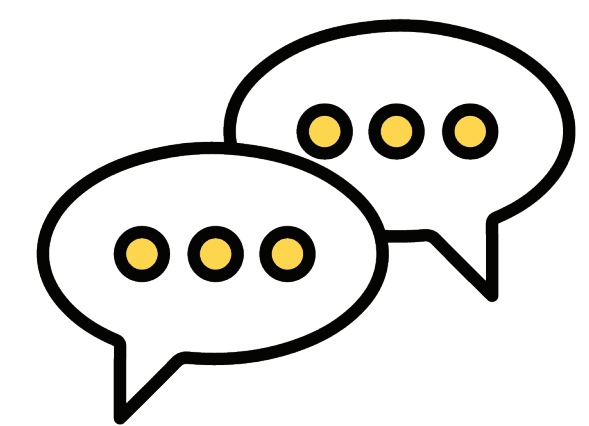


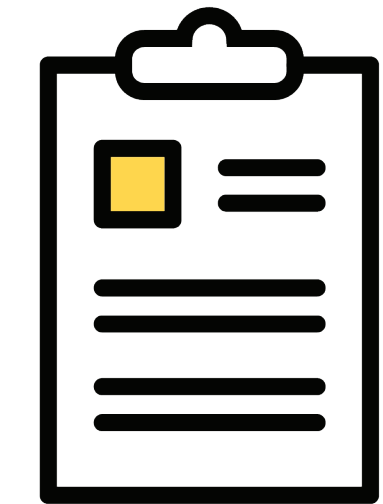
# Assessing the Evening and Weekend UX

## Background:

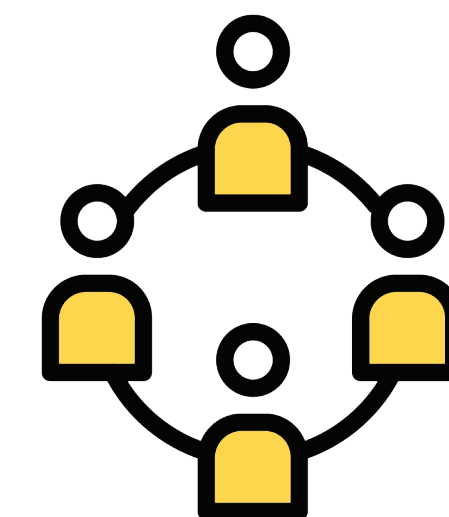
We use a variety of methods to assess UX at UWaterloo Library:



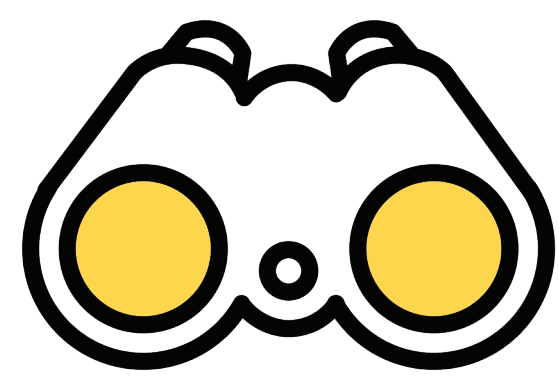
Interviews



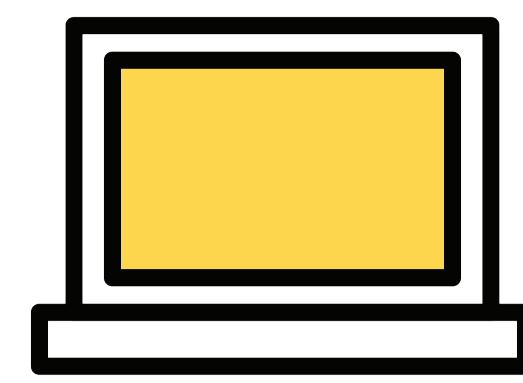
Surveys



Focus groups



Observation



Usability testing

But... most of these occur during the day.

## Questions:

- Is the evening and weekend UX the same as during the day?
- Do staff have different training or support needs?
- Do users have different support needs?
- Do we have different users in the evening?

## Methods:

- Desk observation (12 hours; 6 per location; 8 weekday, 4 weekend hrs.)
- Evening/weekend staff focus group ( $n=4$ )
- Student intercept survey ( $n=121$ ; 107 UG, 10 Grad, 4 Other)

## Findings



### Desk Observation

95 interactions observed (99 questions asked).

73% were less than a minute.  
83% were resolved completely.

Less than 10% were referred (e.g. to daytime staff or IT support).

Others were answered (e.g. giving directions or information) even if they couldn't be resolved per se.



### Focus Group

**Staff felt generally able to support user needs and enjoyed problem solving.**

Challenges related primarily to issues beyond their control:

- Supporting use of the space (e.g. overfull garbage, unclean washrooms)
- Enforcing policies (e.g. eating, noise)
- Communication issues with other depts. (e.g. police, plant ops)



### Survey

Most students were full time(97%), undergrads (88%),co-op stream (93%)

Half had approached Library staff primarily about borrowing books, chargers, and printing.

#### Primary needs:

Better Wi-Fi, more study space, updated spaces.

## Conclusion

At UWaterloo, evening and weekend users are not different from daytime users.

Needs don't seem to be any different.

But issues of living in the space (i.e. eating, disposing of waste), cause issues for them and staff.

## Next steps:

- Better coordination with other units.
- Ensure staff have what they need to problem-solve.