

1. UX in Practice

This track includes content strategy, design thinking, best practices, case studies, works in progress, and project management.

SESSIONS:

- A new look for an established tool: Building a new interface for room reservations with user testing and APIs
- Back to basics: Renovating LibGuides pathfinders for a better student user experience
- But Why 2020? How to apply a UX-First mindset while making on-the-fly changes
- Complex Policy, Simple Communication: How Design Thinking Helped Us Get There
- Developing a Library Chatbot: Easier Than You Think!
- Dispersed design: Reimagining a library website search remotely with human-centered design
- Emails Are UX, Too: How to Make Better Overdue Notices and Other Communications
- Emergency Content Strategy for Library Websites
- Going for Good Not Gold: Using Alma Digital for Electronic Course Reserves
- Oh No! Design Practices to Avoid Unintended Consequences
- The Cushing Center: creating a website for a public museum located inside a private academic library
- The same but different: Collaborating on user interface expectations for a campus art museum, library, and archives
- Using Empathy Maps to Explore Social Justice Terminology

SHORT TALKS:

- Far, Far Away: Community Building Beyond Zoom
- It doesn't have to be like herding cats: a methodical approach to web content strategy
- It's Alive! The Evolution and Impact of an Accessible Copyright Infographic
- Say What You Mean!: Improving Communication about Research Services with UX Writing
- Using stakeholder focus groups to get design input for an agile team

2. Tools & Methods

This track includes tools, techniques, and issues relevant to conducting user research, testing for usability and accessibility, or managing design and assessment projects.

SESSIONS:

- 3 Methods for Seeing the Picture of Interactions on Your Homepage
- Auditing Accessibility with Remote User Testing
- Enabling high-quality, scalable and consistent design: supporting library staff through a library design system
- How to Conduct Space Assessments in Academic Libraries: Lessons Learned from A Critical Review of the Literature
- Insights from an Imperfect Tool: Using Google My Business to Gauge User Perceptions of Library Buildings in a Pandemic

SHORT TALKS:

- Balancing accessibility and aesthetics in redesigning an asynchronous Information Literacy course
- Supporting students at the point of need: Creating performance support tools to extend library instruction

3. Trends, Emerging Issues, and the Future of Design

This track includes research, thought pieces, and trends analysis of what's coming, what is happening in other industries and new ways to think about design work.

SESSIONS:

- Distant, yet Still Social: An Experiment in Creating Safe Virtual Study Spaces
- How might we design an equitable hybrid workplace?
- Introducing Ethics in Web Design
- Making: Face to Face to Screen to Screen

4. Service & Physical Space Design

This track includes holistic approaches to design in libraries, physical design ideas, design work and strategy.

SESSIONS:

- Space-as-service: Balancing service design and public health during a global pandemic

SHORT TALKS:

- On-Ground to Online: A case in rapid service design and implementation to serve patrons remotely during the COVID-19 pandemic

5. Leadership & Organizational Strategies

This track includes leading a UX/creative team, providing design leadership to an organization, making the case for design within organizations, staff development and training, and selling and gaining approval for ideas.

SESSIONS:

- A Practical Guide to Building Your UX Capacity
- Collaboration, Perpetual Learning, and Problem-Solving: How a Background in Libraries Translates to Code/Tech Work
- Integrating UX into Agile Projects
- Riding the Digital Accessibility Roller Coaster in Higher Education

SHORT TALKS:

- The AGILE Library: Saving Time While Granting Clients' Every Wish