

UX Design Process

LITS Study and Learning Spaces

CiCi Chen '18 - Tien Dao '18 - Dawn Russell (LITS)

Discovery Interviews

- 16 of 18 participants go to the library on a daily basis. 83.3% of them have used a Study and Learning Space.
- More than 50% of participants have specific favourite spots to be (quiet spaces, meeting spaces, needed equipment provided, etc.).
- 94.4% of participants do not know they can use the LITS website to find a study space.






Heuristic Analysis

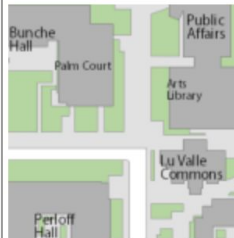
- Consistency and standards
- Recognition rather than recall
- Aesthetic and minimalist design
- User control and freedom

Meeting Room 204

RESOURCES

Whiteboards, Outlets, Displays

-  Study Room, Classroom
-  Chatter
-  Natural lighting
-  Vending machine in building
-  Available for open study when not reserved. This room must be reserved at least 2 BUSINESS days in advance and requires 20 minutes each of setup/breakdown time. This room is reserved as one large space with a removeable wall option that requires an event consultation with the OSE for use. To reserve:
https://www.smith.edu/ose/cc_spaces.p...



Arts Library

8am - 9pm

 1400 Public Affairs Building, Los Angeles, CA 90095-1392

 (310) 206-5425

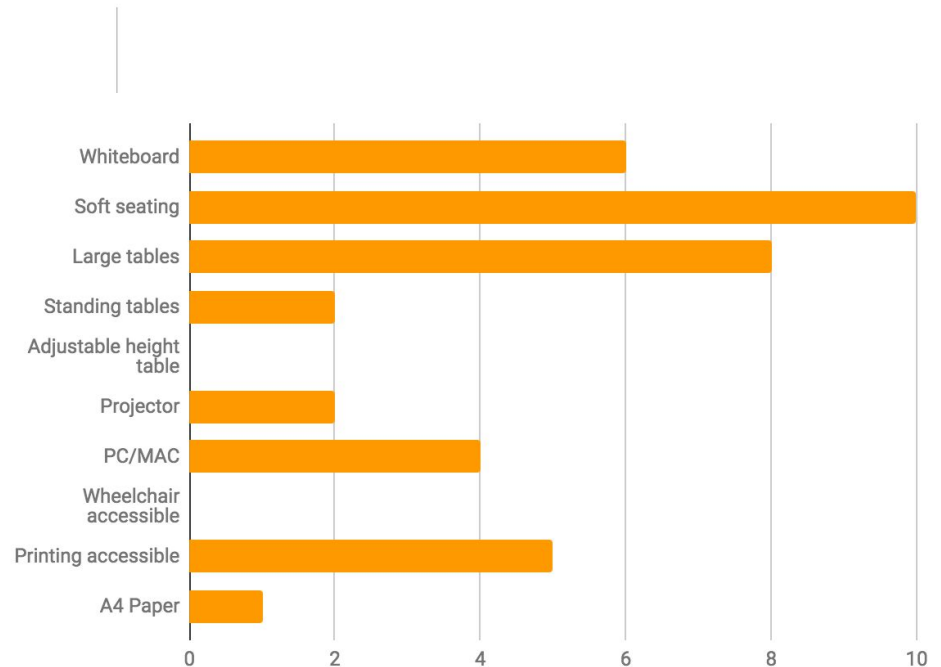
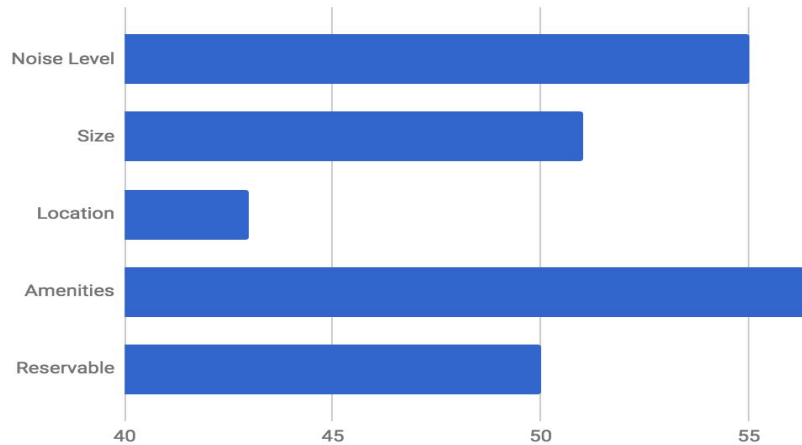
 arts-ref@library.ucla.edu

