What do UXpect? A user-centric approach to unifying library search interfaces

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Presented by
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The University of Sydney

• Founded in 1850, Australia's first university
• Research Intensive
• 9 faculties and schools
• 50,000 student community
• 7,000 staff
How we started
Library strategy

Who we are

VISION
Leading Australia’s academic excellence

MISSION
To inspire a love affair with learning in order to advance the academic potential in everyone

VALUES
Inspiration, Collaboration, Integrity, Respect, Curiosity

PERSONALITY
Nurturing, Inclusive, Creative, Honest, Open

Four pillars of activity

1. Knowledge Expertise
   Providing expertise in knowledge and service delivery

2. Providing a think space
   Optimising the space available and providing an inspiring ‘thinking space’

3. Easy and open access
   Providing easy access to high quality information and multiple resources by leveraging the latest technological advances

4. Facilitating collaboration & creation
   Encouraging and inspiring collaboration between library users

Where we want to be: strategic goals

1. Future Focused: Seeking out, understanding and responding to the current and future needs of internal and external clients
   Themes: Business Intelligence / Digital Presence / Space and Services

2. Innovation: Continuously looking for new & non-traditional ideas to improve personal, team & operational effectiveness
   Themes: Digital Strategy / Research Implementation & Learning / Innovation & Creativity

3. Risk taking: Efficiently and creatively solving problems by analysing risks, benefits & opportunities
   Themes: Calculated Risk Culture

4. Staff: Focusing on the personal development of staff through personal development plans & training initiatives
   Themes: Customer Service (You) / Learning & Development (Me) / Culture (We)

5. Efficient: Finding effective ways to manage resources in a way that improves quality of work
   Themes: Continuous Improvement / Measurement & Reporting / Resource Management

6. Integrated: To be a strategic partner and enabler. The heart of the University
   Themes: Information & Digital Literacies / Stakeholder Engagement / Partnerships
The Framework
Technical challenges
To Be( nto) or not To Be( nto)?
Continuous improvement & sustainability
Questions?

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