



# YALE DIGITAL CONFERENCE 2019

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Yale Library Assessment  
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UX Researcher,  
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# INSIDE YALE'S FIRST UX RESEARCH LAB

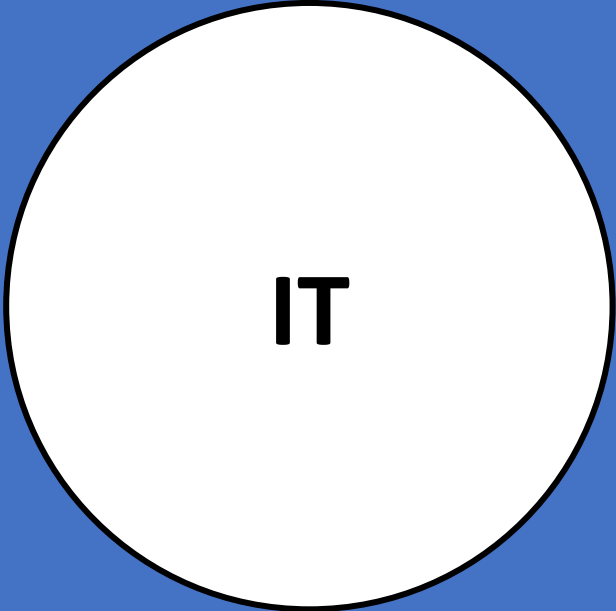
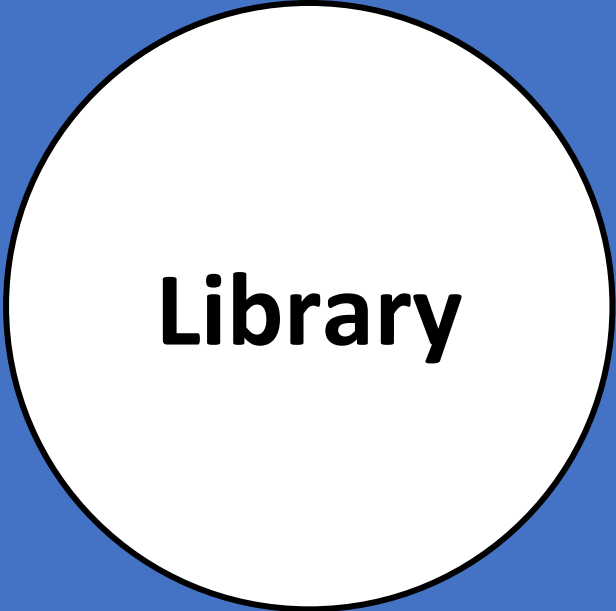
Taber Lightfoot, Jenn Nolte, Sylvia Pérez

