

## SPEC Kit 322: Library User Experience



The purpose of this survey was to explore recent and planned user experience activities at ARL member libraries and the impact these efforts have on helping the libraries transform to meet evolving user needs. The survey elicited examples of successful user experience activities to serve as benchmarks for libraries looking to create or expand efforts in this area. It also explored whether libraries have created positions or entire departments focused on user engagement and the user experience.

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