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### Library 3.0: Using UX to Create the Library Space of the Future

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librarians will go back to their office, while some may continue to telework. Some institutions may gain a greater respect for and openness for employees to telework post pandemic.

Librarians have always excelled at seeking new opportunities to learn and problem solve. These speakers demonstrated the significant advantages in working from home on a regular basis. Telework has met their needs for a satisfying work-life balance while successfully meeting the needs of their employers.

The pros for working at home include getting more work done, which results in improved productivity. The employee's ability to focus their attention with few interruptions is significant. Teleworkers have no commute times, and for some, this saves several hours per day. For librarians in later years of their career, they enjoy the less hectic environment and quietness of home while still having the satisfaction of doing good work.

There may be cons when beginning to telework. When at home, you must put in the extra effort to stay connected with colleagues. Many technology options available today make this possible by using chat messaging, Zoom meetings, e-mail and phone conferences, and other technologies. It is important to have the discipline to keep a regular work schedule, as it is easy to overwork.

There are some misconceptions of employees who telework. Sometimes, others have a disbelief that you are actually working. There is a false image of a teleworker rolling out of bed and going to work in their pajamas with their hair a mess when in fact, these experienced teleworkers dress every day and fix their hair as if they were still in the office. It helps them to separate work time and personal time.

The speakers provided valuable advice to librarians who are considering telework. Consider the equipment expense and whether needed equipment will be provided. Consider your personality and work style. Take responsibility so that you are not forgotten by keeping in touch with colleagues. Finally, never take advantage of the trust put in you.

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## ***Program Report***

### **Library 3.0: Using UX to Create the Library Space of the Future**

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Presenters: Amy Eaton, Director of Library & Research Services, Perkins Coie LLP; Yolanda Jones, Law Library Director, Florida A & M University College of Law; Billie Jo Kaufman, Law Library Director, Mercer University School of Law; Whitney Curtis, Associate Director, Barry University School of Law

This was one of the sessions at AALL that I sectioned off my calendar for, to make sure I didn't miss the live stream. As with many of the virtual conference sessions this year, it did a great job of tying the topic in with the current pandemic reality by specifically asking the panelists about how things have changed since COVID-19. Early on, the moderator shared some very good principles of user experience; however, I immediately disagreed with the very first point of "You are not your user." This is up for debate. Sometimes the most intense library user is the librarian or staff member who perhaps accesses a resource more often than end users do. I tried not to let myself get hung up on this, though, since the rest of the principles (and the rest of the session) were very thoughtful and full of perspective from the panel of speakers. "The user is not broken" is so true and an important one we cannot commit to memory enough. Good UX requires research and empathy. It must be universal, intentional, holistic, and above all, "easy before it can be interesting." These were all excellent points that set the stage for the rest of the presentation. Each speaker answered different questions and shared examples that included photos of how they used user-centered design to approach physical spaces and services in the library. There was quite a bit of talk about policies and how that relates to customer service.

I wanted to highlight my favorite quotes from each of the speakers that I found noteworthy:

*"Make sure that your signage matches your services policy."* & *"Don't make a rule you can't enforce."*

- Billie Jo Kaufman

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*"I make sure my service philosophy encompasses all of our user groups ...to help them find the information they need for their scholarship, their work, and their personal lives."*

- Yolanda Jones

*"We used to have all of these processes in place, but, ultimately, we end up saying 'yes' to almost all requests. Why not just empower people to make those decisions?"*

- Amy Eaton

My personal let down from this session was I had an unrealistic expectation that with "3.0" and "UX" in the title, the session would also talk about virtual services, especially as it related to the COVID-19 reopening planning that has been on everyone's mind over the summer. User experience is more important than ever for our libraries, particularly in a world where much of the interaction is (and may continue to be) happening more often online than not. Towards the end of the session, I appreciated the thoughtful comments from the panelists about reopening. They talked about how they were thinking in regards to their physical spaces now and what may change this fall. Each of them honestly shared they were still trying to figure things out. However, the questions they vocalized candidly really opened things up for a better discussion and had my gears spinning for taking their approaches shared earlier in the session pre-pandemic and applying that user experience perspective to the ever-approaching prospect of Fall 2020. The comments in the discussion, which are still available if you missed this session live streamed and would like to watch the recording, were insightful with librarians across the country sharing their experiences and concerns. Many attendees commented on the very real concern of library seating negatively impacting individuals who are from marginalized groups that do not otherwise have a quiet place to work or study or may not have the technology on their own to accomplish the same things for school, work, or personally. A lasting sentiment was how valuable the library is as place. Our spaces are more than just resources and services: they are somewhere people can go as a respite. Without the library, many users would be lost in more ways than we can fathom. Access is vital, but access at the resource level is not the only form of access our users need.

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## ***Program Report***

### ***Change the Subject: How a Cataloging Term Became a Flashpoint in the Immigration Debate Recap***

*Stacey Pilson  
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Moderator: Cate Kellett, Catalog & Government Documents Librarian, Yale Law School

Speakers: Jill Baron, Librarian and Filmmaker, Dartmouth College; Melissa Padilla, Film Producer, Dartmouth College

The session was an eye-opening discussion about Jill Baron and Melissa Padilla's documentary, *Change the Subject*, and the importance of words and advocacy. The speakers opened with some questions for the audience: Did we see opportunities for social justice in our libraries? Are there resources to transform any problematic issues? As a law firm librarian, I didn't really think there was, but I was intrigued.

They showed some clips from the film to highlight what Melissa felt when she saw the "i-word" (illegal aliens) in the catalog and how that led her to activism and to Jill Baron at the reference desk. Neither of them thought it would turn into the big deal that it has. We all need to remember the importance of words, the importance of having difficult conversations, and the importance of standing up for what we believe. Melissa, Jill, and the other Dartmouth students and community they brought together did not let setbacks stop them. They learned that one little catalog is connected to others and that the cataloging world is large and moves slowly, but it can move and change. It has moved and changed for other subjects that are no longer seen as proper, so should the "i-word" be changed. Their suggestion is "Undocumented immigrant." The battle is still ongoing, as the subject heading has not been changed.

The speakers also mentioned the work of the SAC (Subject Analysis Committee) Working Group of the American Library Association (which submitted a report in June 2020) to show how the work still goes on. The takeaway was that