User Experience Projects
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.
MASSACHUSETTS INSTITUTE OF TECHNOLOGY
Libraries UX Group
https://wikis.mit.edu/confluence/display/LIBUX/Libraries+UX+Group

Libraries UX Group
Nicole Hennig, head

1. UX Strategy
ux-lib@mit.edu

   - 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).

2. User Interface Group
uig-lib@mit.edu

   Send staff questions and requests for work on 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.
## User Studies at NCSU Libraries

For more information about user studies at NCSU Libraries please contact Angie Ballard.

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<th>Method</th>
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<td>Geospatial Information Systems (GIS) Advanced Users' Metadata Needs For Search and Discovery</td>
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