At This Location



Initial Survey

- Filter & Amenity Rank

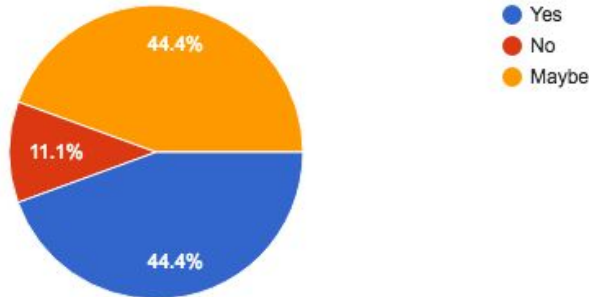


Initial Survey – What you changed

- Reservable VS More detail

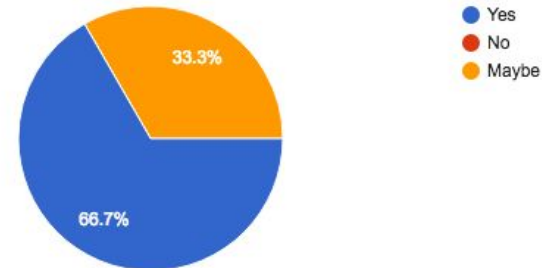
Would it be useful if the study and learning spaces can be reservable?

9 responses



Would it be useful if LITS provide the list of all study and learning spaces with detailed information?

9 responses



Stakeholder feedback meeting

- Presented the results
- Sketched the wireframe drafts
- Room details spreadsheet
- Business Requirements

		In Description	In Display - In Description	In short Description	ICON - Noise Level	ICON - Large Table	Descri	St
Building	Space	Physical Site	Type/Kind	Max Group Size	Noise Level	Lar ge tabl es	Stand tab	
Williston Library	Training Room	Level 6	Single		Very quiet			
Miles Smith	4th Octagon Room	Level 4N	Single		Conversation Friendly	No		
Miles Smith	7th Octagon Room	Level 7N	Single		Very quiet	Yes		
Williston Library	Atrium	Level 2	Collaborative		Conversation Friendly	No		
Miles Smith	Carrels	2N	Single	1	Quiet	No		
Miles Smith	Carrels	6N	Single	1	Very quiet	No		
Williston Library	Carrels	2S	Single	1	Quiet	No		
Williston Library	Carrels	3S	Single	1	Very quiet	No		
Williston Library	Carrels	4S	Single	1	Quiet	No		
Williston Library	Carrels	5S	Single	1	Very quiet	No		
Williston Library	Carrels	6S	Single	1	Quiet	No		
Williston Library	Carrels	7S	Single	1	Quiet	No		
Williston Library	Class/Meeting Rooms	Level 6- 618	Collaborative		Very quiet	Yes		
Williston Library	Class/Meeting Rooms	Level 4- 418	Collaborative		Quiet	Yes		
Williston Library	Class/Meeting Rooms	Level 4- 419	collaborative		Quiet	Yes		
Williston Library	Class/Meeting Rooms	Level 6- 620A	collaborative		Very quiet	No		



Personas

- Class year
- Usage of library
- Study habit
- Social and psychological benefit

Becca Clark

USER PERSONA

AGE 20
CLASS YEAR 2019
MAJOR Biochemistry
SCHOOL Mount Holyoke College
DORM Mead

Energetic Hardworking Talkative



"I strive to do my best work while maintaining a good social life"

GOALS

- Get decent grades in her classes
- Find a research/ internship for the summer
- Maintain work - life balance

FRUSTRATIONS

- Spend too much time in the biochem lab
- Little time to meet with her friends
- The library atrium has limited spaces

BIO

Becca is a junior majoring in Biochemistry at Mount Holyoke College. She spends most of her time in the bio chem lab to conduct experiments, which often takes many trials to succeed. She enjoys going to Williston atrium when she has less intense homework to do (e.g: writing lab reports, creating spreadsheets, etc.). If there is no space in the atrium, she will walk to the IC because there are always some open seats there. Plus, Becca often sees her friends in the library as they are studying.

