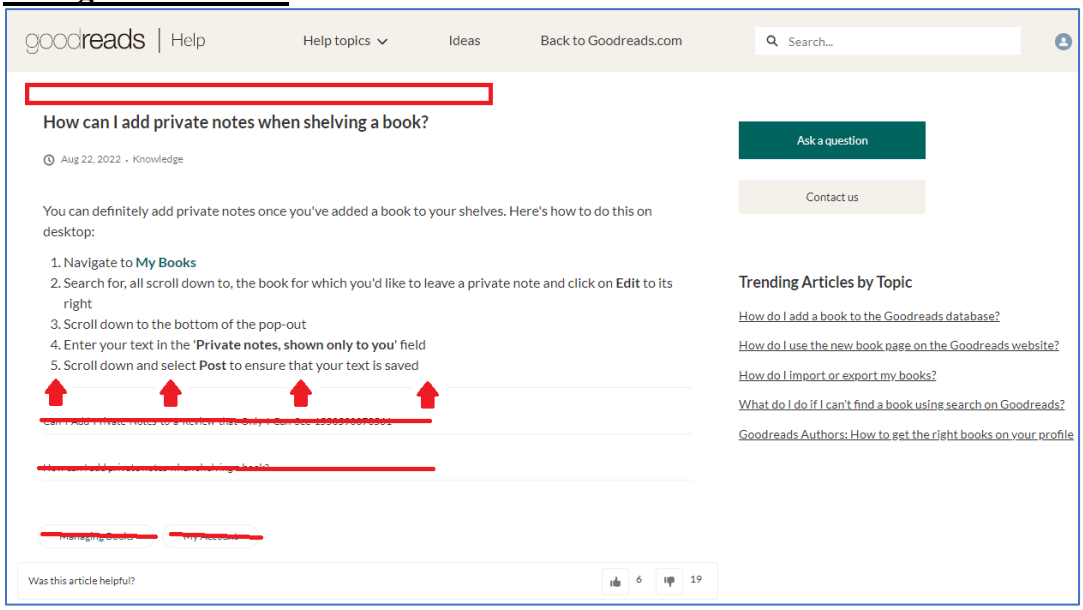
Account>>Managing Books>>How can I add private notes when shelving a book? The closest thing that any Goodreads help article has to this is buttons below the Q&A text with the names of the topic and sub-topic in each, which are not obvious that clicking on them will take the member back to one of these sections.

Recommendation: In addition to telling people where they are on a site, breadcrumbs also help search engines like Google work out how a site is structured, and therefore increase SEO effectiveness. We should add linked breadcrumbs as a default behavior on every help page, if not every Goodreads page. We should also remove the buttons from beneath the text in each article, which will no longer be necessary to have following the addition of the breadcrumbs.

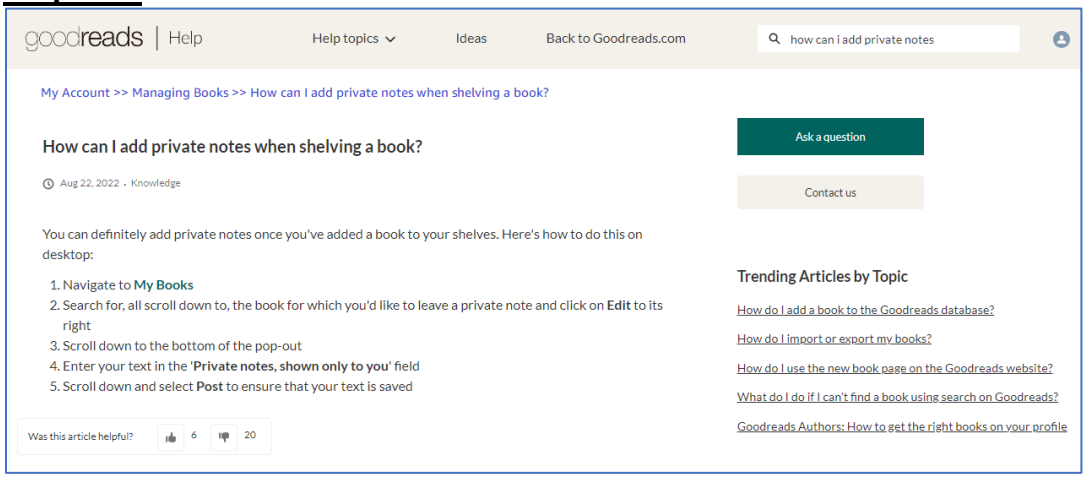
Current:



Changes to be made:



Proposed:



If we decide to cut out the topic and sub-topic pages in favor of going straight to the questions via the Help home page, this will lessen the size of the breadcrumbs.

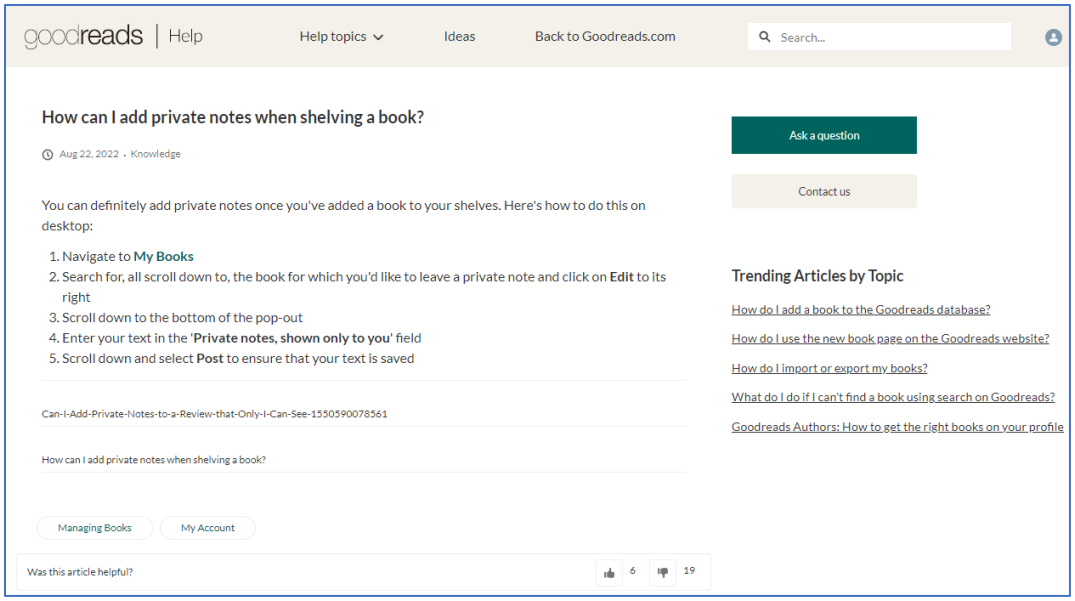
Note: The "Changes to be made" and "Proposed" images above also include changes from Pain Point #12, which cites and recommends the removal of superfluous information from the help article page to provide a more holistic view of how the page should look when it's complete.

