How User Experience Shapes Your Everyday Life

Yael Beller
Product owner, Ex Libris

IGELU Conference
12th -15th September 2022

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What is design?

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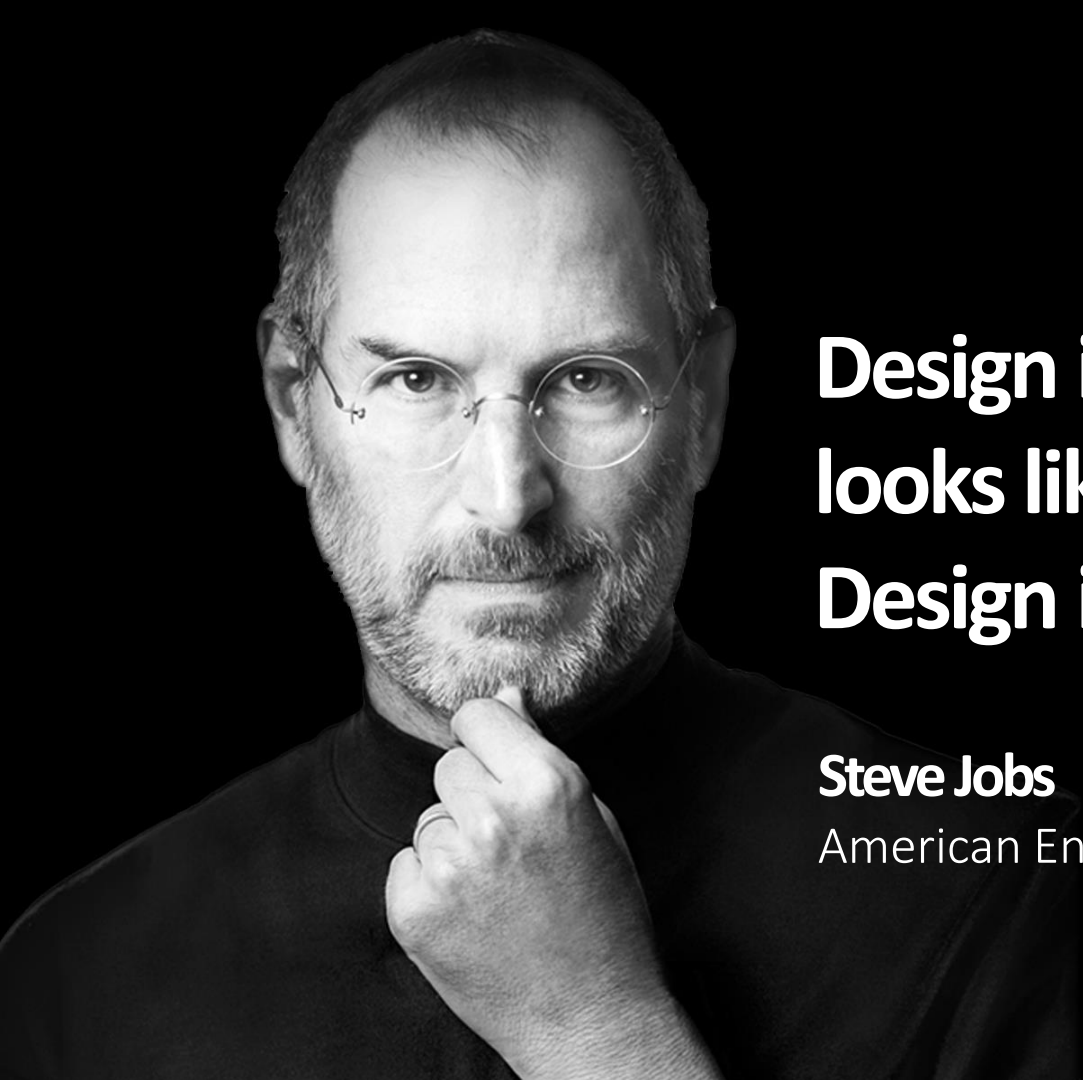

Design is not just what it looks like and feels like. Design is how it works.

Steve Jobs

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

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Everything is designed

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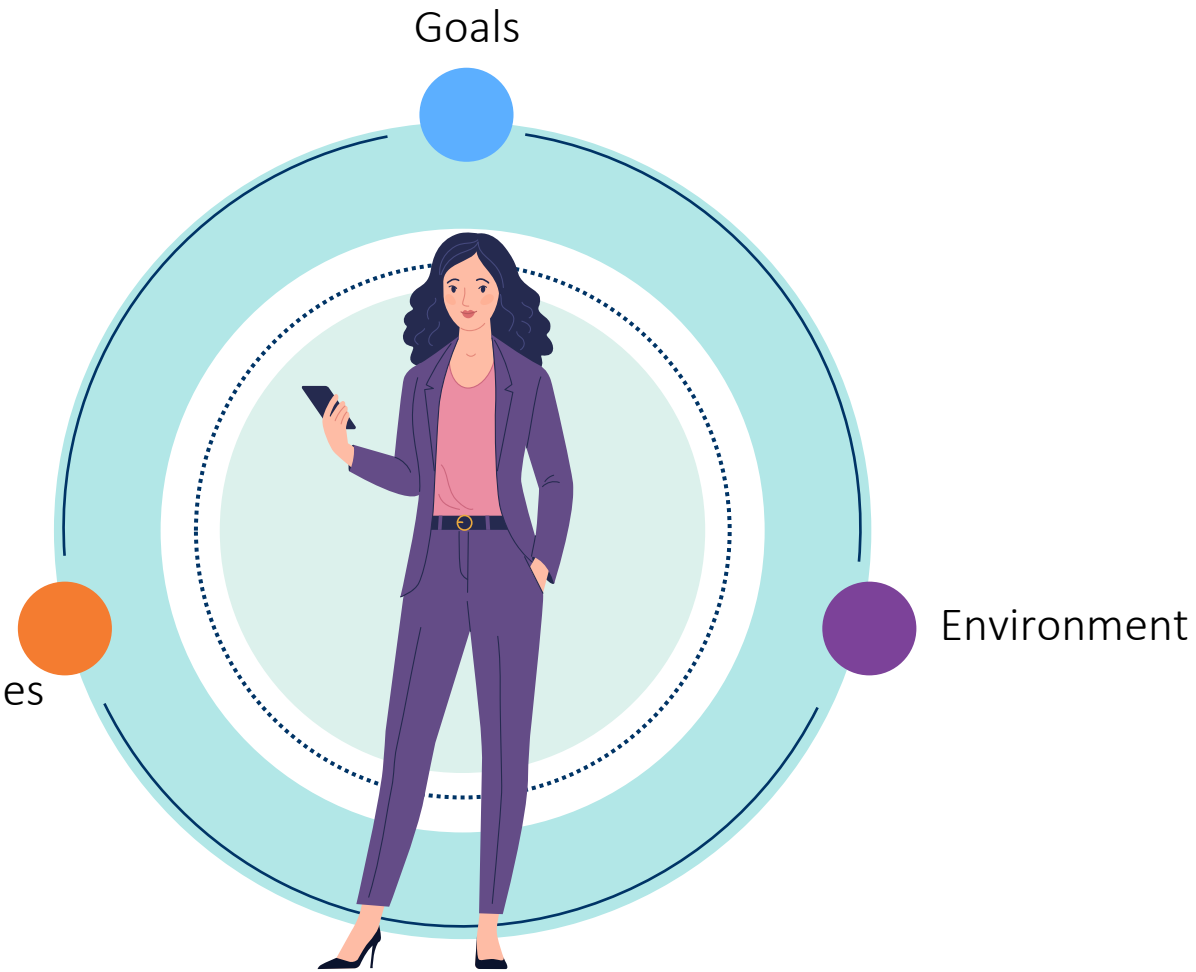
Everything is designed

