


User Experience Projects

LIBRARIES  Local Impact. National Influence. Global Reach

Home Libraries Hours Research Tools Collections Services Reserves Catalogs My Library Account Ask a Librarian Help

Search

LIBRARIES HOME » SERVICES » ASSESSMENT

Services

- Assessment
- Borrowing
- Services to the Community
- Computing
- Instruction
- Ask a Librarian
- Places to Study
- PLUS
- Printing & Copying
- Reference & Information
- Requesting Books & Articles
- Persons with Disabilities
- Tours

Assessment

The UC San Diego library values responsiveness to users and strives to integrate assessment initiatives into service planning & delivery. Using such methods as surveys, usability studies, and statistical analysis, these efforts provide insight into the perceptions, preferences, and needs of library users. The library utilizes these initiatives to predict or effectively respond to the needs of library users and to inform decision-making across operations.

Feedback was recently sought from library users to better understand:

- Student use of Reserve materials
- Functionality and layout of the library's homepage, a newly developed digital asset management system, the UC-wide online catalog, the UC eLinks feature, and select other library web pages
- Ease of navigating the Geisel building
- Satisfaction with interlibrary loan services
- Use of the Scripps Library building
- Faculty use of journals
- Student preferences regarding signage in Geisel

Gathering feedback directly from a wide variety of library users was also a key component of the 2010 development of a new Libraries strategic plan.


Recent analysis of existing data or investigation of library operations has sought to better understand the value and use of:

- Library classrooms
- Navigator Newsletter
- Welcome Week
- A web page targeting new library users
- Document delivery
- RefWorks
- The libraries during various hours
- Various spaces within the Geisel building

The UC San Diego library is committed to serving users as fully as possible within its means and to making regular, sustained efforts to maximize our limited resources.

We welcome [suggestions](#) directly from you for areas you think warrant investigation, or on any other library-related issue.

UC San Diego 9500 Gilman Dr. La Jolla, CA 92093 (858) 534-2230
Copyright ©2010 Regents of the University of California. All rights reserved.
[Terms & Conditions](#) | [Feedback](#)





Libraries UX Group



Added by [Laura Baldwin](#), last edited by [Nicole Gail Hennig](#) on Feb 15, 2011 18:48 ([view change](#))

Libraries UX Group

Nicole Hennig, head

- To email the entire group, use:
ux-lib@mit.edu
- To email the subgroup known as User Interface Group (about web site and virtual interface questions), use this list: uig-lib@mit.edu (Due to the nature of her work, Marion Leeds Carroll is not part of the email lists above).

1. UX Strategy

ux-lib@mit.edu

- Nicole Hennig, lead
- Darcy Duke
- Remlee Green
- Stephanie Hartman
- Lisa Horowitz
- Lisa Sweeney

2. User Interface Group

uig-lib@mit.edu

Send staff questions and requests for work on our our web sites to web-lib@mit.edu. (This list includes Marion).

- Darcy Duke, lead
- Melissa Feiden
- Remlee Green
- Georgiana McReynolds

Web Assistant: Marion Leeds Carroll

Web UI developer: Wendy Bossons

3. UX Public Spaces (a collaborative group that includes members from other areas)

- Nicole Hennig, lead
- Stephanie Hartman, UX
- Lisa Sweeney, SCS
- Millicent Gaskell, CSM
- Keith Glavash, steering committee
- Anita Perkins, SOT
- Cassandra Fox, SOT
- Maria Rodrigues, SOT

We work in the following areas:

(see [Area Scoping Form](#) for more details)

- Assessment: user needs studies, usability testing, surveys of our users' needs, gathering and interpreting stats on use of virtual and physical spaces
- Virtual sites design and production: libraries web site, including all web, mobile and other public-facing interfaces that we can control or customize.

Public spaces: Leading, planning, and assessing design choices for improvements to services in our public spaces, by collaborating with staff at various levels, depending on the scope of the improvement.

- Marketing & communication: Work together with Marketing & Communications area to set the direction for system-wide marketing and communication.

