

# POV: You're a Reader

App Reviews for Goodreads, Fable, and The Storygraph



Maeve C. Cox | September 2024



# Introduction

POV statements are created based on a customer's needs and insights. The goal is to better understand the customer's experience on the app.

Using the mobile device reviews in Apple's app store I created POV statements for the three book-focused apps I utilize. To begin I started by gathering 3 positive reviews, 3 negative reviews and 2 suggestive reviews for each app. After analyzing the feedback for each, I crafted a total of six POV statements.





# GoodReads

#4 in Books

573K Ratings

4.8/5



See what books your friends are reading and reviewing.

Track the books you're reading, have read, and want to read.

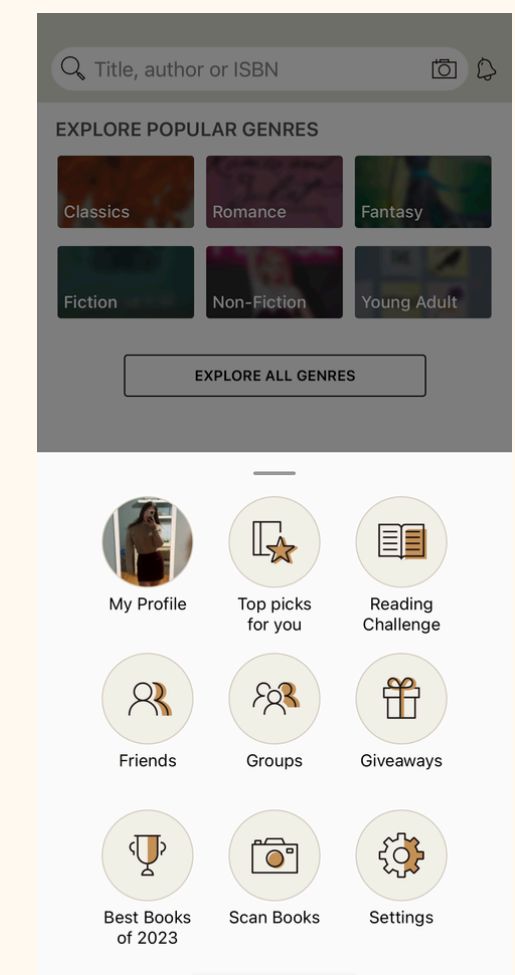
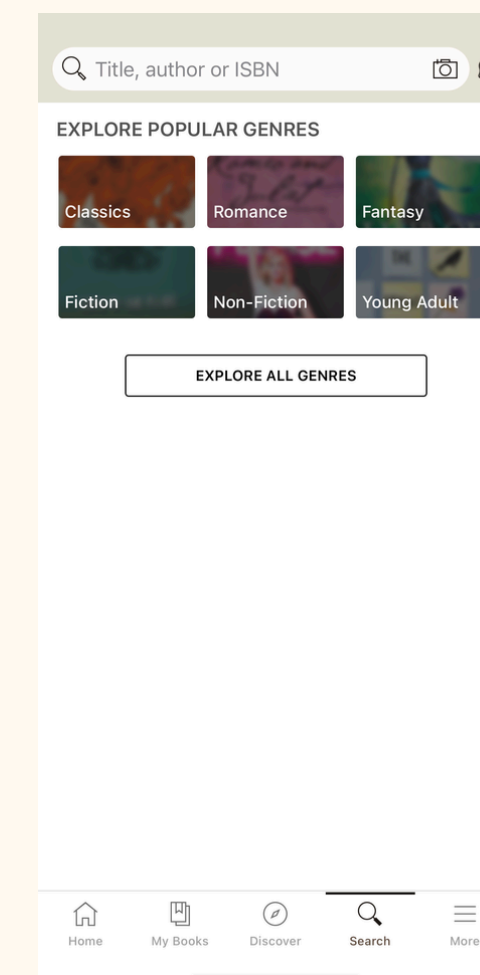
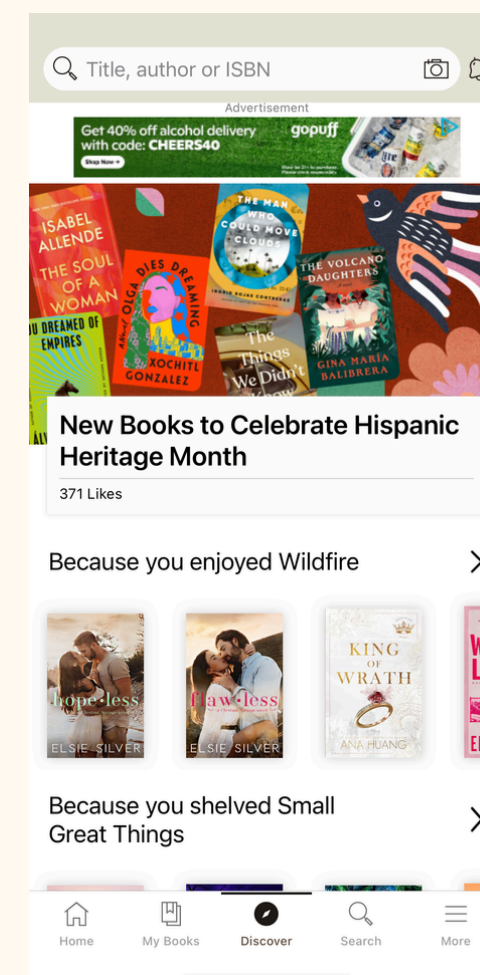
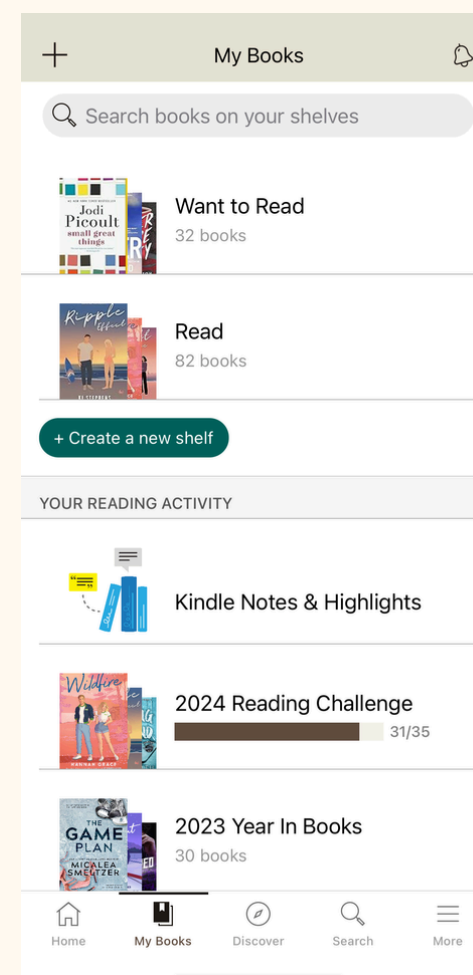
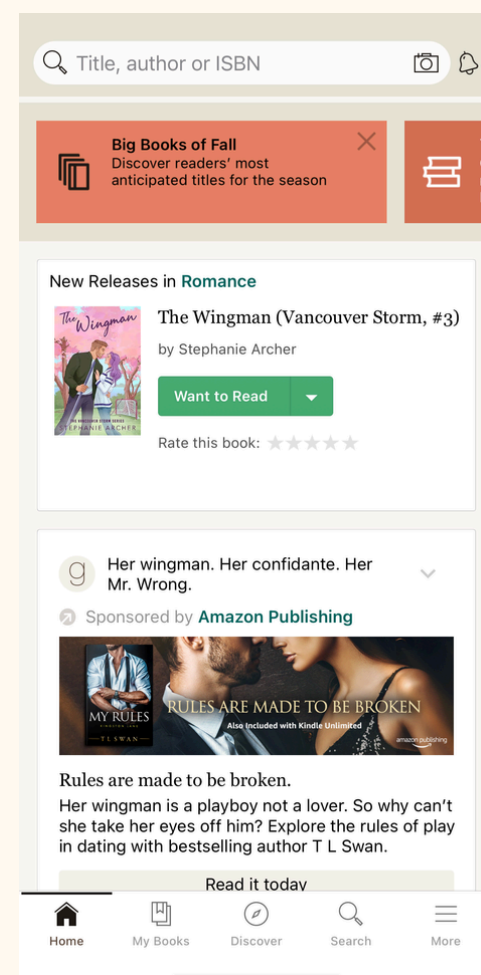
Receive personalized book recommendations based on our community's reviews.

