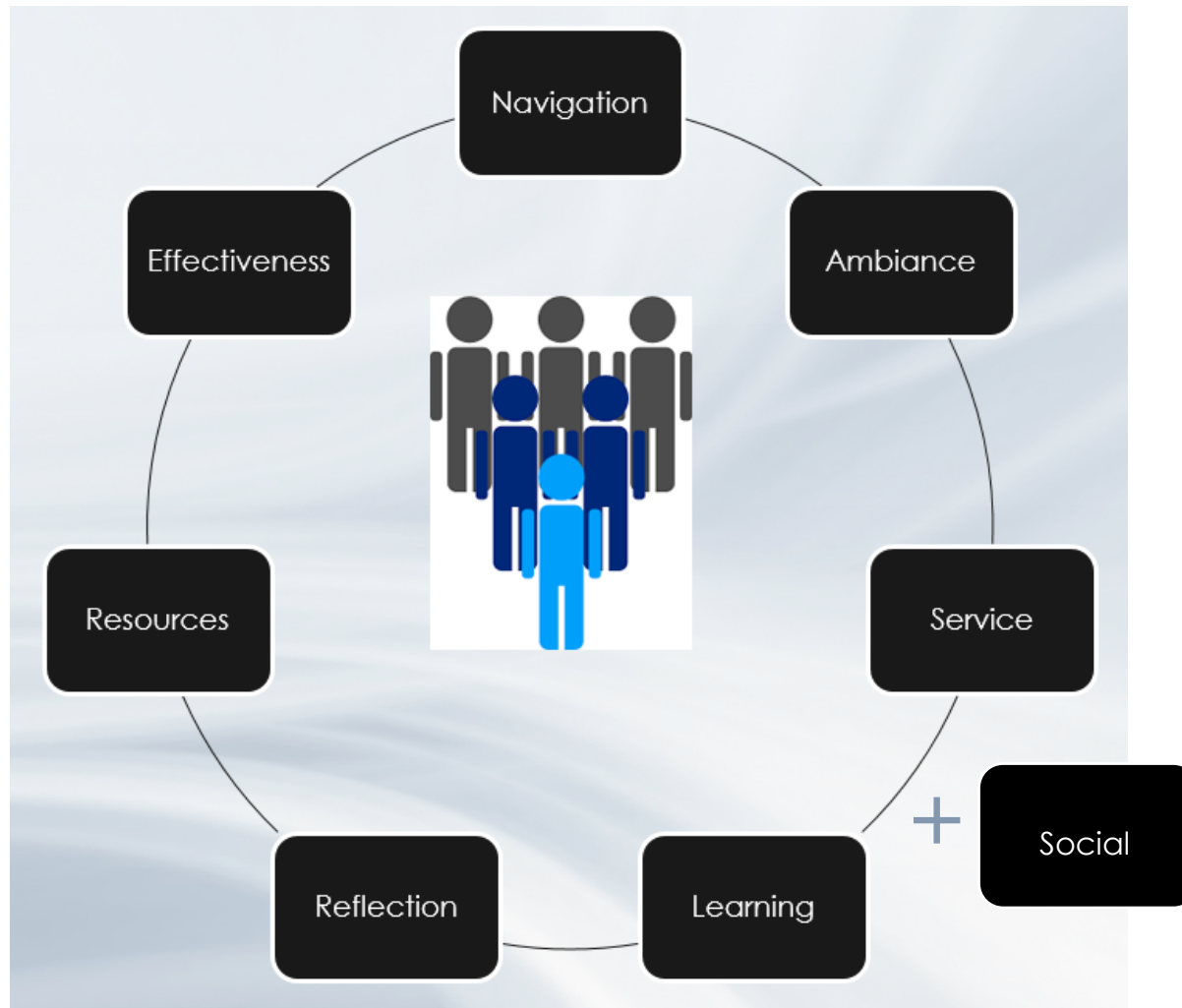# Focus Groups Information
&
Elements of Library User Experience

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: # of times mentioned

- Collection shelving & collaboration areas not to be segregated……………………………………… 2
- Collection shelving to be separate from collaboration areas………………………………………… 2
- Better defined circulation, wayfinding……………………………………………………………………… 2
- ADA accessible……………………………………………………………………………………………………… 2
- Better building entrances & exits………………………………………………………………………………… 1
- Reorganize the Library…………………………………………………………………………………………… 1
- Study rooms located away from main circulation path……………………………………………………… 1
- Provide better collection shelving signage………………………………………………………………… 1
- More active learning spaces in view as enter the building………………………………………………… 1

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AMBIANCE	*"providing the user with an inviting, attractive, and comfortable facility"*
	• furnishings • lighting
	• design motifs • HVAC system
	• finish materials

Comments from Focus Groups: # of times mentioned

- 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: # of times mentioned

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

Comments from Focus Groups: # of times mentioned

- 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

Comments from Focus Groups: # of times mentioned

- Provide a "Free Speech" Zone (flexible, mobile furnishings) 2
- Library a premiere public space, promotes skills for community engagement & citizenship 2
- Ability to post what's going on at the Library 1
- Whiteboard wall with rotating questions / responses by students 1
- Library should be a place to go between classes 1