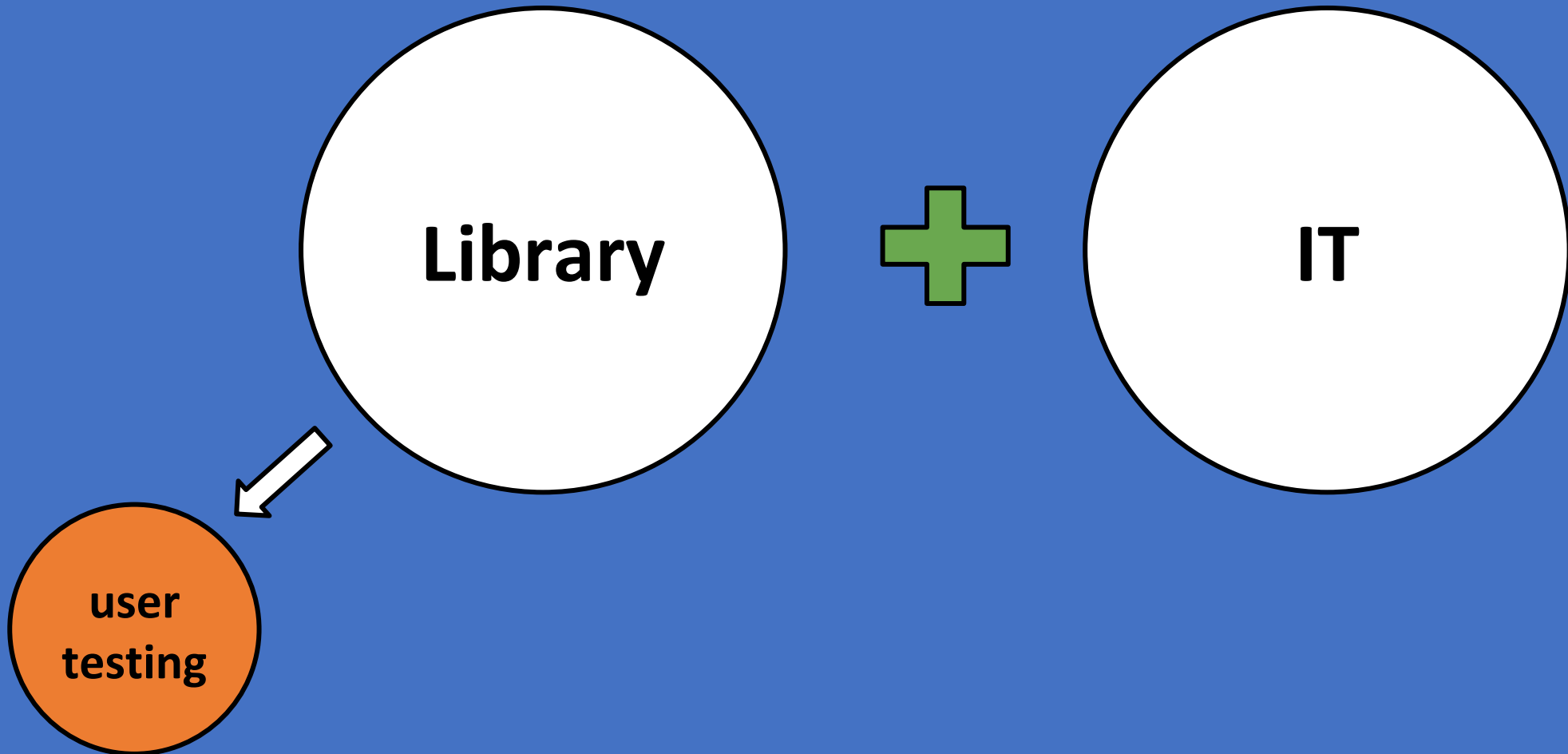
# What we'll cover

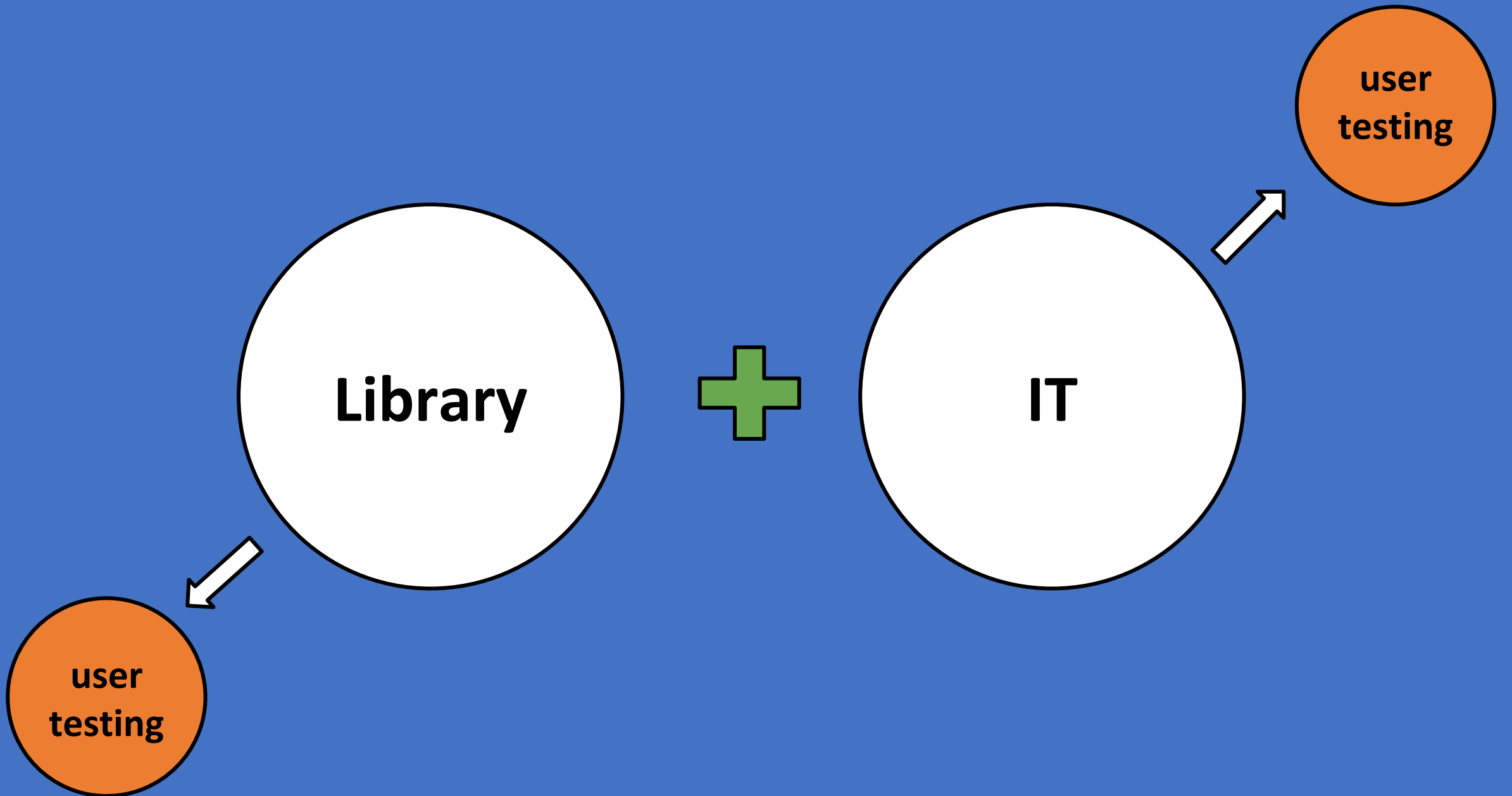
- Partnership
- Pre-lab challenges
- Journey to opening Lab
- What do we do there?
- Why does this matter?
- How can you get involved?