## App Navigation

- 1.Home Page
- 2.My Books Page
- 3.Explore Page
- 4.Search Page
- 5.More Section

Profile  
Top Picks  
Reading Challenge  
Friends  
Groups

Giveaways  
Best Books  
Scan Books  
Settings





g

# Positive Comments

**A great place to keep track of what I read and want to read.**

★★★★★ Sep 14 · waldhaus1

Sept 14, 2024

An addendum to below. Perhaps keeping a catalog of my books enhances my pleasure in reading. I mostly leave 5 star reviews. It is not my purpose to pick through the skeleton of what I have just read - but to bask in the pleasure of another reading experience.

It has become an essential part of my reading life. In a way it allows e to photograph where I am in my reading.

**Goodreads is the best!**

★★★★★ Sep 17 · Shans10

I regularly use the Goodreads website, but the app has become one of my "would rather not live without" apps. I use it daily...usually more than once. It's a great way to keep track of what I've read, what I've thought about what I've read, and what I'd like to read. It's also a great way to find interesting new books to put on my "to-read" list. I now have enough books on that list that, if I didn't add any more and read an average of a book a week, I'd be pushing 100 when I finally finished.

**Highly Recommend**

★★★★★ Sep 13 · MusicMomma62

Goodreads is such a helpful tool for booklovers! Track your lists, mark your progress, challenge yourself, read reviews, find new reads, and share with friends. I've used it for years and recommend it to everyone I know who loves to read.

## Best Feature

The ability to look back at the progress a user made in their reading journey.

## Best Feature

Tons of books available to discover, read and review.

## Best Feature

Tracking reading habits and becoming motivated to read through challenges and friend connections.





g

# Negative Comments

## The Android Version is So Much Better

★★★★★ Sep 19 · GyppedSerenity

I recently switched to iPhone from Android, and the hardest change is somehow the Goodreads app. The Android version was so much cleaner! My homepage wasn't cluttered with recommendations, just my friends' updates. My profile was far more user-friendly... why can't I delete updates off of my profile? Why does getting to my updates take an extra step? The Android app wasn't that great to begin with (it was very much outdated), but the iPhone version is somehow even worse. It's almost like they stopped updating it even sooner than the Android app.

### Primary Concern

Apps structure differing between Android and Apple software. Transitioned from bad to worse experience.

## Outdated and Awful

★★★★★ Sep 9 · Jrd\_1093

Goodreads is probably the worst social media app in its user range. It's littered with bugs and hasn't updated its UX in a decade. It's severely outdated, but instead of fixing it, Amazon is beginning to stop supporting it altogether. Did you know the newest Kindle Fire tablet won't even allow you to download Goodreads anymore? Their own flagship reading device doesn't support the biggest book-reader community on the internet. It's absolutely ridiculous.