CATEGORIES RANKING

Noise Level

Amenities

Room size

Location

Reservable

REASONS FOR CHOOSING SPACE

Chill atmosphere

Friends

Raos coffee

Proximity to Circulation Desk

PERSONALITY

Extrovert ☒ Introvert

Sensing ☒ Intuition

Thinking ☒ Feeling

Judging ☒ Perceiving

Sara Johnson

USER PERSONA

AGE 22
CLASS YEAR 2018
MAJOR English
MINOR Music
SCHOOL Mount Holyoke College
DORM Safford

Hardworking Productive Quite



"I spend most of my free time in library because I really need to study a lot."

GOALS

- Write senior thesis in a quiet space.
- Graduate with the highest honor.
- Apply and attend to grad school.

FRUSTRATIONS

- Some individual rooms are not always available.
- Hard to store bookings, laptop, and other personal items in LITS.
- Sometimes the quiet spaces are not absolutely quite.

BIO

Sara is a senior major in English and minor in Music at Mount Holyoke College. Sara doesn't like to study in her room and spends a decent amount of time in Study and Learning Spaces. She goes to the Williston library every day and stays there until it closes at 10 PM since her room is close. Besides Williston library, Sara studies in the Pratt library between her music classes. She prefers to study in an individual study room where she can use a whiteboard to outline and brainstorm about her paper. If there is no individual study room available, she will walk around in Reading Room to find a space to study quickly.

CATEGORIES

Ranking



REASONS FOR CHOOSING SPACE



PERSONALITY



Wendy Lim

USER PERSONA

AGE 20

CLASS YEAR 2020

MAJOR Undecided

SCHOOL Mount Holyoke College

DORM Mandells

Social

Amicable

Simple



"I am a flexible person who is trying to do great at school while managing my volunteer club"

GOALS

- Manage her time wisely
- Maintain a positive attitude
- Get good grades at school while engaging in extra curricular activities

FRUSTRATIONS

- Her dorm is too far from the library
- No study spaces are totally similar
- Find suitable spaces for different purposes

BIO

Wendy is a Mount Holyoke College sophomore whose major is undecided. She often studies, meets with groups and read books in the Williston Library. Once she goes to the library, she spends as much time as possible there since her dorm is very far. Wendy uses different spaces for different needs. Her favorite study space is the puzzle room because it is not too quite and has great sunlight. When she has to do group meetings, she prefers the IC or the Atriums. In case those rooms are unavailable, she will walk around to find another space that serves her needs. Preferably, Wendy would look for a space with good lighting and has comfortable seatings.