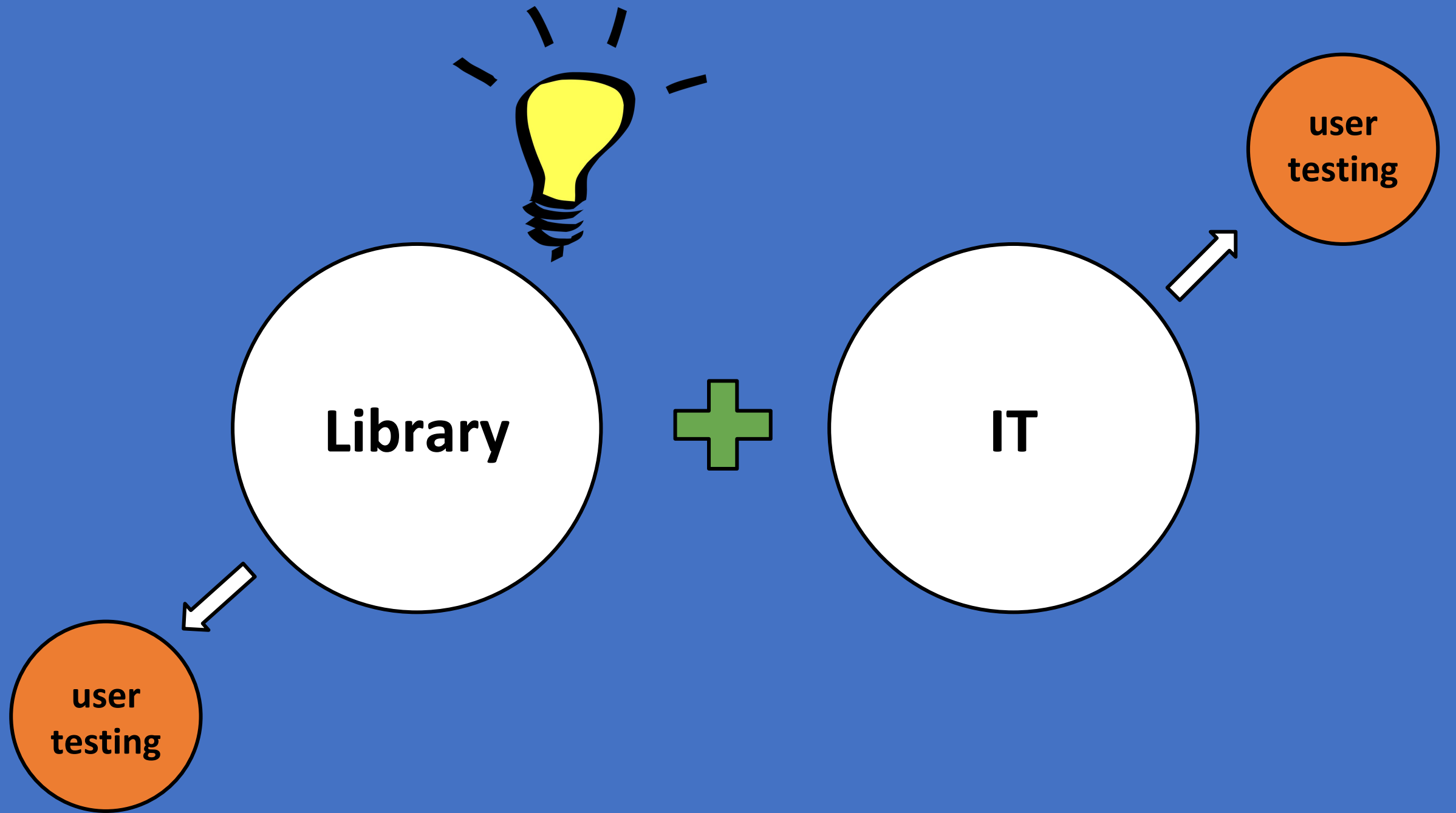


**Partnership**











# The Pilot

- Create a proposal
- Get approval
- Test it out for a year!

# Goals

- Provide a space to conduct testing and more!
- Strengthen the collaboration around the Yale community
- Advocate for user research and user-centered design practices