Pain Point #12:
Owner: Technical Team
There is extra on-page text that adds no value to members. Beneath the body of the help article copy, there are two lines of copy that are not clickable and serve no obvious purpose on the page. The copy in the top line is identical to the article's URL after https://help.goodreads.com/s/article/. The copy in the line beneath just rewrites the title of the article.

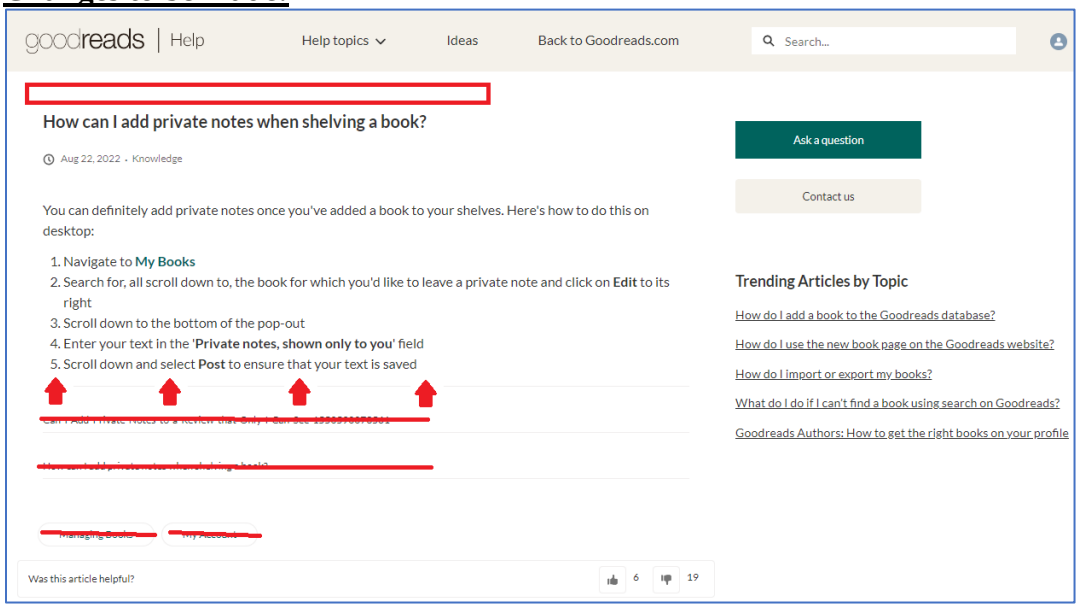
Also on this page, there is a question at the bottom directed to members that asks "Was this article helpful?". Adjacent to that question are thumbs-up and thumbs-down buttons that members can use to answer this question. However, the buttons are a great distance away from the question, showing in the horizontal second half of the page.

Recommendation: Remove both lines from every article to maintain high-quality content, help shorten the length of the copy, and create less possibility of distracting or confusing members. Also, move the thumbs-up and thumbs-down buttons closer to the question they are supposed to answer, to make answering more intuitive to members.

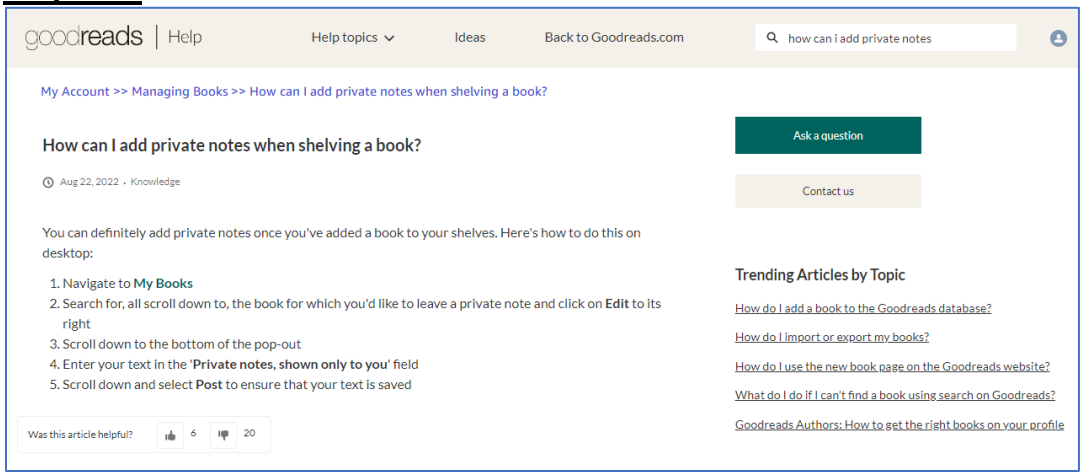
Current:



Changes to be made:



Proposed:

