

CRIG Forum, **UX and YOU** September 1, 2017
RMIT, 1pm – 4pm

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| 1.00 - 1.15 pm | Registrations |
| 1.15 pm | Introduction (Sabina Robertson, CRIG chair) |
| 1.15 – 1.45 pm | <i>Improving our library services with UX</i> Vernon Fowler – Deakin University Library |
| 1.45 – 2.15 pm | <i>Reimagining LibGuides</i> Donna Wileman and Fiona Murphy – La Trobe University |
| 2.15 – 3.00 pm | Communities of Practice (discussion questions) |
| 3.00 – 3.15 pm | Afternoon Tea |
| 3.15 – 3.45 pm | <i>UX for researchers at ACU and our response to user feedback</i> Stephanie McGlinchey – Australian Catholic University |
| 3.45pm – 4pm | Wrap up (Sabina Robertson, CRIG chair) |

[Details:](#)

Vernon Fowler: *Improving our library services with UX*

Abstract:

Modern libraries provide a burgeoning array of digital services, all experienced through a myriad of touch-points. To name a few: catalogue; discovery layers; website; LibGuides; Learning Management Systems; chat; Skype; social media; YouTube; blogs; portals; email... It's a complex picture! A dichotomy of implementing innovative new services while maintaining legacy ones rarely results in seamless, unified library experiences. Using unconnected touch-points often leads to broken user experiences. A good user experience requires research.

To increase satisfaction and delight library users, adopt an approach that gathers evidence, generates insights, and informs decision-making for iterative, incremental changes. This presentation explores some tried and tested user research methods to gather both qualitative and quantitative data from students and staff throughout all stages of project life-cycles. It aims to inspire you with examples of user research initiatives undertaken at Deakin University Library, including co-design workshops for a better homepage, and preliminary results from a longitudinal happiness tracking survey for continuous improvement.

Attendees will take away a digital set of research method cards templates, and tips for conducting quality user research to improve project outcomes at their libraries.

Biographical details:

As Deakin University's Digital Library UX Specialist, Vernon leads user research in discovery layers, repository workflows, and other digital channels. He coordinates the University's UX practitioners' community of practice, collaborates with IT on web technologies, liaises with vendors and local academic librarians, and participates in UXLibs. An empathy building advocate, Vernon rallies library staff to 'Work Like A Patron'. Recent presentations covered co-design workshops, method cards, and students' library search behaviours.

Abstract:

Digital literacy skills are essential for students to thrive in today's world therefore La Trobe University Library aims to provide students with the necessary skills and resources to not only locate information but to evaluate and use the information effectively. Springshare's LibGuides software is one such popular tool used by many libraries worldwide and has been used by the Library as both a curation and instructional tool since 2009.

Significant changes throughout the university and the library in 2015 were the catalyst for reviewing projects, processes and current practices. These changes, as well as the upgrade to LibGuides v2, provided a perfect opportunity for a total review of the Library's current practice with LibGuides and whether they were meeting a pedagogical need and the needs of our users. To implement the successful transition to LibGuides v2, a working group was established with the aim to oversee the project. This has involved an audit of existing guides, provide streamlined access to information and resources, ensure best practice in the creation of content and design. An environmental scan and investigation of usability studies greatly informed the development of a suite of guides. It also raised awareness of accessibility and inclusion issues which impact our users.

Biographical details:

Donna Wileman is Client Experience Coordinator for Learning and Teaching at La Trobe University Library. Donna has worked in academic libraries over the last 20 years in various roles including campus librarian.

Fiona Murphy is the Learning & Teaching Coordinator for the College of Science, Health & Engineering at La Trobe University Library. Fiona has over 10 years' experience in academic libraries mainly as a Faculty Librarian (Health Sciences) and in document delivery.

Both Donna & Fiona were co-chairs of the LibGuides Working Group (now the LibGuides Editorial Group) which oversaw the library's recent upgrade to LibGuides v2. They are both interested in the innovative ways this technology can be used to enhance the student's experience.

Stephanie McGlinchey *UX for researchers at ACU and our response to user feedback*

Abstract:

Australian Catholic University Library has modified its approach to supporting Research within the university in response to a number of factors:

- Research intensification which has seen strategic recruitment of researchers and the development of research institutes, and an increase of researchers
- Organisational review of the Library, which put forth a number of recommendations around the services and delivery of research services
- Insync survey which is a biennial survey of staff and students

The library's response to these triggers was :

- An expansion of the Library's Research Support Team to include a Senior Librarian Research Support
- Environmental scan of Library Research Services
- Development of a Research Services Model which included an expansion and clarification of the services the library offers
- Ongoing communication between the relevant Faculties, Schools and Institutes and the library through emails, newsletters and staff bulletins

The outcomes of this engagement is positive, though this is anecdotal evidence at this stage.

Biographical details:

Stephanie McGlinchey is the Library Manager, Research Services at Australian Catholic University. Stephanie has worked across a number of library sectors, including public libraries, the State Library of Victoria, and the Victorian Parliamentary Library. She holds a Masters in Information Architecture from Charles Sturt University, and really likes surveys and looking at spreadsheets.

<https://webapps.acu.edu.au/staffdirectory/index.php?stephanie-mcglinchey=&d=1>

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