

Stellenbosch University Annual Library Symposium 2018

Smarter libraries: User experience (UX) in action

14-16 November 2018

User Experience (UX) design is based on the idea that products and services should be designed with the user in mind. Many libraries have undertaken research that would fall under the umbrella of UX. Ethnographic research is a popular method in UX research, which includes, for example, the study of user behaviours related to information searching, how they use the library website and how they use and interact with library spaces. This could be done by observation, photo diaries and journal studies.

The *Horizon Report 2017, Library Edition*, lists trends which accelerate technology adoption in academic and research libraries, and one of them is the User Experience:

The term is applied to assess exchanges with websites, mobile devices, and operating systems, but libraries are also applying the same usability principles to physical spaces. Companies such as Amazon and Google are identifying patterns in users' online behaviours to better tailor search results at the individual level. The result is a more efficient and personal experience for users.

UX is an ongoing process, the job of the UX researcher is never done. Smart libraries, therefore, need to prioritise and organise changes according to the levels of ease, time requirements and importance. Applying UX research means finding a balance between the library's goals and opinions of their users.

Three sessions will focus on the following themes, all related to the user experience:

- Smarter libraries through technology
- Smart library design: Spaces and facilities
- Using UX research for smarter services and resources

[View presentations here](#)

Programme

Wednesday, 14 November

Library tour - Newly refurbished Medicine and Health Sciences Library

Thursday, 15 November

OPENING SESSION (Chair: Ms Ellen R. Tise)

Welcome	Prof Eugene Cloete (Vice-Rector: Research, Innovation and Postgraduate Studies, Stellenbosch University)
Opening	Prof Wim de Villiers (Rector, and Vice-Chancellor, Stellenbosch University)
Keynote address: UX at York: embedding ethnography and design – YouTube presentation	Mr Ned Potter (University of York)
Discussion	

SESSION 1 : Smarter libraries through SMART technology

(Chair: Wouter Klapwijk)

A library IOT living lab	Mr Lars Binou (Technical University of Denmark)
Does SMART technology mean SMART UX?	Ms Marli Ritter (UX specialist)
Serious gaming: creating a Research Data Management adventure	Mr Alex Ball (University of Bath) and Mr Samuel Simango (Stellenbosch University)
RA21 - Improving access to scholarly resources, from anywhere, on any device	Ms Jenny Walker (Independent consultant)
Discussion	

SESSION 2 : Smart library design: Spaces and facilities

(Chair: Ms Lindiwe Soyizwapi)

Space and Generation Z	Ms Loretta Parham (Atlanta University Center Woodruff Library)
Discussion	
Libraries of the future: changing our species	Mr Roelof Rabe (Roelof Rabe Architects)
Qatar National Library: A Smart Library from the start	Ms Abeer Al Kuwari (Qatar National Library)
Discussion	

Friday, 16 November

SESSION 3 : Using UX research for smarter services and resources

(Chair: Dr Michiel Moll)

Inserting diversity in User Experience research: Smarter libraries by design	Dr Clara M. Chu (Mortenson Center for International Library Programs)
Embedding the library User Experience in a learning management system for improving student onboarding	Dr Tamar Sadeh (Ex Libris)
Experimenting with UX letters at UNIZULU	Ms Laila Vahed (University of Zululand)
Using evolved insights to drive User Experience	Mr Jesse Blank (User Experience and Design, EBSCO)
Discussion	

CLOSING SESSION

(Chair: Michelle Kahn)

Panel Discussion	Mr Lars Binau, Ms Abeer Al Kuwari, Dr Clara Chu, Ms Kate Robinson and Ms Mimi Seyffert-Wirth
Closure and vote of thanks	

Post-Symposium session (Venue: Stellenbosch University Library)

Helping the library become a true partner with teaching and learning (Session on Leganto)	Dr Tamar Sadeh
---	----------------

In September 2015, the Ex Libris Leganto™ course reading list solution went live. Selected by 107 institutions in 19 countries by now (September 2018), the comprehensive Leganto solution is tightly integrated with library workflows and facilitates collaboration among academics, librarians, and students for the creation, maintenance, use, and evaluation of reading lists.

In this session, we will look at the innovative Leganto features and the workflows of all the stakeholders in the reading list cycle. We shall focus on the way in which Leganto enables libraries to improve their support of teaching and learning and the impact that Leganto has had on the use of the library collections, student engagement and success, and the overall positioning of the library within the institution.