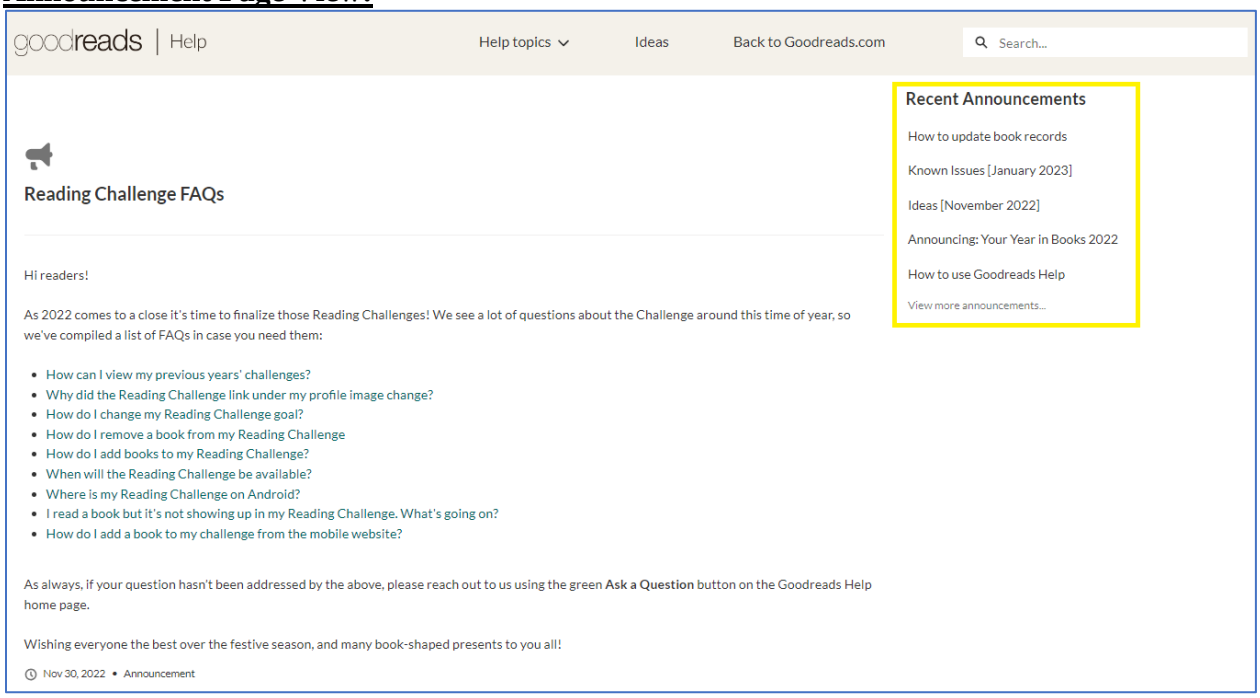


Note: The "Changes to be made" and "Proposed" images above also include changes from Pain Point #11, which cites a lack of navigational breadcrumbs and recommends their addition across Goodreads Help articles.

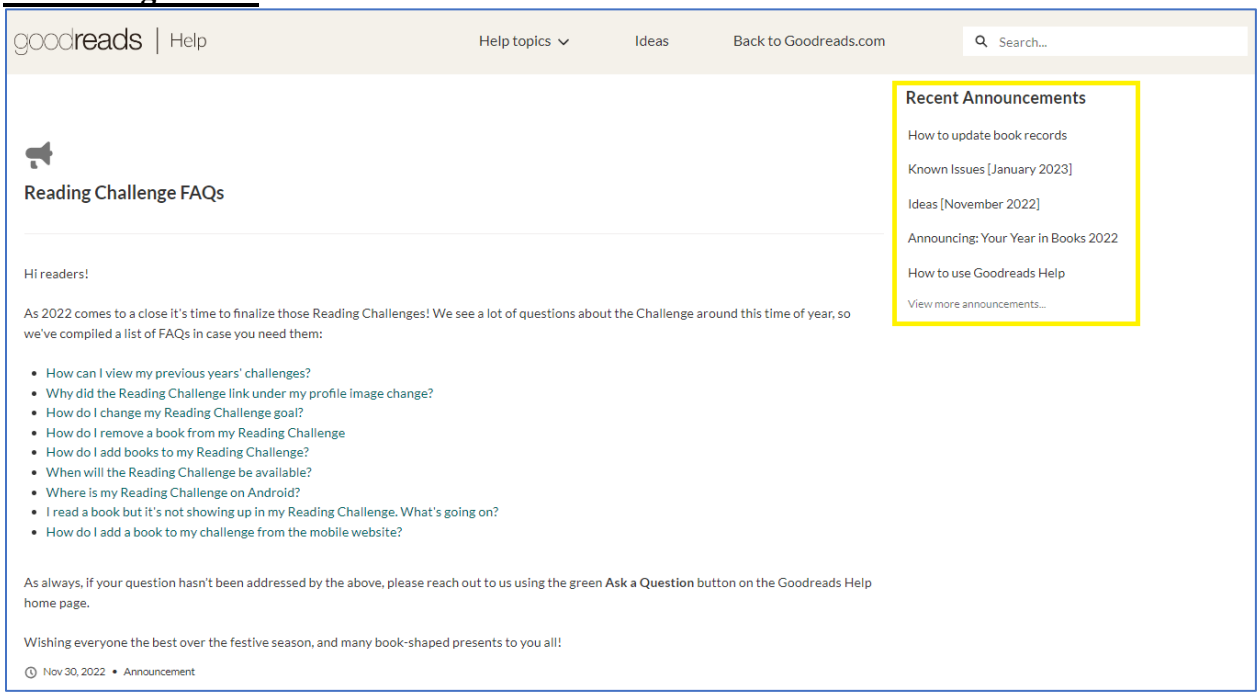
Pain Point #13:
Owner: Technical Team
The default page format is different across the different types of pages. Where announcement pages have a default list of linked announcements in the upper-right hand corner, and article pages contain a list of trending articles by topic a little further down in the page, topic pages have nothing (see the example from the linked pages below).