### Primary Concern

UX design is outdated. Number of bugs reappearing on the app. Kindle and App are not as compatible as they once were, which is inconvenient.

## Very Disappointing for Well Known Website

★★★★★ Aug 13 · paylundbe

This app is absolutely horrible! You are lucky if it ever loads as you just get error messages all the time! Want to update your book progress to show that you finished a book for your yearly goal? Too bad. You go in to add the end date and just error messages. Close out the app to restart, same thing. I'm officially tired of this and going to delete this app and go to something else that doesn't have these issues! So disappointed!

### Primary Concern

Issues with tracking progress makes the app unusable.



g

# Suggestive Comment

## Invest in yourselves

★★★★★ Sep 5 · imipanda

Please fix this app up. It's shameful to run this website which must surely be used mostly by app, but to neglect app users. Dark mode would be nice. Fixing the app would be nice, the user book lists don't sort, some cannot be removed, some books cannot be removed from shelves, you can't save lists, it's a mess. What bug fixes are being fixed all week if the same ones remain unfixed? We can see the dates on these comments!

## Giveaways

★★★★★ Wed · GingyBreadGirl

Love the giveaways option!

However, i'm curious why there isn't an option to filter out all previously entered giveaways when i return to view Featured or Ending contests?

With the amount of live giveaways, it's impossible to get through all in one sitting but, if you leave the page, it starts all the way back at the top of the list with no way to filter out previously viewed/submitted books.

TIA!

## Great concept, bad execution

★★★★★ Mon · Jace Rausch

I love the concept of this app. It's awesome to have a place where you can store everything you're reading, have read, or want to read. The ability to write reviews, get personalized book recommendations, and see what's popular is great too. I also really enjoy being able to see what my friends are reading.

That said, I think it would be a cool addition to see what authors are reading, maybe as verified readers. On the downside, the UI is pretty bad. It looks cluttered and is hard to navigate. Finding friends should definitely be easier, and the overall design could use a serious facelift.

## Primary Concern

The updates over the years have not fixed the complained about bugs.  
Also suggested adding a dark mode.

## Primary Concern

Keeping track of the giveaways you've applied for is difficult because of the page resets and cannot be filtered

## Primary Concern

Authors could be verified readers.  
Ability to find friends can be made easier with a new UX design.