CATEGORIES RANKING

Noise Level

Amenities

Room size

Location

Reservable

REASONS FOR CHOOSING SPACE

Natural lighting

Soft seating

Not too quiet

Availability

PERSONALITY

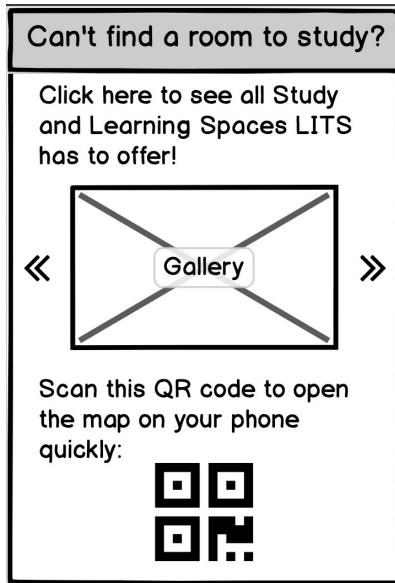
Extrovert ☒ Intuition

Sensing ☒ Intuition

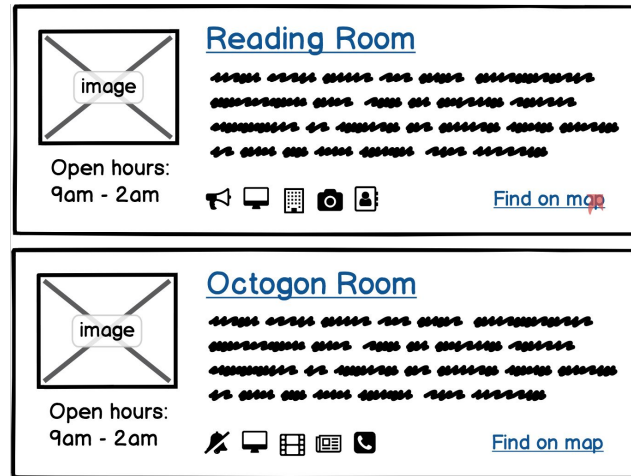
Thinking ☒ Feeling

Judging ☒ Perceiving

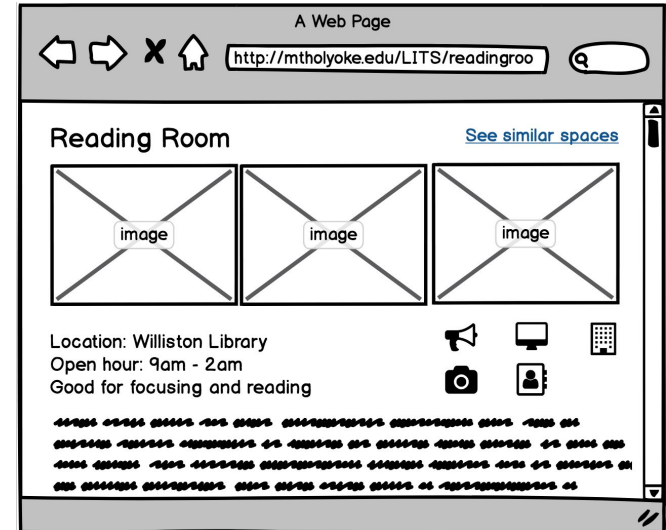
Wireframes - Interaction Design - Information Hierarchy



Bite



Snack




Meal

A Web Page
http://mtholyoke.edu/LITS/floor4-map


LITS Floor Map

Williston Library

Williston Level 4



Williston Level 6



LRC

Pratt

Floor map

A Web Page
http://mtholyoke.edu/LITS

Reading Room

Williston Library
● Opens now
Good for focusing and reading {max group size}


[Locate on map](#)

