ACCESS SERVICES & UX

Complementary Roles

#accesslibux
A Little Something

ABOUT US

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@nadaleen
We’ve gone global!
11 study abroad locations
Three degree campuses
5.9 million volumes
Give us 5 minutes, we'll give you a healthy snack.
User Flows: Book a Study Room

Kaley
Information Seeking Behavior:
Navigational (reach particular location)

Google's NYU Library
Group study rooms

logs in and sees policies-3 hours max, only 1 daily reservation

sorts by room capacity & location

books group study room for one date for 6 people

emails group members w/ details

creates event in calendar 2 repeat booking daily

Eric
Information Seeking Behavior:
Re-Find

Goes to grad services page to look for study space

logs in & sorts by room capacity & type (grad, quiet)

sorts by room capacity & location

books individual study room for one date for 1 person

doesn't use NYU email so confirmation email never seen & he can't find when he reserved room

Information Architecture:
Audience & Task Based

Functional Specs (II)

option to make multiple reservations daily

option to book recurring weekly room

floor maps w/ rooms & proximity to bathrooms, snack lounge, print station

share / sync event across calendars

Read about our Personas: “Invoking the User From Data to Design” 9/14 crl.acrl.org
We made some **CHANGES**

- Information on library website surrounding system
- Language
- Color palette changes on calendar
- Signage upgrade
- Floor maps
Rooms Increase

30%

2013-2014
Library Home > Services

- Borrow & Request
- Interlibrary Loan
- Course Reserves
- Delivery Services
- Suggest a Purchase
- Computing
- Print, Copy, Scan
- Disability Services
- Study Spaces
- Faculty Services
- Graduate Services
- Alumni & Friends
- Global Services
- Services A-Z
Library home > Services > Borrow & Request

- Borrow
- Request
- Technology Borrowing
- Video & Music Borrowing
- Course Reserves
Heat Map Results

Borrow & Request

Borrow
- Access your Library Account to renew, request an Interlibrary Loan (ILL) and view checked out items
- Add a borrower to your library account
- Circulation Policies for students and for faculty and administrators
- Floor maps of Bobst Library
- Library Privileges Guide
- Petition / Appeal a fine
- Visitors’ policies

Request
- E-ZBorrow: expedited service for books
- Interlibrary Loan (ILL)
- Lending services to outside libraries
- Request a search for items you can’t find on the shelf
- Students and faculty at NYU’s global academic centers
- Suggest a purchase

Technology Lending
- Adaptive computing equipment for persons with disabilities
One last case study
As an NYU user,

I want to immediately recognize where I can log in...
Select your affiliation

NYU

The New School
Cooper Union
NYSID
Other Borrowers
Visitors

I'm lost. Ask a Librarian.

Skip login, continue to Bobcat »
Study Spaces

There are many study space options in Bobst Library, including the collaborative Research Commons, Lower Levels (LL) 1 & 2 (open 24 hours) and the North Reading Rooms, on floors 2, 4, 6, 8, 10. Spaces below include reservable group and individual study rooms for all students. See our Study Space Policies for more information.

View My Current Reservations

Reservable Study Rooms (Group and Individual)

Locations: The Brine Library Commons (Lower Levels (LL) 1 and 2), and 9th floor
Access: Available to NYU Undergraduate and Graduate students

Dissertation Writers Room

Location: 4th, 5th, and 6th floors
Amenities: Personal mobile storage cabinet or a locker, single seating (10 partitioned desks, available on a first come basis)
Access: Available to Doctoral students who have passed their comprehensive exams; Apply for Access
Thank You!

QUESTIONS?