# Fable

#10 in Books

9.9K Ratings

## 4.8/5



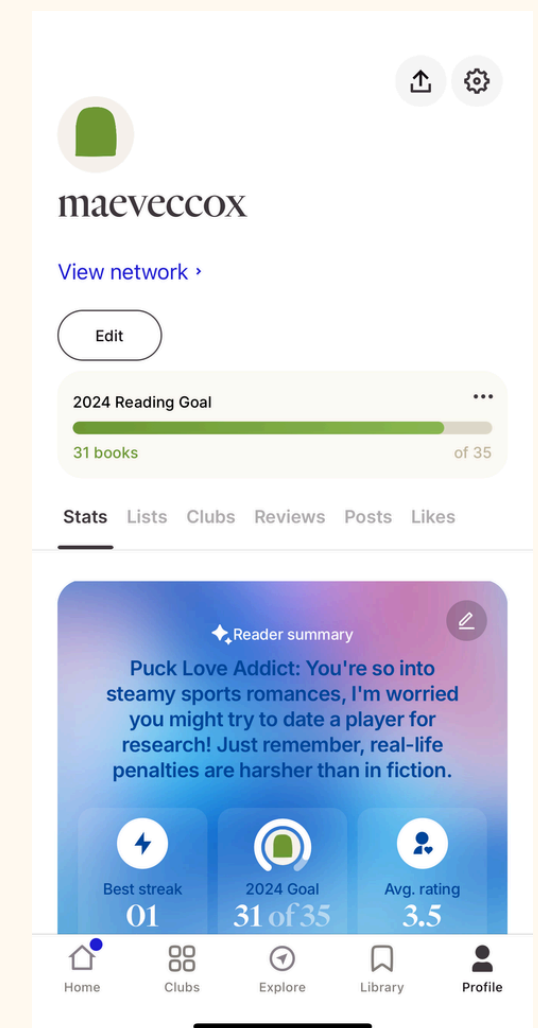
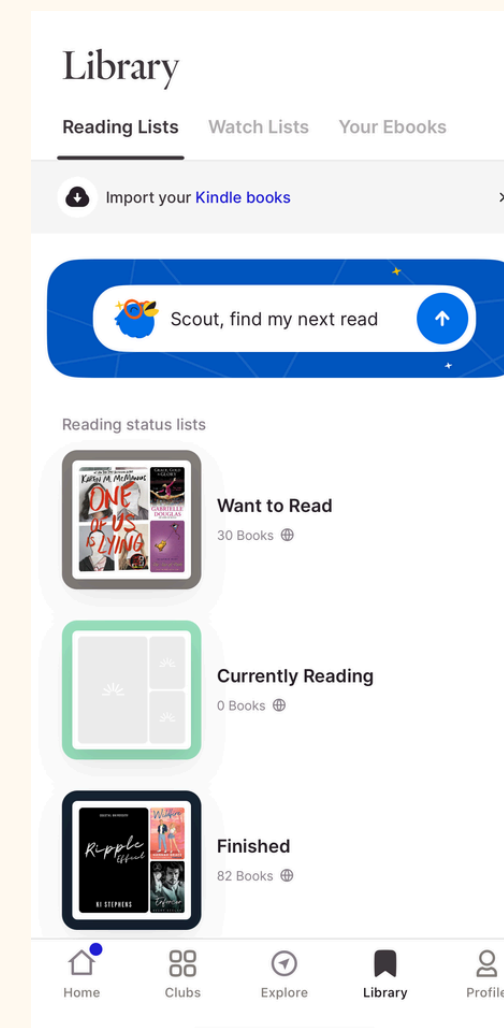
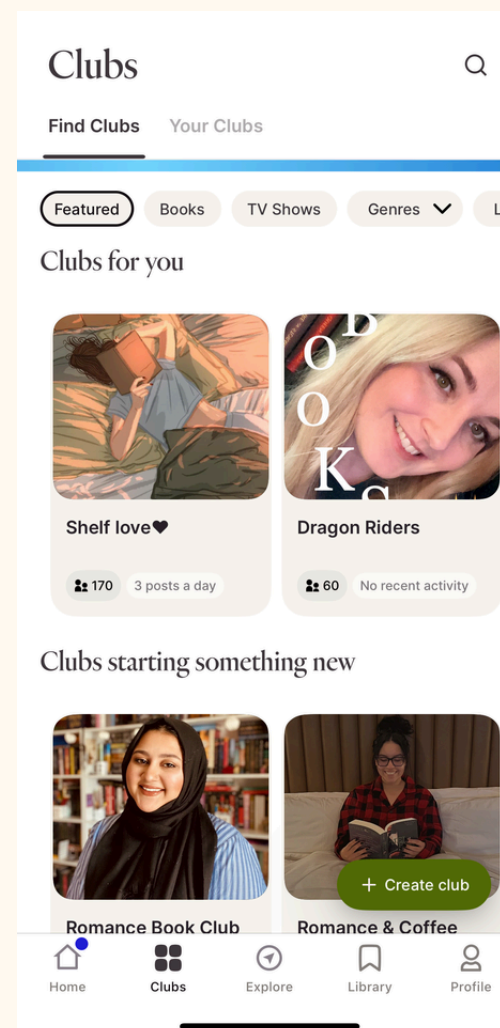
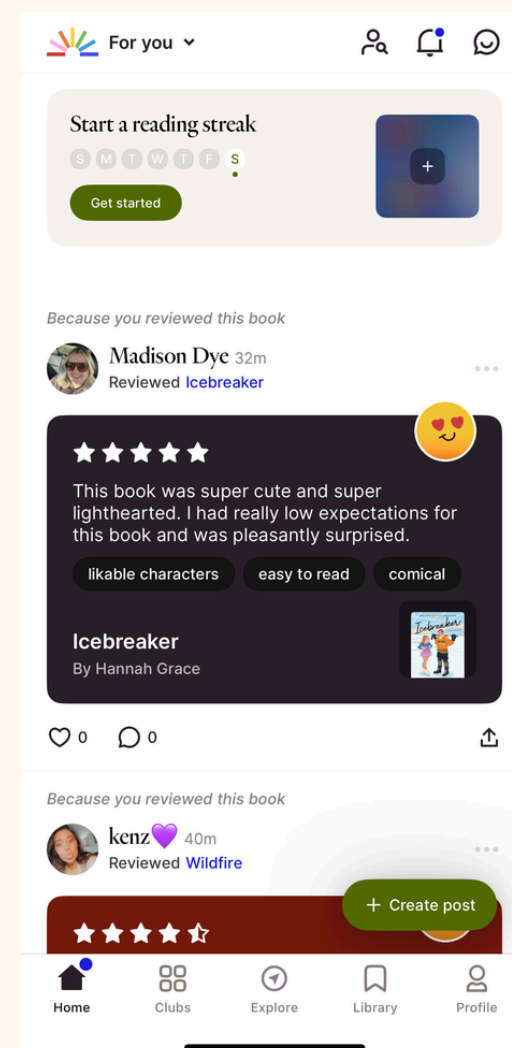
Receive and track book, TV show, and movie recommendations suited for your mood and interests.

Connecting with communities of people who have similar interests, through posts, discussion prompts, and direct messages.

Read and engage with books directly in the personalized app. Review the the highlights, notes and analytics that are tracked afterwards in your profile.

## App Navigation

- 1.Home Page
- 2.Clubs Page
- 3.Explore Page
- 4.Library Page
- 5.Profile





# Positive Comments

## Love!

★★★★★ Mon · gabbyl987

I love this app! I wasn't a fan of good reads so I was looking for an alternative. The stats are really fun and it motivates me to continue reading. I also like that there's a list for books you didn't finish. Also love that you can go back and update your reading streak if you forget to log that day

## Best Feature

DNF and customizable lists.

If you forget to log a day of reading you can go back and make updates.

## love it!

★★★★★ Sep 12 · JCramos7

i've been using it for a couple of days now and i'm in love. it actually has revived my reading habits !

It is really easy to use, the design is so pretty, the library that keeps track of books and tv shows is separated and easy to navigate.

I was really sceptical about Scout (the AI) but he gave me really good recommendations.

My favourite part of this app is that it doesn't shove down a subscription down your throat.

Overall, it's a 5 🌟 for me. I would love to track movies here as well and to have more tv shows or the option to add more

**Developer Response** Sep 18

Thank you for taking the time to review our app. This means a lot to us. Our team is working hard to constantly bring useful and fun updates. We hope you continue enjoying Fable!

## Best Feature

AI recommendations.

Easy to use and visually appealing.