Photo by Ms Dilah Ali on www.asiaone.com

What is UX?

What is UX?



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Imagine **scissors…**

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Left-Handed

Right-Handed

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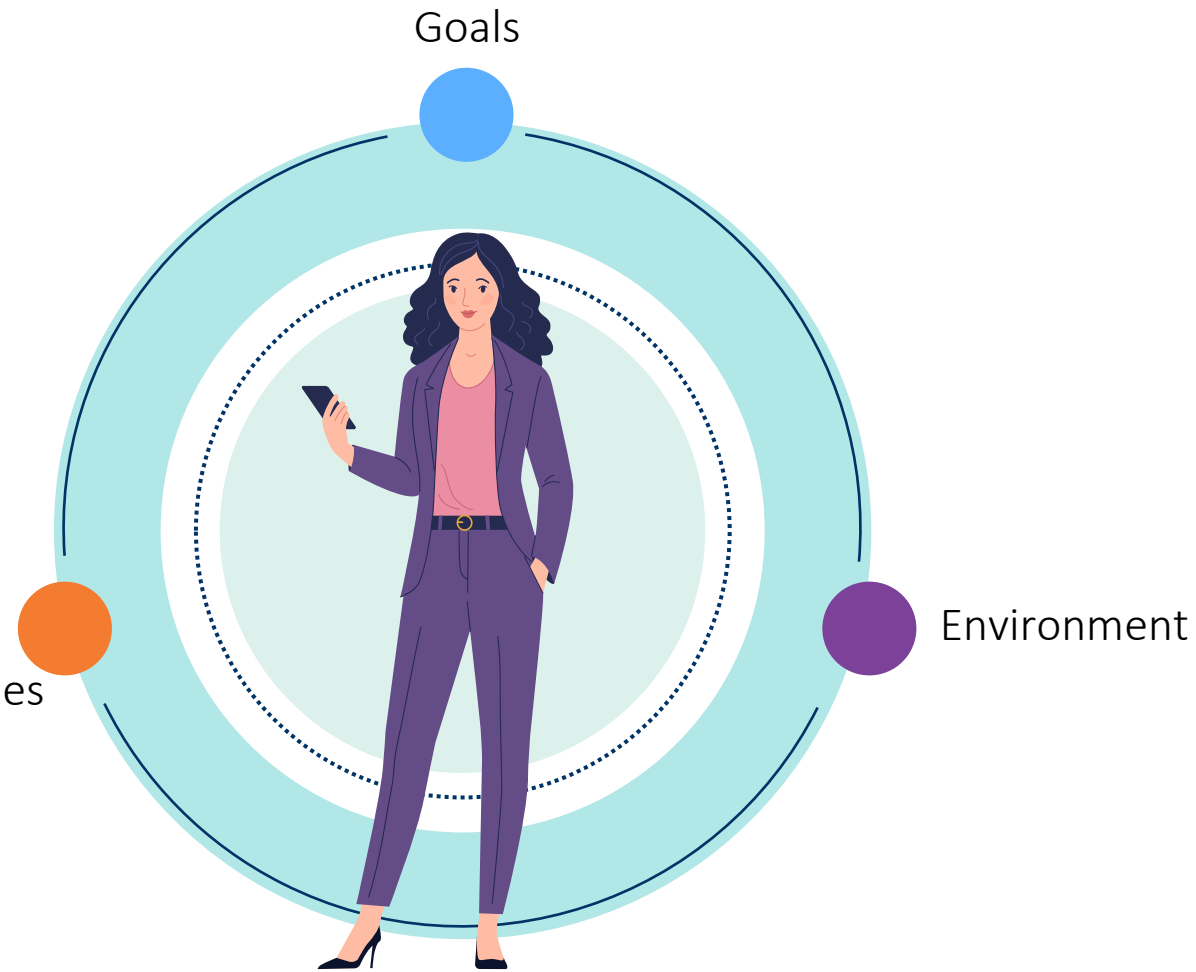
What is UX?



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The Digital World

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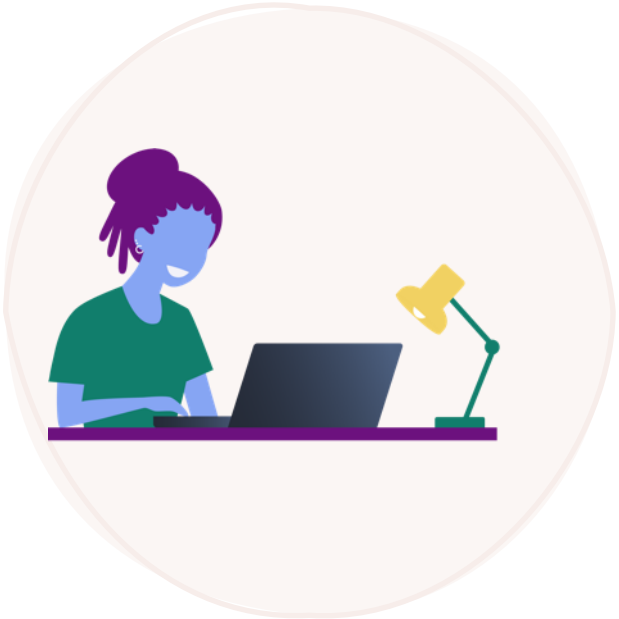

