


Room for new knowledge?

User perspectives on the library as space and place.

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Presentation by
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Background

- Digitalization of library resources
- Library as learning environment and meeting place
- Room for new knowledge?



Our research aims

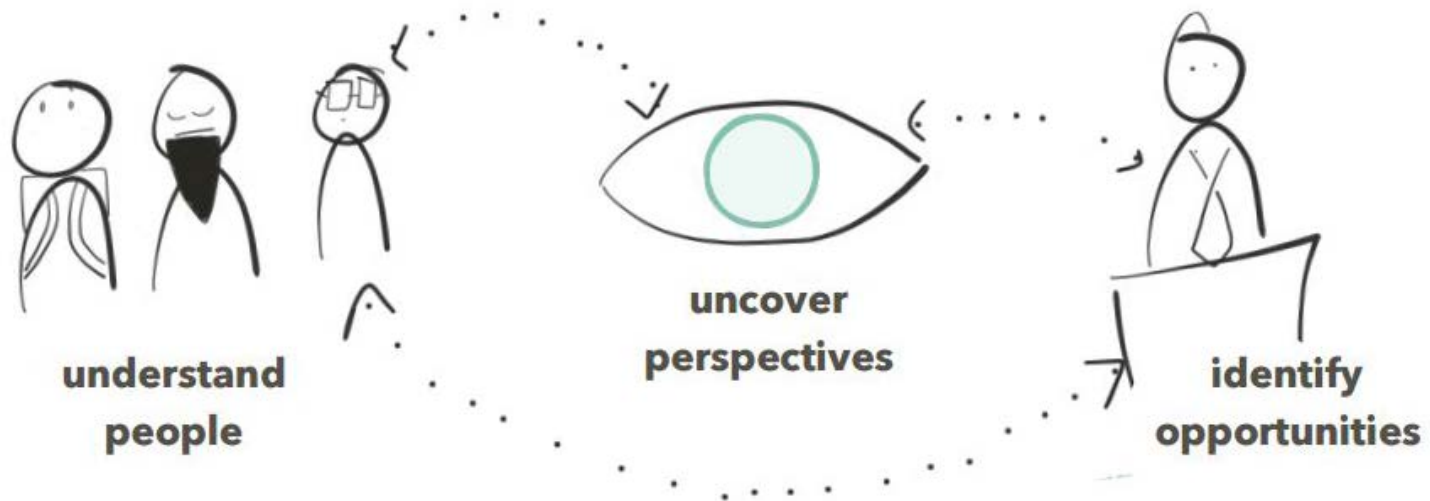
- Map current use and user perspectives
- Develop the library space into an inspiring learning environment
- Use and test methods for UX-design



UX-design

UX - User experience

- What do users think and want from the library?
- How to access this knowledge?

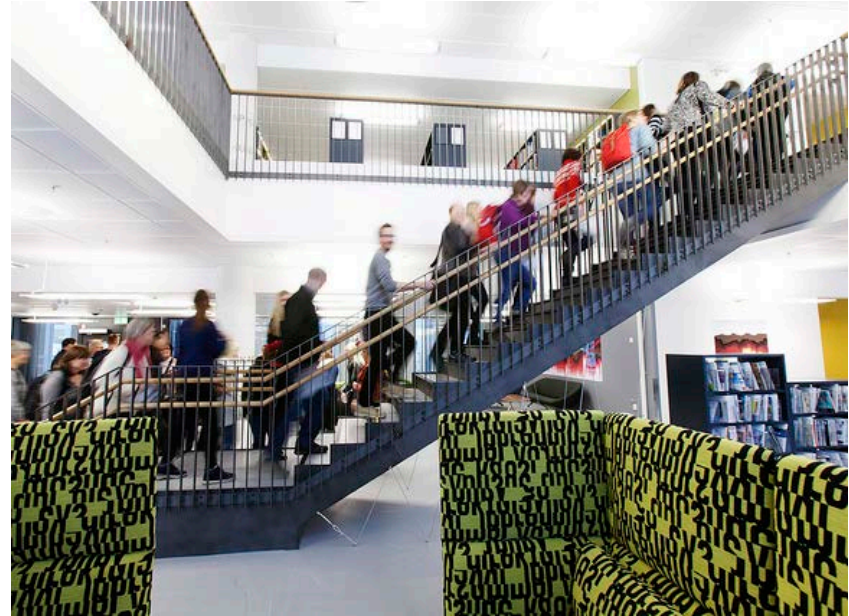


Research questions

1. What do the users of the library like about the physical library spaces and facilities?
2. What are they less content with?
3. Are there facilities or services they would like us to offer that we do not have today?

Methods

- Counting traffic in the library
- User interview (short, on site)
- User interview (1 hour)

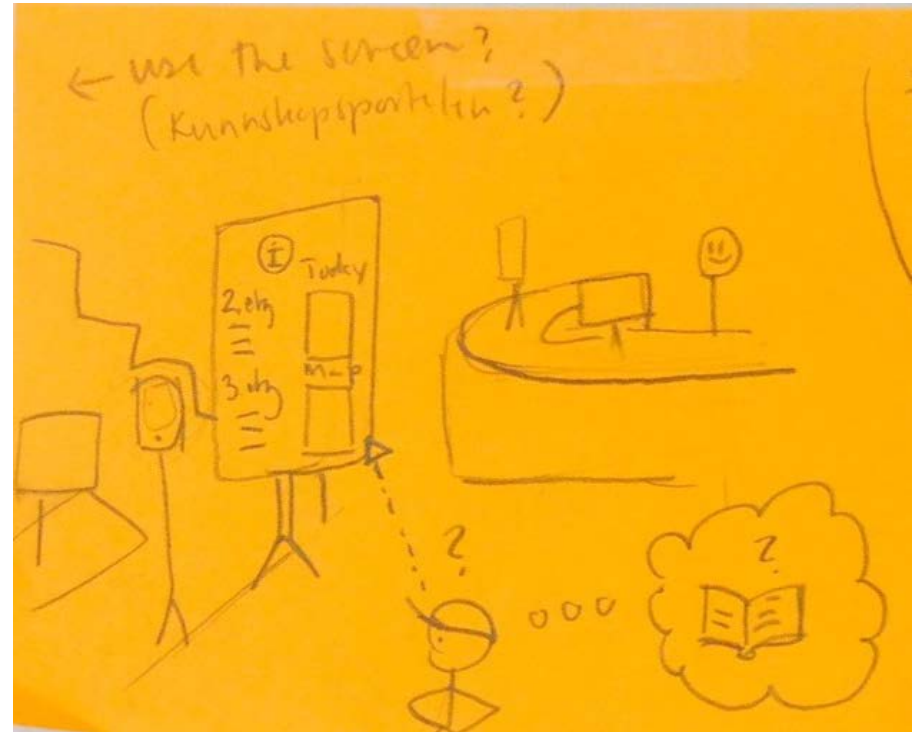


Findings: Use of library space (1)



Visual mapping of 2nd floor, south wing.

Findings: Use of library space (2)



UX-workshop: From data collection to sketching and problem solving

Findings: Use of library space (3)

"It is bright and spacious here! I like the varied work spaces - I can use a sofa while reading or a desk for writing."

"Nice to have different activities in the library. More relaxed downstairs, but although more noisy – but that's very cozy, like at a café!"



Discussion and conclusion

- Making input from users an important part of the development process
- Importance of continuous testing
- Identify actions based on findings

- Benefits of combining methods
 - Traffic counting
 - Ethnography
 - In-depth interview
 - Short, on-site interviews (5-10)

Thank you!



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