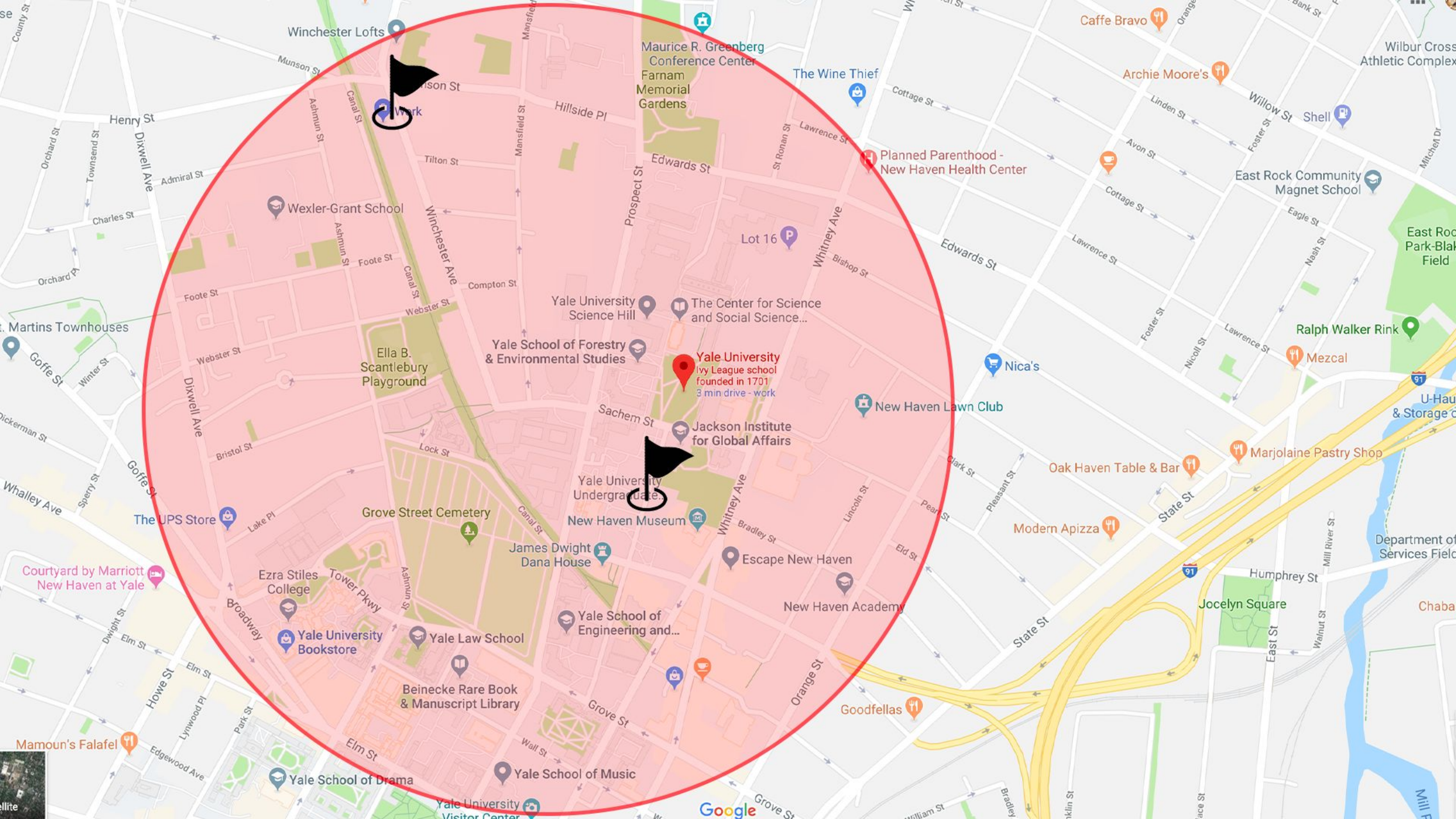
# **Pre-lab Challenges**

# Library Pre-Lab Challenges

- Too much schlepping
- Lack of available spaces
- Lack of dedicated equipment

# ITS Pre-Lab Challenges

- Location
- Quality of spaces
- Scheduling



**Yale University**  
Ivy League school founded in 1701  
3 min drive - work

**Ella B. Scantlebury Playground**

**Yale School of Forestry & Environmental Studies**

**Jackson Institute for Global Affairs**

**Yale University Undergraduate Center**

**New Haven Museum**

**James Dwight Dana House**

**Yale School of Engineering and Applied Science**

**Yale Law School**

**Beinecke Rare Book & Manuscript Library**

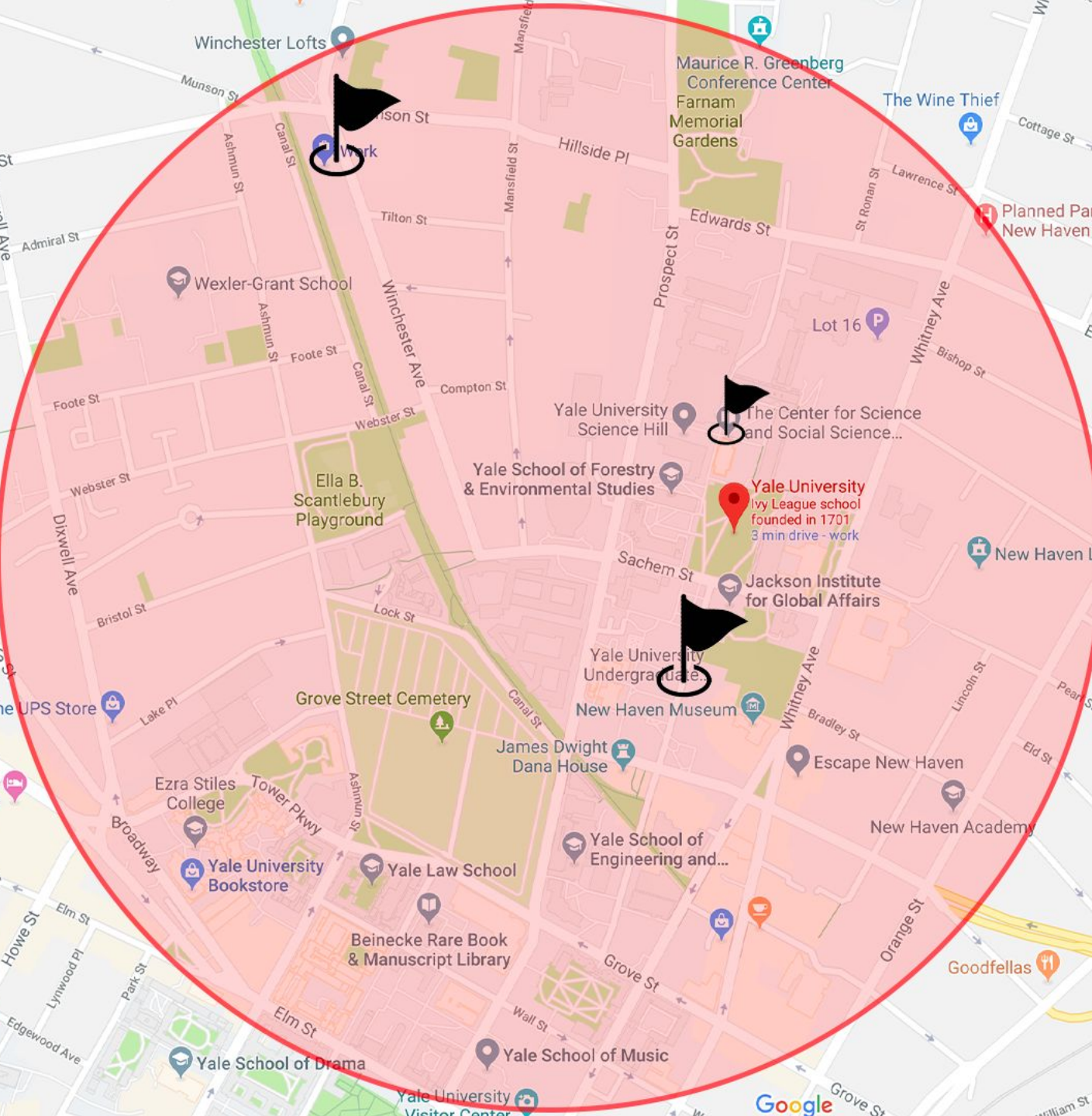
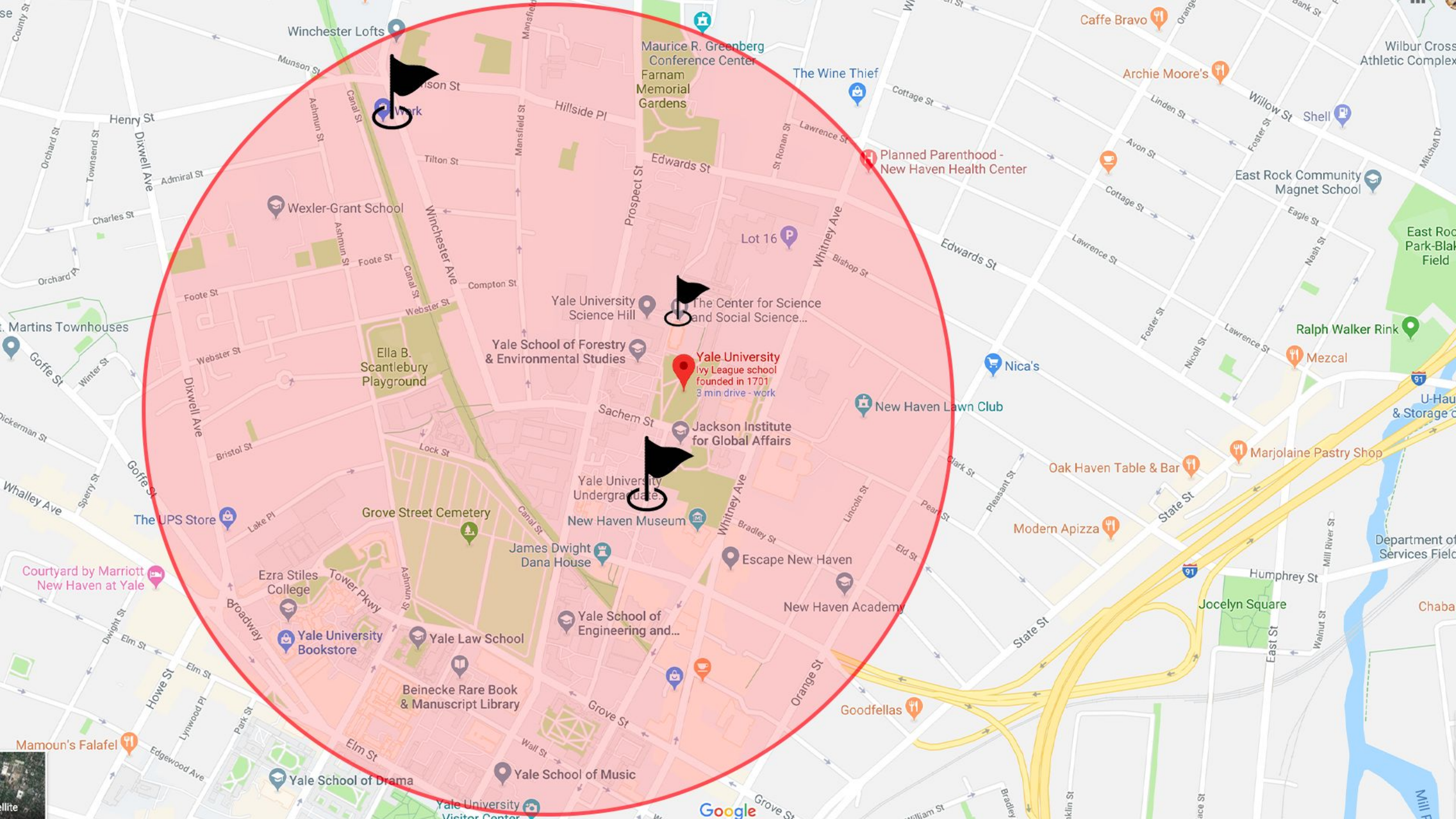
**Yale University Bookstore**