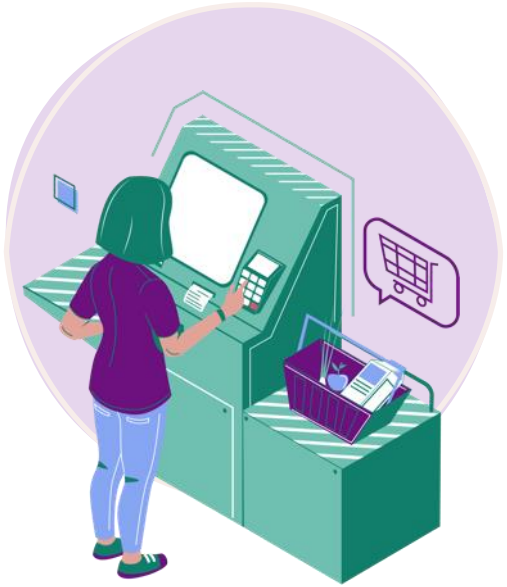

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CMP14+3AC

Chemistries				
Glucose, Serum			64 L	mg/dL
Uric Acid, Serum			3.6	mg/dL
BUN			16	mg/dL
Creatinine, Serum		HD	0.6	mg/dL
BUN/Creatinine Ratio			27	
Sodium, Serum			141	mmol/L
Potassium, Serum			4.0	mmol/L
Chloride, Serum			102	mmol/L
Carbon Dioxide, Total			27	mmol/L
Calcium, Serum			9.5	mg/dL
Protein, Total, Serum			7.2	g/dL
Albumin, Serum			4.7	g/dL
Globulin, Total			2.5	g/dL
A/G Ratio			1.9	
Bilirubin, Total	0.1 - 1.0	HD	0.6	mg/dL
Alkaline Phosphatase, Serum			104	IU/L
AST (SGOT)	0.0 - 0.4	HD	25	IU/L
ALT (SGPT)	0.0 - 0.2	HD	35	IU/L
			**Please note referen	
GGT			14	IU/L
Iron, Serum			62	ug/dL
CBC With Differential/Platelet				
White Blood Cell (WBC) Count	0.8	x10E3/uL	6.3	x10E3/uL
Red Blood Cell (RBC) Count	0.2	x10E3/uL	5.31	x10E6/uL
Hemoglobin			16.6	g/dL
Hematocrit			47.2	%
MCV			89	fL
MCH			31.3	pg
MCHC			35.2	g/dL
RDW			11.9	%
Platelets	0.1	x10E3/uL	251	x10E3/uL
Neutrophils			57	%
Lymphs			27	%
Monocytes			12	%
Eos			3	%
Basos			1	%
ocytes(Absolute)			3.6	x10E3/uL
(Absolute)			1.7	x10E3/uL
o (Absolute)				

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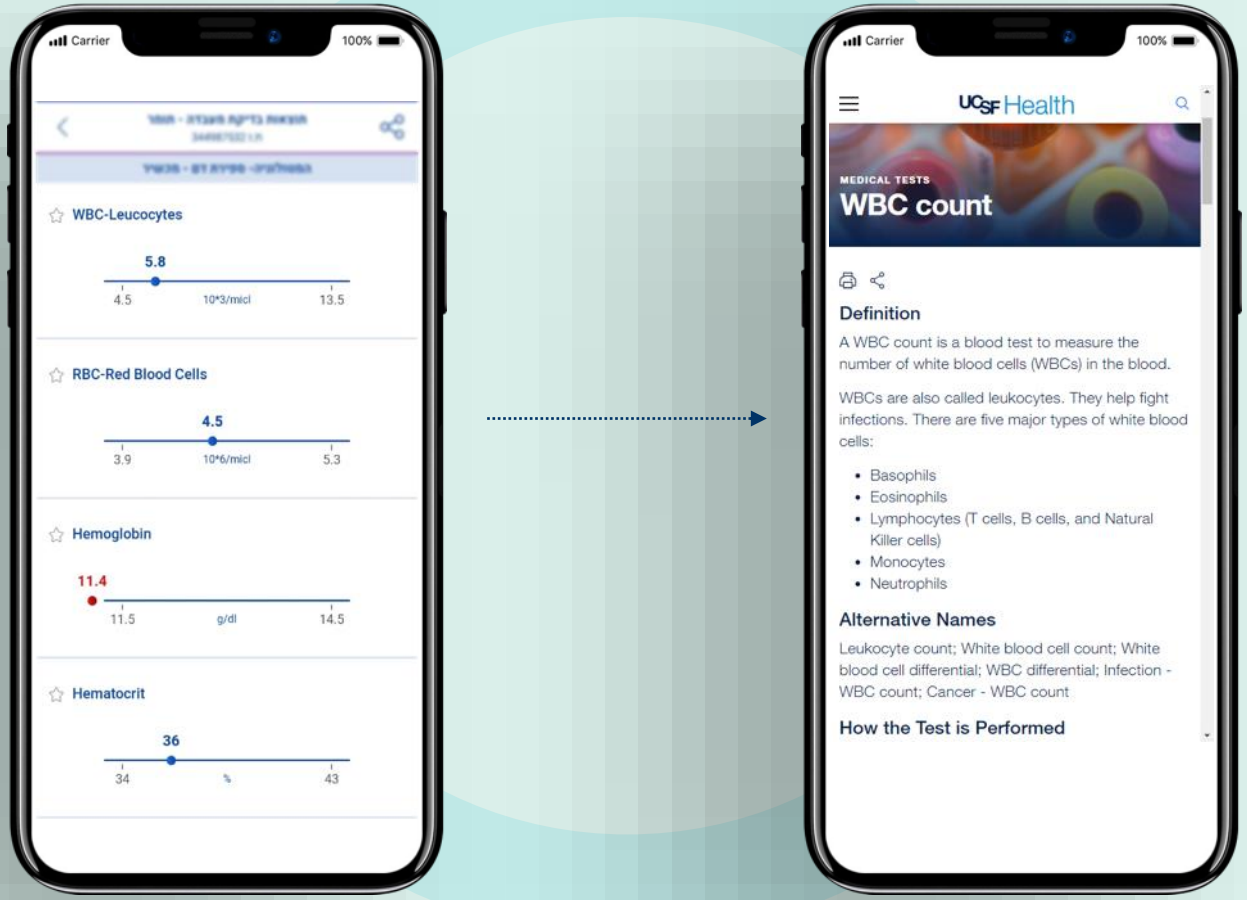
Patient view



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Doctor view

Case
Clinical Chemistry Test
Overall
Below
Neither
Above
Trend
Decreasing
Neither
Increasing
Chronic
C-reactive protein
Hemoglobin
White blood cell count
Platelet count
Complex
C-reactive protein
Sodium
Neutrophil granulocyte count
Glucose
Bicarbonate
Emergency
Alanine aminotransferase
C-reactive protein
White blood cell count
Platelet count
Bilirubin
Simple
Alanine aminotransferase
C-reactive protein
Potassium
Creatinine
Sparklines
Absolute multigraph
Relative multigraph
Table