- **Announcement example page:** https://help.goodreads.com/s/announcements/a031H00000QUcpcQAD/reading-challenge-faqs
- **Article example page:** https://help.goodreads.com/s/article/Can-I-Add-Private-Notes-to-a-Review-that-Only-I-Can-See-1550590078561
- **Topic example page:** https://help.goodreads.com/s/topic/0TO1H000000gjGKWAY/managing-books

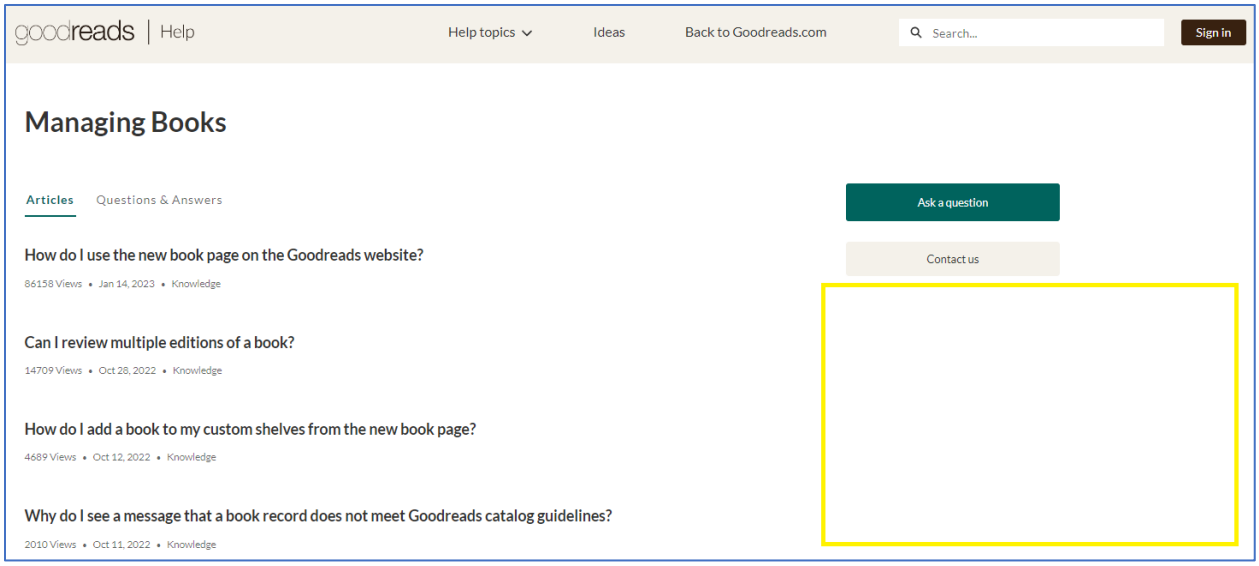
Announcement Page View:



Article Page View:



Topic Page View:

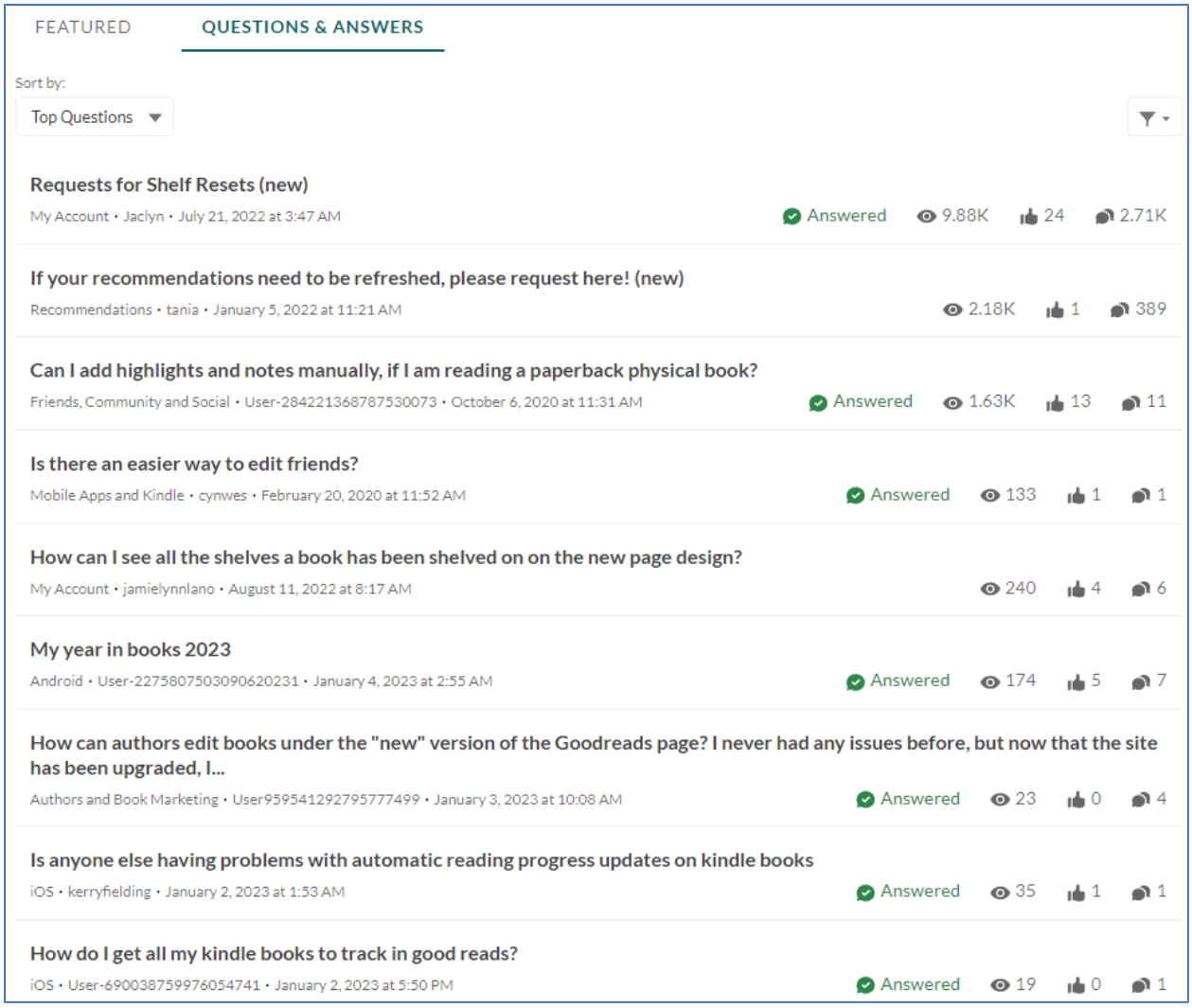


Recommendation: To maintain consistency across all the pages and to help keep things organized I recommend using this same area of page space in the form of a truncated table of contents with links to all questions related to a specific topic or sub-topic, to save members' time by giving them a list up front of questions already in that section.

