Focus Groups Information & Elements of Library User Experience

November 21, 2016
8 Elements of Library User Experience
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**NAVIGATION**

“providing the user with the ability to readily move through the facility”

- entry experience
- site lines
- floor-to-floor connections
- relationship of functions
- wayfinding
- virtual interactivity

Comments from Focus Groups:

<table>
<thead>
<tr>
<th>Comment</th>
<th># of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection shelving &amp; collaboration areas not to be segregated</td>
<td>2</td>
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<tr>
<td>Collection shelving to be separate from collaboration areas</td>
<td>2</td>
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<tr>
<td>Better defined circulation, wayfinding</td>
<td>2</td>
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<tr>
<td>ADA accessible</td>
<td>2</td>
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<tr>
<td>Better building entrances &amp; exits</td>
<td>1</td>
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<tr>
<td>Reorganize the Library</td>
<td>1</td>
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<tr>
<td>Study rooms located away from main circulation path</td>
<td>1</td>
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<tr>
<td>Provide better collection shelving signage</td>
<td>1</td>
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<tr>
<td>More active learning spaces in view as enter the building</td>
<td>1</td>
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</tbody>
</table>
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AMBIANCE

“providing the user with an inviting, attractive, and comfortable facility”

- furnishings
- design motifs
- finish materials
- lighting
- HVAC system

Comments from Focus Groups:

- Architecture to be inspiring & uplifting, spaces to be inspiring ................................................................. 8
- Maximize daylight ............................................................................................................................................. 6
- Whiteboards, whiteboard walls ......................................................................................................................... 6
- Creative, flexible furniture ............................................................................................................................... 5
- An academic, more traditional look references the Library’s history ......................................................... 4
- Attention to zoning of spaces – noisy vs. quiet spaces ..................................................................................... 4
- Variety of furnishings to be provided (soft seating, tables & chairs, exercise balls) ................................. 4
- Open spaces appeal to students, high ceilings .............................................................................................. 3
- Comfortable seating ......................................................................................................................................... 3
- Cohesive design throughout Library ............................................................................................................. 3
- Natural elements to rejuvenate students ........................................................................................................ 2
- Balance the mix of traditional & modern elements ....................................................................................... 2
- Reading Room is well liked for it’s history & traditional look, natural light ................................................. 2
- Common look & feel between buildings ........................................................................................................ 1
- Infuse school spirit elements into the design ................................................................................................. 1
- Incorporate motivational quotes or elements ................................................................................................. 1
- Large tables to spread out materials ............................................................................................................. 1
- Provide some café height tables ..................................................................................................................... 1
- Whiteboard table tops ...................................................................................................................................... 1
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SERVICES

“providing the user convenient locations for transactional & collaborative services”

- help when needed
- consultation
- circulation
- computer commons
- interlibrary loan

Comments from Focus Groups:

- Locker space at the Library ................................................................. 3
- Quantity of computers is sufficient .................................................. 2
- Computers at standing height/café stool height ............................... 2
- Explore Self-Check opportunities ...................................................... 1
- Provide some computers in quiet spaces of the Library .................... 1
- Increase space between computers for more than one student working at computer .............................. 1
- Add computers to the afterhours / Library Café area .......................... 1
- Attention to placement of the computers for viewing monitors ................ 1
- Laptops available for check out in the Library ..................................... 1
- Provide more comforts for commuter students (examples = lockers, microwaves) ................................. 1
- Current service desk is too large & intimidating .................................. 1
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LEARNING

“providing the user with an innovative set of learning services”

- classrooms
- advising/academic success
- maker activities
- group space
- events

Comments from Focus Groups:

- Group Work / Presentation / Rehearsal Space / Collaboration Space (4-6 people)........................................... 13
- Presentation / Guest Speaker Space......................................................... 4
- Additional Afterhours / Library Café / Coffee Shop Space needed......................................................... 4
- Tutoring Space to be more inviting, better layout, more space......................................................... 4
- Tutoring Space (various sizes to meet, technology, whiteboards)......................................................... 3
- Viewing & Listening Rooms – soundproof, to watch videos & listen to music......................................................... 3
- Flexible Classroom Space (for curriculum driven activities, events, feature speakers)................................. 2
- Afterhours / Library Café / Coffee Shop to have quiet areas to work also......................................................... 2
- Provide more offerings at the Library Café or provide a C-Store......................................................... 2
- Curating / Gallery Space / Display Areas......................................................... 2
- Ability to see what others are doing in different departments, energizing......................................................... 2
- Writer’s Workshop to be more inviting, incorporated into Tutoring area......................................................... 2
- Automated room reservation system......................................................... 1
- Group work areas with technology to project from device to monitor......................................................... 1
- Faculty Collaboration Space......................................................... 1
- Small Classroom (10-12 people)......................................................... 1
- Attention to accommodating different learning styles......................................................... 1
- Reading Room holds many important events, well liked space by many......................................................... 1
- Maker Space or Innovation Studio......................................................... 1
- Developmental Editing Space......................................................... 1
- Classroom space for camps / institutions to use for programs (HS students program)......................................................... 1
- Testing Center......................................................... 1
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REFLECTION

“providing the user with space to study, read & reflect”

- focused work
- carrels
- nooks

Comments from Focus Groups: # of times mentioned

- Single use areas for focused work, with views ......................................................... 4
- Mix of flexible spaces for Focused Work & Group Work ........................................... 4
- Provide study carrels, ‘pods’ or nooks that are more comfortable, maybe a small room/area .... 3
- Provide study tables in the collection areas near perimeter by windows .......................... 2
- Ability to reserve space at the Library for graduate students, carrels & lockers ........................ 2
- Focused study areas to have comfortable furniture, access to power .............................. 1
- Food in the Library can be distracting in the quiet zones .............................................. 1
- Relaxation areas for students spending all day on campus or at the Library ....................... 1
- Quiet, focused spaces near the books ........................................................................... 1
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RESOURCES

“providing the user with curriculum, scholarly, & archival resources”

- print collections
- archives/special collections
- media/technology

Comments from Focus Groups: # of times mentioned

- Electronic access to materials, mostly use electronic materials .................................................. 4
- Printed materials are important, maximize books ......................................................................... 3
- Access to technology .................................................................................................................. 2
- Charging stations throughout ..................................................................................................... 1
- Add a Map/Atlas Room ............................................................................................................ 1
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EFFECTIVENESS

“providing library staff with space to enable services, resources & learning”

- offices
- work commons
- processing & production

Comments from Focus Groups: # of times mentioned

- Scanners & printers in the Library are used currently ................................................................. 2
- Space to hold office hours for faculty, reservable ................................................................. 1
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**SOCIAL**

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<td>Provide a “Free Speech” Zone (flexible, mobile furnishings)</td>
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<td>Library a premiere public space, promotes skills for community engagement &amp; citizenship</td>
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</tr>
<tr>
<td>Ability to post what’s going on at the Library</td>
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<td>Whiteboard wall with rotating questions / responses by students</td>
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<td>Library should be a place to go between classes</td>
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