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Complex systems - multiple user types

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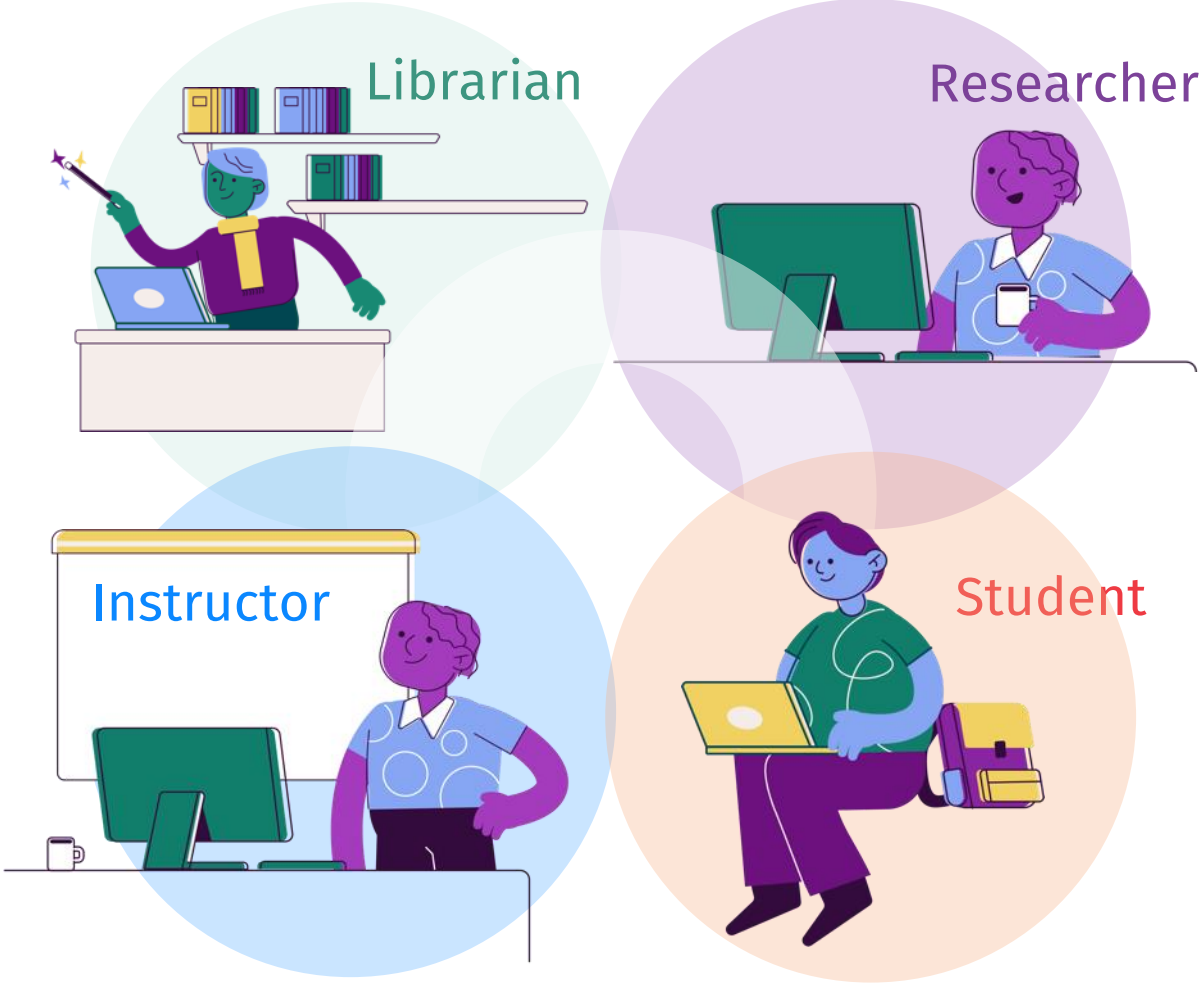

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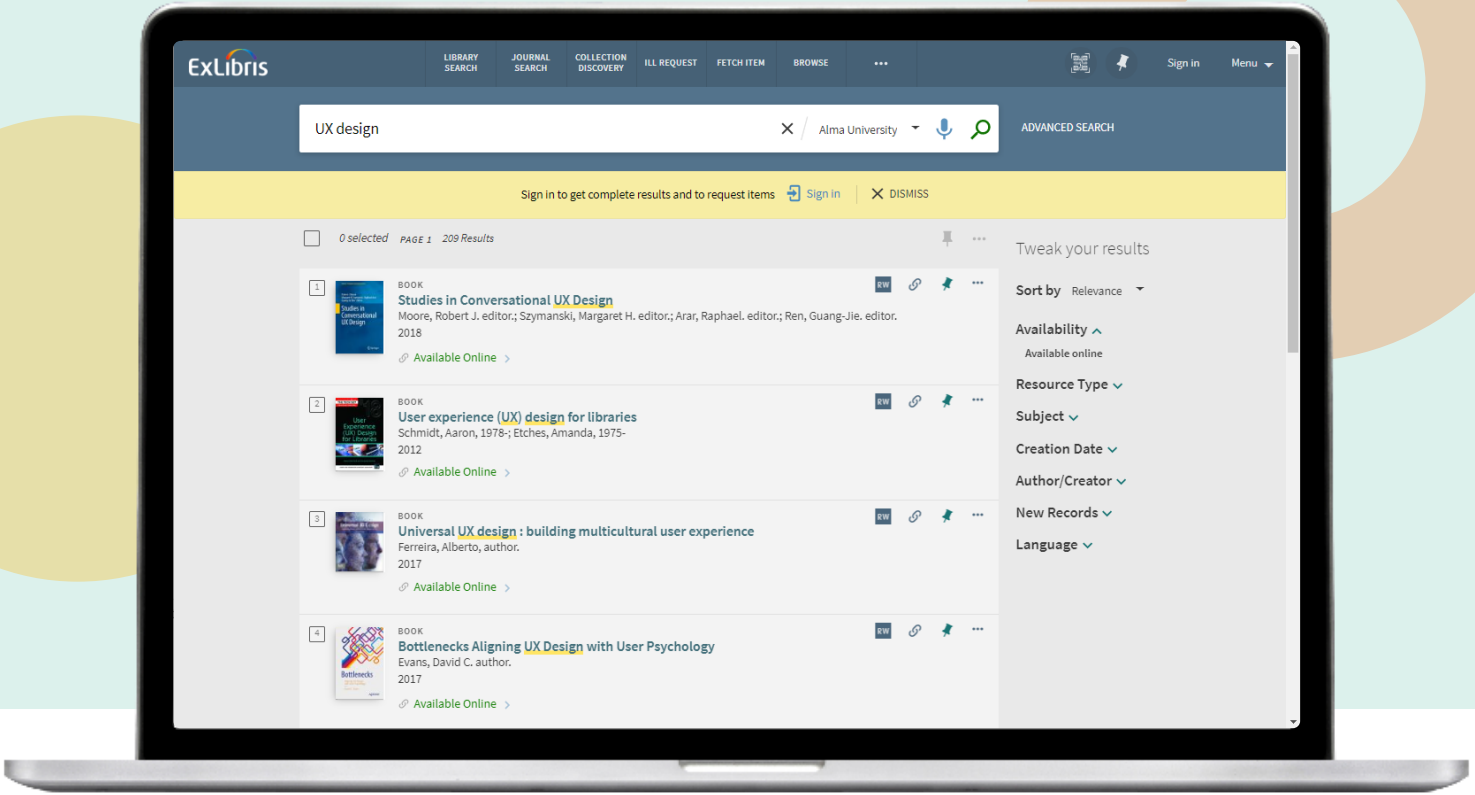
Primo



