THE UX ODYSSEY

Improving and Enhancing the Library User Experience

Objectives
To improve overall library user experience with:
- Engaging Resources & Services
- Enjoyable & Interactive Student-Focused Events

Methods
A task force made up of interested employees who objectively...
- Analyzed the overall current user experience
- Examined user space needs
- Prioritized projects based on budgetary restraints
- Investigated additional library implementations
- Implemented exciting new resources, services, and student-focused events
...to enhance the user experience.

Conclusions
Starting a user experience task force at our health sciences library has been a challenging and rewarding experience. After gathering a group of like-minded employees who enthusiastically care about making the library space user friendly, it was easy to populate a list of projects to work towards accomplishing that goal.

Our advice? Be patient, accept failures, and celebrate accomplishments!

Food 'n Fun Break
Recurring student appreciation event featuring break time to take a "foodie" "fun break" from their studies by enjoying board games, and board games.

Coffee Breaks
Recruiting student appreciation event focused on inviting students to enjoy delicious and other pleasant treats.

Vending Machines
Acquired both a prime and a trash-saving machine for library users.

Ebook Promotion
Created free eBook finder, allowing students to access a wide variety of eBook and audio books.

Room Reservation System
Customized library software to develop a system allowing users to reserve rooms with CD reserves, computers, and other equipment available.

Library Signage
Library signs were designed to provide easy, straightforward users to frequently used library areas.

Future Directions...

Computer Stations
Provided individualized workstations with high-speed internet and access to libraries.

Room Reservation System
Customized library software to develop a system allowing users to reserve rooms with CD reserves, computers, and other equipment available.

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START

What Didn’t Work...
...What Worked...

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