



Informing and Promoting Impact at the UT Libraries

Our Mission

To combine user-focused research and assessment with effective communication to improve user experiences and share the story of the University of Texas Libraries.

Our Values

- **People-centered** – We put people first.
- **Equity** – We promote equity.
- **Integrity** – We act with integrity.
- **Creativity** – We encourage creativity.
- **Agility** – We respond to change.

What we can do for you

- Conduct Research & Assessment
- Provide Consultations
- Communicate Value & Impact
- Improve Library Experiences
- Manage & Visualize Data

Why you should engage us

Our team is here to support your work. We can help you:

- Reach our users
- Collect, analyze, and use data
- Look for opportunities to improve services, processes, and workflows
- Incorporate user research and design methods into your work

Sustainability of organizational efforts benefits from taking a holistic view of project goals and outcomes. Measurement, design iteration and ongoing communication keep our work relevant to user and generate momentum for ongoing improvement.

When you should reach out

Starting a new project? Have a request?

Bring us in early! The most effective way of enhancing the long-term success of your project or meeting your needs is to partner with our team early in your work. Building UX, assessment, and communication in from the start ensures we can achieve your goals within your timeline.

Where the resources are

- The Assessment, User Experience & Communications webpage goes into more detail about what we do and also offers examples of major project.
- The Assessment Sharepoint page is where we have centralized links for recording stats and accessing data, Tableau dashboards, and reports. We also walk through the process for consulting with us and provide additional context for some of the bigger initiatives and platforms we are involved in.
- The User Experience Sharepoint page is where you can find out more information about the work the cross-functional team is involved in.

Who we are and how to reach us

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