Redesigning the Website with user research at every step

Presentation Notes

TINYURL.COM/LAC-DESCHENES
Welcome to LIBRARY.HARVARD

September 2017 - July 2018

Using the Library

Navigate our content and services.
What would actually be useful?
“Finding a link to a popular item, like Web of Science, should be easier.”

- Graduate student
Web of Science
Indexes the world's leading scholarly literature across the disciplines, with cited reference searching and filters that indicate markers of quality.

Web of Science
About Web of Science

Showing 1 - 10 of 108 results for keyword "web of science".
Results

We Suggest

Web of Science
Indexes the world's leading scholarly literature across the disciplines, with cited reference searching and filters that indicate markers of quality.

Web of Science | About Web of Science

Showing 1 - 10 of 108 results for keyword "web of science".
“I want to know about all of the cool old stuff that the library must have in its archives.”

- Undergraduate student
EXPLORE COLLECTIONS

From books and newspapers, to one-of-a-kind primary source materials, chances are we have something for you.

BY TITLE OR DESCRIPTION KEYWORD

Angus McBean Photographic Archive

Atlasses, Gazetteers, and Reference Materials

Charlie Archive

Chilean Protest Murals

Early Photography of Japan

The General Bill of Mortgages...
“I need, like, a list of all the group study rooms on campus. I don't know what’s available.”

- Undergraduate student
Botany Libraries Farlow
Reading Room – Main Level

OPEN SPACE

Botany Libraries in Harvard University Herbaria

FEATURES

- Group tables
- Printers
- Public computers
- Single stall restrooms
Quote

“I perceive each individual library at Harvard as being part of one big library, so pages would be easier for students to navigate if they were more standardized.”

- Graduate student
Harvard Library's Brand Guidelines

OVERVIEW

The campus library has always been at the heart of university life. For Harvard, the Library is core to its mission — ensuring Harvard's leadership of education and inquiry in the pursuit of enduring truth.

Here at Harvard Library, we connect students, faculty, and scholars with vast, useful resources to make their research richer, learning fun, and discovery delightful.

These brand guidelines, together with our writing guide, are tools for library staff to use and share our work. We welcome you to explore, discover, and ask questions.

You can always reach us at harvard_library@harvard.edu.
Search FAQs

FEATURED QUESTIONS

How do I use the new HOLLIS?
Does the library have phone and laptop chargers available for loan?
What's the best way for me to determine if a newspaper is available at Harvard electronically?
Can I bring guests into Widener or another Harvard library? What about into the Widener stacks?

See all FAQs »

GET PERSONALIZED HELP

EMAIL YOUR QUESTION
Use our simple form to email a librarian your question. We usually respond to questions within 24 hours (M-F).

REQUEST A RESEARCH APPOINTMENT
Harvard only: Talk to a librarian for advice on defining your topic, developing your research strategy, and locating and using sources.

SUBMIT YOUR QUESTION

REQUEST AN APPOINTMENT
Curious Carlotta  
GSE Alum & DCE Student

Age: Early 30s
Occupation: ESL Teacher
Lives In: Medford, MA

UX Goals:
Get a clear understanding of the privilege rules around borrowing materials and using library spaces.
Access online images owned by Harvard.
Stay abreast of current events at the libraries, especially new exhibits.

Rigorous Richard  
Visiting Researcher

Age: Late 40s
Occupation: Research Fellow
Lives In: Brooklyn, NY

UX Goals:
Get location details for Harvard libraries & archives that have the items that he’s interested in.
Prepare for his visit and get as much information as possible in advance before arriving at Harvard.
Search all Harvard libraries and archives for digitized resources related to his topic.

Overstretched Owen  
SEAS Student

Age: 19
Occupation: Student
Lives In: Lowell House

UX Goals:
Get a better understanding of where there are group study spaces to reserve with power & white boards.
Learn about content he never knew existed in the libraries, like sheet music.
Make it easier to find and save articles he needs for his classes.

Engaged Ella  
Faculty Member

Age: Mid 40s
Occupation: Professor
Lives In: Belmont, MA

UX Goals:
Easily connect with librarians to provide in-class instruction.
Expose students to the vast richness of Harvard’s library resources, specifically through library training.
Make searching less overwhelming, especially for students & connect graduate student advisees to appropriate subject databases.
Use existing research whenever possible
Know when you need local users.
What’s your UX strategy?
Thank you!

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