

# What do our users experience?

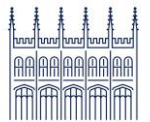
Dr. Frankie Wilson  
Head of Assessment

Academic's  
experience

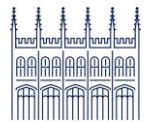
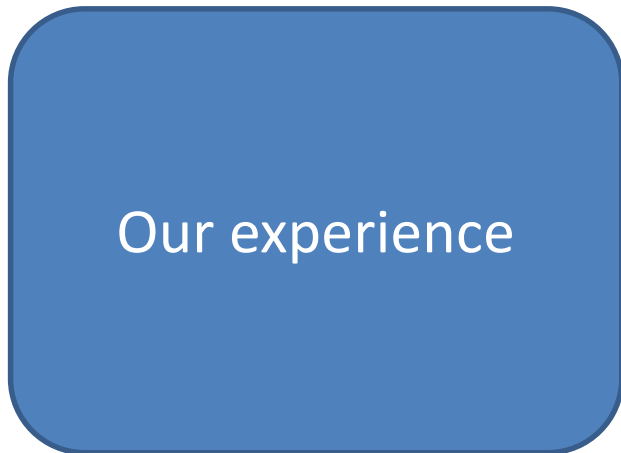
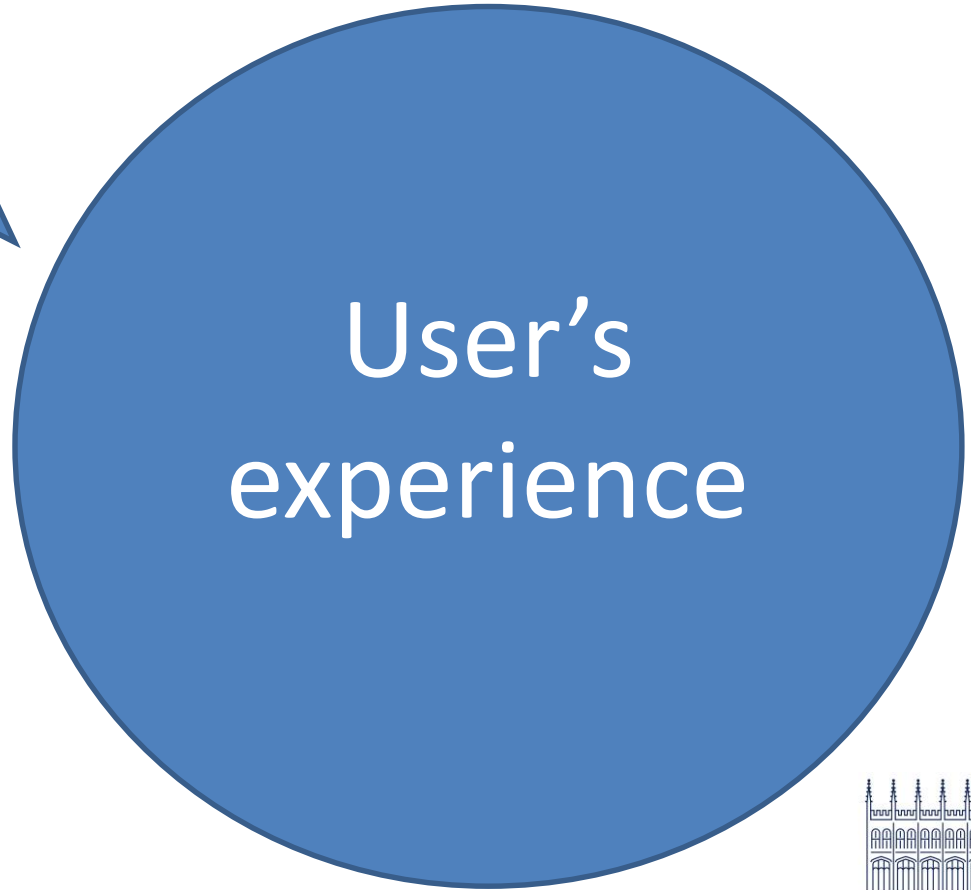
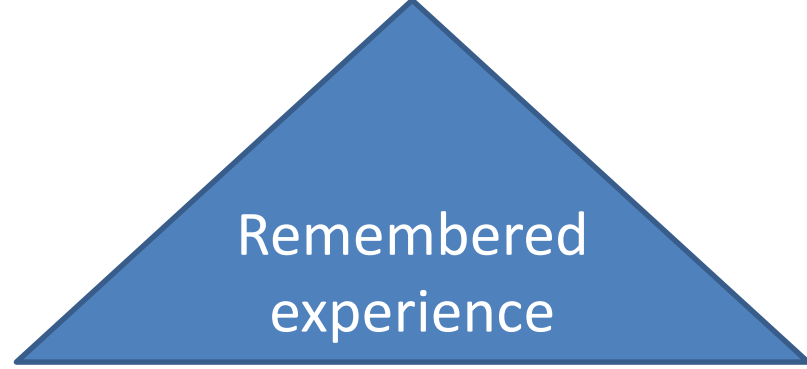
Remembered  
experience