Reserve

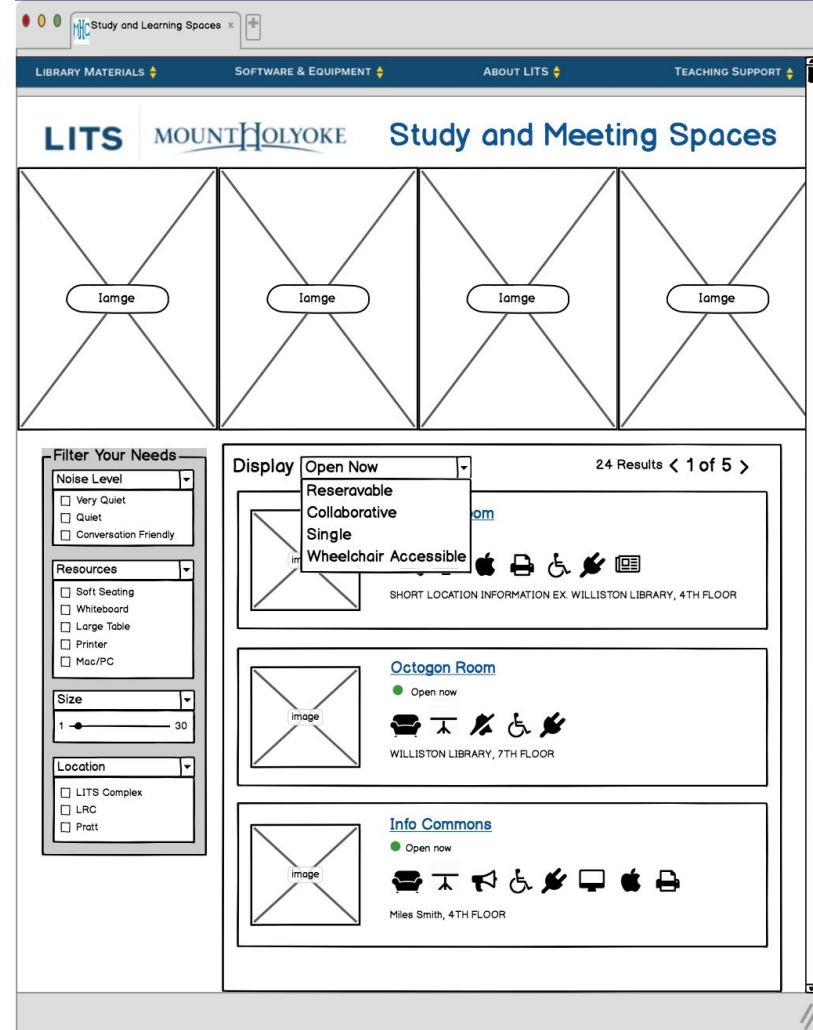
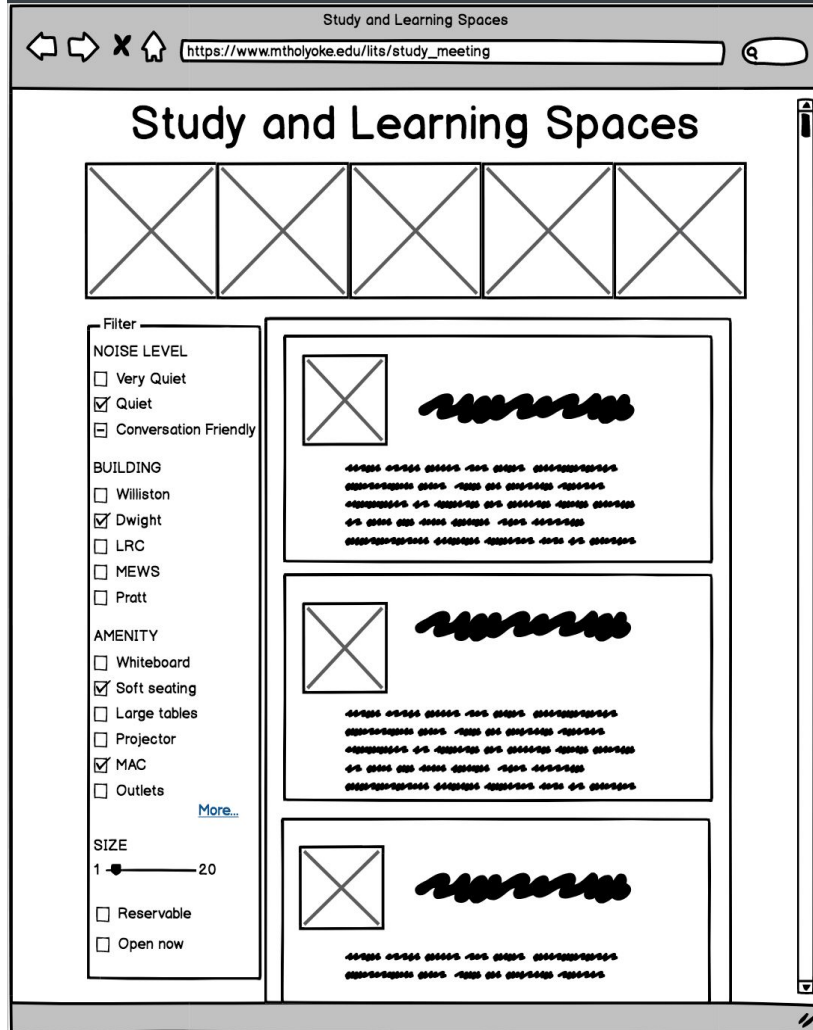
HOURS