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Ex Libris Primo

Student

Researcher

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Behind the Scenes

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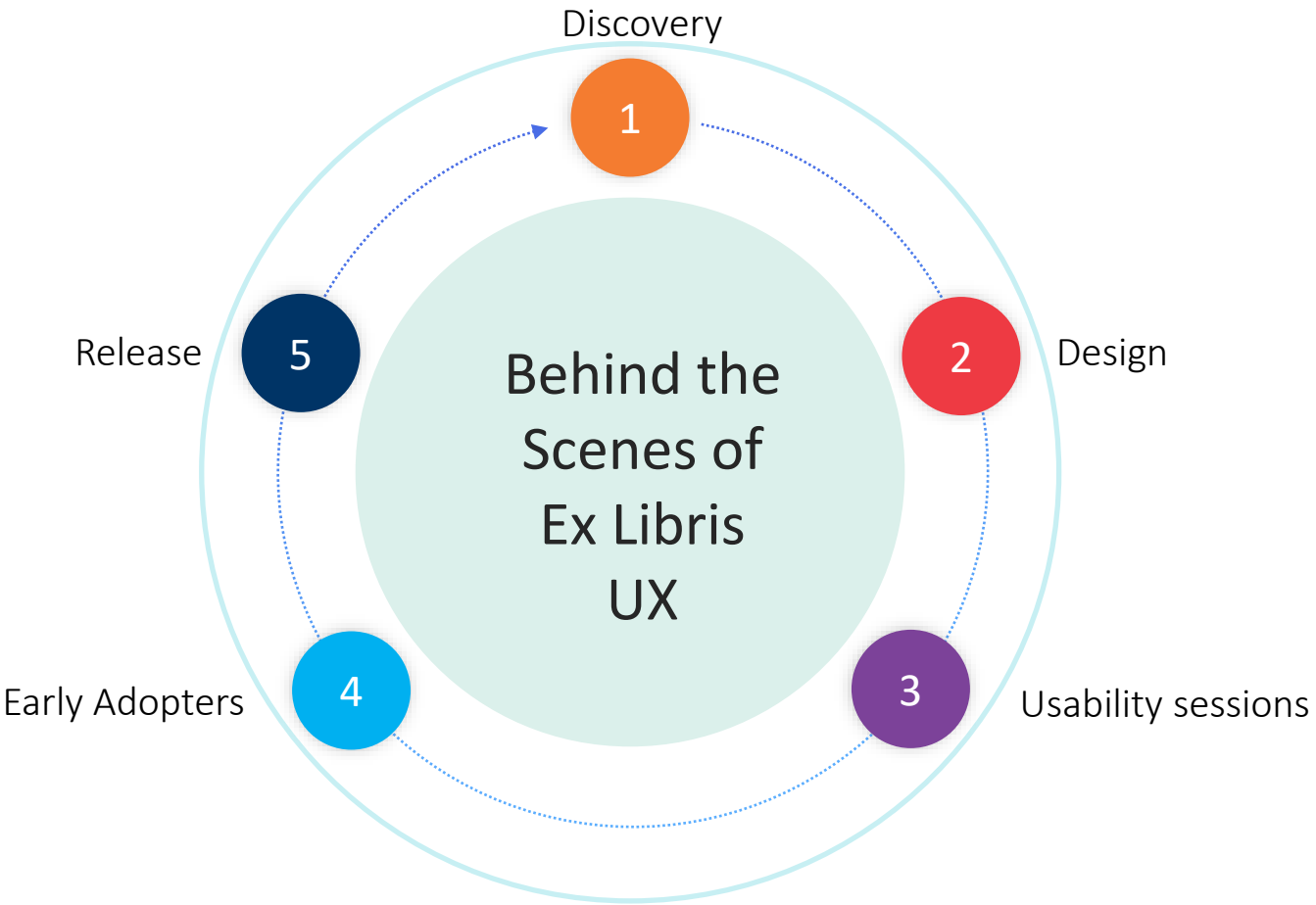

