

#D4D18



SHARING THE EXPERIENCE

A Collegial UX Repository



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UX REPOSITORY

for the Five College User Experience Committee

Research Projects ▾

Resources

Events

About FCUX



Discovery and Search

Services

Spaces

Wayfinding & Signage

Web Interface

Workflow

WE ARE...

The Five College User Experience Committee (FCUX) fosters dialogue and shares UX research projects to better understand our library patrons' needs. Each member of the committee strives to perform an iterative cycle of innovation and improvement. Within this repository you'll find the results of UX research within the Five College community, upcoming and past events, and resources that you may find useful.

[Contact us](#) for UX consultation & learn [what happens when you contact us](#)

Five Colleges



User Experience & Libraries: A Shared Introduction

TUESDAY, MAY 5, 2015

PRESENTED BY THE FIVE COLLEGE USER EXPERIENCE COMMITTEE

WITH SUPPORT FROM THE STAFF DEVELOPMENT COMMITTEE

Integrating UX into Our Work

Five College User Experience Workshop
Thursday, March 17, 2016



DESIGNING
FOR **digital**

3-5 APRIL 2017
AUSTIN, TX



Online Conference hosted by Five College Libraries

- Keynote
- Leadership & Organizational Strategies
- Misc
- Service & Physical Space Design
- Tools & Methods

UX and LibGuides: Investigating Student Needs and Behaviors



Image of eye-tracking glasses

Title: UX and LibGuides: Investigating Student Needs and Behaviors

Date: 11/10/2016

incorporating library users into library planning

ethnography and possibility in libraries

"Weave: Journal of Library User Experience"



Privacy and User Experience

Service Design

Algorithms of Oppression

librarian as ethnographer



problems users face

service fail points

DIY Feminist Cybersecurity

design thinking

readings

Library Services for Humans

Anthropologist in the Stacks

FC UX READING GROUP

wayfinding frustrations

practical triangulation



Librarian Design Share

LibUX

UX Myths

Physical spaces

Privacy Paradox

Participatory Design

personalization

Anticipatory Design

signage by design More Than Usable

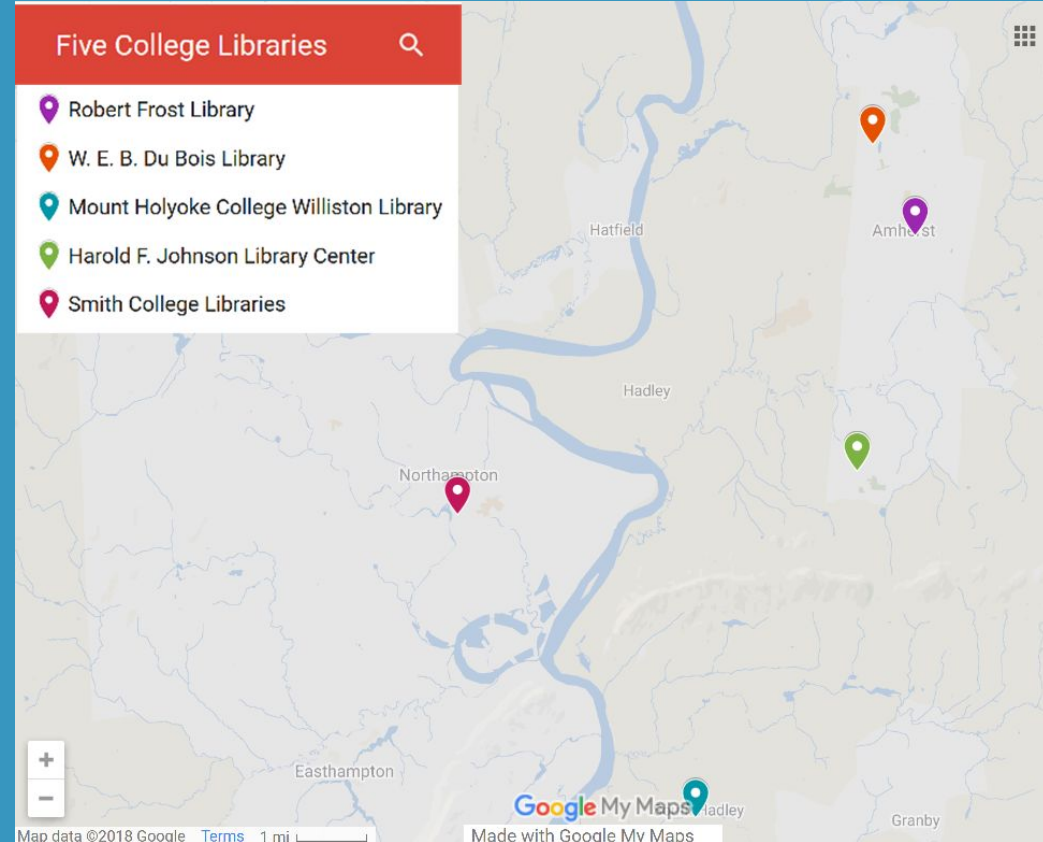
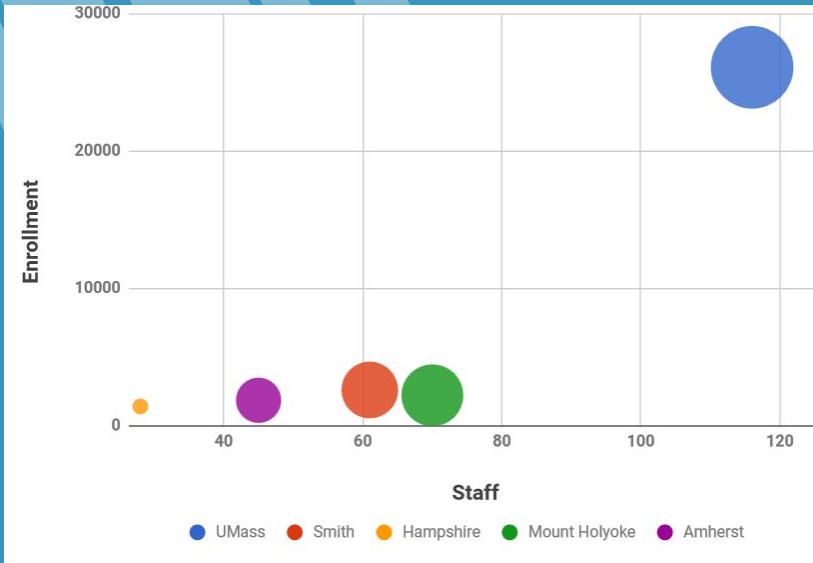
Cambridge Space Finder