## If you love tracking and book clubs this app is for you!

★★★★★ Aug 29 · Lexsassy

I absolutely love this app. It's still is working on features I wish it had like .25 rating but it is great about reminding me to read every day and has a widget I can put on my phone to keep me on track. I also love the book club features and it's so much fun to chat every chapter about a book with my busy life. The other feature I love about this app is that reviews for your TBR are shown on your feed and it's really a cute book community, like a Twitter for books. I love that you can post what you read every month on different social media platforms using fable there's just so much to love about a wholesome book community app and more updates keep coming and I love the vibes. Would recommend!

## Best Feature

Reminders to read. Easily connect with other readers through discussions and images. Share month of reading progress on socials.





# Negative Comments

## Very Disappointed

★★★★★ Apr 9 · ou812app

I was so excited to learn of this app as I'm an avid reader of 100+ books a year. I am. Also blind. This app enables very little standard accessibility for blind users that Apple is known for. Other social media platforms are fully accessible to the blind so there are no real hurdles to achieving this. I'm also a software developer so I do understand the process of dev as well as the needs of a blind user in those regards. I hope this is addressed soon as this is exactly the type of app/community that I've been hoping to find. I would also suggest that the blind, and low vision community, while often being overlooked as readers is actually a very ambitious community of readers and book lovers.

## Primary Concern

Accessibility. Having basic accessibility features and tools in mind would make the app more inviting to all communities.

## Hate the update with TV shows

★★★★★ May 5 · the British king of crum...

I cannot get past the opening screen anymore that announces TV shows now on the update.... I adores this app but can no longer use it because my phone screen is too small to get past that terrible nag screen!! I have emailed and sent complaints because I miss my fable time!PLEASE GET RID OF THE IPENING NAG SCREEN SO PEOPLE WITH OLD IPHONE SE2020 can use the app again!!

**Developer Response** May 7

Hi there. Sorry you are having this issue. We are able to fix this issue on your account, but we need more account information. Please email us with your account details at support@fable.co so we can get you back into the app!

## Primary Concern

Platform is not adaptable to all responsive screen sizes.

## Not showing my finshed reads?

★★★★★ Aug 31 · sasha102709

I loveee the app but I put I wanted to finsh 30 books by the end of the year, I put like four books I finshed in the section and it says four books but it keeps telling me the space is empty And dosent show any books till I search the names And It dosent show any process on the books I have finshed like what?

**Developer Response** Sep 3

Hi There,

Sorry you're experiencing this issue! Seems like you're experiencing a bug with the Finished list and goals. If you could please reach out to us at support@fable.co we can see if we can help you with the issues on your account.

## Primary Concern

Experiencing issues with the lists of books they've finished, which ultimately impacts the their year of progress tracker.



# Suggestive Comment

## Goodreads' cooler sister

★★★★★ Aug 6 · Oliviam10100

I've been really enjoying this app! The design is beautiful, I love the charts and the book club/tv club features, and even though I'm an AI-hater, I enjoy the feature that chooses and presents a random book from my expansive TBR, as well as the one that helps you find a book based on your vague descriptions. It's amazing to be able to give half stars, and I really like the emoji descriptions too.

Unfortunately it can be a little clunky - I find the process of updating your progress to be a bit confusing (I want there to be an option on the book page and keep going there lol) and I find it frustrating to have to find the number of total pages rather than it autofilling. I wish you could leave reviews or updates for specific seasons of TV.

Otherwise I'm very happy with the app and have been recommending it to all my friends and family! A lovely alternative to goodreads.

## Optimize Currently Reading updates

★★★★★ Sep 8 · Braine TS

I'm loving Fable more and more. My only feedback at this point is ease in updating current reads. I wish I don't have to click several things in different places to update my book, add it on a shelf, and share a quote/ thoughts.

When we add books to our currently reading folder and mark it as finished, it makes sense that the dates read are triggered by this versus having to do it before we review. Depending on the length of the book and life, we might be reading that book for a while and forget when we started it. I know there's a "I can't remember" option, but I do want it logged hence using an app like this.

**Developer Response** Sep 18

Hi There, thank you for this feedback. We are aware of an issue with the start/finished date flow and are looking to fix this in an upcoming release so please stay tuned!

## Still prefer Goodreads!

★★★★★ Sep 9 · r3sqrnu

App needs to get constant updates from Kindle connection. I should not have to remember to go on the app to click I read today to maintain my streak.

As it stands will likely only go on the app for monthly updates to generate a post for other social media.

It would be great to be able to follow authors and get updates for upcoming titles. If titles are added to TBR get notifications on release dates. Same for shows to watch.

**Developer Response** Sep 18

Thank you for your feedback. You are correct that our Kindle import feature is a one time import and does not continuously sync. We apologize for the inconvenience. We are constantly working to improve the app and appreciate your feedback. If you have any additional feedback feel free to reach out to us at support@fable.co.

## Primary Concern

Updating the progress as a user reads is long.

Cannot leave reviews of TV shows and movies.

## Primary Concern

Overall tracking start and finish dates of reading a single book.

## Primary Concern

Kindle reading not automatically updating to the Fable app.

If a book is on TBH list users should get notifications for new releases.