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Discovery

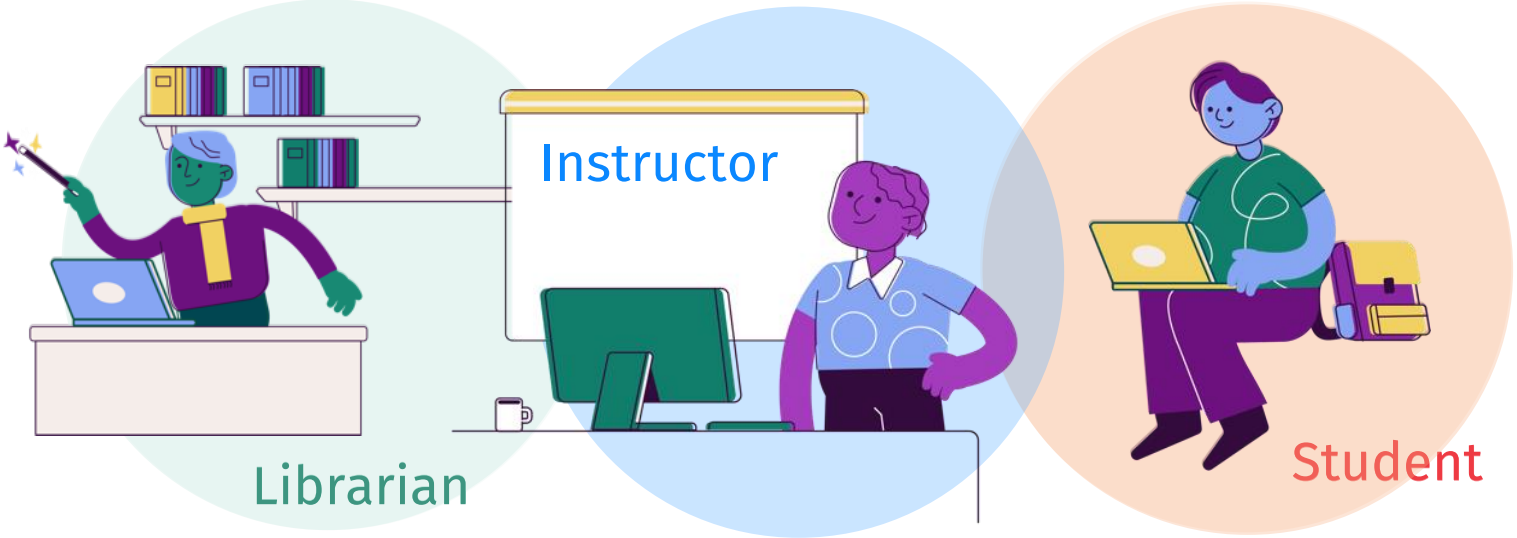
Design

Usability sessions

Early Adopters

Release

Discovery - Interviews



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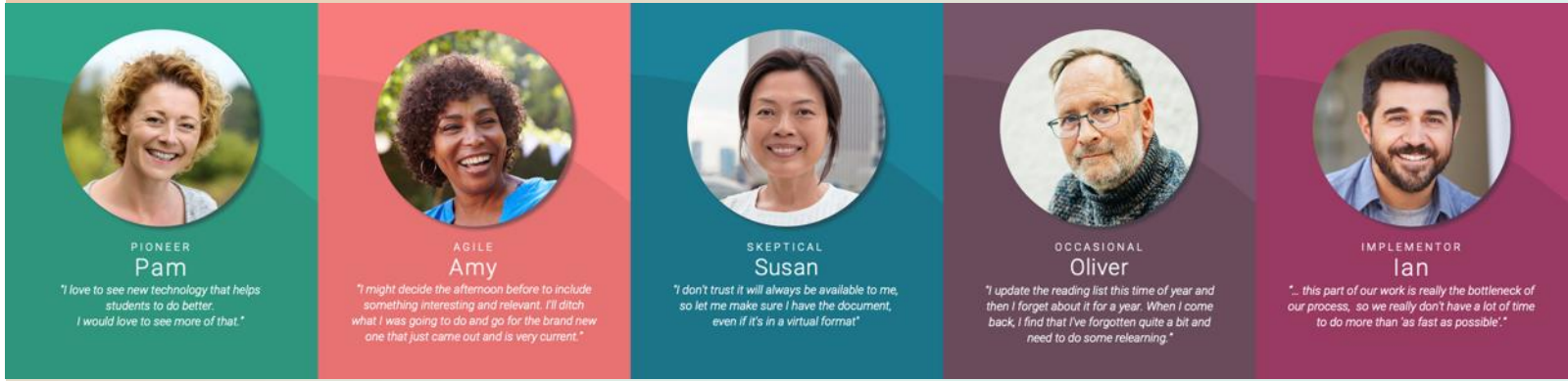
Personas - Instructors

Leganto



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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

Academic source — Non-academic source

Traditional format — Non-traditional format

Leganto Usage

No assistance creating the list — Assistance creating the list

No updates during the term — Continuous updates during the term

Novice — Expert

FEATURES USED

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

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User Journey - Instructors

Leganto

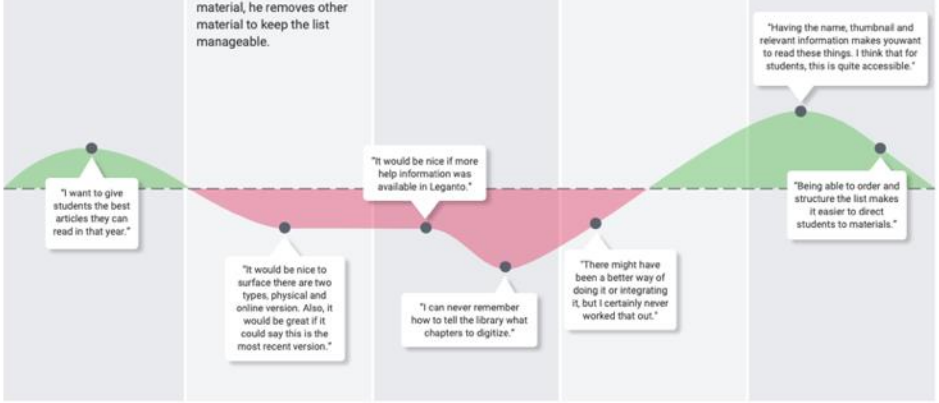
Occasional Oliver

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."

AUDIT	REFRESH	ANNOTATE	INTEGRATE	MAINTAIN
1. Tends to revisit course materials the summer before the fall term starts. 2. Makes a copy of last year's reading list. 3. Checks for broken links and outdated materials. 4. Identifies material that didn't work well last term.	5. Evaluates potential material he's saved in My Collection throughout the year. 6. Searches for new material in Primo. 7. Adds materials through My Collection or the search feature in Leganto. When possible, he chooses an electronic version. 8. When he adds new material, he removes other material to keep the list manageable.	9. Includes notes on which chapters students are expected to read. 10. Uses tags to draw attention to required readings. 11. For books with no electronic copies, he asks the library to digitize the chapter.	12. By default, there is a link to the reading list in the left navigation. 13. Creates a study guide for students. Includes direct links to news articles and static references to materials on the reading list. 14. Completes the reading list by the deadline to make sure the library can fulfill his digitization requests.	15. Assists students when they have trouble finding resources. 16. Periodically, he'll go back in and do a bit of adding, replacing, and reordering. 17. Saves interesting articles in My Collection throughout the academic year.



