

The background of the slide is a photograph of a university campus. On the left, there is a large, modern building with a prominent cylindrical tower. In the foreground, a paved walkway leads towards a large, multi-tiered fountain with several jets of water. The sky is blue with scattered white clouds. A solid yellow horizontal bar is at the top of the slide.

Building a UX Army at Your Library

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University of Central Florida (UCF)



Large metropolitan research university in Orlando, FL

63,000+ students

93 Bachelor's, 84 Master's, & 31 Doctoral degrees

Heavy emphasis on fully Online & Mixed Mode courses

Source:
UCF Institutional Knowledge Management
<https://ikm.ucf.edu/>



Where it all began

The screenshot shows the University of Central Florida Libraries homepage. At the top, there is a navigation bar with links for Home, Find, Services, How do I?, Collections, About, and Branch Libraries. A search bar is located on the right. The main content area features a large banner with the text "Welcome to the UCF Libraries" and a photo of a library building. Below the banner, there are several sections: "John C. Hill Library Hours" with a calendar, "OneSearch" search options, "Ask a Librarian" button, "Books / Catalog", "Course Reserves", "Online Journals", and "Research Guides". A footer contains social media icons and contact information.

This screenshot displays the "Employment Opportunities" page. It features a sidebar with navigation links for Employment, Student Employment, USPS Employment, and A&P. The main content area is titled "Employment Opportunities" and includes a "Back & Forward" section. The "Student Employment" section contains a paragraph about joining the team and a link to "Are We Hiring????". Below this, there are several "How do I...?" and "What happens..." questions with corresponding "Site Links". At the bottom, there are three categories of opportunities: (O) University Support Personnel System (USPS), (O) Administrative & Professional (A & P), and (O) Library Faculty Employment Opportunities.

The screenshot shows the "Ask a Librarian" page. It includes a sidebar with "Ask a Librarian" and "Off-Campus Access" options. The main content area is titled "Ask a Librarian" and contains a "CHAT" section with a chat window showing a conversation about library hours. There is also a "CALL" section with a phone icon and a "TEXT" section with a text message icon. A "Research Help" sidebar is visible on the left, listing various services like Get Research Skills, Get Library Skills, and Get Research Skills.

This screenshot shows the "Main Library Blog" page. It features a sidebar with "News" and "Available Checkouts" sections. The main content area has a "JSTOR" article titled "Library Joins JSTOR" and a "MultiTrack" article titled "UCF Libraries become an institutional member of the MultiTrack". The JSTOR article discusses the library's membership in the JSTOR consortium and its commitment to digital collections. The MultiTrack article describes the partnership between UCF Libraries and research libraries to create a digital archive of research resources.

The screenshot displays the "Services for Users with Disabilities" page. It features a sidebar with "Library Services" and "Information Library Modules". The main content area is titled "Services for Users with Disabilities" and includes a "Faculty" section with links for "General Information", "Request Materials", and "Request Services". There is also a "Community Services" section with links for "Requesting Cards", "Requesting Materials", and "Requesting Services". A "Disability Services" sidebar is visible on the left, listing various services like Accessible Materials, Accessible Computers, and Accessible Websites.

This screenshot shows the "Disability Services" page. It includes a sidebar with "Disability Services" and "Research Assistance". The main content area is titled "Disability Services" and contains a "Research Assistance" section with a paragraph about the library's commitment to ensuring its services are accessible to all patrons. There is also a "Personal Assistance" section with a paragraph about the library's commitment to providing personal assistance to patrons with disabilities. A "Research Assistance" sidebar is visible on the left, listing various services like Research Assistance, Accessible Materials, and Accessible Websites.

A tale of two groups

Web Redesign and Policy Taskforce (WRAPT)

- 9 members
- Hand picked by Library Admin
- Chair, webmaster, programmer, user experience, user testing, e-resources, marketing, graphic design, and guides
- Focus on design, testing, implementation

Web Working Group (WWG)

- 25+ members
- Dept heads assigned reps
- Representative from each unit, plus reps from various functional areas
- Focus on content and shared services

WordPress

- Unofficial campus standard
- Several IT related benefits
- Ease of use for librarians
- Limits on what type of information can be edited
- Roles for editing access



Staff Buy-In

Transparent communication

All staff, open

Faculty

Departmental

Testing process

User first mantra

Inclusivity

Shared pages

Members from various dents

Results

UNIVERSITY OF CENTRAL FLORIDA UCF LIBRARIES

Q FIND SERVICES ABOUT HELP MY ACCOUNT

QuickSearch Articles Books/Catalog Videos Site Search

Get started with a quick search of the catalog and multiple databases.

