International Symposium on User Experience:
Building Human-Centred Libraries

19 - 21 September 2023
Groenkloof Research Commons,
Pretoria, South Africa

PROGRAMME

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Department of Library services

Departement Biblioteekdienste
Kgoro ya Ditirelo tša Bokgobapuku

Make today matter

Tuesday 19 September 2023

Pre-conference workshop

An interactive and highly practical course, led by UX trainer/consultant Andy Priestner, detailing the internationally recognised UX Research & Design Process.

The course utilises techniques intended to identify and actively respond to library user needs and behaviours in order to develop and deliver more relevant and user-centric library services.

The workshop involves many interactive activities intended to engage and challenge participants, including: learning core UXtechniques; coding and mapping data; practical ideation; and the concept of prototyping.

Learning objectives

After the workshop, attendees will have learned the purpose of UX work, an established UX process to follow and embed, and more specifically:

- Essential approaches to UX Research
- How to code and analyse data
- Rules for successful idea generation
- The importance of tangible and collaborative UX Design
- The value of prototyping and learning from failure

About the trainer Andy Priestner
Andy is a former librarian at both Oxford and Cambridge University, he is an established UX consultant & trainer who regularly delivers UX training programmes and leads consultancies all over the world in order to recalibrate and re-focus library services around user needs and behaviours.

He created and chairs the international UX in Libraries conference and is the author of the critically acclaimed A Handbook of UX Research & Design in Libraries (which details the 4-phase UX Process around which the course is structured) which was published in 2021.

Pre-conference workshop

DAY ONE I Wednesday 20 September 2023

REGISTRATION & ARRIVAL TEA	Time
SESSION ONE	
Session Chair: **Ms Lindiwe Soyizwapi**	
Welcome and Opening Remarks: **Prof Sunil Maharaj, Vice-Principal, UP**	**08:30 - 09:00**
Keynote Speaker: **Prof Hanlie Smuts: Head of Department, Informatics, UP** There Are No Traffic Jams Along the Extra Mile	**09:00 - 10:00**
NETWORKING TEA BREAK & EXHIBITION	**10:00 - 10:30**
SESSION TWO	
Session Chair: **Mrs Cindy-Lee Daniels**	
Presenter: **Mr Isak van der Walt, Acting Deputy Director, Digital Scholarship and Innovation Manager** Navigating the Digital Groove: Crafting a User-Centric Odyssey for Libraries.	**10:30 - 11:00**
Presenter: **Ms Hanoria Kalimashe, Librarian, Graduate School of Business, UCT** The User Experience of an Institutional Repository	**11:00 - 11:30**
Presenter: **Mr Mulalo Mushaisano, MIT, Department of Information Science, UP** Exploring User-Centric Training and Service Enhancement in Library Digital Platforms	**11:30 - 12:00**
Presenter: **Ms Linda Mbonambi, Information Specialist, Faculty of Health Sciences &** **Dr Mable Kekana, Chair of the School of Healthcare Sciences,** **Head of Department, Radiography, UP** Radiography User Experience: A Fresh Perspective Through the Eyes of The Facilitators	**12:00 - 12:30**
Short Presentation/sponsorship demonstration **Learning Curve**	**12:30 - 12:40**

NETWORKING LUNCH & EXHIBITION TIME	**12:40 - 13:30**
SESSION THREE	
Session Chair: **Ms Ephenia Peu**	
Keynote Speaker: **Mr Andy Priestner, Director, Andy Priestner Consulting & Training, UK** The User Experience Opportunity: Researching & Designing More Relevant & User-Centred Libraries	**13:30 - 14:30**
Presenter: **Ms Zenzile Ntshabele, Statistician, Marketing & Quality Assurance, DLS,** UP Library User Experience Through Time: A Cross-Generational Analysis	**14:30 - 15:00**
NETWORKING TEA BREAK & EXHIBITION	**15:00 - 15:30**
Presenter: **Mr Lazarus Matizirofa, Associate Director, Research, Scholarly Communication,Digital Systems & Services, WITS.** A Research Support Framework for Postgraduate Students	**15:30 - 16:00**
Presenter: **Ms Kabelo Kgarosi, User Experience Coordinator, DLS, UP** User Research, A Strategic Priority: Why Your Library Needs A UX Team	**16:00 - 16:30**
Q & A Session	**16:30 - 17:00**
NETWORKING AND SOCIAL EVENT	**18:00**

DAY TWO | Thursday 21 September 2023

REGISTRATION & ARRIVAL TEA	Time
SESSION ONE	
Session Chair: **Mrs Marguerite Nel**	
Keynote Speaker: **Dr Leo Appleton, Programme leader for the MA in Librarianship, Information School, University of Sheffield, UK** Conceptions of Student Engagement: Putting Our Students at the Heart of the 'People-Centred' Academic Library	**08:30 - 09:30**
Presenter: **Ms Jane N. Wambua Yobera, University Librarian, Daystar University, Kenya** Towards A User- Centered Library Design: The Case of Daystar University, Kenya, Main Campus Library	**09:30 - 10:00**
NETWORKING TEA BREAK & EXHIBITION	**10:00 - 10:30**
SESSION TWO	
Session Chair: **Mr Chipa Maimela**	
Presenter: **Mr Elmar Snyman, UX Librarian, UP** User Experience at the University of Pretoria Library	**10:30 - 11:00**
Presenter: **Dr Funmi Adebesin, Senior Lecturer, UX Lab Manager, Department of Informatics, UP** Exploring User Experience through Eye Tracking: A Case Study of the Medical Library	**11:00 - 11:30**
Q & A Session	**11:30 - 11:50**
Short Presentation/Sponsorship Demonstration **Elsevier: OSMOSIS**	**11:50 - 12:00**

NETWORKING LUNCH & EXHIBITION TIME		12:00 - 13:00
SESSION THREE		
Session Chair: **Mrs Marriette Mapheto**		
Keynote Speaker: **Mr Reinier Rademan, Head of UX/UI/Product Experience &** **Web development, Product Strategist, Porcupine Union** We Are Problem Solvers First		**13:00 - 14:00**
Parallel Workshops		**14:00 - 15:00**
Storytelling through Space: Creating Compelling Library Environments.	Virtual User Experience Research Strategies and Techniques.	
Delegate Workshop Presentations		**15:00 - 15:30**
Panel Discussion		**15:30 - 16:00**
OFFICIAL CLOSING OF THE SYMPOSIUM		

ORGANISING COMMITTEE

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