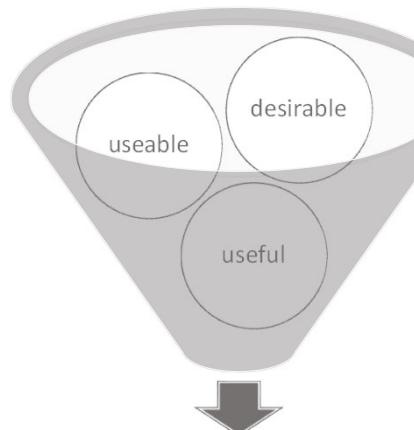


# User Experience in Libraries

Best Practice Examples from the ZBW



German-Dutch dialogue on the future of libraries



- proactive
- interactive
- quick
- uncomplicated to implement

#### Viewed

- the user perspective
- the actual DOING of the users
- subjective perception

# User Experience



# ZBW Fact Sheet

German-Dutch dialogue on the future of libraries

- founded in 1919
- Leibniz Information Centre for Economics
- specialised in Economics and Business Studies
- two locations (Kiel, Hamburg)



- UX project once a year
  - cross-location
1. Choose the topic
  2. Select the method





### German-Dutch dialogue on the future of libraries





# What's in your bag?

German-Dutch dialogue on the future of libraries

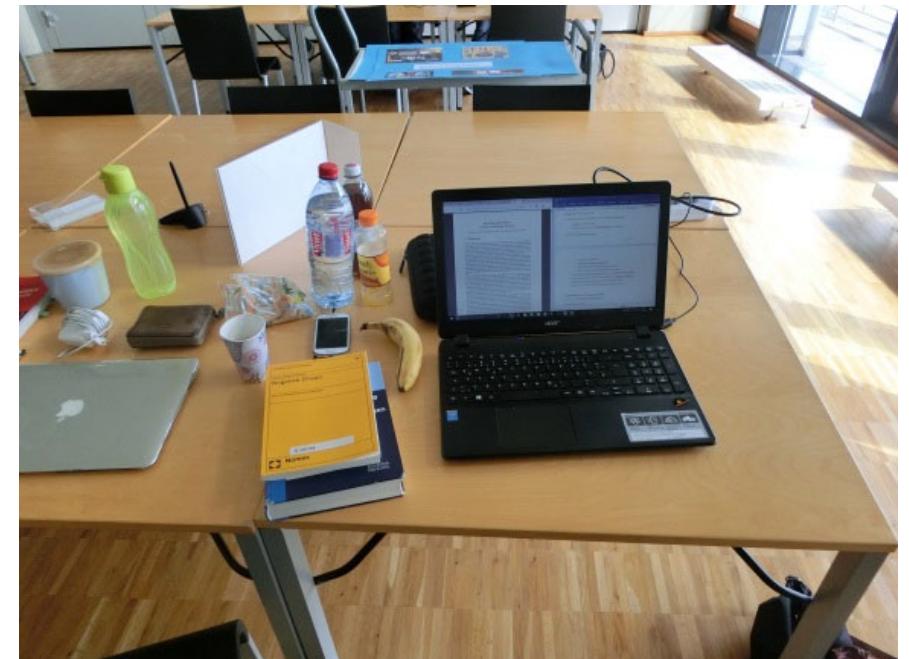
- What do they take with them?
- What kind of things do they need?
- Workplace instead of bag