However, if we decide to cut out the topic and sub-topic pages in favor of going straight to the questions via the Help home page, this pain point will be moot.

Pain Point #14:
Owner: Technical Team
The default motivating behavior that drives auto-population dropdowns site-wide is suspicious. There isn't always an obvious pattern to the way questions are displayed down the page, and when it looks like a pattern is beginning to emerge, outliers pop up, negating the pattern.

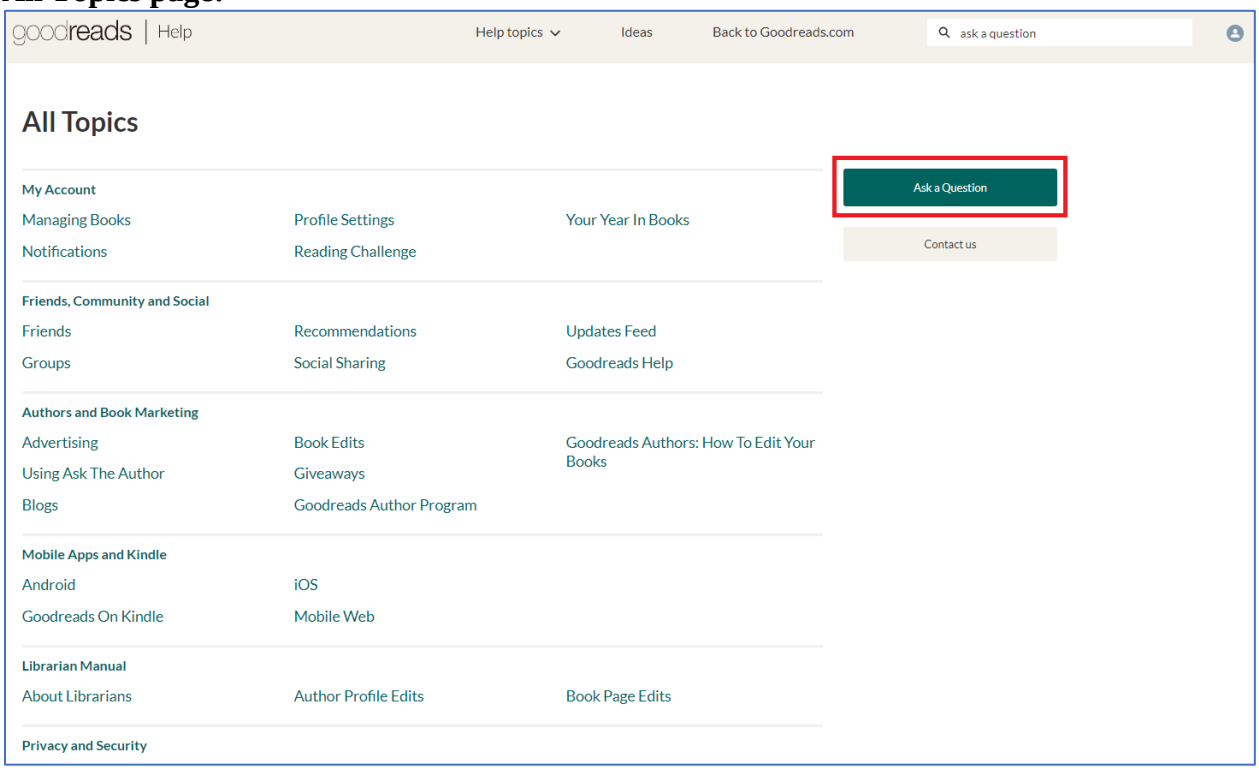
For example, in the screenshot below, this is a default view from https://help.goodreads.com/s/?tabset-68b08=2. By default, the dropdown begins with "Top Questions". Looking at the icons to the right, it appears that the question "Requests for Shelf Resets (new)" has a large amount of views (9.88K), likes (24), and related conversations (2.71K). At first glance, it seems fairly obvious why this question is on top. However, in following these numbers down the page, the idea that the most of each is going to cascade down in a top-down order becomes disrupted. There is a lack of consistency as to numbers moving down in an obvious logical order.



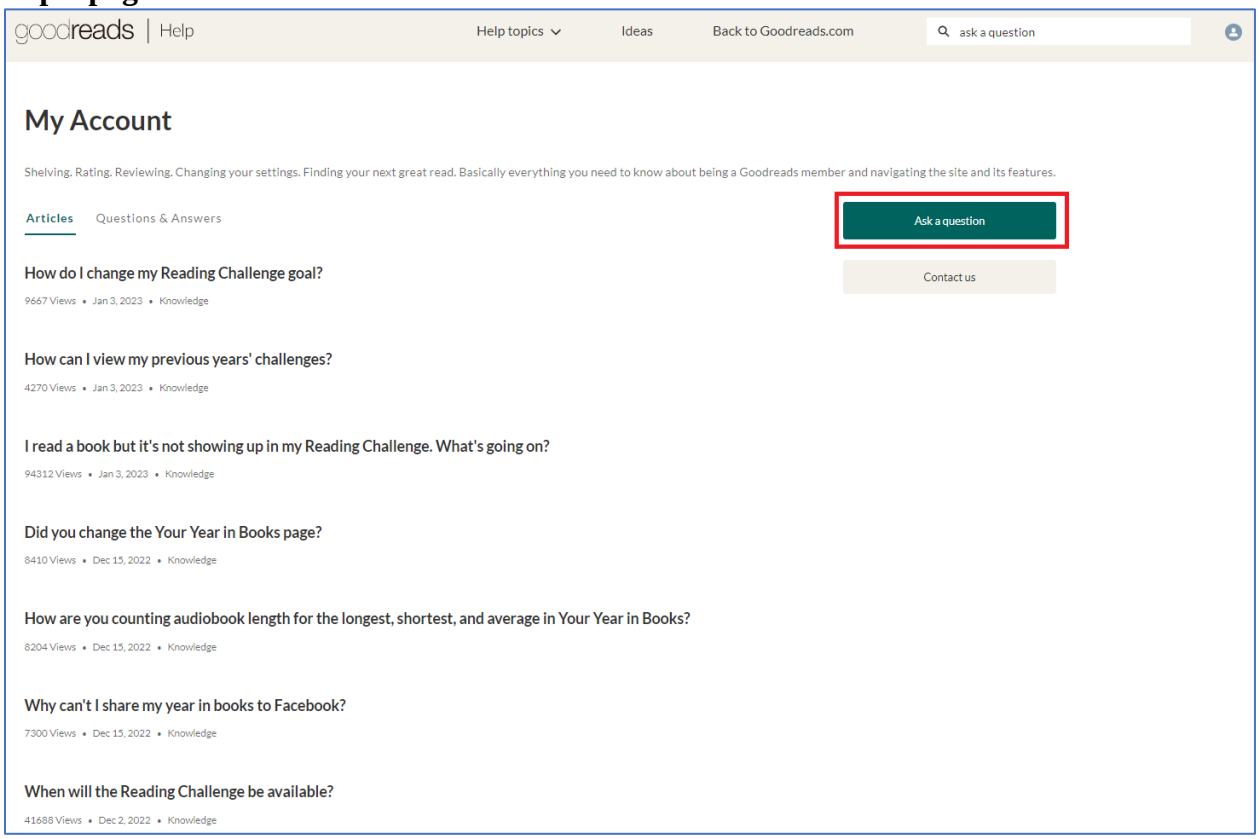
Recommendation: We should take a look at a couple of factors, including how this is being measured on the backend and translated onto the page, as well as whether or not it's important to have a dropdown view with different choices. If there is no clear explanation available, then having this up serves no purpose.

