



How UX methods helped the transition of the library team into a new library building

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About University of Luxembourg & Luxembourg Learning Centre (LLC)



FOUNDED
IN 2003



6990 STUDENTS
INCL. 1027 PHD



4 OFFICIAL
LANGUAGES



NEW CAMPUS
BELVAL (LU)



NEW LIBRARY
2018



LLC
27 FTE



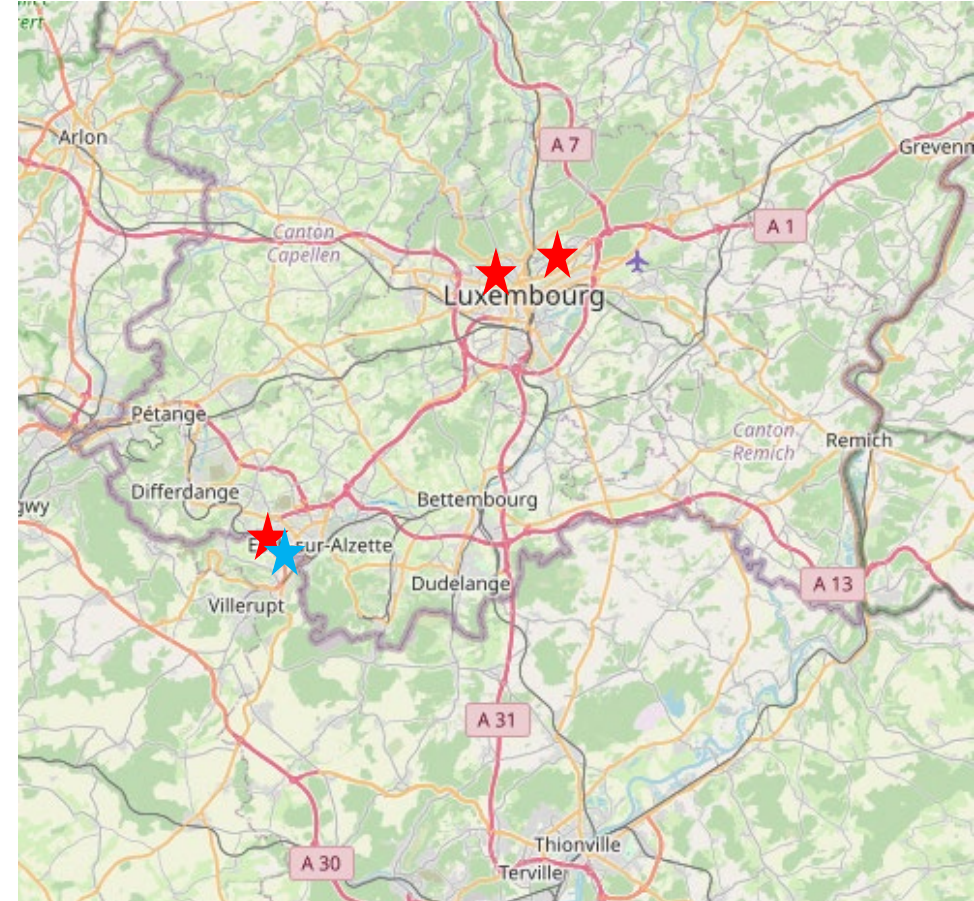
Merge of 3 libraries



3 local User Services Team



Change of scale



2009
Start of new
building project

Jan. 2017
User Services
project launch

Sept. 2018
LLC opening

2015
1st move to
temporary
library

Sept 2017
« The lunch box »



18 months before ...

