User Experience (UX) in Maynooth University Library

What do users need? What do users want?

Using Ethnographic Techniques to measure UX

Graffiti Wall
We asked students to write on our graffiti wall by advertising it through social media.

Engagement
We received over 60 comments and suggestions to enhance service within 48 hours.

Feedback
The Library replied to a number of comments and suggestions on social media.

Journey Mapping
We mapped what direction students went as they came through the Library Foyer.

Touchstone Tours
We conducted tours of the building with students to uncover meaning and value of our space(s).

Moving Forward
Assess if we are providing enough for our students
Collaborate with academic departments such as Geography to include our Library UX research in student projects
Explore mapping software
Develop an ethics document to facilitate qualitative data collection

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