

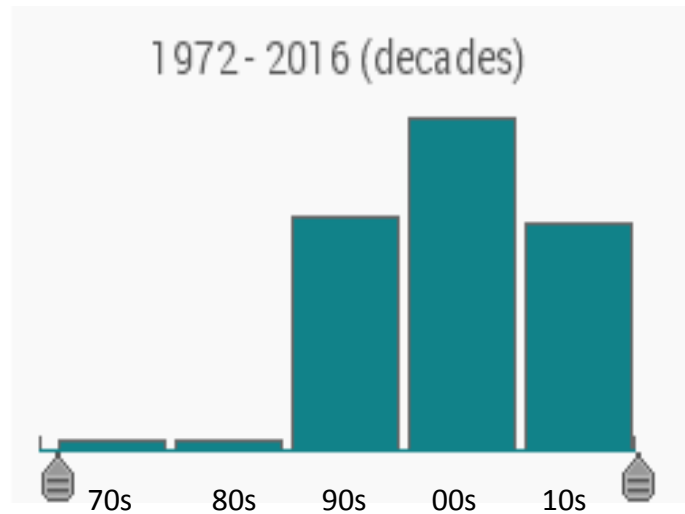
# Uncovering User Needs in an Academic Library

Lisa Gayhart, User Experience Librarian  
Debbie Green, Head, Reference and Research Services  
University of Toronto Libraries  
January 29, 2016





# Customer service research in ABI Inform





# Institutional intelligence



# U of T students

- Come in and go out strong
- Busy
- Competitive
- Worried about academic achievement





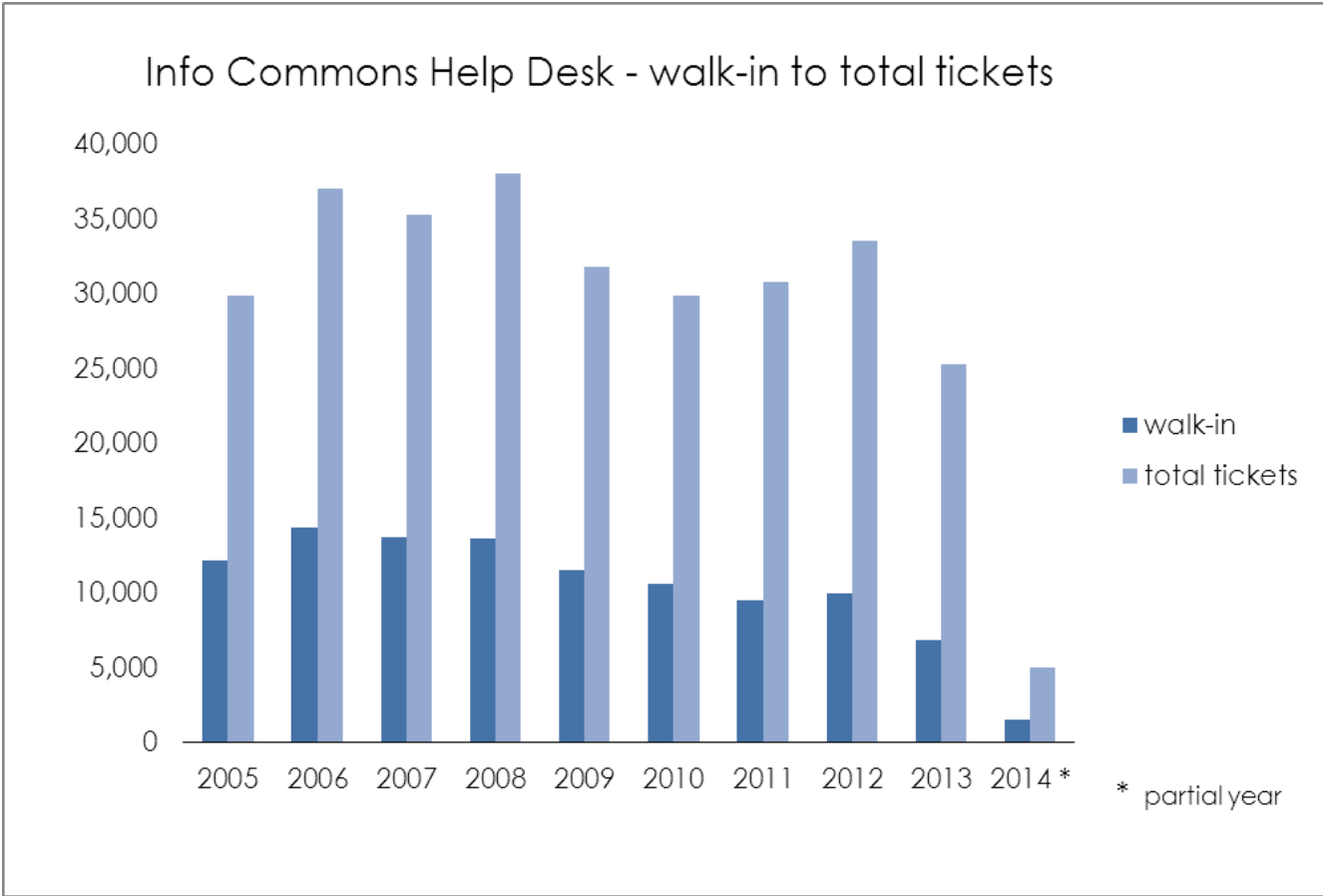
# What do users think?