- Learn to work together and become 1 team for the “User Services” Department
- Organize the services for the new building

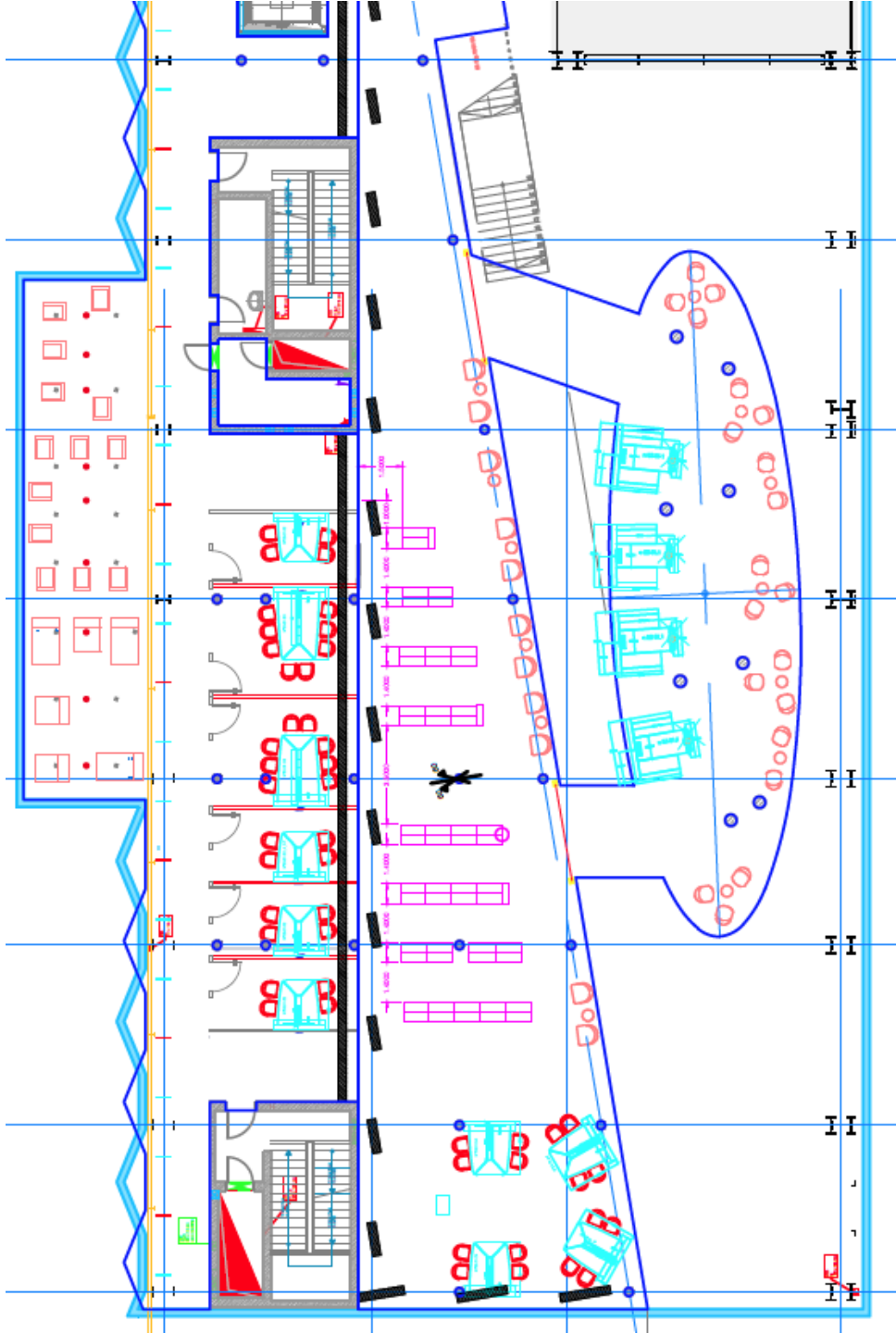


Materials

- Knowledge and experience of the staff
- Active staff participation in projects
- UX methods
- Time

Staff define and
design the service
eco-system





Work Plan

- Working Group including all members of the User Services Team
- Focus on policies
- Common values framework
- Apply UX methods to the conception of the service eco-system
- User = User Services Team

Values framework



BARRIERS FREE



EASY TO
UNDERSTAND



EASY TO USE



SAME RULES
FOR ALL



USAGE BASED



A detailed map of Luxembourg and its surrounding regions, including parts of Belgium, France, and Germany. The map shows major roads, rivers, and administrative boundaries. A green hexagonal overlay is positioned in the upper left quadrant of the map.

