



How User Experience Shapes Your Everyday Life

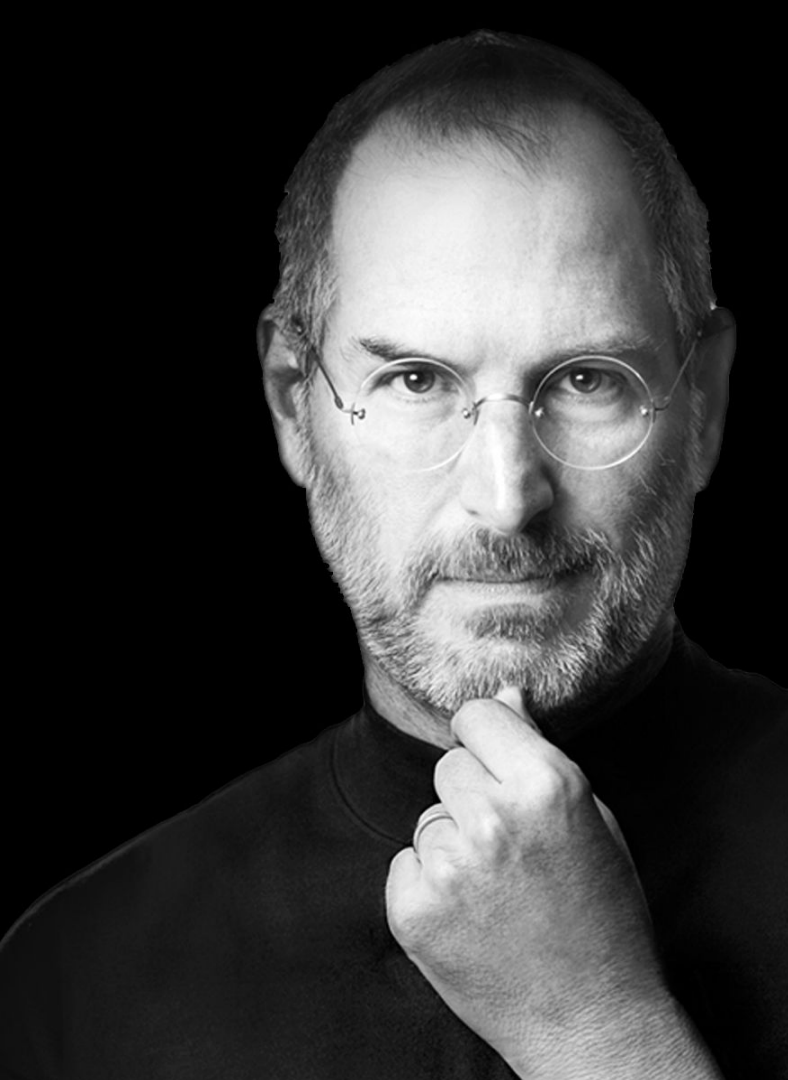
Yael Beller

Product owner, Ex Libris



What is design?





**Design is not just
what it looks like and
.feels like**

Design is how it

Steve Jobs

works

American Entrepreneur and Inventor

I'm Yael Beller

Product owner for Leganto



- UX expert
- M.Sc. Industrial psychology
Human factors & cognitive psychology

UX expert



Industrial Psychology



Human Factors



Cognitive Psychology



Everything is designed



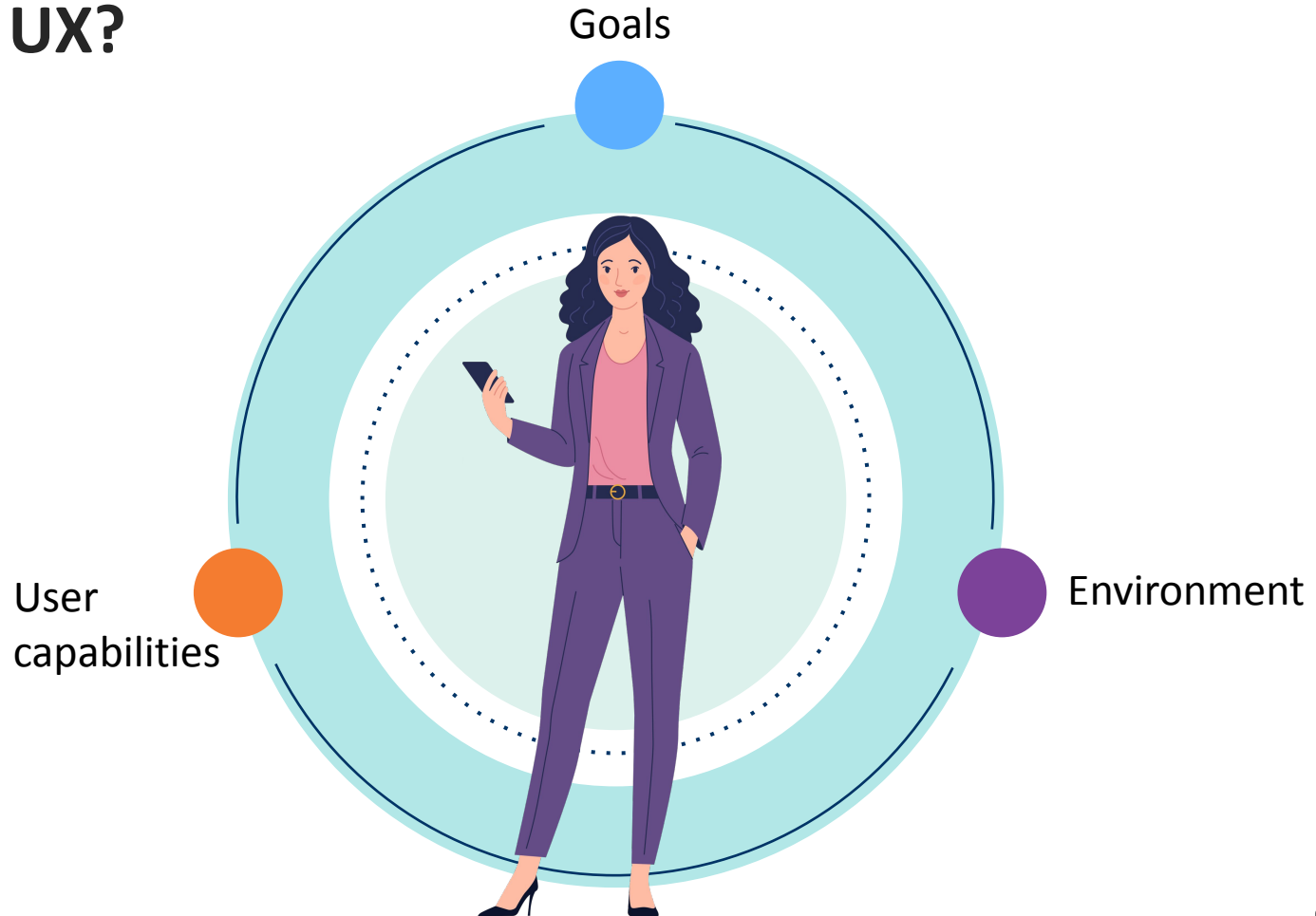
An aerial photograph of a busy city intersection. The road is filled with a variety of vehicles, including cars, buses, and trucks, moving in different directions. The traffic is dense, and the road markings are clearly visible. The surrounding area includes greenery and urban infrastructure.