Pain Point #15:
Owner: Technical Team
The "All Topics" page, every topic and sub-topic page, and every help article has a "Contact us" button, which may undermine our efforts to have members self-help. While it is important that we offer members the ability to connect directly with someone from Goodreads, making this button available to members across every page throughout their journey of finding answers makes it a little too easy for members to give up in their search and place the onus on Goodreads experts to do the work. See screenshots below for examples:

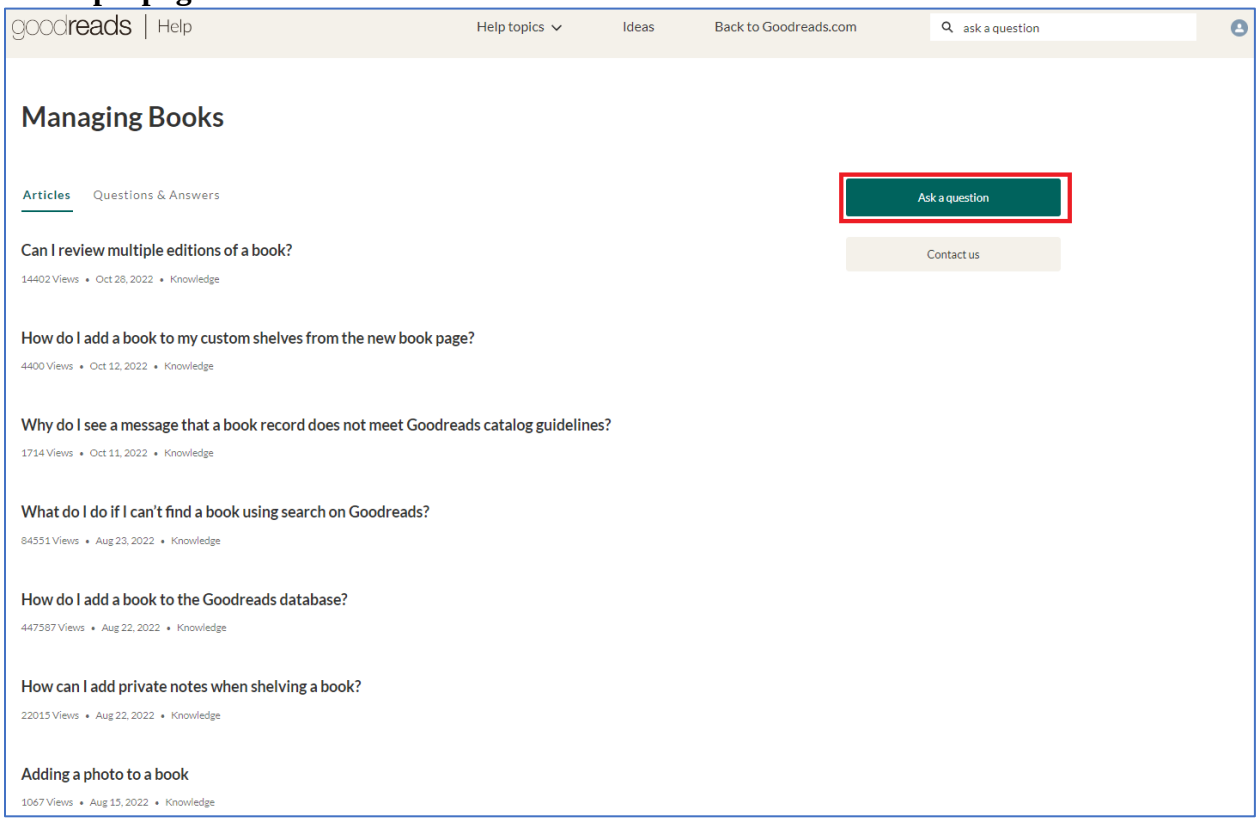
All Topics page:



