

Contents

<i>Acknowledgements</i>	<i>iii</i>
<i>Foreword</i>	<i>viii</i>
The UX research and design process: from research to ideation to service development <i>Andy Priestner</i>	1
Race, literacy, and decolonising the library <i>Janine Bradbury</i>	10
Do you want to dance? Inclusion and belonging in libraries and beyond <i>Christian Lauersen</i>	16
Inclusive design – all about the extremes <i>Sara Lerén</i>	28
Creating trans-inclusive libraries: the UX perspective <i>Kit Heyam</i>	36
On the limits of UX research in academic libraries: notes from the Indigenous Studies Project <i>Danielle Cooper</i>	54
Coming to our senses: using ‘walk with’ interviews to explore the sensory experience of learning in an information commons <i>Andrew Cox</i>	64
Resistance is futile: embedding UX in library services <i>Jade Leonard and Maria O’Hara</i>	72
Belonging: exploring students’ ideas around belonging, comfort and discomfort in library and learning spaces <i>David Clover</i>	78
Empowerment or exploitation? Perceptions on engaging people in accessibility design <i>Heli Kautonen</i>	86

Embedding UX at the University of York <i>Michelle Blake and Ned Potter</i>	96
Footfall vs feedback: using UX to find the unheard student voice <i>Claire Browne</i>	104
Workshops:	
Daunted by data? <i>Bryony Ramsden</i>	113
Speculative design: design as conversation <i>John Jung</i>	119
Challenge accepted – how to solve a UX problem <i>Eva Jirjahlke</i>	126
A collision of two worlds <i>Carl Barrow</i>	133
Adding useful friction to library UX <i>Shelley Gullikson</i>	138
A degree of difference? Information experiences of students with print disabilities <i>Angela Groth-Seary and Ben Watson</i>	148
Help us improve the library! The usefulness of a test panel <i>Åsa Forsberg</i>	155
Serving diverse users with persona-based homepages <i>Chad Haefele</i>	159
Implementing the spatial realism framework: lessons learned and next steps <i>Courtney M. Block</i>	165
Library zoning for dummies: discovering the new library study spaces at Royal Holloway <i>Emilia Brzozowska-Szczecina</i>	174
‘Should I stay or should I go?’: conflicting environment-behaviour-settings in libraries <i>Eva-Christina Edinger</i>	182

#MyFavouriteSpotOnCampus: creating a flexible, inclusive, and modern learning space for our students <i>Maria Sindre</i>	191
Behind the clicks: what can eye tracking and user interviews tell us that click statistics cannot? <i>Nicola Walton</i>	201
Comparative study of UX and sensor data from the perspective of behavioural mapping <i>Peter Hald and Melissa Just Nordholdt</i>	210
Better together: diversity and inclusion in UX design <i>SuHui Ho</i>	216
The UXLibsIV Team Challenge	223
Perspectives from delegates with sponsored places:	
Delighting in public libraries – and showing it: takeaways from UXLibsIV <i>Christine Brooks</i>	231
Go and ask them! Some afterthoughts of a newbie <i>Agnieszka Wolańska</i>	234
Confronting fears with UX <i>Rosie Hare</i>	236
UXLabs:	
Help! I need somebody! Using Personal Construct Psychology to explore the types of help students would like to receive in a library context <i>Alison Sharman</i>	239
Virtually representing our physical spaces <i>Chad Haefele</i>	243
Digital information seeking behaviour: a UX case study at University of the Arts London <i>Jess Crilly and Sandra Reed</i>	245
User experience used as a model for setting up creative environments in a library <i>Linda Thorn and Linda Vidlund</i>	250

Researcher visibility – in need of recognition (insights into researchers’ practices @ TU Delft) <i>Nicoleta Nastase</i>	253
Student engagement and UX @ WUR (Wageningen University & Research) Library <i>Rob van Genderen</i>	257
Estimating the size and scope of UX in libraries <i>Daniel Pshock</i>	260
iGen in the Library <i>Emily Winter, Cate Bentley and Lynne Pickles</i>	268
Alternative formats: impact on student learning <i>Sarah George and Katherine Coussement</i>	271
Conversation, collaboration and connections: the wider benefits of adopting a UX approach to redeveloping our Learning Spaces at the University of Hertfordshire <i>Sarah Halliday and Pete Hanna</i>	275