Everything is designed

A close-up, side-profile photograph of a man with dark hair and a beard drinking from a large, light blue and white patterned mug. The mug has a repeating pattern of small, dark blue dashes. The man is holding the mug with his right hand. The background is a plain, light-colored wall.

What is UX?

What is UX?



Imagine **scissors**...



Left-Handed

Right-Handed

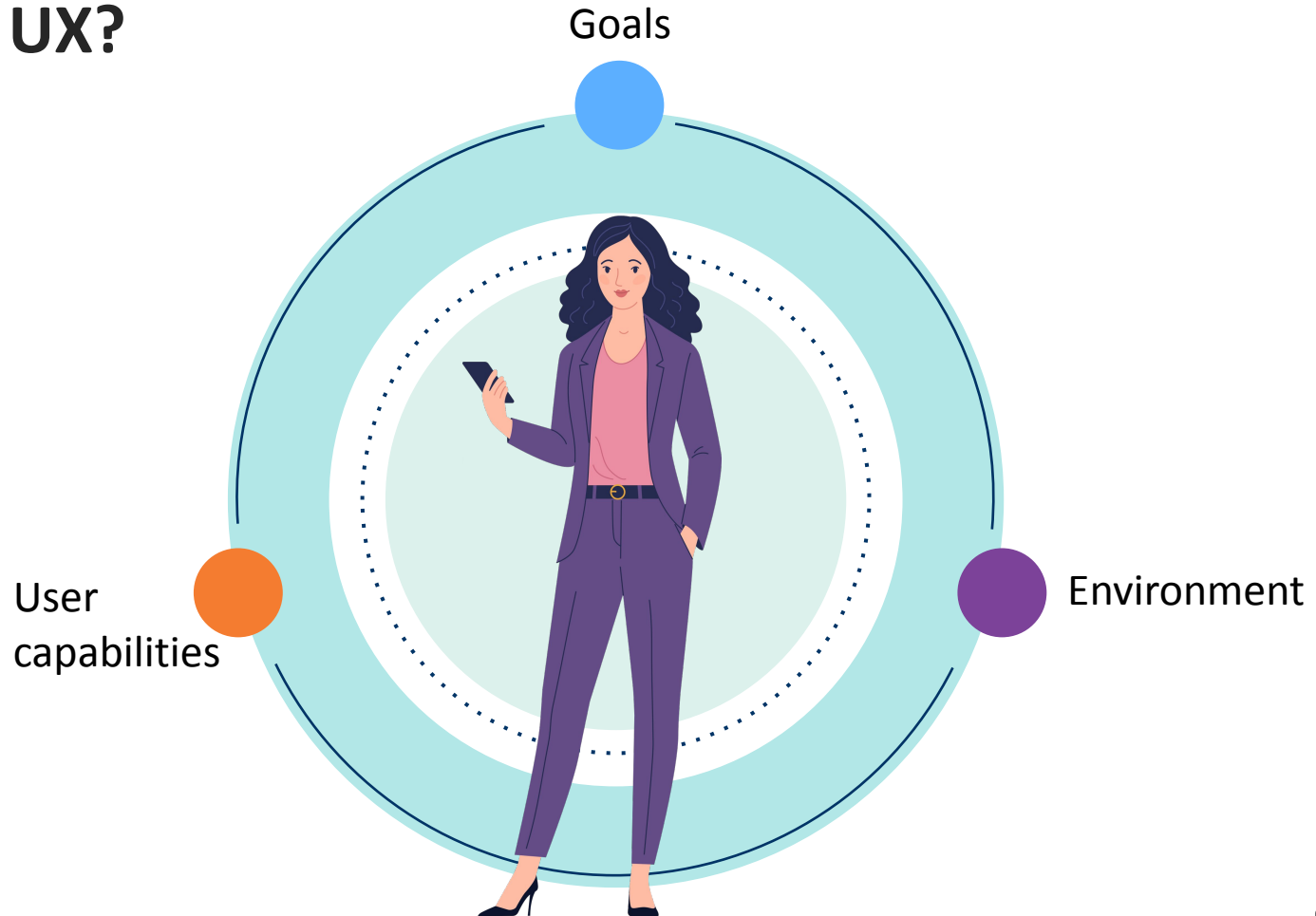






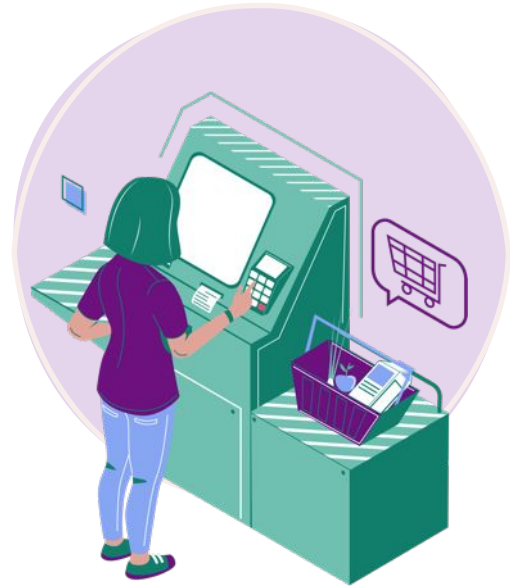
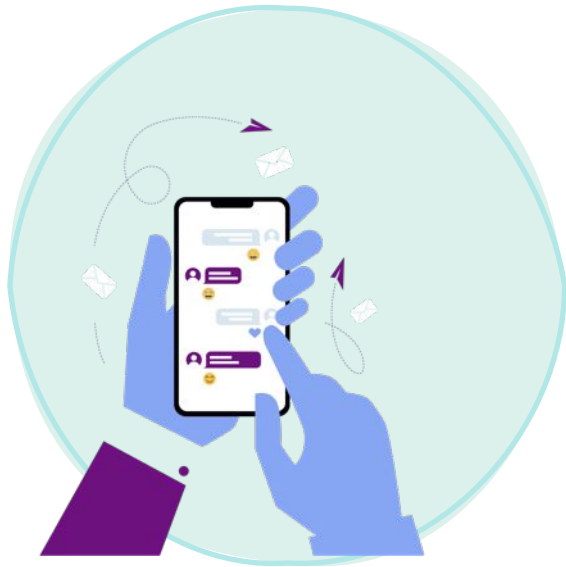


What is UX?





The Digital World



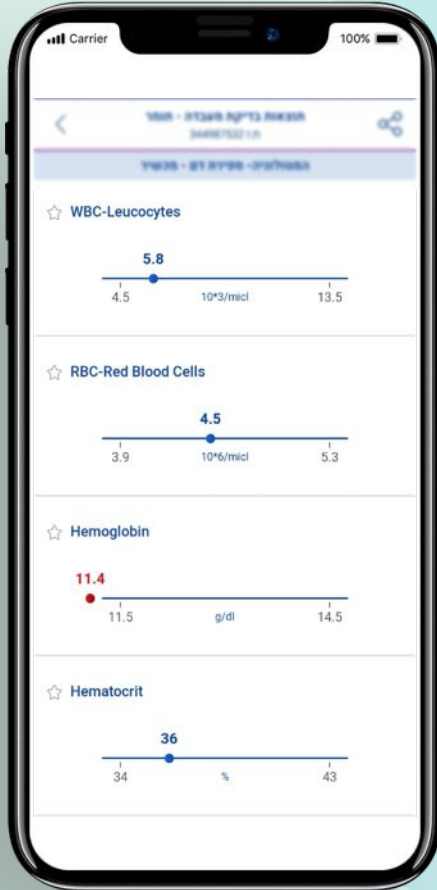


CMP14+3AC

Chemistries

			64 L	mg/dL
			3.6	mg/dL
			16	mg/dL
			0.6	mg/dL
			27	
			141	mmol/L
			4.0	mmol/L
			102	mmol/L
			27	mmol/L
			9.5	mg/dL
			7.2	g/dL
			4.7	g/dL
			2.5	g/dL
			1.9	
			0.6	mg/dL
			104	IU/L
			25	IU/L
			35	IU/L
			**Please note referen	
			14	IU/L
			62	ug/dL
			CBC With Differential/Platelet	
			6.3	x10E3/uL
			5.31	x10E6/uL
			16.6	g/dL
			47.2	%
			89	fL
			31.3	pg
			35.2	g/dL
			11.9	%
			251	x10E3/uL
			57	%
			27	%
			12	%
			3	%
			1	%
			3.6	x10E3/uL
			1.7	x10E3/uL

Patient view



Smartphone screenshot showing the 'WBC count' information page from UCSF Health. The page includes a definition, alternative names, and how the test is performed.

WBC count

Definition

A WBC count is a blood test to measure the number of white blood cells (WBCs) in the blood.

WBCs are also called leukocytes. They help fight infections. There are five major types of white blood cells:

- Basophils
- Eosinophils
- Lymphocytes (T cells, B cells, and Natural Killer cells)
- Monocytes
- Neutrophils

Alternative Names

Leukocyte count; White blood cell count; White blood cell differential; WBC differential; Infection - WBC count; Cancer - WBC count

