

Purpose

- To create a LGBTQ+ Health LibGuide for students and researchers at University of Ottawa (uOttawa).
- Incorporate both User Experience (UX) methods and best practices from the Library discipline in the development process.

Methods

Adapted Hasso-Plattner's Design Thinking Process (Dam, n.d.) in the development of this LibGuide. The steps are described below.

Understand the problem

- Interviewed a Librarian at Dalhousie University on her experiences in creating one of the first LGBTQ+ Health LibGuides in Canada.
- Reviewed the Stevens and Fajardo (2021) article, where the objective was to determine how common LGBTQ+ Health LibGuides are in academic and hospital settings.
- Conducted a content audit of 10 North American Universities' LGBTQ+ Health LibGuides:
 - Dalhousie, University of Manitoba, McMaster, McGill, Queen's, University of Saskatchewan, Cooper Medical School of Rowan University, Harvard, University of Michigan State and Yale.

Define the problem

The following 2 problems were identified:

- LibGuides contained overwhelming number of resources, impacting user's cognitive load.
- No standard information architecture was used in LibGuides on this topic, limiting discoverability of resources.

Ideate and design

- Used Open Refine and Excel to come up with a list of most commonly linked journals, books, databases, guidelines, organizations and glossaries.

Commonly linked journals



- Incorporated Bergstorm-Lynch (2019) and Brown's (2018) best practices for writing LibGuides
- Developed prototype of LibGuide

Testing

- Conducted UX meetings with students and researchers, with the goals of:
 - Validate list of resources
 - Determine categorization of resources
 - Solicit promotion and dissemination strategies of LGBTQ+ LibGuide



Preliminary results

- Identified resources for uOttawa library to acquire
- Discovered existing synergies between UX field and Library discipline, such as principles of web writing are also listed as best practices for writing LibGuides.

Discussion

- Using both UX methods and best practices from the Library discipline ensures the LibGuide will meet users' needs.
- The development process of this LibGuide is an example of how UX methods can be applicable to the Library discipline.

References

Bergstrom-Lynch, Y. (2019). LibGuides by Design: Using Instructional Design Principles and User-Centered Studies to Develop Best Practices. *Public Services Quarterly*, 15(3), 205–223. <https://doi.org/10.1080/15228959.2019.1632245>; Brown, H., Drummond, D., & Minter, C. I. J. (2018). Establishing a Review Process to Evaluate Research Guides. *Medical Reference Services Quarterly*, 37(4), 367–374. <https://doi.org/10.1080/02763869.2018.1514901>; Dam, R. F. (n.d.). *5 Stages in the Design Thinking Process*. The Interaction Design Foundation. Retrieved January 23, 2022, from <https://www.interaction-design.org/literature/article/5-stages-in-the-design-thinking-process>; Stevens, G. A., & Fajardo, F. J. (n.d.). LGBTQ+ health research guides at North American health sciences libraries: A survey and content analysis. *Journal of the Medical Library Association : JMLA*, 109(3), 406–413. <https://doi.org/10.5195/jmla.2021.1189>