**Yale School of Drama**

**Yale School of Music**

Google





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**Ella B. Scantlebury Playground**

**Yale School of Forestry & Environmental Studies**

**Jackson Institute for Global Affairs**

**Yale University Undergraduate**

**Grove Street Cemetery**

**James Dwight Dana House**

**Yale School of Engineering and...**

**Yale Law School**

**Beinecke Rare Book & Manuscript Library**

**Yale School of Music**

**Yale University Bookstore**

**Ezra Stiles College**

**The UPS Store**

**Yale University Science Hill**

**The Center for Science and Social Science...**

**Wexler-Grant School**

**Maurice R. Greenberg Conference Center**  
**Farnam Memorial Gardens**

**New Haven Lawn Club**

**Modern Apizza**

**Oak Haven Table & Bar**

**Marjolaine Pastry Shop**

**Mezcal**

**East Rock Community Magnet School**

**Ralph Walker Rink**

**Planned Parenthood - New Haven Health Center**

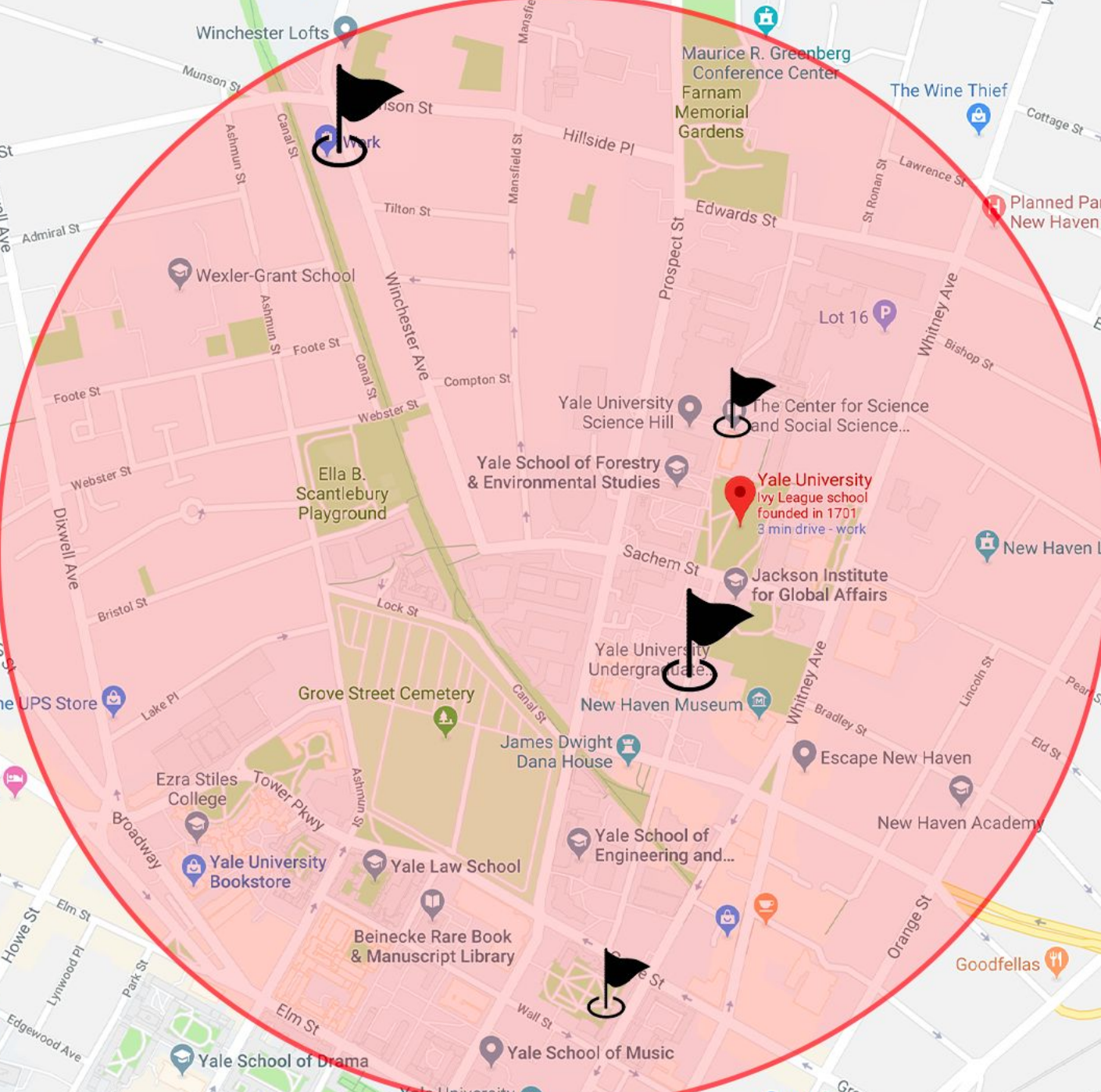
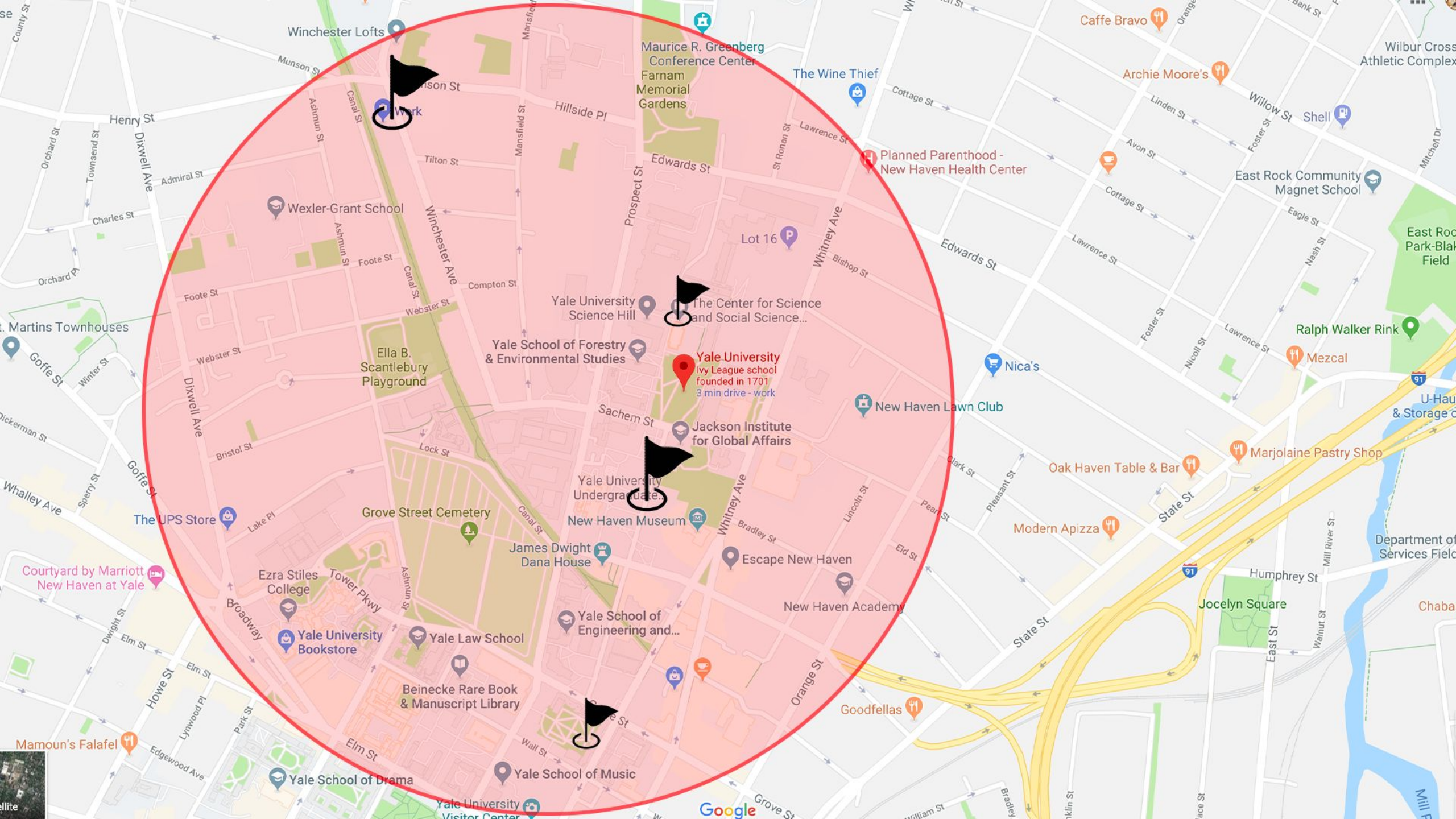
**Archie Moore's**

**Caffe Bravo**

**Courtyard by Marriott New Haven at Yale**

**Mamoun's Falafel**





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The Center for Science and Social Science...