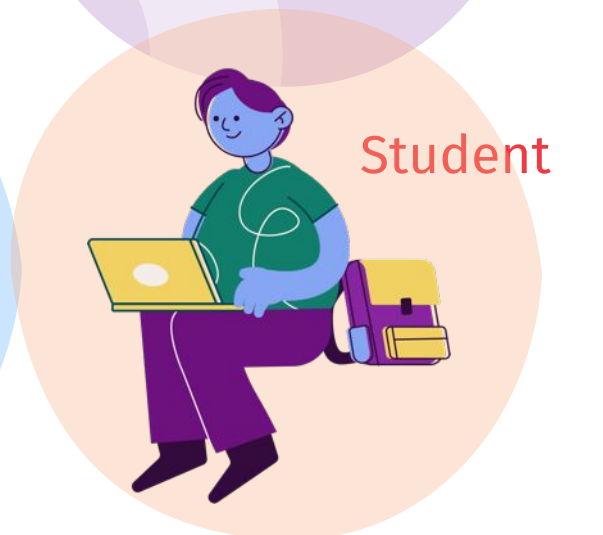
How the Test is Performed

Doctor view

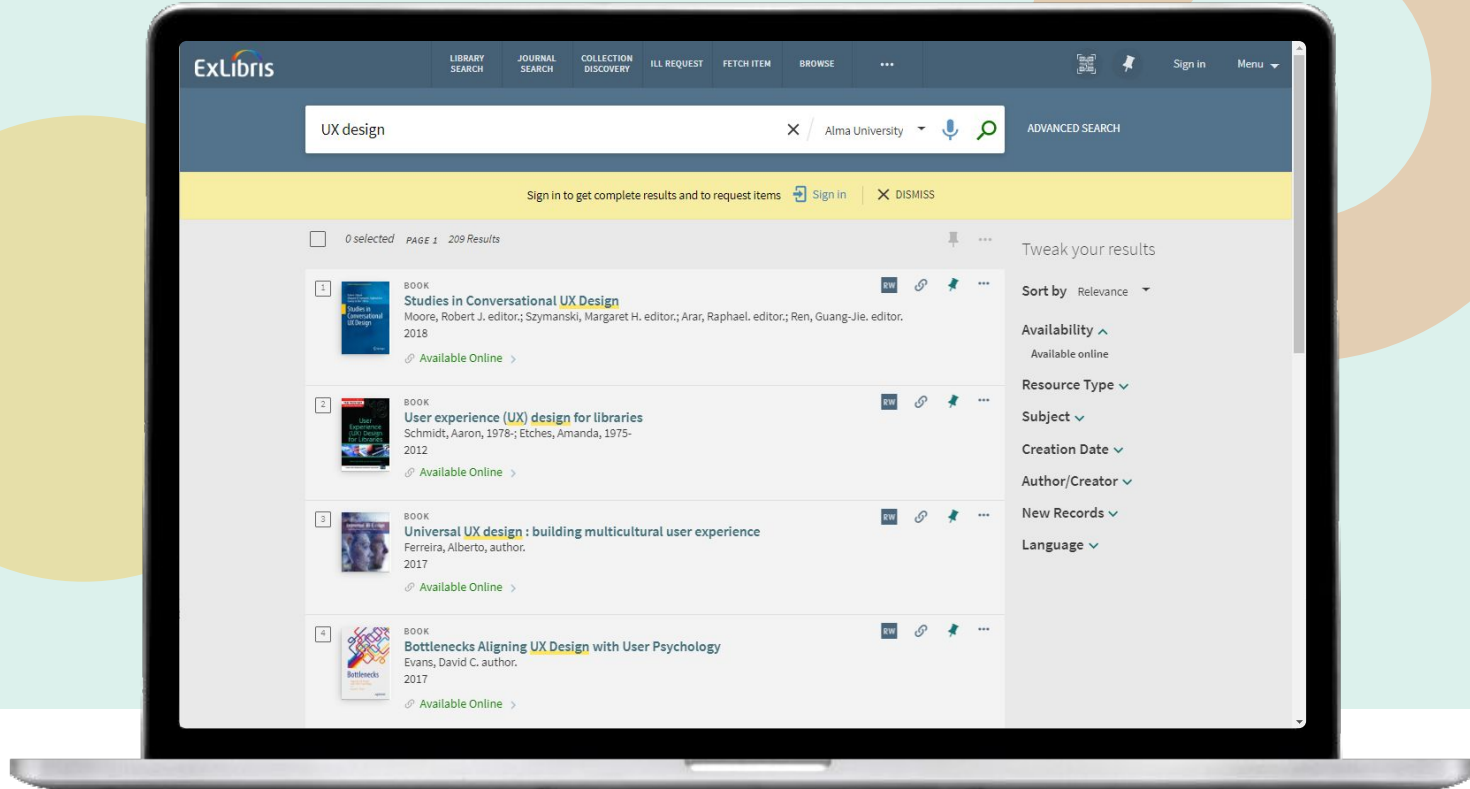


Complex systems - multiple user types





Primo



ExLibris

LIBRARY SEARCH

JOURNAL SEARCH

COLLECTION DISCOVERY

ILL REQUEST

FETCH ITEM

BROWSE

...

Sign in

Menu

UX design

X

Alma University

🔍

🔍

ADVANCED SEARCH

Sign in to get complete results and to request items

🔗

Sign in

X

DISMISS

0 selected PAGE 1 209 Results

Tweak your results

Sort by Relevance

Availability

Available online

Resource Type





Subject

Creation Date

Author/Creator

New Records

Language

- 1**  **BOOK**
Studies in Conversational UX Design
Moore, Robert J. editor.; Szymanski, Margaret H. editor.; Arar, Raphael. editor.; Ren, Guang-Jie. editor.
2018
[Available Online](#)
- 2**  **BOOK**
User experience (UX) design for libraries
Schmidt, Aaron, 1978-; Etches, Amanda, 1975-
2012
[Available Online](#)
- 3**  **BOOK**
Universal UX design : building multicultural user experience
Ferreira, Alberto, author.
2017
[Available Online](#)
- 4**  **BOOK**
Bottlenecks Aligning UX Design with User Psychology
Evans, David C. author.
2017
[Available Online](#)