- White board feedback
- Walk throughs
- Surveys
- Focus groups/interviews

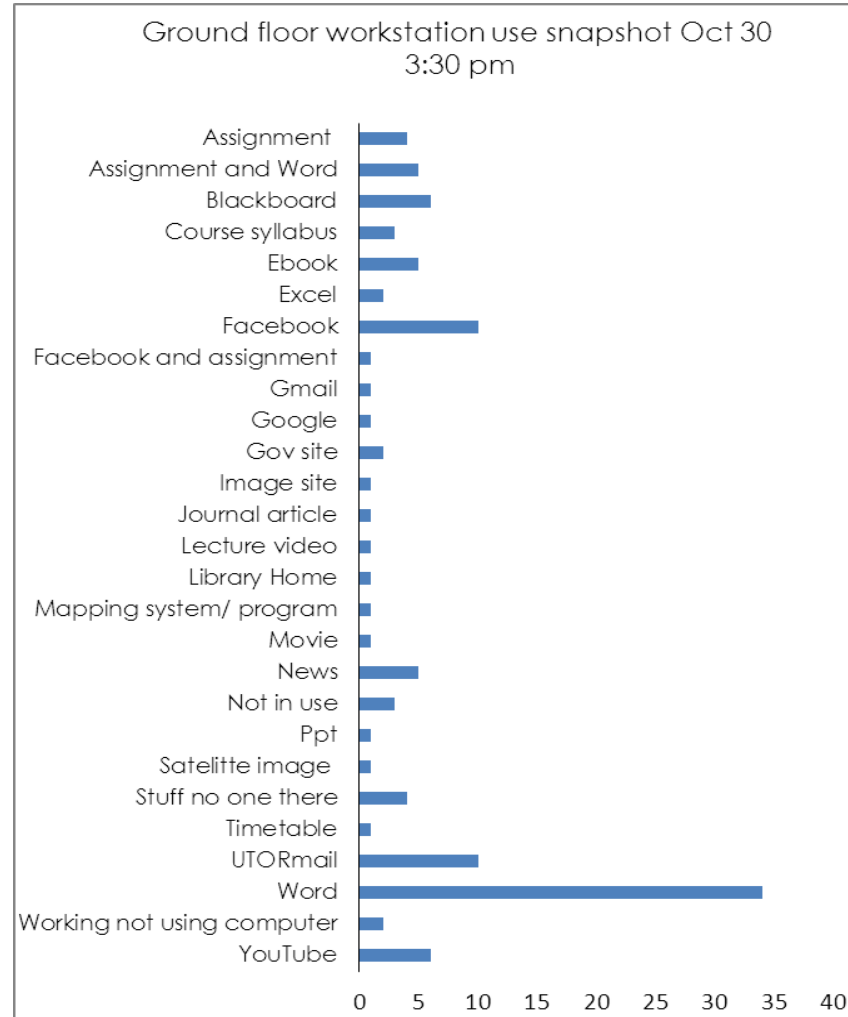




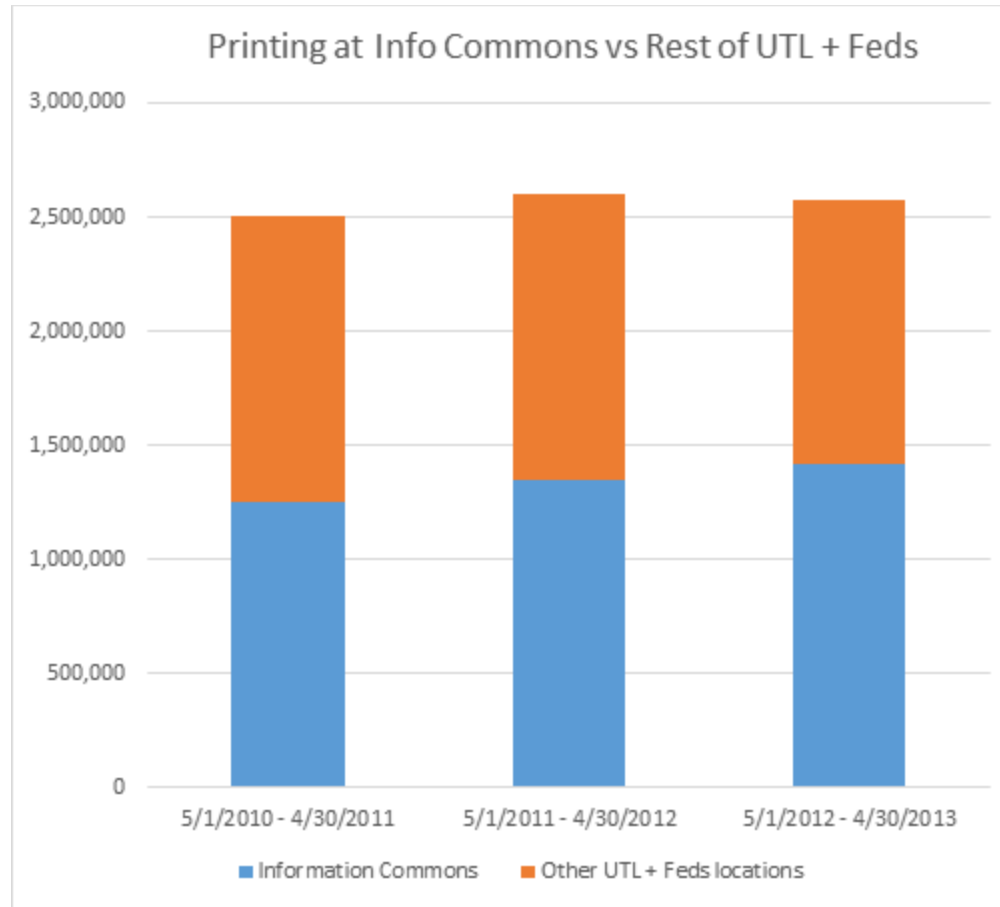
# Robarts service point use



# Robarts workstation use



# Robarts printing behaviour



# Thank you

Lisa Gayhart [lisa.gayhart@utoronto.ca](mailto:lisa.gayhart@utoronto.ca)

Debbie Green [debbie.green@utoronto.ca](mailto:debbie.green@utoronto.ca)