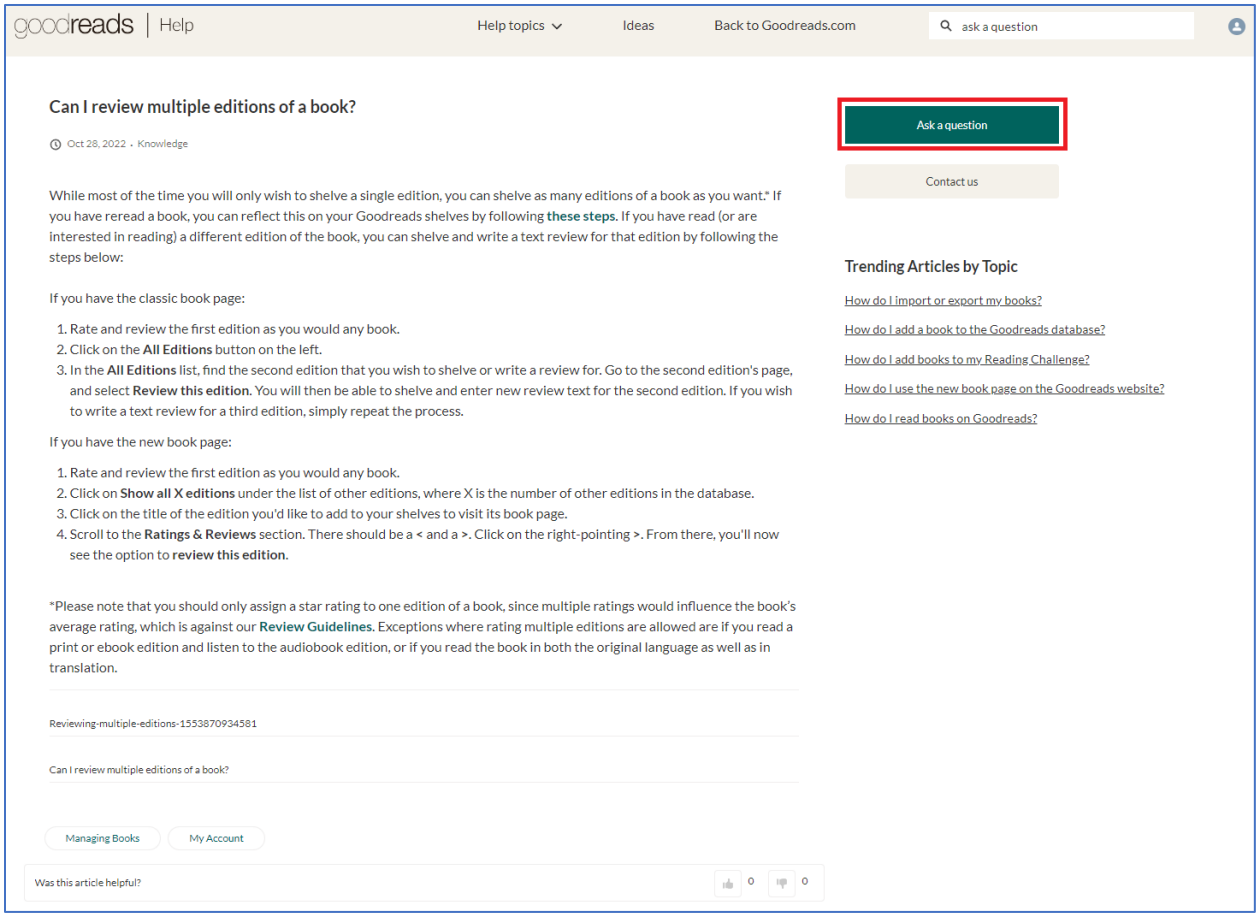
Topic page:



Sub-topic page:



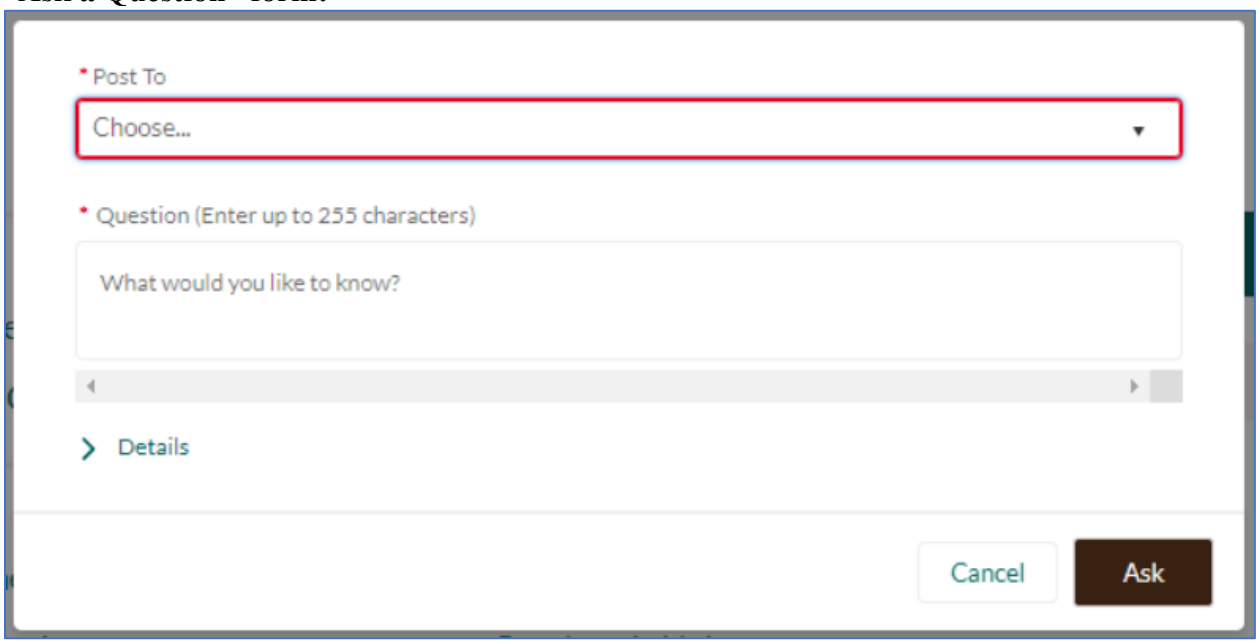
Help article:



Recommendation: To limit the temptation of members simply giving up their search for information, I suggest that we restrict the "Ask a question" button to one location. The best place for it would be on the "All Topics" page where all of the topics and sub-topics are broken down. If we move the contents of the "All Topics" page to the Help home page, as suggested in Pain Point #4, then there will be no additional work to do there, because there is already an "Ask a question" button on that page. In any case, less opportunities to give up a search, and more time spent researching should equate to less time that CS Experts spend chasing down answers for members.