Student



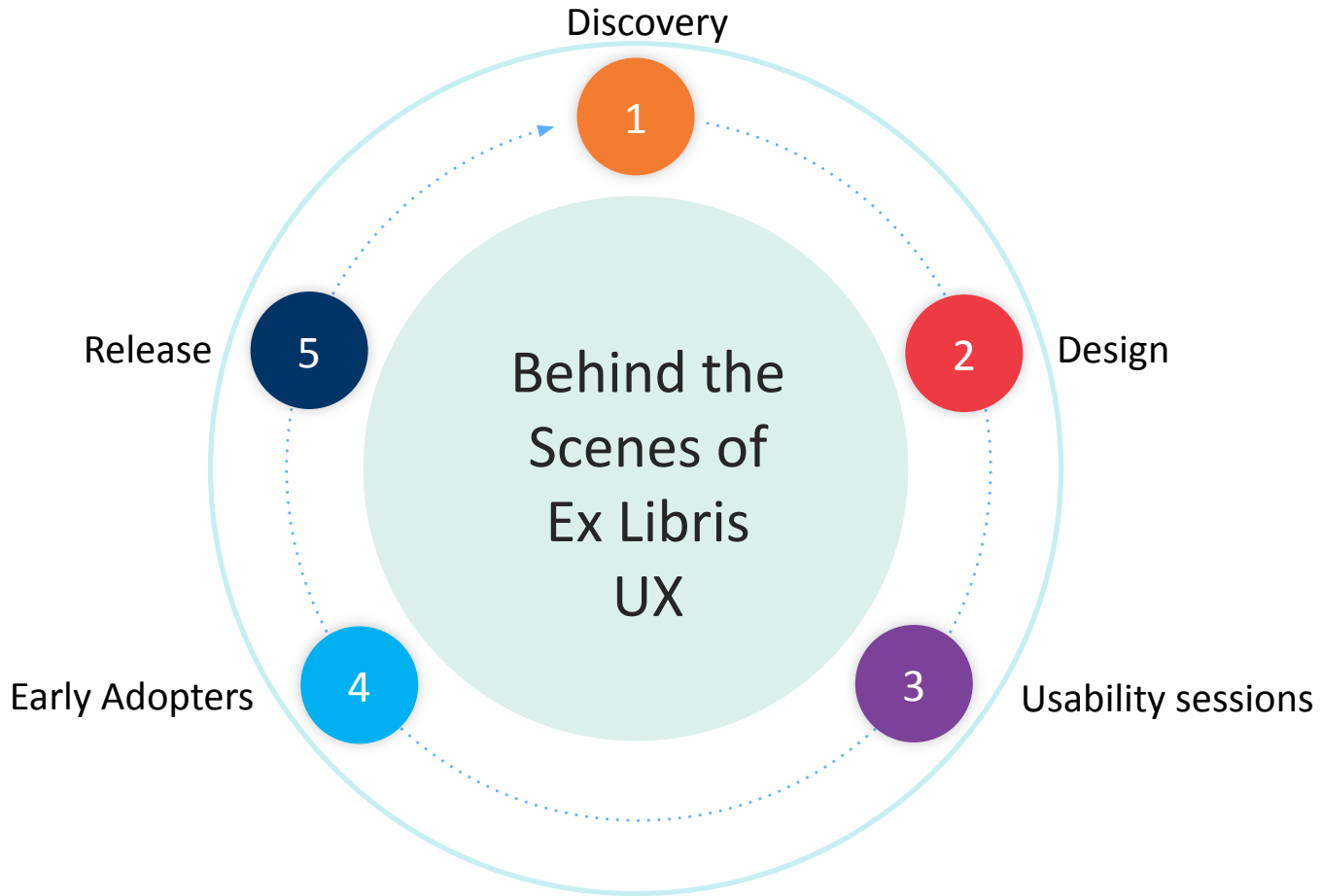
Researcher





Behind the Scenes





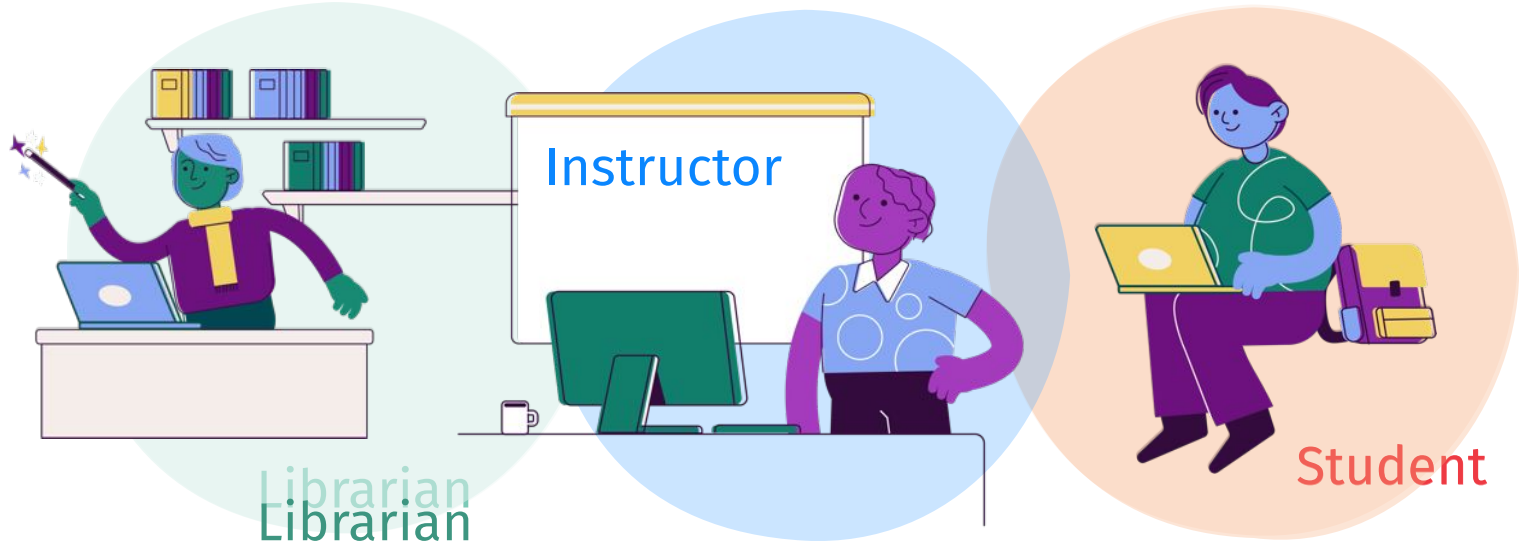
Discovery - Interviews

Design

Usability sessions

Early Adopters

Release



Discovery

Personas - Instructors

Leganto

Design

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PIIONEER

Pam

"I love to see new technology that helps students to do better. I would love to see more of that."



AGILE

Amy

"I might decide the afternoon before to include something interesting and relevant. I'll ditch what I was going to do and go for the brand new one that just came out and is very current."



SKEPTICAL

Susan

"I don't trust it will always be available to me, so let me make sure I have the document, even if it's in a virtual format"



OCCASIONAL

Oliver

"I update the reading list this time of year and then I forget about it for a year. When I come back, I find that I've forgotten quite a bit and need to do some relearning."