German-Dutch dialogue on the future of libraries



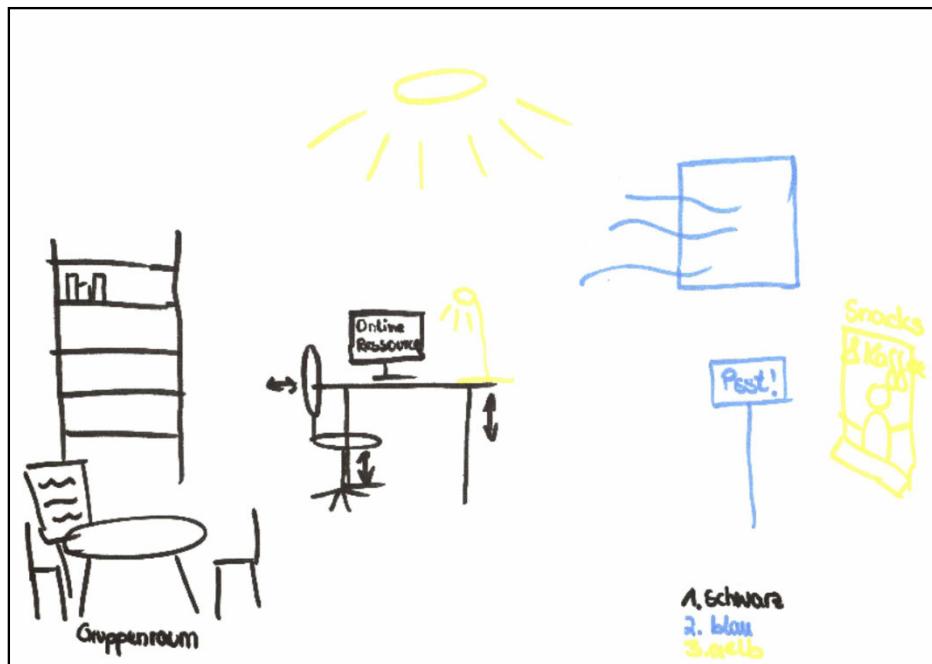
What's in your bag?