Pain Point #16:
Owner: Technical Team
There is no obvious explanation between "Ask a Question" and "Contact us" buttons. These buttons appear near each other throughout the help pages. Clicking on either button takes members to different forms to fill out, but nowhere either inside or outside of the forms is there an explanation for the difference between the two, or what filling out the form is meant to accomplish.

“Ask a Question” form:



“Contact Us” form:

Contact Us

About Goodreads
Jobs
Blog
Authors & Advertisers Blog
Press
Contact
Advertisers
Author Program
API
Librarian Manual
Help

FOLLOW US

/goodreads
@goodreads
goodreads.com
/goodreads

Goodreads is rolling out a new book page. To learn more, **visit this help article.** To share feedback, including bug reports, **fill out this survey.** ×

What can we help you with?

-- select question type (required) --

What device were you using?

-- select device type (required) --

Are you reaching out as a publisher, author, neither, or both?

-- select contact type (required) --

Email address

What does this inquiry relate to? (2-3 words. For example: "forgot password" or "importing books")

Your question—please be specific. Note that Goodreads currently only offers English-language support.

Screenshot (optional, 1MB limit)

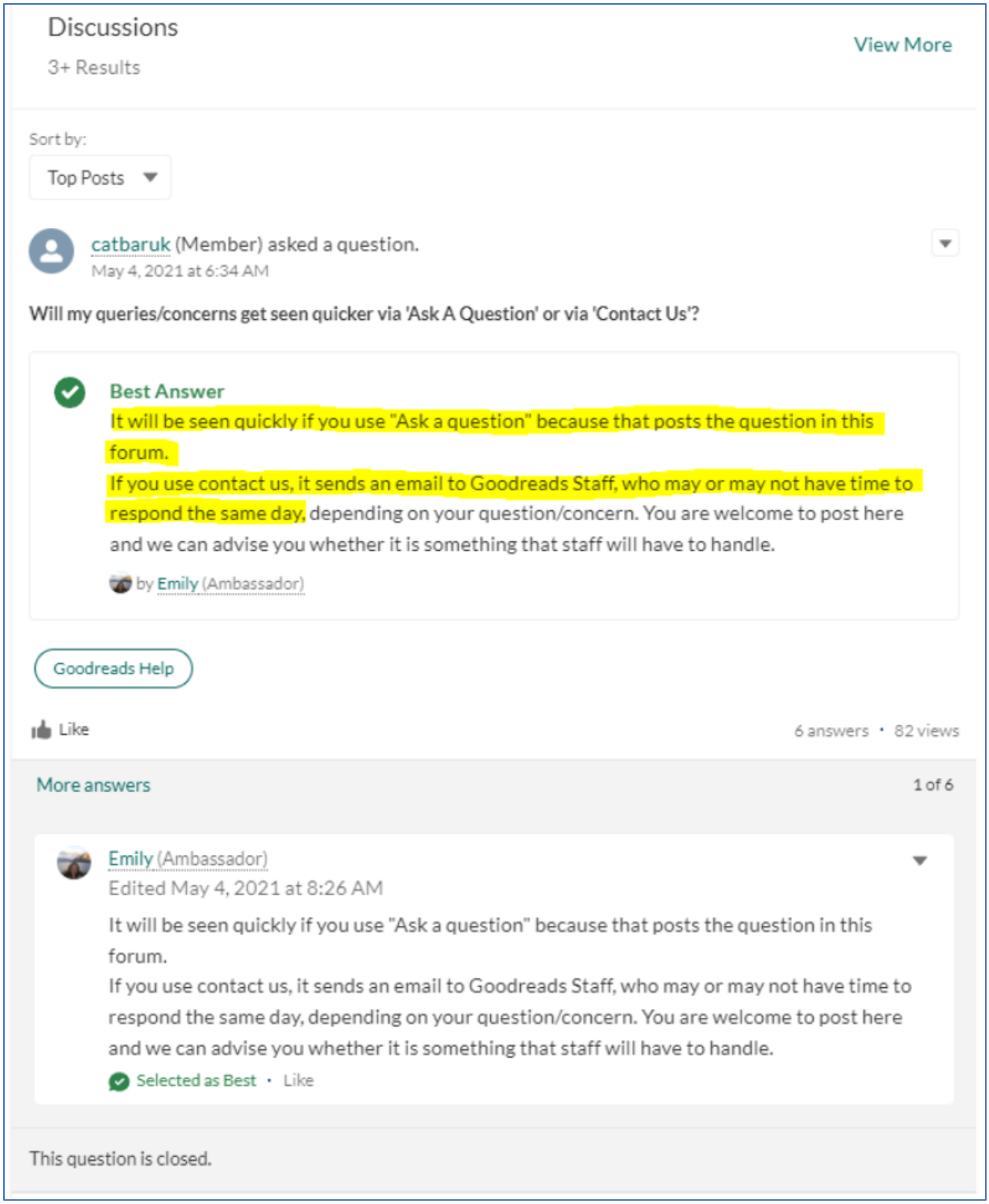
Choose File No file chosen

Please keep these guidelines in mind:

Explain yourself. What were you doing when you encountered a problem? If you're confused or unhappy about something, please explain why.
Be specific. Provide a URL, a very detailed description, or a screenshot of the error so we know exactly what you're talking about and don't have to ask for clarification.

Send

To find information about this within Goodreads, I had to do a manual search for “ask a question contact us”, where I came across a May, 2021 answer to a member from a Goodreads ambassador:



Recommendation: Creating a brief explanation either just outside of, or within the forms themselves, of why they should choose that form, what filling out the form will accomplish, and what kind of SLA members can expect, would go a long way toward informing members of next steps. Let's remove the mystery of why members should choose one over the other.

Also, there is some inconsistency between the two buttons in terms of sentence case. The buttons appear as “Contact us” with a lower-case “u” in “us”, and “Ask a Question” with an upper-case “Q” in “Question”. We should change the “Q” to a “q”, as its current condition violates our style guide policy that buttons appear in sentence-case.