IMPLEMENTOR

Ian

"... this part of our work is really the bottleneck of our process, so we really don't have a lot of time to do more than 'as fast as possible'."

Personas - Instructors

Leganto



Occasional Oliver

"I update the reading list this time of year and then I forget about it for a year. When I come back, I find that I've forgotten quite a bit and need to do some relearning."

Occupation Assistant Professor

Course Science Education

Students Undergraduate

LMS/VLE Canvas

Institution Public research university

Location United Kingdom

Goals

- Prepare course materials before the term begins
- Make progress on his research

Frustrations

- Not very tech savvy
- Has to re-familiarize himself with the tool each time he uses it because he revisits the reading list once a year

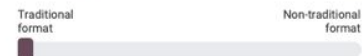
Key Tasks

- A few weeks before the term begins:
 - Make a copy of last year's reading list
 - Fix broken links and update resources, if needed
- During the term:
 - Periodically add resources to the reading list
- Save interesting articles in My Collection throughout the academic year

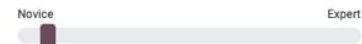
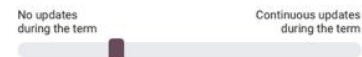
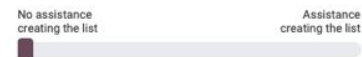
Background

Oliver revisits the course reading list once a year, in the fall. Each year, he needs to re-familiarize himself with Leganto.

Materials



Leganto Usage



FEATURES USED

Search	Create/Add	My Collection
Sections	Tags	Public Notes
Visibility	Permalinks	Cite It

User Journey - Instructors

Design

Usability sessions

Early Adopters

Release

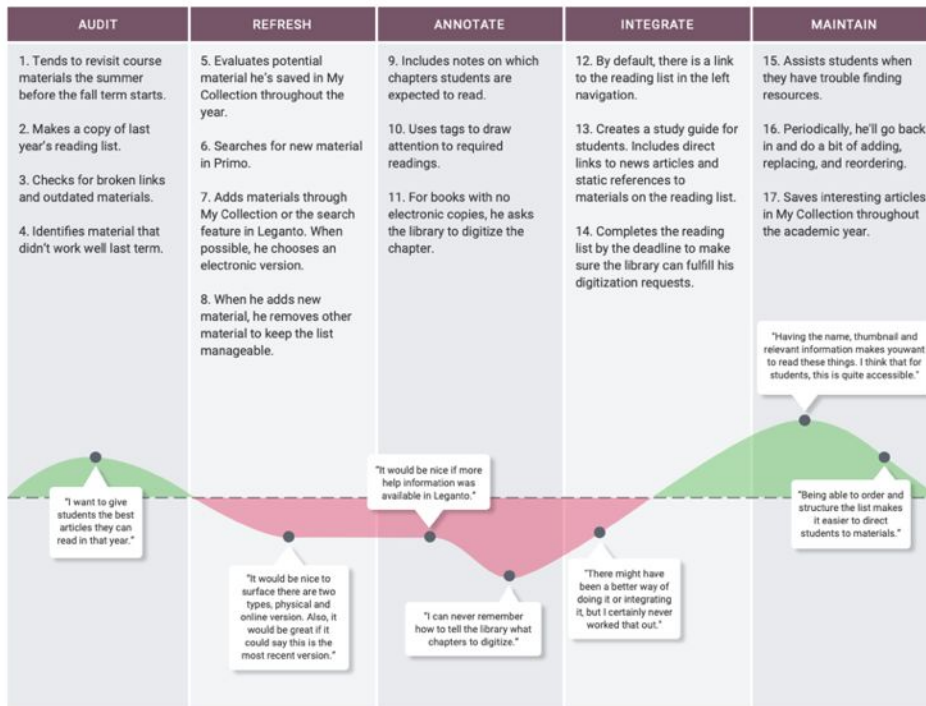


Occasional Oliver

GOAL: Refresh course materials

SCENARIO: Oliver revisits the course reading list once a year, in the fall. Each year, he needs to re-familiarize himself with Leganto.

"I update the reading list this time of year and then I forget about it for a year. When I come back, I find that I've forgotten quite a bit and need to do some relearning."



Discovery

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Focus group - bring the users in