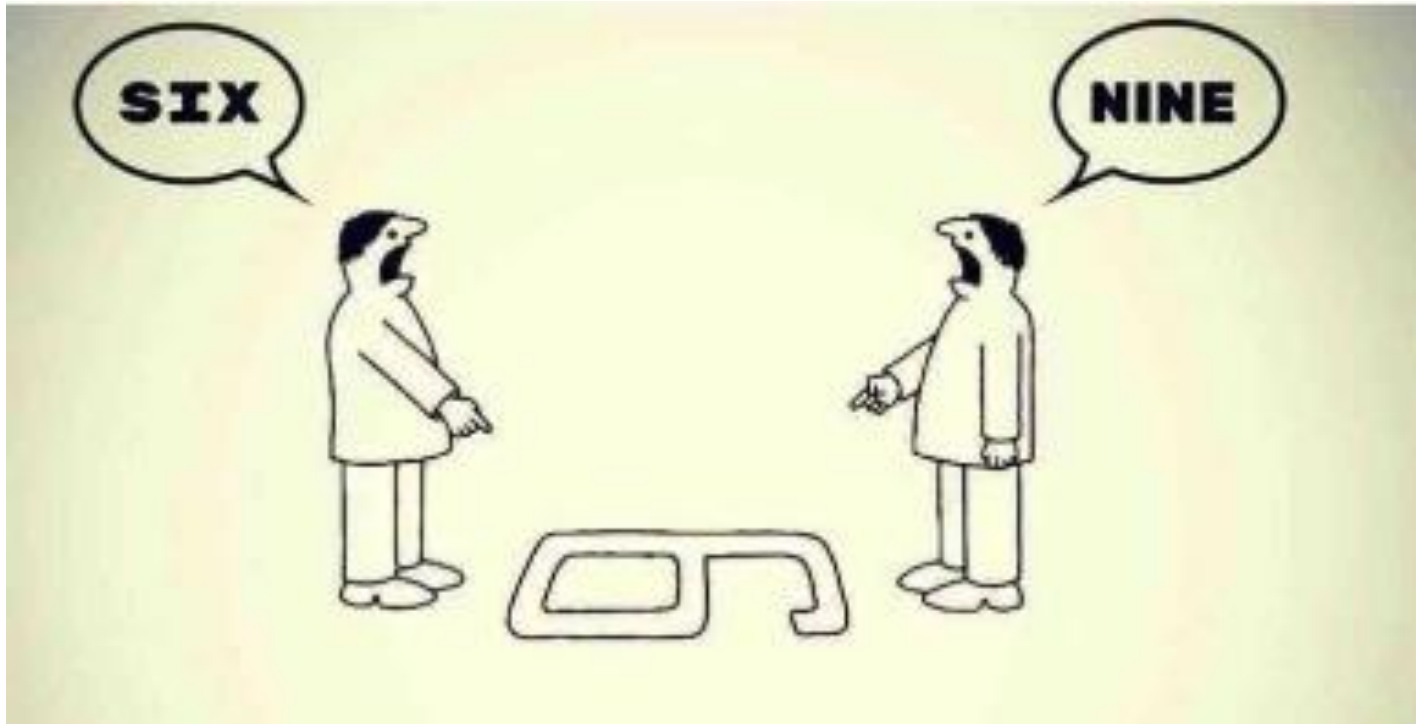
Our experience

User's experience