Monday: 8AM - 2AM
Tuesday: 8AM - 2AM
Wednesday: 8AM - 2AM
Thursday: 8AM - 2AM
Friday: 8AM - 10PM
Saturday: 9AM - 10PM
Sunday: 9AM - 2AM

- Conversation Friendly
- iMac
- Soft Seating
- Natural Lighting
- Big Table



New meal



Design phase – prototypes

Unmoderated User Experience testing

We broke out our key performance indicators into tasks that could be clearly measured:

- Snack
- Slide show
- Icon
- Filter/display
- Navigation
- Detail page
- Map

User Test – feedback

Positive feedback:

- Navigation from the home page to the Study and Learning Spaces page and Floor Map page
- Navigation from the Study and Learning Spaces page to the Room Detail page
- Interaction map
- “I like the pop out”, “Nice feature”
- Room details
- “That’s cool... It fits 74 people ...I didn’t know it before”

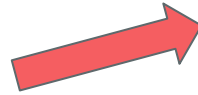
Feedback - Modifications

Areas of improvement

- Change text color

Display

Open Now ▼



- Size of slide set

Display ▼

All

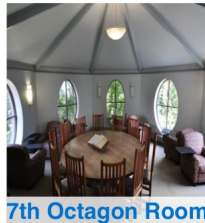
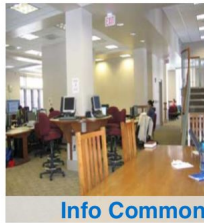
Open Now

Reservable

Collaborative

Single

Wheelchair Accessible



Feedback - Modifications

- Button

7th floor of Miles Smith,
LITS Complex
[Locate on map](#)

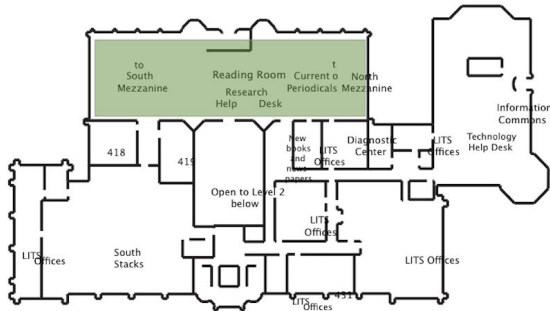


4th floor of Williston Library,
LITS Complex

[Locate on map](#)

Locate Reading Room

[See all floor maps](#)



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LITS [MyLITS](#)

[New's Release](#) [How Do I?](#)

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Reading Room

Open now

4th floor of Williston Library,
LITS Complex

[Locate on map](#)

"Good for housing and reading, holding up to 74 people and of maximum group size of 6."

Hours

Monday: 8AM - 2AM
Tuesday: 8AM - 2AM
Wednesday: 8AM - 2AM
Thursday: 8AM - 2AM
Friday: 8AM - 10PM
Saturday: 9AM - 10PM
Sunday: 9AM - 2AM

Quiet

Wheelchair Accessible

Resources

Softseating

Printer

PC/MAC

Description

Additional Resources: Standing tables.

Lorem ipsum dolor sit amet, pri malis epicuri splendide at, at per quem cilia eloquentiam. Quo cetero equidem theophrastus ex, nam dolorum ceteros in, ad his consil dolum maluisse. Vis facite epicure imperdiet ad, eu aliquam ornithi rationibus est, duo ad nemore commodo scanova. Utinam comprehensam nam ne. Mei et summo laudem delectus, liber intellegebat has at.

Locate Reading Room

[See all floor maps](#)

[Policies](#)
[Strategic Plan](#)
[Hours of Operation](#)
[Contact](#)

[Administrative Links](#) - [Popular Links](#)

Recommendations - MVP

- Room details (location, open hours, resources, descriptions, suggestion)
- Filter page
- List of all spaces available
- Interactive floor map
- QR code for promotion

Future:

- Include Study and Learning spaces in “I want to” search
- Expand to Blanchard and classrooms
- Reserve system



Why UX?