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Focus group -bring the users in

Alma

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Design – build a prototype

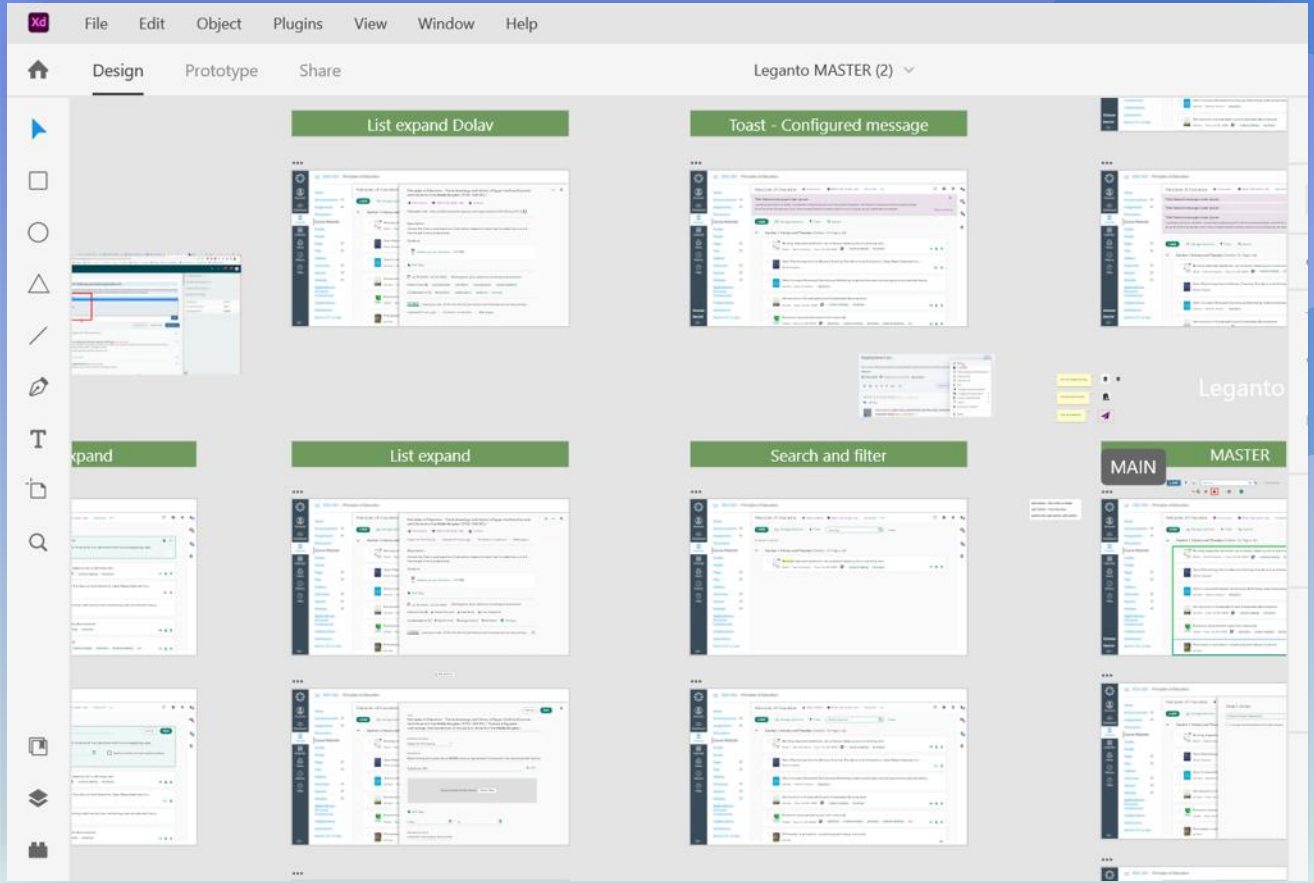
Discovery

Design

Usability sessions

Early Adopters

Release



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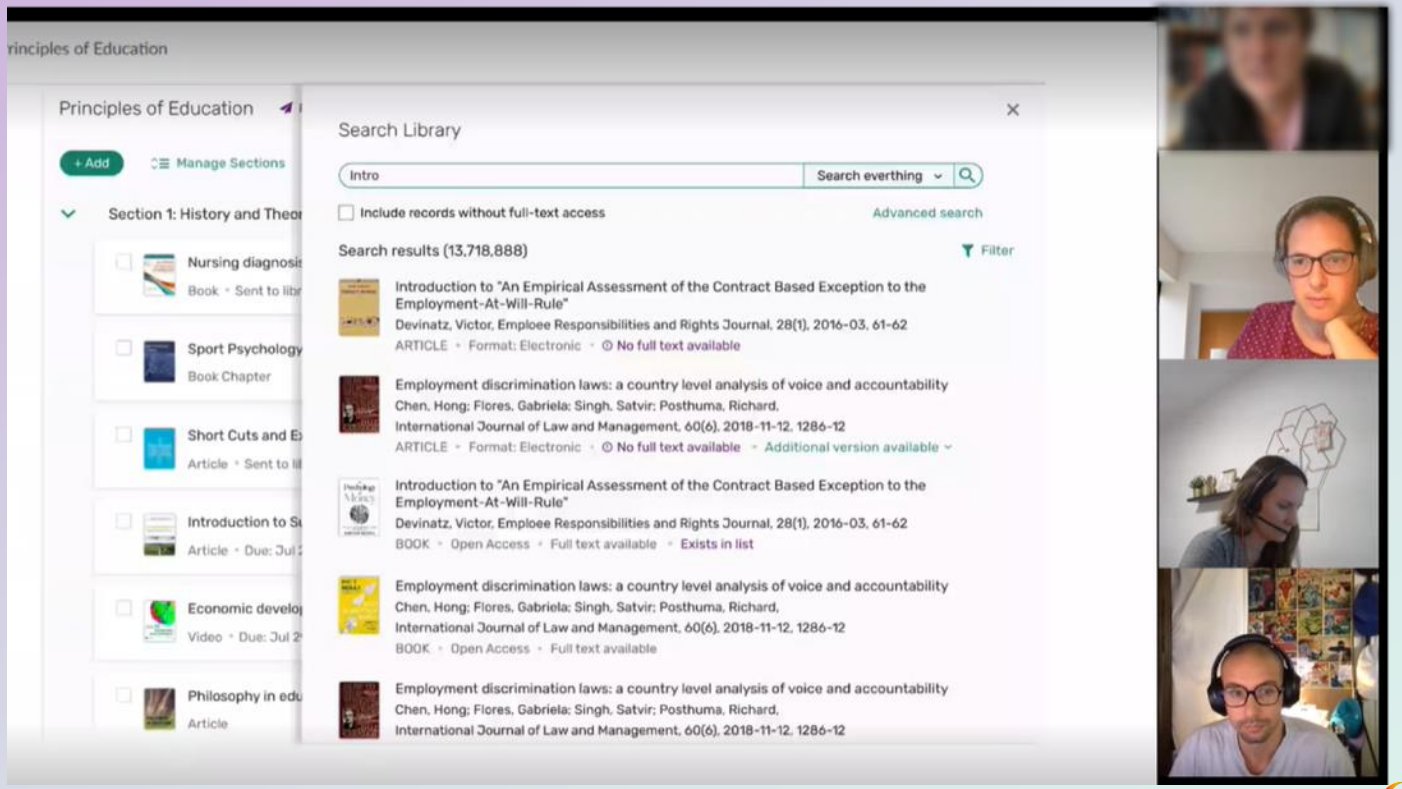
Usability sessions