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Escape New Haven

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Nica's

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Oak Haven Table & Bar

Marjolaine Pastry Shop

Modern Apizza

Goodfellas

Jocelyn Square

East Rock Community Magnet School

Planned Parenthood - New Haven Health Center

Maurice R. Greenberg Conference Center  
Farnam Memorial Gardens

The Wine Thief

Caffe Bravo

Archie Moore's

Wilbur Cross Athletic Complex

East Rock Park-Blak Field

Department of Services Field

Chaba

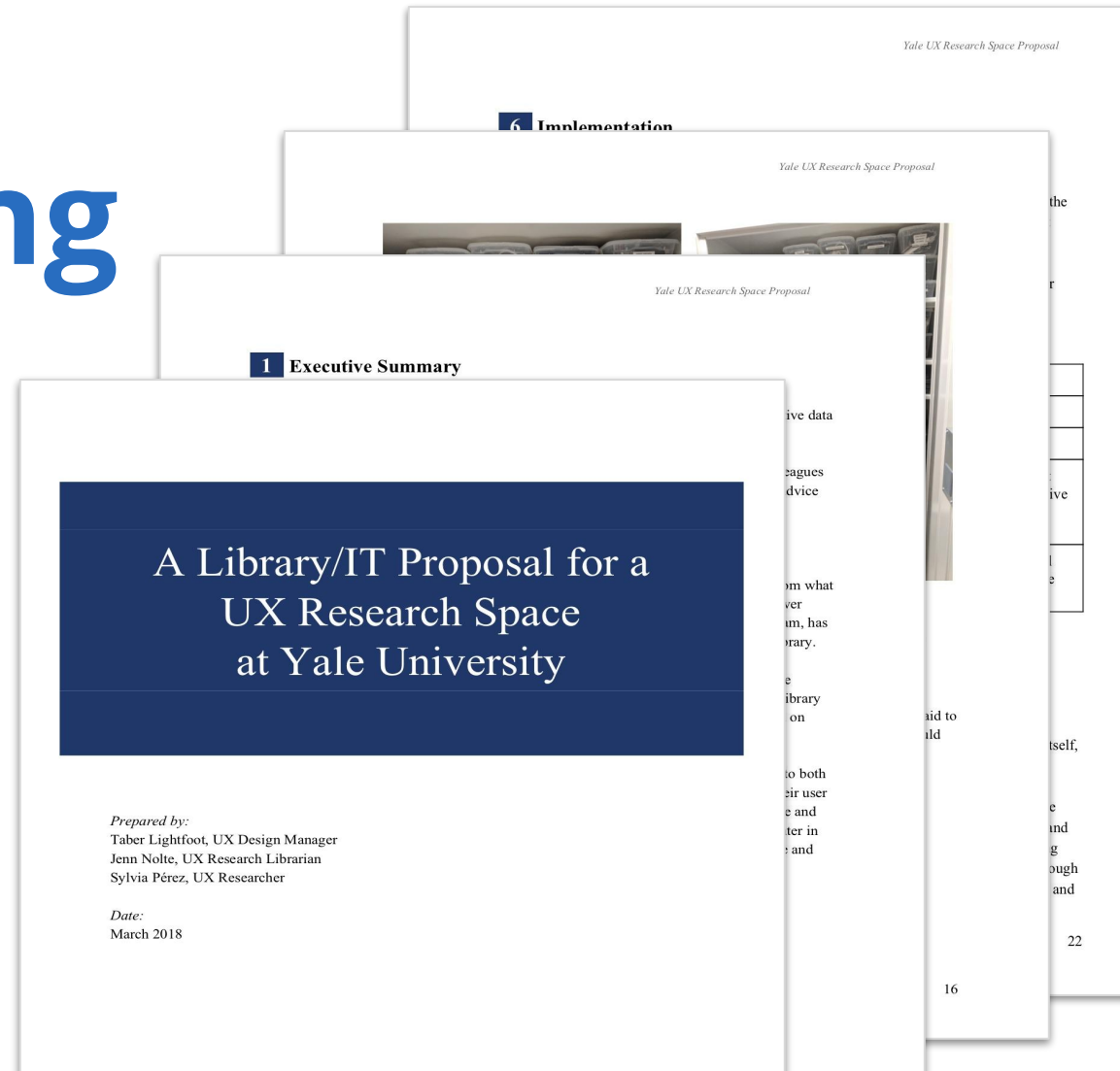




# **Journey to opening lab**

# Journey to Opening

- Peer Reviews
- Proposal
- Supplies



# Peer Reviews

- MIT
- Duke
- Harvard

- Accessibility and usability consultants
- Lab started out as assistive technology lab
- Location was not central to campus
- Mobile lab worked best



**Accessibility and Usability**  
Chris Laroche  
*Usability Consultant*

- Based out of the university library
- Focus on virtual and physical spaces
- Started with small budget
- Now go where the users are