Alma

Welcome to UX Customer Group

SL State Library of Queensland

WISCONSIN UNIVERSITY OF WISCONSIN-MADISON

THE GETTY RESEARCH INSTITUTE

Northwestern University

THE UNIVERSITY OF TENNESSEE KNOXVILLE

UNIVERSITY OF MANNHEIM

KU LEUVEN

MONASH University

UNIVERSITAS OSTROENSIS MDCCLXI

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HARVARD
UNIVERSITY



Northwestern
University



UNIVERSITY
OF MINNESOTA



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE



UNIVERSITY OF
WISCONSIN SYSTEM



THE GETTY
RESEARCH
INSTITUTE



UiO University of Oslo



UNIVERSITÄT
MANNHEIM



KU LEUVEN



State Library
of Queensland



MONASH
University



THE UNIVERSITY OF
SYDNEY

Design – build a prototype

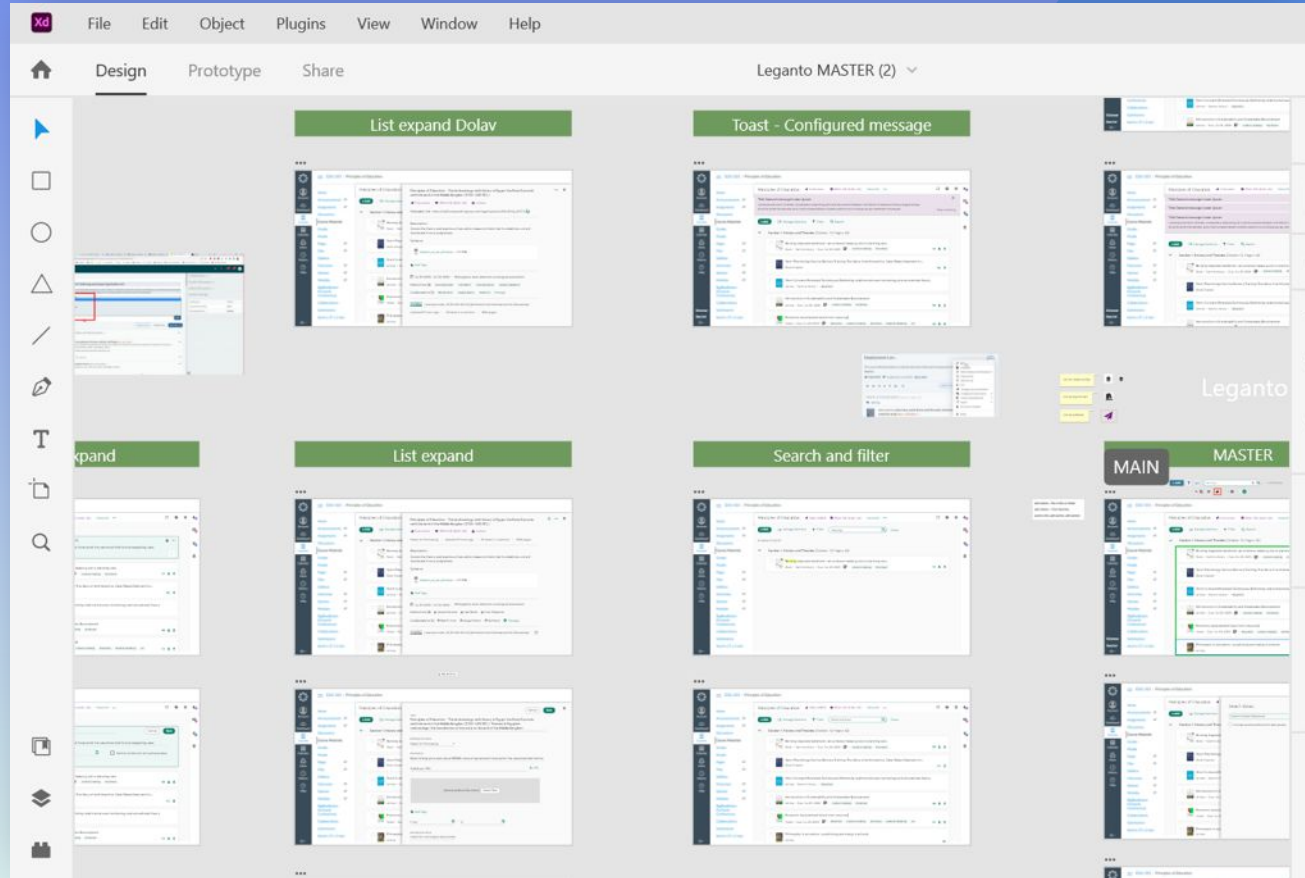
Discovery

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Discovery

Design

Usability sessions

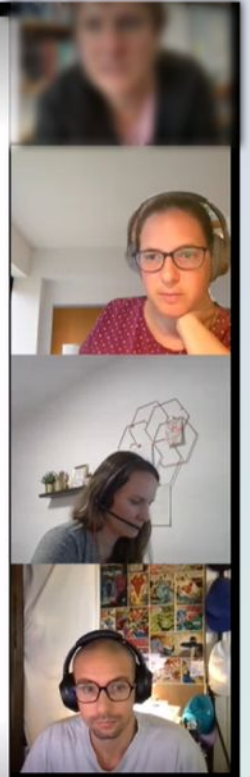
Early Adopters

Release

Usability sessions

Leganto

The screenshot displays the Leganto library interface. On the left, a sidebar shows a tree view for 'Principles of Education' with sections like 'Section 1: History and Theor...', 'Nursing diagnosis', 'Sport Psychology', 'Short Cuts and E...', 'Introduction to S...', 'Economic develop...', and 'Philosophy in edu...'. The main area is titled 'Search Library' and shows a search for 'Intro' with 13,718,888 results. The search results list several items, including articles and books, with details such as authors, titles, and formats. A 'Filter' button is visible on the right side of the results list.



Discovery

Design

Usability sessions

Early Adopters

Release

The screenshot shows a web application interface for 'Overlap and Collection Analysis'. The main content area contains a table with 8 rows of analysis tasks. A modal window titled 'Form Based Indication Rules-Feedback' is open on the right side of the screen.

ID	Task Name	Creator	Creation Date	Start Time	Finish Time	Status
2	ProQuest ebooks BUJ vs. Oxford University Press Books Comparison of ProQuest ebooks BUJ (Z) vs. Oxford University Press Books All Titles collection (CZ) Compare Collections	021587464	28/12/2021 23:26:56 IST	30/12/2021 01:21:02 IST	26/12/2021 01:22:41 IST	Completed Successfully
3	Springer Open Access ebooks Checkup for Springer OA ebooks in CZ Look Up Titles	021587464	26/12/2021 07:22:50 IST	26/12/2021 07:29:28 IST	26/12/2021 07:29:50 IST	Completed Successfully
4	Brill ebooks BUJ vs. Brill Open Access Comparison of Brill ebooks BUJ (Z) and Brill Open Access ebooks (CZ) Compare Collections	021587464	26/12/2021 06:21:04 IST	26/12/2021 06:52:24 IST	26/12/2021 06:53:00 IST	Completed Successfully
5	Ebsco Academic Collection vs. De Gruyter EBA Overlap analysis of Ebscohost ebook Academic collection vs. De Gruyter EBA package Compare Collections	021587464	13/12/2021 21:19:00 IST	14/12/2021 08:31:51 IST	14/12/2021 24:21:31 IST	Completed Successfully
6	De Gruyter EBA vs. De Gruyter Open Access Overlap analysis of De Gruyter ebooks EBA package vs. De Gruyter ebooks Open Access Compare Collections	021587464	13/12/2021 18:59:48 IST	13/12/2021 19:08:41 IST	14/12/2021 03:00:04 IST	Completed Successfully
7	Taylor & Francis ebooks (BUJ) vs. CZ Comparison of Taylor & Francis ebooks (BUJ) vs. selective packages from CZ Compare Collections	021587464	13/12/2021 14:41:56 IST	13/12/2021 18:00:06 IST	13/12/2021 18:05:31 IST	Completed Successfully
8	Cambridge EBA Cambridge EBA titles in CZ and CZ Look Up Titles	021587464	12/12/2021 10:40:25 IST	12/12/2021 10:52:27 IST	12/12/2021 11:02:32 IST	Failed



The screenshot shows the 'Overlap Analysis Tool' interface. It features a search bar at the top and a list of feedback items. Each item includes a feedback ID, a title, a date, and a status indicator (e.g., 'Done', 'Planned', 'Closed').

