

Valuing the User Experience in Library Publishing



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Session overview

Intro / UX in the wild

Activity

Speaker presentations

UX & building the reputation and sustainability of library journal services

UX & the software design cycle

UX & the user - what's in it for them?

Q&A

UX is everywhere

Focus on a deep understanding of users with the aim of improving the quality of their interaction

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Exists in both virtual and physical spaces

Marked and increasing interest in library land

UX is everywhere

... whether we notice it or not!



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Do you really want to cancel the reservation?

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“Terrible Parking. Great variety of stores.”

“Wonderful shops, hell-ish parkade”

“Parking is horrible.”

“Parking is an absolute nightmare”

●●●●○ Reviewed 6 November 2015

“TIME FOR A DO-OVER BAYSHORE”

●●●●○ Reviewed 22 January 2017

I get it- the parkade is not that old, so you've invested a lot into it... but seriously. I no longer shop at Bayshore solely because of your parking. Is the designer of this fiasco still employed? It's just that much easier to go somewhere else where you don't get the hassles, and can find the same stores..... Sorry Bayshore...

More ▾

Helpful?

👍 Thank theresamartin2016

🚩 Report



I'm sure it is as much a social experiment as a shopping centre.

**UX matters because users
pay attention**

Activity

Think - reflect on a good and/or bad experience you have had as a user

Pair - turn to your colleagues and discuss what you came up with

Share - we'll ask the group to share some of the main points they discussed

To view Sonya's video, click the link:

<https://drive.google.com/file/d/0BwXbqVc9w ukQlFoSW5ZMFpGeDQ/view?usp=sharing>

To view Kevin's video, click the link:

<https://drive.google.com/file/d/0B3KLkMnEv7PHeXNBWGdqZFZXXzg/view?usp=sharing>

UX & the user

I'm the user so it's all about me!

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Sneak peek and a first look

Helps you think ahead to what changes you may need to prepare yourself (or your users) for

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Library publishing, especially in open source, as community effort

Summary

UX matters: Influences the trust our users have in our publications, and the likelihood that readers will return repeatedly.

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Creating software and systems on your own is hard. Working with users makes it better for everyone.

As users we have a role in the process, participation is key in community.

Questions?

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