Holistic Assessment Methodology

Anybody Can Do Usability



THE CHALLENGE





(trust) THE PROCESS

goals

findable

usable

sharable/group ownership

low maintenance

needs

finding relevant projects

getting in touch with the right people

finding resources for methods, practice

learning about events

beta!

FC Discovery Committee (UX - tasks, questions)

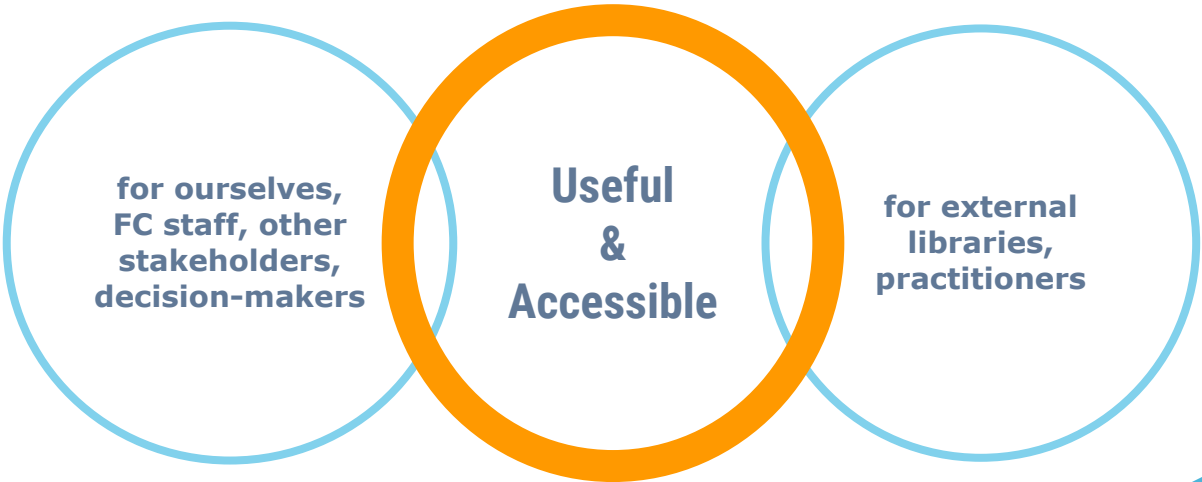
iterative approach, ongoing

PROJECT TYPES	METHODOLOGIES	SEARCH
<ul style="list-style-type: none"> > LibGuides (1) > spaces (1) 	<p>moderated usability testing</p> <p>participatory design</p>	<input type="text" value="Search ..."/>
<p>2012 LIBGUIDES REDESIGN AT MHC</p> <p>For our second design iteration of LibGuides subject guides (note, as of Feb. 2016 we are on to design iteration number 3), we did to user experience activities to gather input from students. We did a small amount of moderated usability testing, asking students to perform certain tasks using the guides and self-narrate as they... Read more →</p> <p>f t G+ +</p>	<p>READING ROOM SPACE REDESIGN</p> <p>In 2013, a group of Mount Holyoke librarians made significant changes to the reading room space in the library. We gathered student input by hosting several participatory design sessions for students. Students were asked to draw their ideal reading room, or describe it if they were not comfortable drawing, and librarians would ask students to... Read more →</p> <p>f t G+ +</p>	





INFORMATION ARCHITECTURE



for ourselves,
FC staff, other
stakeholders,
decision-makers

**Useful
&
Accessible**

for external
libraries,
practitioners



REVISED STRUCTURE & BEST PRACTICES

Six Research Areas

- **Discovery & Search**
- **Services**
- **Spaces**
- **Wayfinding & Signage**
- **Web Interface**
- **Workflow**

Presentation

- **research report template**
- **comprehensive format**
- **consistency**
- **campus header image**

THE LAUNCH



UX online repository for the Five Colleges

Kelly Dagan

to FCLIB-L!

Feb 8

Good evening,

I'm writing to introduce the [Five College Libraries' UX Repository](#), an online platform for UX projects and resources in the Five Colleges community. Run by the Five College Libraries User Experience Committee (FCUX), this site includes reports from recent UX projects across the Five Colleges in a variety of areas, including:

- Discovery and Search
- Services
- Spaces
- Wayfinding & Signage
- Web Interface
- Workflow

Our Resources section will be continually updated with useful UX reading, listening, and watching, and you can find information about our educational and sharing events in our Events section.

