UX: User Experience

Through the eyes of our patrons.
UX – User Experience Defined

- How a person feels about using a product, a system, or a service.
- Incorporates the practical aspects of utility, the ease of use, and efficiency to make decisions with our patrons in mind.

The results of a good UX Design - a more intuitive interface, and a more enjoyable experience for providers and users

Aaron Schmidt
Library Touchpoints = Your Story
Please, keep your paws out of the printer.

Report all paper jams or print/copy difficulties to the Service Desk.
3 Essential Elements of Good UX

- **Useful** – Products & services must solve a problem or meet a need
- **Usable** – Products and services must work well
- **Desirable** – Products and Services users need and or want
UX Design Principles

• **Experience** services and products through users’ eyes

• **Research** – Who are our users? What are their needs? What are their perceptions of our services and products?

• **Empathy** – Walk a mile in their shoes

• **Functionality** then Frills

• **Intentional** – Why are things the way they are?

• **Holistic** – How do our users feel when they encounter one or all of our touchpoints? Is the message consistent?
UX: Through the Users’ Eyes

- Take a walk
- Ask Questions - Surveys, Interviews, & Focus Groups
- Create a Journey Map

- Cultural Probes
- Usability Testing
- Card Sorts
- Build Personas
Current Reality

FEAR

DISTRESS

Eustress
Creative Energy

Vision

Concept by DeEtta Jones
UX Project

• 2012-13 LibQual Survey indicated a general perception of inadequate space for:
  – group study
  – quiet individual study
• 26 group study rooms
• 1 TECS room w/tech enhancements
• Past surveys indicated a high use of these rooms by individuals
UX Project Data Gathering

- Focus Group with SGA
- Expanded established statistics gathering
- Informal interviews with students
- Gathered input from faculty
UX Project

• **Initiate** a study room scheduling pilot program to include 6 of the 26 available spaces

• **Rearrange** furniture in open spaces to encourage more quiet individual study

• **Evaluate and redesign** signage to reflect a more positive approach to library services

• **Create** a budget proposal for the redesign of the library classroom in 2015-16. The 24/7 space will provide an innovative area for student use when library classes are not scheduled
UX - Phase 1

- Group Study Room Reservation Pilot Program
- Launch date 3-17-14 (First Monday after Spring Break)
- Voyager short-loan system used for reservations – followed example set by UTA
- Policies and procedures written
- Lib-Guide created and published to give study room descriptions and reservation instructions
- Study Room doors were locked and access cards created
- Later went to key access
UX Phase 1 Marketing & Flyers

Library to allow study room reservations

By Victoria Varian
Staff Writer

Do you find the study rooms in the Warren Library always full when you need them? To help solve the problem, the library recently started a new pilot program that will allow students to reserve study rooms.

The four study rooms on the second floor of the library building will now be available through an online reservation system on the library's website.

"It is our hope that the program will make the group study rooms more accessible," said Linda Evans, the access service coordinator at the Warren Library. "We understand that it can be difficult for groups of three or more to find a space within the library to meet. A reservation would ensure a specific place for a specific time, therefore eliminating the all too familiar study room search."

While reservations are encouraged, students will still have access to available rooms. Groups of three or more may check out an access key for any of the four available second-floor study rooms for up to two hours at a time at the Library Service Desk.

Steve Baker, the Dean of the Warren Library, said the new reservation system is in response to a recent student survey mentioning the problems of finding an available study room.

"Every time I have gone to the library to work on a group project, all of the study rooms have been full," Baker said. "Whenever I have gone to look for study rooms, there has always been just one person in the group study room, which is just plain annoying."

Meetings with Student Government Association representatives helped identify the problems and confirmed the optimal number of students to reserve a study room. The maximum time for which a group may reserve a study room is two hours.

"I really like the idea of being able to reserve study rooms, and I hope it works out for the rest of the year," Baker said.

The pilot program is still in the development stage, and data will be gathered during the remainder of the semester to determine whether the program will be continued.

"These parameters are starting points that we will need to review and refine as we go through the project," said Baker, adding that if the program proves useful, additional study rooms will be made available in the future.

Currently, the library has 28 study rooms available for student use, 14 of which can accommodate groups of four or more. The other 14 study rooms are designed for use by two people.

As of now, students, faculty, and staff can reserve the large study rooms on the second floor of the Rotunda and the Technology Enhanced Collaborative Space (TECS) room, which is equipped with a large screen monitor.

Need a place for your group to study?

Reserve a study room today!

For more details, ask the Service Desk or go to the library website.

Students study in the Warren Library's Rotunda. The new pilot program will allow students to reserve group study rooms for a maximum of two hours.
UX Phase 2

Rearrange the furniture on the 2\textsuperscript{nd} and 3\textsuperscript{rd} floors to promote quiet individual study
UX: User Experience

Future so bright... well, you know the rest

Thank you for giving me the opportunity to share some of what I have learned about UX. Feel free to contact me if you would like to continue the conversation.