Common
work
practices

Library Safari

- Spend 1 day in immersion at the library
 - Shadowing
 - A day in the life

- Pictures + report

Atmosphere / furniture / work organization / service desk layout and organization / users practices / IT / signage / Communication

- Identify common vs different practices
- Determine the best working practices

Staff Skills

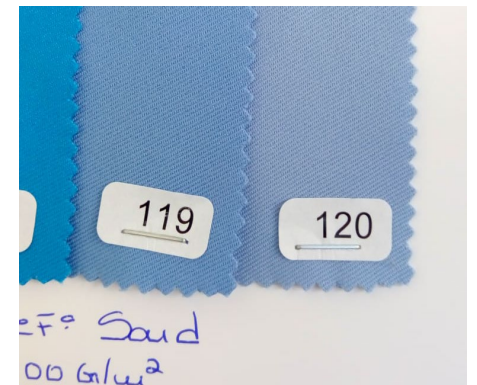
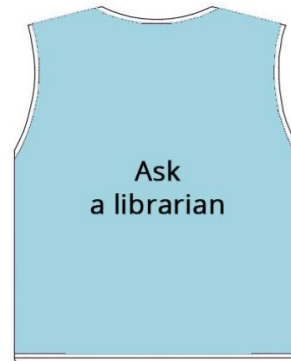
Job Profile

- Identify the skills and knowledge needed to deliver the best services to users
- Guide “compétences et attitude accueil”

Staff
Visibility

Staff ID

- Brief « Being visible from a distance and from behind »
- Brainstorming « 10 viable ideas »
- Prototyping



Knowledge Base

“Guide d’accueil”

- Card sorting workshop
 - All internal documents, procedures
 - FAQ by users at the service desk
- 4 groups
- Merge of the results into an internal knowledge base



Outcome

HIGHLIGHTS

- Excellent results of the WG
- Strong relationships in the team
- Ownership of the service policies
- Proactive, attention to details
- User-oriented attitude

LOWLIGHTS

- Low awareness of UX methods
- Two-speed team



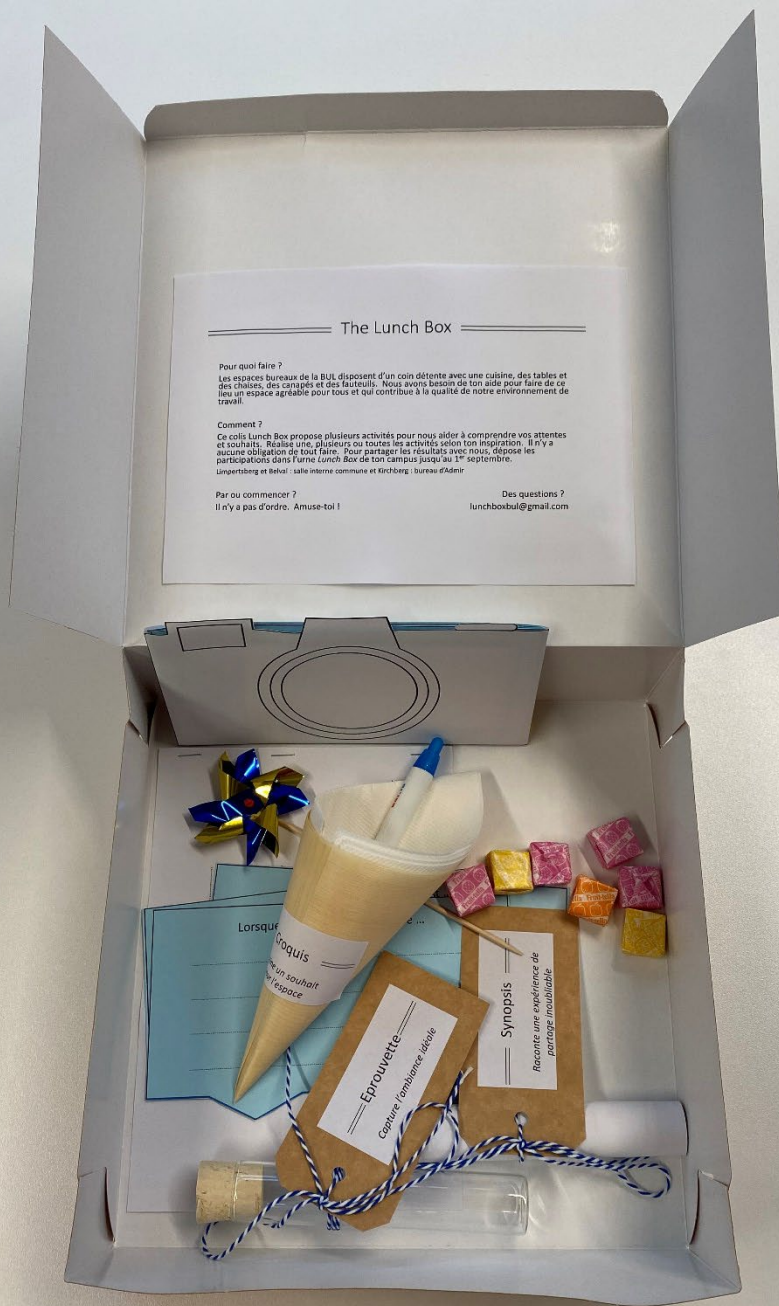
12 months before ...