Leganto



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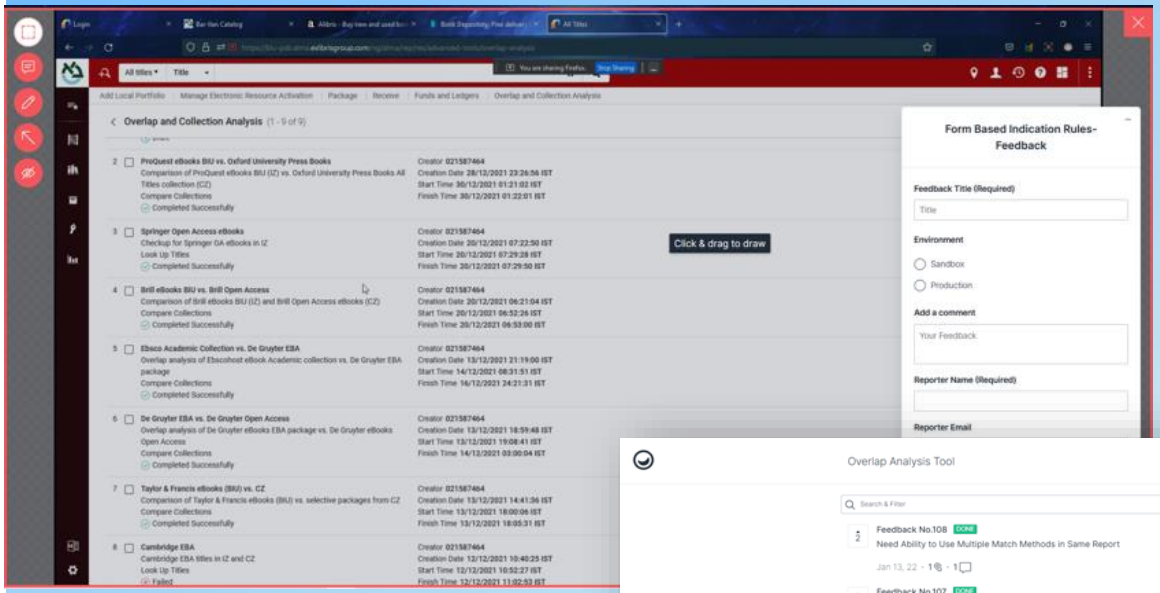

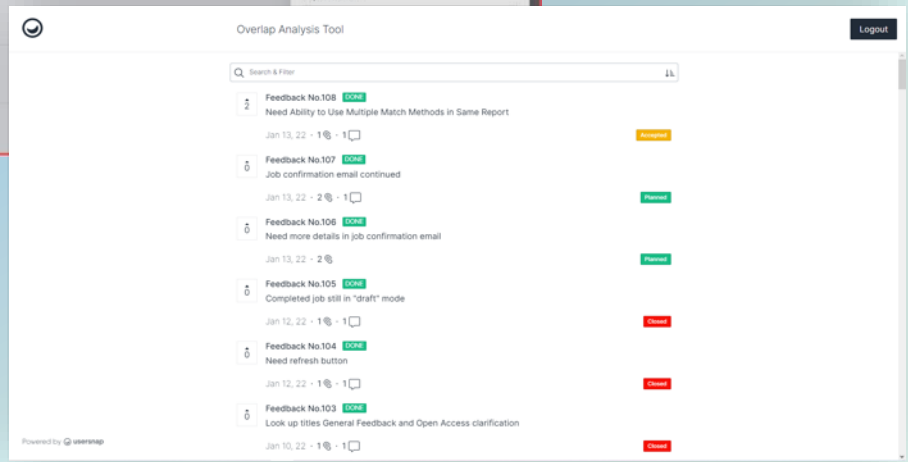

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It works!

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Discovery

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Summon UX Changes in Q4 2021

Summon

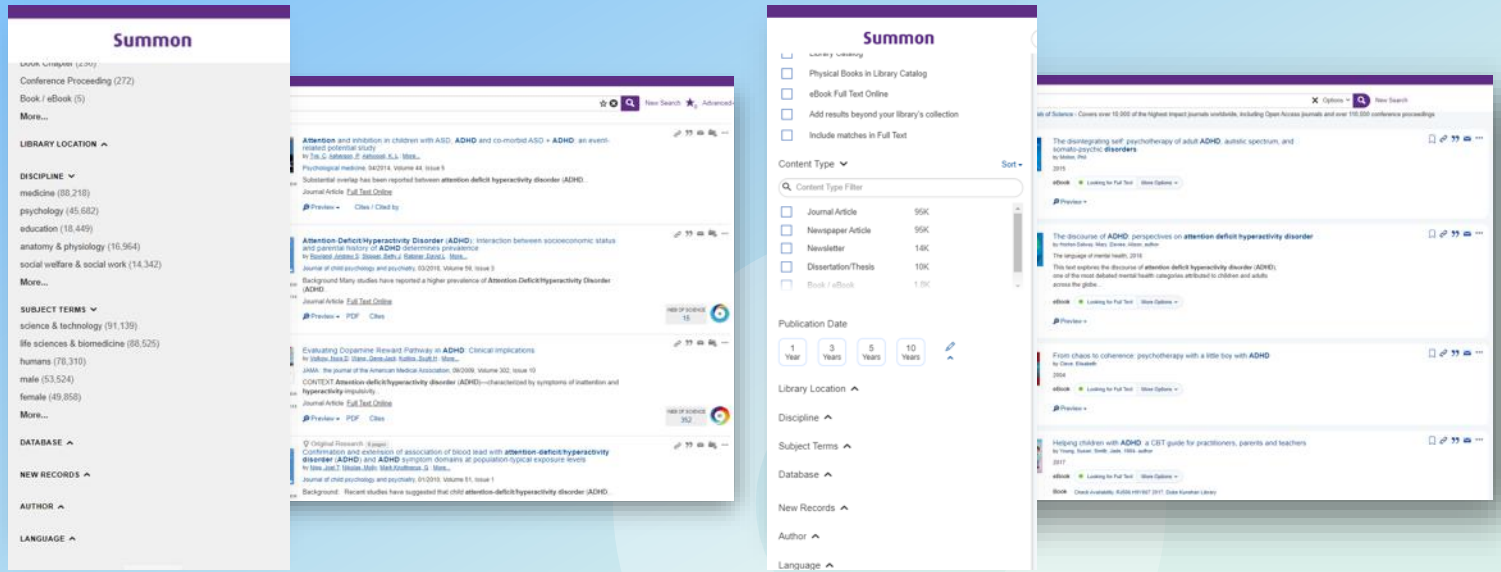

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image: playdateyakima.com

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Thank you!

Yael.Beller@clarivate.com

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