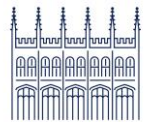
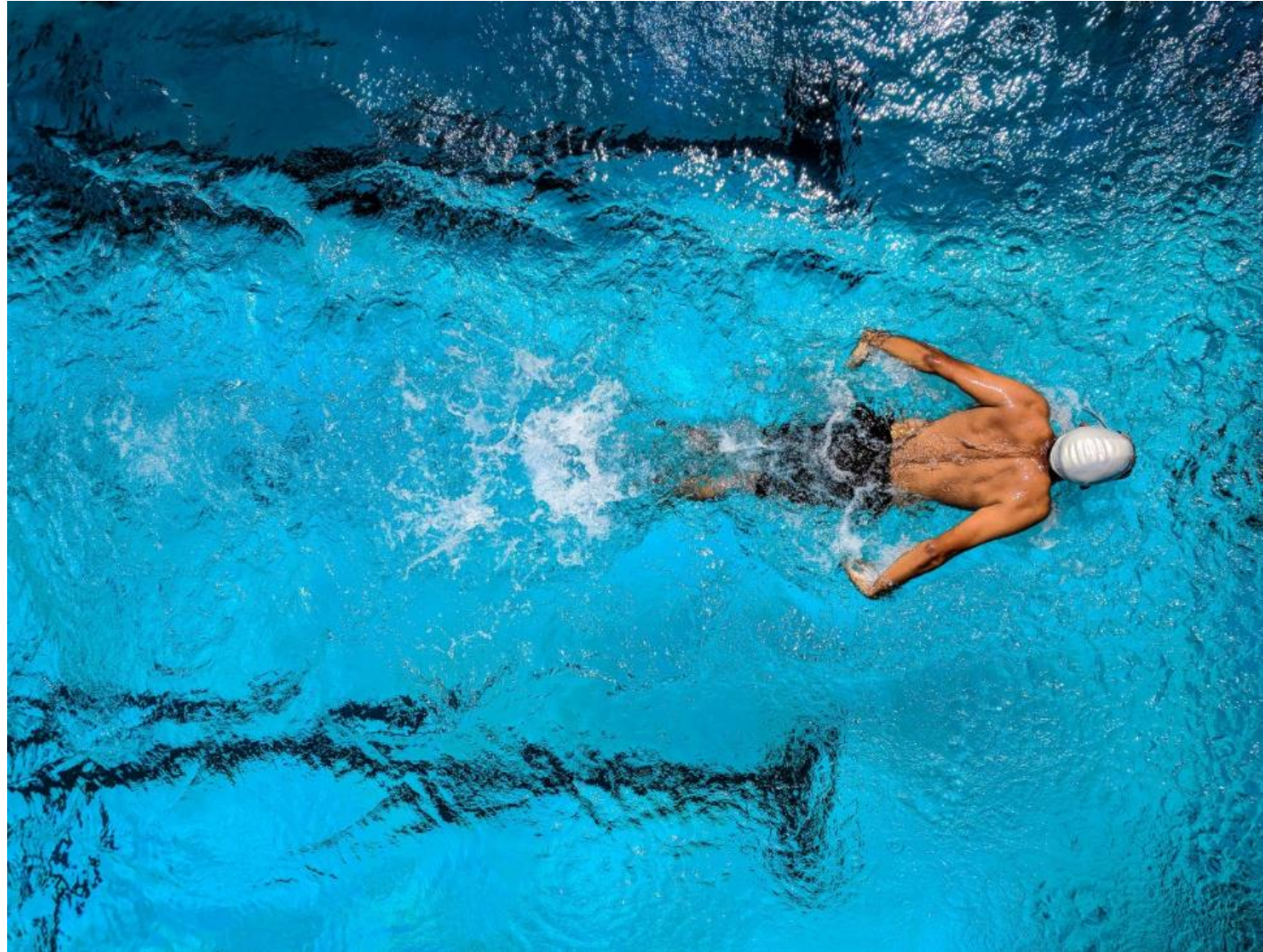


