



## PURPOSE

Conduct a study focused on library patrons' user experience to aid in library space redesign decisions.

## WHAT IS THE USER EXPERIENCE?

User experience is how someone feels when using a product or service. We want to be intentional about our design decisions so we have to analyze the factors that impact someone's overall library experience.

There are three elements essential to a great user experience:

1. Useful: A product or service must solve a problem or satisfy a need. Libraries have to be useful to be important to our user population.
2. Usable: A product must not only provide quality information, the information should be easy to find and use.
3. Desirable: The product can't just be useful or usable, it has to be wanted or needed by our users.

## RESEARCH METHODS

Attitudinal:

- Paper surveys, whiteboard surveys
- Guerilla Interviews
- Focus Groups

Behavioral:

- Contextual inquiry (watching your patrons)
- Usability testing (test performance of an object or product)

## REFERENCES

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