- Raise awareness of the staff and integrate a user-oriented approach in our organisation and professional culture
- Experience the UX design process as a user

The Lunch Box

- Imagining together the atmosphere of the "relaxation area" for staff in the new building



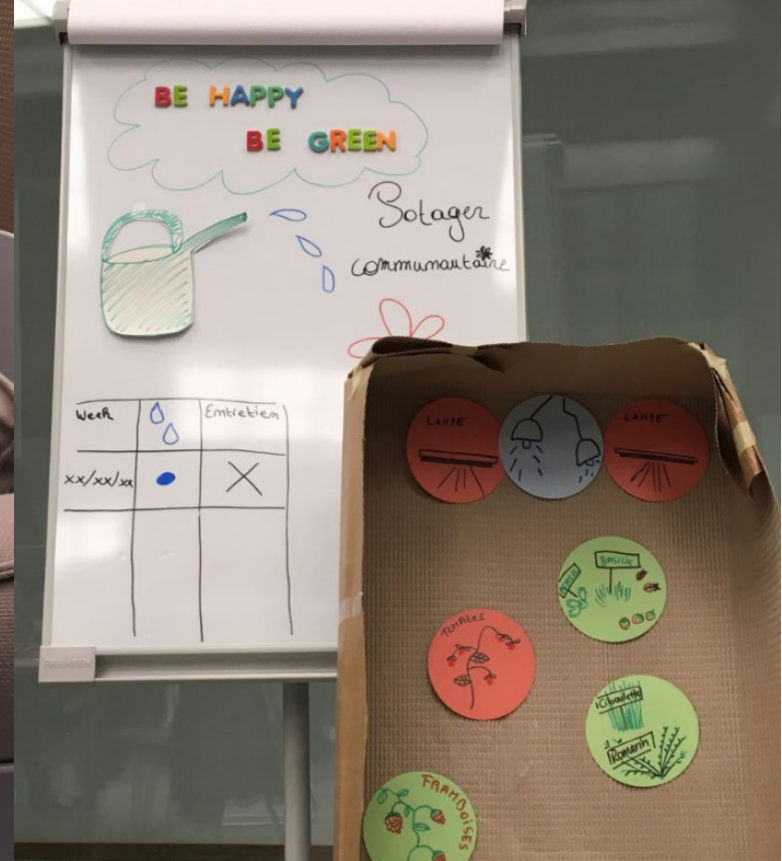


1 day workshop

Creation of concepts for the Relaxation Area to make it a pleasant space for everyone and contribute to the quality of our working environment.

- Cultural probe to gather user needs and insights
- Workshop to define, develop and test solutions

Projects



Lessons learned

- Sustains the ability to work together as a team
- Foster creativity and enthusiasm of the staff
- Helped to engage the staff with their future work environment
- Low awareness of UX methods
- Working methods may be perceived as disorientating because it allows a lot of freedom and creativity
- Participatory working methods remains limited to « Projects », not imported into our daily work routine



Thank you