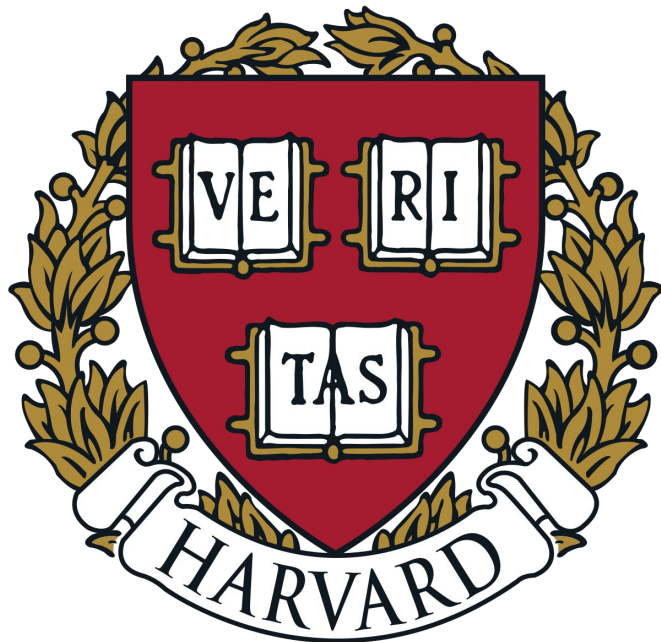
**Duke**  
UNIVERSITY

**Assessment & User Experience  
at Duke University Libraries**

Emily Daly

*Head of Assessment & User  
Experience*

- User research space to coordinate usability testing efforts
- Dedicated assistive technology
- Two recruitment pools
- Open to Harvard community



## **User Research Center**

Amy Deschenes, *Senior UX Consultant*

Danielle Lavoie, *Lab Manager*



**What do we do here?**

# Library

Right now...

- Usability testing

In the future...

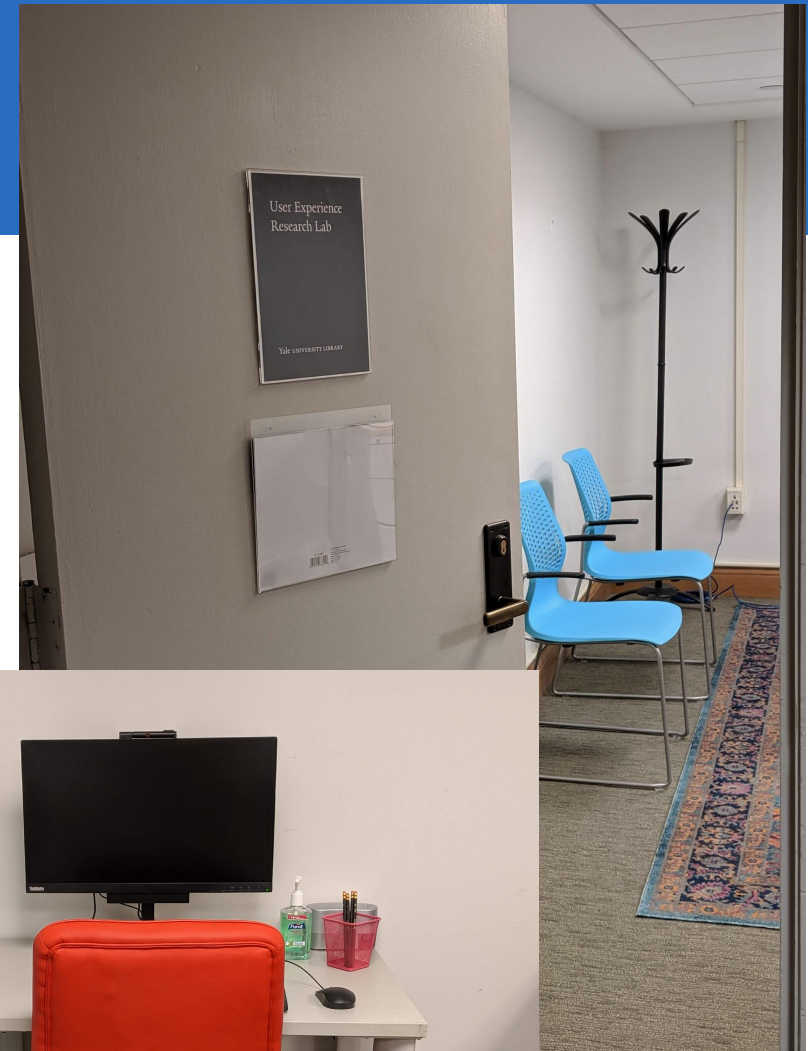
- User interviews
- Focus groups
- Design charrettes
- Card sort exercises





# ITS

- Usability Testing
- User Interviews





**Why is it important?**

# Organizational Capacity

Spending less time schlepping

+

Making recruitment faster and more efficient

=

More time to do more testing!



# UX Maturity

Peer reviews showed a pattern of:

no lab >>

physical lab >>

virtual lab



The background of the image features a solid yellow color. Overlaid on this background are several silhouettes of human hands and forearms, all raised upwards. The silhouettes are a darker shade of yellow than the background, creating a subtle, layered effect. They are arranged in a slightly staggered, horizontal line across the upper and middle portions of the frame, suggesting a group of people participating in a meeting or voting.

**How can you get involved?**

# IT Monthly User Testing

- Once a month
- No cost
- 3-5 projects a month
- Usability testing, design impression testing
- Website, application, designs
- Email [uxresearch@yale.edu](mailto:uxresearch@yale.edu)

# Library User Testing

- For any and all library services
- No cost for library staff
- Offered by Assessment & UX Research group
- Usability testing by request
- Email [uxresearch@yale.edu](mailto:uxresearch@yale.edu)

**Interested in participating  
in user research studies at Yale?**

**[usability.yale.edu/uxresearchlab/participate](https://usability.yale.edu/uxresearchlab/participate)**

**[uxresearchlab@yale.edu](mailto:uxresearchlab@yale.edu)**



# Yale UX Community of Practice

# UX

Join us! Sign up to attend a meeting

<http://schedule.yale.edu/calendar/UXRL/yaleuxcop>

[ux.cop@yale.edu](mailto:ux.cop@yale.edu)

#ux\_cop on [yale.slack.com](https://yale.slack.com)