# The StoryGraph

#37 in Books

2K Ratings

4.6/5



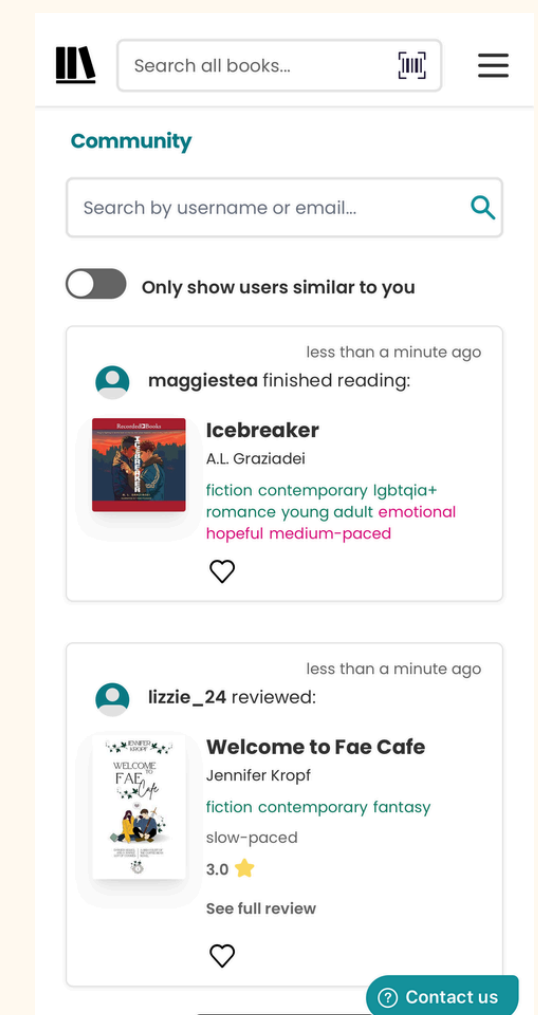
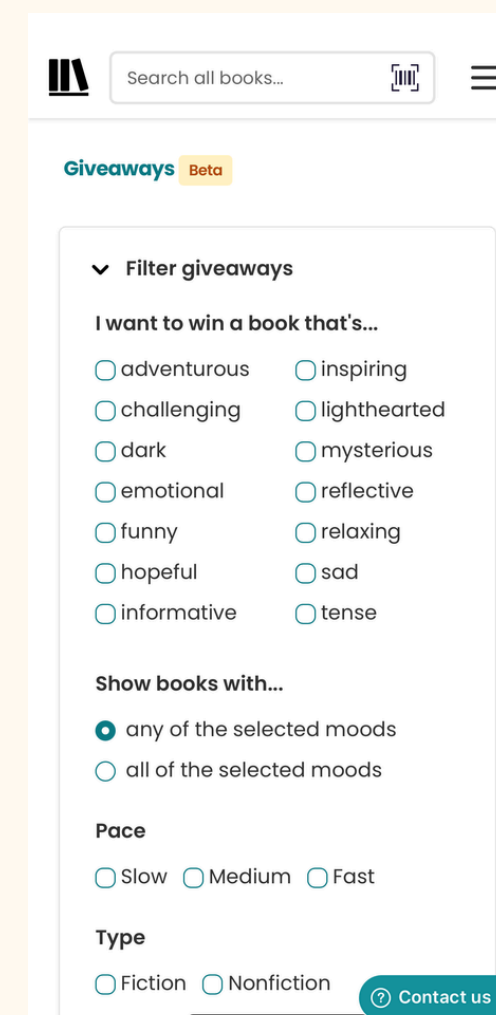
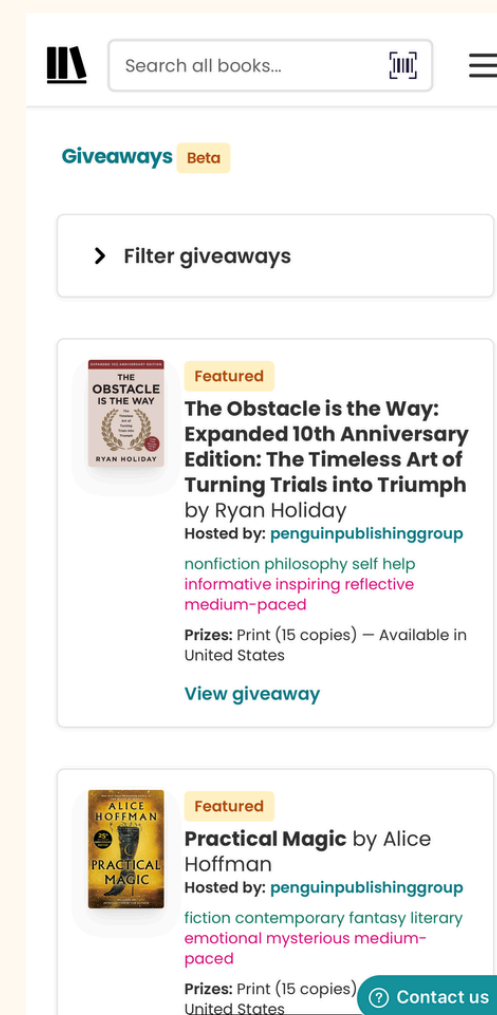
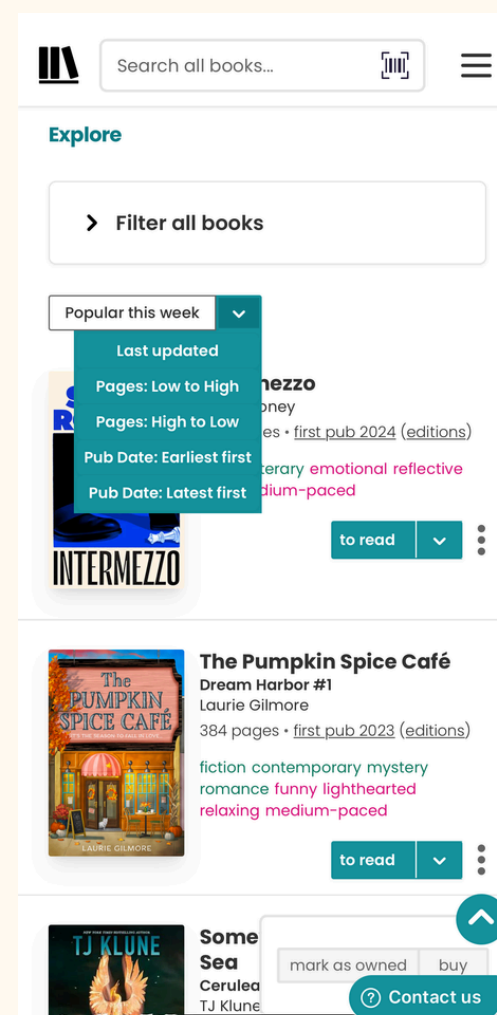
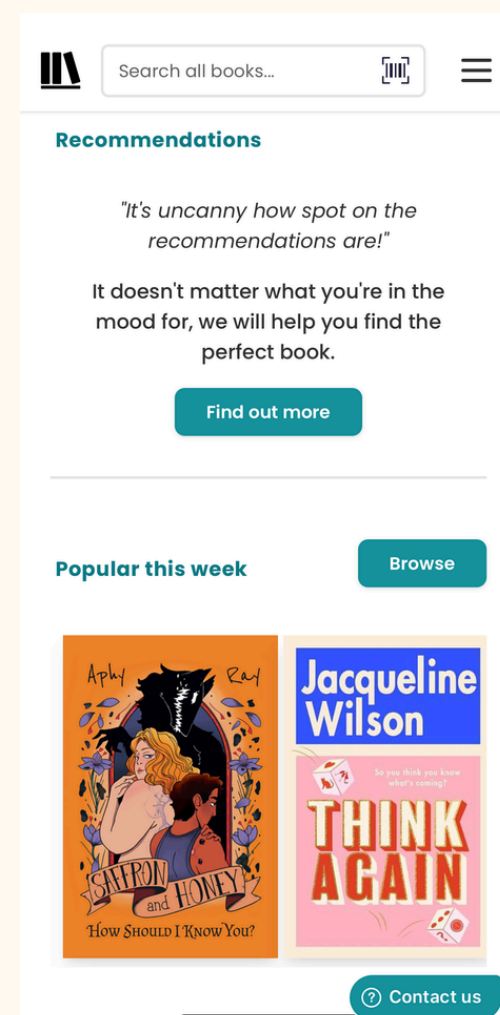
Simply tracking and viewing a variety of personalized reading stats.