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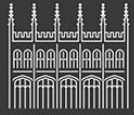








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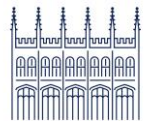
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# Library anxiety

Intimidated by size / history

Lack of knowledge about where things are located

Lack of knowledge about process

Lack knowledge about what to do there



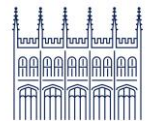
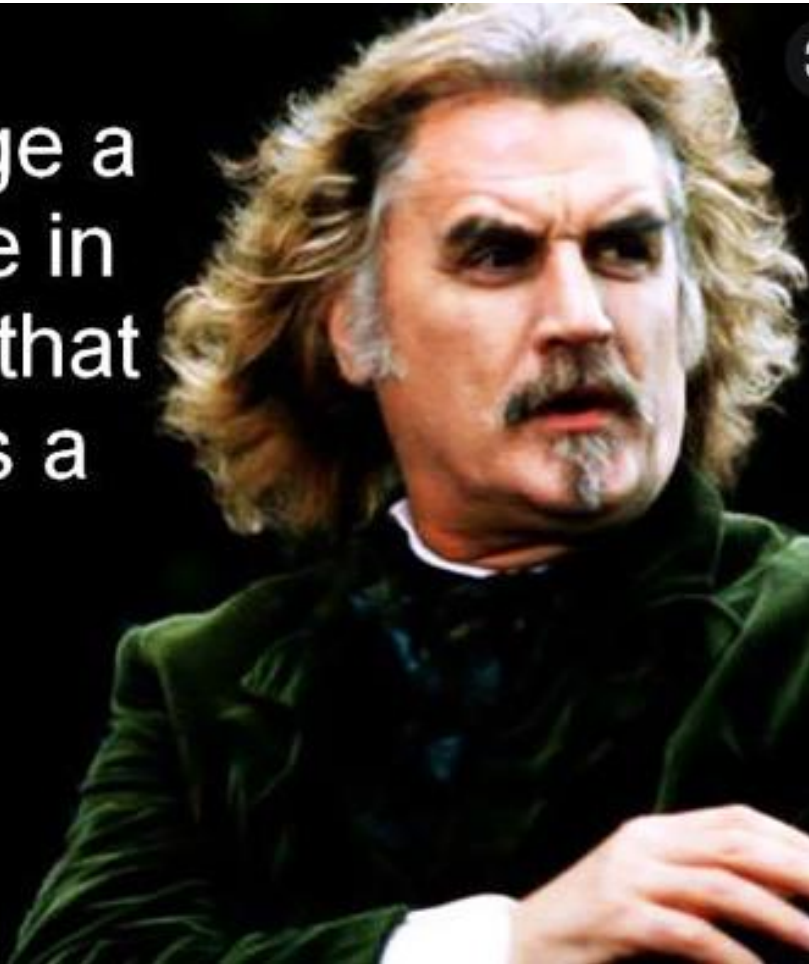
Feelings of inadequacy



Shame



"Before you judge a man, walk a mile in his shoes. After that who cares? He's a mile away - and you've got his shoes!"



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# Activity

Group 1 – The Gulbenkian Reading Room

Group 2 - Buttery

Group 3 – Scout's Office

Group 4 – Old FDR

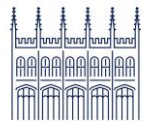
Group 5 – Statue of first warden (CCC)

Group 6 – RESC Library

# What did that feel like?



# What would have made it easier?



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# Self-reflection

What aspects of your user-facing work are like this?