Everyone in the Five College community is welcome to add UX projects or make suggestions for additional content (contact kdagan@amherst.edu, or your campus representative). Feedback is always welcome!

Best,
Kelly, for the FCUX Committee

Sika Berger (Smith)
Kat Berry (UMass)
Susan Fliss (Smith, FCLC liaison)
Heather McCann (Hampshire)
Dawn Russell (Mount Holyoke)

Five College All Staff

5th Annual Five College All Staff Gathering

May 25, 2017 at the University of Massachusetts Amherst, Campus Center Auditorium

Welcome to the 2017 Five College Library All Staff Gathering! This is an opportunity for staff across our libraries to socialize, share new information, understand our challenges, and celebrate our collective accomplishments.

This year's theme of Growth and Change will highlight how each of our libraries has adapted to the necessary change fostered by our inevitable growth, both as individual staff and as community institutions. We will hear about topics ranging from access to user experience, from data to scholarship.

[Please register for the Gathering by Thursday, May 11, 2017](#)



Schedule for the day

- 8:30 - 9:00 Light breakfast
- 9:00-10:30 Opening remarks and lightning talks
- 10:30-10:45 Break
- 10:45-12:30 Round table discussions



IMPACT

“Very cool. Thanks for sharing and congrats on the creation of this resource!”


“This is great! I just found something useful on studying spaces.”

“I am thrilled to see all of this documentation, and expertise compiled for the benefit of all of our libraries.”





WHAT WE'VE LEARNED

- » Structure refined through iterations
 - » Evolution of content organization
 - » Balancing workload and desire to post
 - » Opportunity: educate colleagues to have documentation “ready to share”
 - » Value of point people
- 



STILL TO COME



YOUR QUESTIONS?



Tell Us What You Think!



Smith Students Needed Help the Libraries Help You
Have a minute?
You can help make the Libraries website better for students.
Please fill out a Quick Survey today.



FELLOW FCUX COMMITTEE MEMBERS

- **Kathleen Berry**
Discovery & Resource Management Systems Coordinator, UMass Amherst
- **Heather McCann**
Interdisciplinary Science Librarian, Hampshire College
- **Dawn Russell**
Senior Web & Interface Developer, Mount Holyoke College
- **Susan Fliss, FCLC liaison**
Dean of Libraries, Smith College



THANKS!

Want to talk more?

You can find us at

- » sberger@smith.edu
- » kdagan@amherst.edu, [@K4Dag](https://twitter.com/K4Dag)