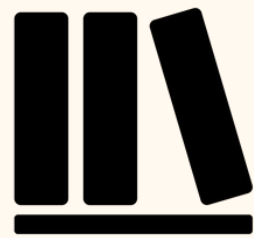
Filtered searches and AI recommendations based on your reading data.

Connecting with friends and watching everyones progress and thoughts in one place.

## App Navigation

1. Home Page
2. Explore Page
3. Giveaway Page
  - a. Filtering Giveaways
4. Community Page





# Positive Comments

## Best app for book lovers, no question

★★★★★ Jun 30 · CarmenElaine

I LOVE StoryGraph. As someone who loves data and seeing different trends, StoryGraph provides a user experience that's unmatched. It's so fun (and motivating) to see various breakdowns of my reading habits, engage in reading challenges, log streaks, and see what my other book loving friends are up to. The giveaway platform is great and the rating/review system is a million times better than good reads. I love how the developer is constantly innovating and bringing new features, I recommend StoryGraph to everyone!

## Best Feature

Various breakdowns of their reading habits. Giveaways, rating, and reviewing systems.

## Makes Reading Fun

★★★★★ Apr 22 · kkozek

My goal this year was to read more and track the books I read. I have really enjoyed storygraph to help with this. It tells me how far I am through a book, how many books I've read so far, it even breaks the books into charts like genre, mood, pace. I am a financial analyst for work, so tracking everything in charts and graphs is right up my alley.

## Best Feature

Charts and Graphs of reading accomplishments.

## Very happy

★★★★★ Jul 24 · SAliceL

While I still use Goodreads, I've largely switched to StoryGraph because I heard users could offer partial star ratings and the app offered graph breakdowns of what users were reading. That was all true, but what I also find super helpful is that StoryGraph also allows users to track reading in different editions of books and DNF books.

Also, as an aside, I haven't had any issues on StoryGraph where my progress doesn't update immediately, which is a perennial issue on Goodreads. I'm a very happy customer.

## Best Feature

Partial rating feature and tracking features.





# Negative Comments

## Worst app

★★★★★ Feb 7 · fishstixx520

I was really looking forward to using the buddy read feature but I couldn't even get past making an account. The scrolling is broken, the link to import Goodreads doesn't work, inviting friends is difficult, and I couldn't even upload a standard sized photo from my library. I also attempted to share a link for a book and the app froze. Can't use a single feature without issues. Pass this one up.

### Developer Response Feb 9

Hello! That does not sound like the typical experience at all! I do wonder whether you attempted to use the app during some performance issues we had yesterday? Please try again some time and hopefully you have a much better experience. Don't hesitate to email in to support@thestorygraph.com with any questions!

## Primary Concern

Was struggling to use primary features, such as connecting with friends and creating a profile.

## So frustrated

★★★★★ May 4 · Jezkarae

App has worked so well until yesterday/today whe. I couldn't mark books as read. They're just stuck.