German-Dutch dialogue on the future of libraries

- The ideal place for studying



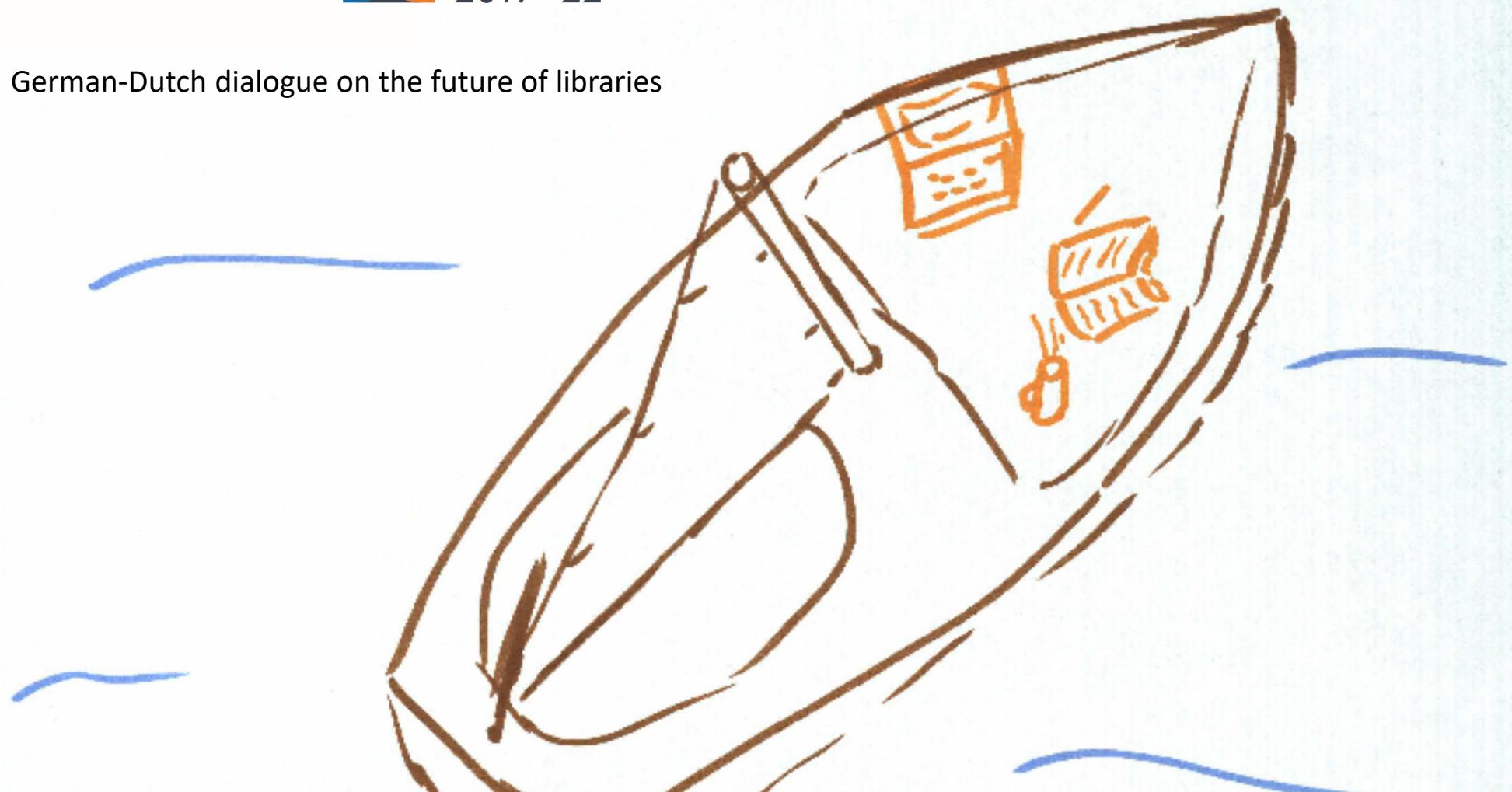
1  
2  
3



1. schwarz  
2. blau  
3. gelb

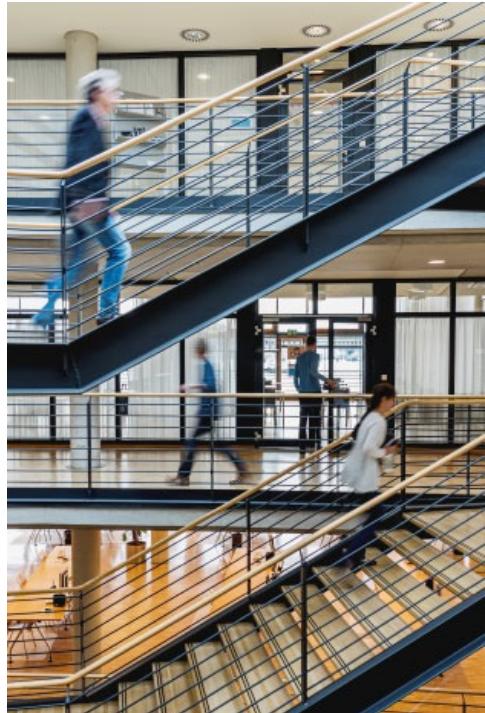


German-Dutch dialogue on the future of libraries





German-Dutch dialogue on the future of libraries



### A walk through the library

- Favourite places?
- Walking routes?
- Understandable?
- Library Services?
- Disturbing? Not noticed?

## Touchstone Tours



PARTNER  
LAND  
**DUITSLAND**  
2019–22



PARTNER  
LAND  
**NIEDERLANDE**  
2019–22

German-Dutch dialogue on the future of libraries



# Touchstone Tours

**Ein Platz für die  
Lernpause**

zum Essen, Kaffeetrinken, Zeitunglesen,...

**ZBW** Leibniz-Informationszentrum  
Wirtschaft  
Leibniz Information Centre  
for Economics





PARTNER  
LAND  
**DUITSLAND**  
2019–22



PARTNER  
LAND  
**NIEDERLANDE**  
2019–22

# UX & Libraries

German-Dutch dialogue on the future of libraries

fun  
interactive  
quality  
satisfied users  
cooperative use  
needs  
easy

-operational blindness



German-Dutch dialogue on the future of libraries

Nicole Clasen: [n.clasen@zgw.eu](mailto:n.clasen@zgw.eu), @NiggiBib

- <https://www.zbw-mediatalk.eu/2020/08/user-experience-for-libraries-the-best-tools-and-methods-for-beginners/>
- <https://www.zbw-mediatalk.eu/2020/09/user-experience-in-libraries-4-best-practice-examples-from-the-zbw/>



Thank you for your participation!

**This online-seminar was not recorded.**

For more information please contact the speakers.

More online-seminars within the German-Dutch dialogue on the future of libraries coming up:

<https://eur-nl.libcal.com/event/3501120>