Feedback ID	Status	Title	Date
Feedback No.108	Done	Need Ability to Use Multiple Match Methods in Same Report	Jan 13, 22
Feedback No.107	Done	Job confirmation email continued	Jan 13, 22
Feedback No.106	Done	Need more details in job confirmation email	Jan 13, 22
Feedback No.105	Done	Completed job still in "draft" mode	Jan 12, 22
Feedback No.104	Done	Need refresh button	Jan 12, 22
Feedback No.103	Done	Look up titles General Feedback and Open Access clarification	Jan 10, 22



It works!

Discovery

Summon UX Changes in Q4 2021

Summon

Design

Usability sessions

Early Adopters

Release

Summon

Library Location (4,207)
 Conference Proceeding (272)
 Book / eBook (5)
 More...

LIBRARY LOCATION ▾

DISCIPLINE ▾

- medicine (88,218)
- psychology (45,682)
- education (18,449)
- anatomy & physiology (16,964)
- social welfare & social work (14,342)
- More...

SUBJECT TERMS ▾

- science & technology (91,139)
- life sciences & biomedicine (88,525)
- humans (78,310)
- male (53,524)
- female (49,858)
- More...

DATABASE ▾

NEW RECORDS ▾

AUTHOR ▾

LANGUAGE ▾

Summon

Library Location
 Physical Books in Library Catalog
 eBook Full Text Online
 Add results beyond your library's collection
 Include matches in Full Text

Content Type ▾

Content Type Filter

- Journal Article 55K
- Newspaper Article 59K
- Newsletter 1.4K
- Dissertation/Thesis 1.0K
- Book / eBook 1.0K

Publication Date

1 Year 3 Years 5 Years 10 Years

Library Location ▾

Discipline ▾

Subject Terms ▾

Database ▾

New Records ▾

Author ▾

Language ▾

Attention and inhibition in children with ASD, ADHD and co-morbid ASD + ADHD: an event-related potential study
 Psychological medicine, 54(2014, Volume 44, Issue 1)
 Substantial overlap has been reported between attention deficit hyperactivity disorder (ADHD) ...
 Journal Article Full Text Online

Attention Deficit/Hyperactivity Disorder (ADHD): interaction between socioeconomic status and parental history of ADHD determines prevalence in Eastern Mexico J. Gomez-Rubio, J. Salgado, M. ...
 Journal of child psychology and psychiatry, 62(2014, Volume 55, Issue 3)
 Background Many studies have reported a higher prevalence of Attention Deficit/Hyperactivity Disorder (ADHD) ...
 Journal Article Full Text Online

Evaluating Dopamine Reward Pathway in ADHD: Clinical Implications
 JAMA: the journal of the American Medical Association, 306(2011, Volume 302, Issue 10)
 CONTEXT Attention deficit/hyperactivity disorder (ADHD)—characterized by symptoms of inattention and hyperactivity/impulsivity ...
 Journal Article Full Text Online

Original Research: Impact, Confirmation and extension of association of blood lead with attention-deficit/hyperactivity disorder (ADHD) and ADHD symptom domains at population-typical exposure levels
 JAMA: the journal of the American Medical Association, 306(2011, Volume 302, Issue 10)
 Journal of child psychology and psychiatry, 61(2014, Volume 55, Issue 1)
 Background: Recent studies have suggested that child attention-deficit/hyperactivity disorder (ADHD) ...

Summon

Library Location
 Physical Books in Library Catalog
 eBook Full Text Online
 Add results beyond your library's collection
 Include matches in Full Text

Content Type ▾

Content Type Filter

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Publication Date

1 Year 3 Years 5 Years 10 Years

Library Location ▾

Discipline ▾

Subject Terms ▾

Database ▾

New Records ▾

Author ▾

Language ▾

The disintegrating self: psychotherapy of adult ADHD, autistic spectrum, and somato-psychic disorders
 2015
 eBook Looking for Full Text View Options

The discourse of ADHD: perspectives on attention-deficit hyperactivity disorder
 by Peter-David Lee, Steven Jones, editor
 The language of mental health, 2015
 This text explores the discourse of attention deficit hyperactivity disorder (ADHD), one of the most debated mental health categories attributed to children and adults across the globe ...
 eBook Looking for Full Text View Options

From child to conference: psychotherapy with a little boy with ADHD
 2004
 eBook Looking for Full Text View Options

Helping children with ADHD: a CBT guide for practitioners, parents and teachers
 2017
 eBook Looking for Full Text View Options

Summon

Library Location
 Physical Books in Library Catalog
 eBook Full Text Online
 Add results beyond your library's collection
 Include matches in Full Text

Content Type ▾

Content Type Filter

- Journal Article 55K
- Newspaper Article 59K
- Newsletter 1.4K
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1 Year 3 Years 5 Years 10 Years

Library Location ▾

Discipline ▾

Subject Terms ▾

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 This text explores the discourse of attention deficit hyperactivity disorder (ADHD), one of the most debated mental health categories attributed to children and adults across the globe ...
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From child to conference: psychotherapy with a little boy with ADHD
 2004
 eBook Looking for Full Text View Options

Helping children with ADHD: a CBT guide for practitioners, parents and teachers
 2017
 eBook Looking for Full Text View Options



image: playdateyakima.com



Thank you!

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