A HANDBOOK OF USER EXPERIENCE RESEARCH & DESIGN IN LIBRARIES

by Andy Priestner

'UX is all about your users, getting to know and understand them better and offering a more relevant and valuable service experience as a result. It represents a compelling opportunity to diverge from how library services have been traditionally managed and delivered, focusing on and responding to user needs and behaviours, rather than staff agendas and speculation.'

Andy Priestner shares his expertise and adventures in User Experience Research & Design in this eminently readable and practical handbook intended for library staff at all levels. He demonstrates how UX methods and techniques uncover deeper and richer insights than traditional methods and have the potential to actively transform library services by placing users at the centre of all research and design endeavours.

Divided into the 4 phases of the Design Council's Double Diamond model, a wealth of UX research, ideation and design techniques are detailed, alongside numerous case studies from academic and public libraries around the world, chronicling fieldwork successes and failures. The issues facing those seeking to manage, embed and break down barriers to UX are also explored in depth, enhanced by the input of leading international library UX practitioners. This is the perfect toolkit for anyone interested in refocusing a library service around its users.

'The ultimate UX textbook for all library staff. The only thing better is having Andy consult with you and your team!' (Sadie-Jane Nunis – Head Librarian, Singapore Institute of Management; Vice-President, Library Association of Singapore)

'Like getting an in-depth consultation with a seasoned UX practitioner. It's easy to understand, fun to read, and packed with tips and examples to inspire you to put the book down, go learn about your users, and start making your library a better place.' (Rebecca Blakiston – User Experience Librarian and Strategist, University of Arizona Libraries; Editor-in-chief, Weave: Journal of Library User Experience)

'Priestner delivers a pitch perfect process – purposeful, pithy, perceptive, probing, piercing, pointed and positive. I would recommend it to all working in libraries and beyond.' (Kaye Sullivan – Director, Excellence and Engagement, Monash University Library, Melbourne, Australia)

'An easily navigated and well-structured journey through the UX Process. Read it and, better still, use it!' (Linda Vidlund – Library Director, SLU, Sweden)

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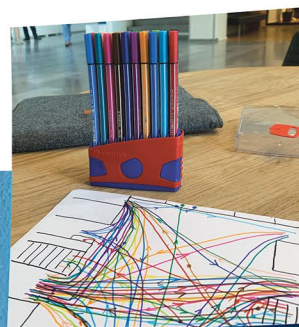
'a monumental and significant work'
Christian Lauersen

'full of ideas, examples, and inspiration'
Rebecca Blakiston