Search Databases, Articles, and Catalog

Ask Us

Today's Hours

John C. Hitt Library 7:30am - 1am
Rosen Library 9am - 9pm
CMC Library 7:45am - 9pm
Hours for all libraries

Computer Availability Study Rooms Print / Copy / Scan

Events News

UNIVERSITY OF CENTRAL FLORIDA UCF LIBRARIES

Q FIND SERVICES ABOUT HELP MY ACCOUNT

Staff Directory

Search Libraries Website

All Staff Departments

Information Technology & Digital Initiatives

For more information, visit the Information Technology & Digital Initiatives page

Acquisitions & Collections Administration Cataloging Circulation Curriculum Materials Center Information Technology & Digital Initiatives Interlibrary Loan & Document Delivery Services Regional Campus Libraries Research & Information Services Rosen Library Scholarly Communication Special Collections & University Archives Teaching & Engagement Units & Groups

Digital Initiatives Government Documents Spanish Scholarly Communication Subject Librarians

Ando, John | Borstorf, Kerri | Clark, Bobbi | Curry, Paige | Holway, Jason | Robinson, Matthew | Tuttle, Lee | Garcia, David

UNIVERSITY OF CENTRAL FLORIDA UCF LIBRARIES

Q FIND SERVICES ABOUT HELP MY ACCOUNT

Rosen Library

About Location Hours Research Tutoring & Writing Center Rosen College

About

The Universal Orlando Foundation Library, known as the "Rosen Library," serves the research needs and interests of the Rosen College students, UCF, and faculty, as well as the needs of the greater UCF community. The library also serves as an information resource center for the hospitality industry in central Florida. Our beautiful, 4,000-square-foot branch library is an integral component of the UCF Rosen College of Hospitality Management.

Services

The Rosen Library is a branch of the UCF Libraries and offers the following services at this location:

- Check-out of eBooks, DVDs, & Course Reserves
- Computer & Technology
- Lockers (2-week check-out)
- Printing, Copying, and Scanning
- Research help: at our front desk or Ask Us via chat, phone, text, or email
- Study Rooms
- New items on the Rosen Library
- Rosen Library 360/HD Streaming Video Titles
- Rosen Streaming Video Collection Guide
- Catalog
- Accessibility Services
- Borrowing from Other Libraries (Interlibrary Loan)

Q FIND SERVICES ABOUT HELP MY ACCOUNT

UNIVERSITY OF CENTRAL FLORIDA UCF LIBRARIES

Q FIND SERVICES ABOUT HELP MY ACCOUNT

News & Blog

Search Libraries Website

Categories

- All Libraries (86)
- Curriculum Materials Center (2)
- John C. Hitt Library (4)
- 21st Century Library (7)
- Creation Services (2)
- Collection (8)
- Interlibrary Loan & Document Delivery Services (7)
- CUHCC (1)
- Research and Information Services (3)
- Scholarly Communications (3)
- Special Collections & University Archives (4)
- Rosen Library (1)
- Digital Initiatives (1)
- UCF's Digital Repository (1)
- Special Collections (1)
- Workshop Training (1)

Tag Cloud

5th floor quiet zone availability (1) | news (1)

announcement for user communication collection shift coverage (1) | Reserves | Databases | Printers | Research | Research of the Day

Learn to Speak Pirate with the Mango Languages Trial

All libraries, collections

The UCF Libraries is excited to announce a new trial for your annual "Mango Language!" Mango Languages provides "flexible" online language and culture learning in over 70 languages. Mango includes every common language like Spanish and French, but also unique languages like Pirate and Yoda.

To view a full list and explore our trial site, visit the UCF Mango Languages. On the trial site you can take a 10-minute trial in each language or enroll, and take your first lesson at learning why "they go piratical" and how that really means.

Stay tuned for an announcement that the full site is live and you can make your own language account to track your progress!

UNIVERSITY OF CENTRAL FLORIDA UCF LIBRARIES

Q FIND SERVICES ABOUT HELP MY ACCOUNT

Jobs

Search Libraries Website

Student Assistants

The UCF Libraries employs student assistants (currently enrolled), STPS (University Support Personnel Systems A & Administrative & Professional) and Faculty (Library) personnel. If you are interested in employment with the Libraries, we invite you to explore these opportunities for more information.

Student Assistants UPLS (8) AMP (1) Faculty (1)

Student Assistants

The following departments are actively seeking applicants for student assistants:

Rosen College Library: **actively seeking applications.**

(Click on a department listed above to see a brief description and general work duties.)

If you are interested in joining our Libraries team, please take a minute to read the FAQs for potential student employees below.

Apply Now

FAQs

library.ucf.edu

UNIVERSITY OF CENTRAL FLORIDA UCF LIBRARIES

Q FIND SERVICES ABOUT HELP MY ACCOUNT

Computers & Technology

Search Libraries Website

Pages

Computer Availability Computer Policy Computer Specifications Library Software Study Areas with Tech Technology Help Technology Lending Wireless Networking

Computer Availability

John C. Hitt Library

1st Floor	8 / 25
2nd Floor	88 / 210
3rd Floor	8 / 30
4th Floor	8 / 17
5th Floor	2 / 5

Rosen Library

1st Floor	28 / 30
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Curriculum Materials Center

Going Forward

Our work is never done

Databases

LibGuides

Videos

Social Media

FAQ

Questions?

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University of Central Florida Libraries