 Search this wiki

- [Agenda ideas - UX group](#)
- [Announcements from UX](#)
- [Apps4Academic planning](#)
- [Book covers for displays](#)
- [Brainstorm - getting to the next step with userneeds results](#)
- [Brainstorm - how to communicate user needs results](#)
- [CLIR workshop on faculty research behavior](#)
- [Creative Thinking techniques](#)
- [Design thinking resources](#)
- [Desired Future State](#)
- [Device loans to public \(Kindle, iPad, etc\)](#)
- [Device loans to staff \(iPad, Kindle, Nook\)](#)
- [Ebook usability](#)
- [Emerging tech hardware list](#)
- [Emerging tech subgroup](#)
- [Ethnographic research - how to](#)
- [iPads](#)
- [Lotus blossom diagram](#)
- [Meeting task lists](#)
- [MIT Libraries new group names](#)
- [Morale event ideas](#)
- [Organizations and lists](#)
- [Projects](#)
- [Public spaces UX group](#)
- [Scope documents](#)
- [Task list - Lisa H](#)
- [Task list - Lisa S](#)
- [Task list - Stephanie](#)
- [User Needs 2006](#)
- [User needs studies - past](#)
- [User needs study ideas](#)
- [User needs study planning - Spring 2011](#)
- [UX emergency contact list](#)
- [UX FY11 Goals](#)
- [UX kickoff meeting](#)
- [UX Office Space](#)
- [UX Strategy group meeting notes](#)
- [UX summit - June 16, 2011](#)

NC STATE UNIVERSITY | [DIRECTORY](#) | [LIBRARIES](#) | [MYPACK PORTAL](#) | [CAMPUS MAP](#) | [SEARCH NCSU](#)

[ASK US](#) | [MY ACCOUNT](#) | [HOURS](#) | [FAQ](#) | [CHAT NOW!](#)

FIND GET HELP SERVICES ABOUT

Search books, articles, journals, & library website Search

User Studies at NCSU

Recording Sessions
- Morae software
- Remote observing

Conducting a Study

Recommended Resources

Sample Documents

User Studies at NCSU Libraries

For more information about user studies at NCSU Libraries please contact [Angie Ballard](#).

[Clear Search](#)

Study Topic	Method	Year(s) Conducted
Collection Guides (Finding Aids)- Novice Users Group	Usability Study	2010
Interview Personas for Web Site Redesign	Persona Interviews	2010
Geospatial Information Systems (GIS) Advanced Users' Metadata Needs For Search and Discovery	Focus Group	2010
Website Navigation Testing	Usability Study	2010
Summon	Usability Study	2010
GroupFinder Focus Groups	Focus Group	2009
Endeca Search NCSU Catalog Round 2	Usability Study	2008
Search TRLN- Phase 2	Usability Studies	2008
Course Views	Focus Group	2008
Giving to the Libraries Web Site	Usability Studies	2008
NCSU Libraries Web Site (NCSU Libraries Staff)	Focus Group	2008
Search TRLN- Phase 1	Focus Groups	2007
Course Views	Focus Groups	2007
Endeca Search NCSU Catalog Round 1	Usability Study	2006
NCSU Libraries Web Site Redesign Round 2	Usability Study	2006
NCSU Libraries Web Site Redesign Round 1	Usability Study	2005
Quick Search Round 1	Usability Study	2005
Find Articles	Usability Study	2005
Web Survey	Survey	2004
Pretest for ATII and NGML Focus Groups	Focus Group	2004
Access Tools & Integrated Instruction (ATII)	Focus Groups	2004
NextGeneration MyLibrary (NGML)	Focus Group	2004
Access to the Collection (Faculty Members)	Focus Group	2004
Communication, Publications, and Marketing Web Redesign	Card Sort	2004
Speed Walk-through: Home Page Search Options and Search the Collection	Walk-through	2004
MultiSearch: Think Aloud	Usability Study	2004
MultiSearch	Usability Study	2003
NCSU Libraries Catalog	Usability Study	2003
Search Query Logs and Analysis	Log Analysis	2002-present
NCSU Libraries Electronic Resources and Services	Focus Group	1997-98

NCSU LIBRARIES 2 Broughton Drive, Raleigh, NC 27695-7111 (919) 515-3364 | Contact Us
 Copyright | Disability Services | Privacy Statement | Staff Only
 D. H. Hill Library | Hunt Library | Design Library | Natural Resources Library | Textiles Library | Veterinary Medicine Library

Giving to the Libraries