

UC San Diego

Presentations and Posters

Title

Develop a Library-wide User Research Hub

Permalink

<https://escholarship.org/uc/item/3379x7x1>

Author

Ho, SuHui

Publication Date

2024-11-01

Copyright Information

This work is made available under the terms of a Creative Commons Attribution License, available at <https://creativecommons.org/licenses/by/4.0/>

Peer reviewed

Develop a Library-wide User Research Hub

University of California San Diego Library

SuHui Ho, Strategic Outcomes & Assessment Librarian, suho@ucsd.edu

Introduction



The Problem

Across the Library, many programs and units collect data about library users' interactions with library resources and services, preferences, and more. There is currently no mechanism for consistent and broad sharing of these rich datasets across programs, which can result in duplication of effort and missed opportunities for collaboration or data-driven decision-making.

Project Objectives

- Selection of a tool to house library research
- Development of an intake and update for library research
- Creation of an architecture and taxonomy that allows for similar research to be identified
- Development of governing documents for the Hub, including scope, privacy considerations, and ongoing maintenance strategy

Personas

	1	2	3	4
	The Researcher	The Designer/Builder	Management	Public User
Need	Place to easily store research	Research to support website design or service/program development	Quick facts, drop-in slides, polished infographics to share with others	What is the Library doing to meet my needs?
Motivation	I want others to find my research	Improve service or website	Answer stakeholder questions	Know what happen to my feedback
Values Most	Workflow	Findability	Things I can share externally	Findability
Desired Features	Integrated workflow Tags, fast input Initiative UI Template File storage - pdf, G doc, Miro Link to LiSN page Collaboration space	Search function Browse user studies Filter by date, methods, service Research summaries Insight Full Reports	Slides from reports I can drop into my presentations Facts to support my report	Simple interface List of user studies Actions taken

Process

- User engagement
- Data audit
- Landscape review
- Persona
- Platform evaluation
- Prototype
- Assess & Feedback
- Build

Prototype

Hide description

UC San Diego Library User Research and Assessments

Welcome to our User Research and Assessments database, managed by the Library's [Assessment Specialist](#) and currently in beta. Here you'll find most of the user research we conduct, including detailed reports and insightful analysis. Our research spans multiple topics and techniques, including quantitative and qualitative methods; and you can easily search our studies via tags and filters to help you find the data you need.

Research Database

Date

Topics

Aa Name

Method

Participants

Keywords

Project Manager

Stakeholders

Add filter

Favorite Spots on Campus, All Comments

Favorite Spots in the Library, All Comments

De-Stress with Pups Satisfaction, June '24

LSAC End-of-Year Survey

Leisure Lounge Satisfaction

De-Stress with Pups Satisfaction, May '24

Notion User Research Hub Usability Test

De-Stress with Pups Satisfaction, March '24

Calm Cave Satisfaction

Geisel Tunnel Redesign, Wall Treatments

Spaces

Spaces

Event/Activity

LSAC Meetings

Furnishings

Event/Activity

Employee Experience

Event/Activity

Furnishings

Furnishings

Engagement Post...

Engagement Post...

User Survey

User Survey

HappyOrNot Ter...

User Survey

Usability Test

User Survey

HappyOrNot Ter...

Focus Group

06/10/2024 → 06/12/2024

06/10/2024 → 06/12/2024

06/05/2024

06/03/2024 → 06/16/2024

05/07/2024 → 07/11/2024

05/01/2024

04/10/2024

03/13/2024

03/06/2024 → 05/06/2024

02/20/2024

Undergraduate

Graduate

Undergraduate

Graduate

Undergraduate

Graduate

Staff

Undergraduate

Graduate

Undergraduate

LSAC Members

User Attitude

User Attitude

Customer Satisfaction (CSAT)

LSAC

Customer Satisfaction (CSAT)

Customer Satisfaction (CSAT)

Internal

Customer Satisfaction (CSAT)

Customer Satisfaction (CSAT)

Strategic Initiative

De-Stress

De-Stress

De-Stress

De-Stress

De-Stress

De-Stress

De-Stress

De-Stress

De-Stress

De-Stress

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

Roxy Haji

SLA

SLA

SLA

LUE

SLA

SLA

LUE

SLA

SLA

SLA, LFS

</

Project Team: SuHui Ho, Roxana Hajiaghajani, Anna Isorena, Casey Macolino, Tamara Rhodes, Annelise Sklar

Leisure Lounge Satisfaction

Project Manager: Roxy Haji

Date: 05/07/2024 → 07/11/2024

Method: HappyOrNot Terminal

Topics: Furnishings, Services, Spaces

Participants: Undergraduate, Graduate, Faculty, Public, Staff

Stakeholders: SLA

Keywords: Customer Satisfaction (CSAT)

Results Report(s): HappinessReport..., TerminalData.pdf

****Please see attached results reports for full results, terminal data, and user comments.

Brief Summary

Insights from Data

Survey Question and Results

Q. How was your experience today at the Leisure Lounge?

250