### Developer Response May 11

Please contact us at support@thestorygraph.com with details of your issue so we can look into it for you!

## Primary Concern

Book tracking was not working during the two days they tried.

## Cool Concept

★★★★★ Apr 26 · CeceSkellington

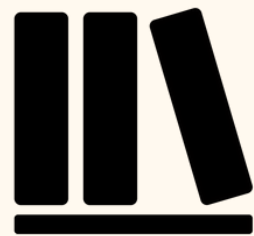
It's a cool concept and I got excited when I could export my Goodreads information... but that's where it got muddy. It didn't import myself stuff correctly. It imported some of my books as Dutch language or non print books. The whole reason I wanted to check the app out was for the cool graphics and they're not correct. I don't feel like adjusting everything myself so I decided just to stick with Goodreads (they're free) I understand that's how you make your money to further develop but it's honestly so annoying this day and age. I want to be able to enjoy stuff without having to pay for it to work better..

### Developer Response Apr 28

Hi Cece! The vast majority of the features on the app are free, with only some stats features being paid — most of our stats are free — and over 99% of our users don't pay us anything. Also paying does not change/update/improve the stats on the free offering. To that end, please consider contacting us via the app or emailing us at support@thestorygraph.com so that we can look into your stats issues!

## Primary Concern

Did not want to pay for premium features. Experienced importing and Data analysis errors.



# Suggestive Comment

## great in some ways, still needs work

★★★★★ edited Jul 7 · ronanl9

this is a super helpful app to track reading, and i've been using it since 2021. however, adding books to storygraph is an absolute nightmare. i have to do this far more often than i ever did with goodreads, and never once have i been able to do so without adding all the information manually. the barcode scanning feature very rarely works, and often asks me if i want to import by isbn. i also have to do this often with books i'm reading for school, which i want to be able to track. however, i have tried to import books by isbn over 100 times and it has not worked once. when i try, all i get is a notification several days later saying it didn't work. it makes it difficult and time consuming to add books which aren't commonly shelved. overall i like storygraph more than goodreads but having this feature be totally useless is really detracting from my ability to use this app

## Good app

★★★★★ Sep 12 · niki.24

The UI is not the prettiest or smoothest but the app is otherwise lovely, I am so grateful for the trigger warnings and all the thoughtful and creative features. Grateful that there's a solid alternative to goodreads. Not sure if this would make sense for your main audience (people that read a lot) but as somebody who's trying to get back into reading and building a habit (therefore also using the app more often) I'd love to have like a calendar style habit tracker in the app

## Developer Response Sep 15

Hello. Thank you for your review and feedback. We're currently doing a lot of work on the UI and UX so hopefully by the start of next year this is all excellent for you. It's not quite the same as a habit tracker, but have you seen our calendar monthly template? You can view it from any month's stats page!

## minor bugs need fixing

★★★★★ Aug 27 · miller892

by far my favorite way to track my reading as it provides a lot of neat data. my only complaint is that the search function is atrocious. it will provide everything except what you're asking for- i can search a full title and author and it won't even be in the first 5 options. the barcode scanner very rarely works- every time you scan you have to allow the app to use the camera. 80% of the time the barcode won't scan, even in older books or popular ones. it's basically unusable so i've stopped trying

## Developer Response Aug 30

Regarding search, adding the author name — either first or last — normally brings up the book you're looking for right at the top. We normally only have complaints when it's just the title! We'll still be working on our search algorithm regardless. The barcode scanner doesn't seem to work on a particular set of devices and I'll soon be looking into why that is an making adjustments. Hopefully by the end of this year using StoryGraph will be a five-star experience for you!

## Primary Concern

Adding books to the app is difficult because barcode scanning does not work and there is not always an error notification right away.

## Primary Concern

Desire for a calendar view for tracking her everyday reading habits.

## Primary Concern

Barcode scanning and manual search is not working with 100% accuracy.



# POV Statements



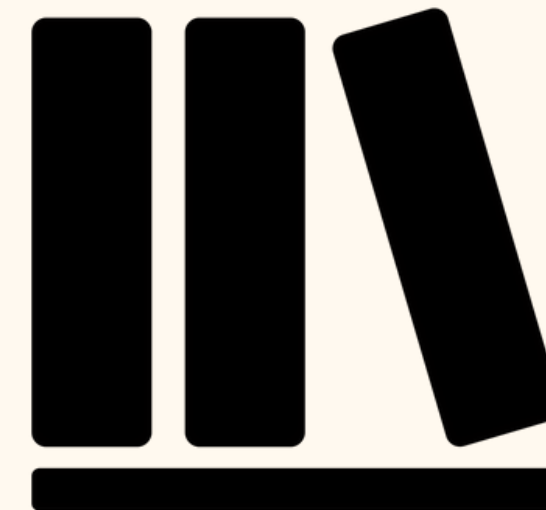
Users who looking for new books need to be able to accurately track and see books they've read because its difficult to remember all the books they've read and receive good recommendations.

Users who want to keep up to date with their friends reading habits need to be able to easily find the profiles and groups they've joined, on the app, because it's frustrating to be out of the loop in conversations.



Users who enjoy talking about stories need an app with an engaged and inviting community because it can help people feel heard and understood.

Users who are motivated by lists and visual representations need the ability to adjust the how and when they track their progress because inaccurate data can be frustrating.



Users who wish to start using a new book tracking app need to be able to easily transfer data from different sites because manually inputing it can be time consuming and overall inconvenient.

Users who enjoy tracking their reading progress need an app with accurate and readable graphs and charts because it could be the motivation they need to pick up their next book.



INNOVATIONS BY MAEVE COX