User Experience Design for Libraries Training Course

Professional Development Training Course Outline

Category	Library Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

User Experience Design for Libraries Training Course is designed to equip library professionals with advanced skills in creating user-centered, accessible, and innovative library services. The course focuses on UX research, human-centered design, digital library experiences, customer journey mapping, usability testing, and service optimization strategies that enhance user engagement and satisfaction. With libraries rapidly transforming into technology-driven knowledge hubs, understanding user behavior and designing seamless experiences has become essential for modern library leadership and service delivery.

This training course integrates emerging UX methodologies, digital transformation strategies, inclusive design principles, and data-driven decision-making approaches to help libraries improve physical and virtual environments. Participants will explore global best practices, UX frameworks, and successful library innovation models to develop services that meet evolving user expectations. The course supports libraries seeking to improve accessibility, increase service adoption, strengthen user relationships, and achieve sustainable service excellence through evidence-based experience design.

Programme Curriculum

User Experience Design for Libraries Training Course

Introduction

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Course Objectives

By the end of this course, participants will be able to:

1. Understand modern User Experience Design principles and their application in library environments.
2. Develop user-centered design strategies for physical and digital library services.
3. Apply UX research techniques to analyze user needs and behaviors.
4. Master customer journey mapping and library service improvement approaches.
5. Implement usability testing methods for library websites and digital platforms.
6. Utilize human-centered design frameworks for library innovation.
7. Improve accessibility and inclusive design practices in library services.
8. Apply data analytics and user feedback for experience optimization.
9. Design engaging digital library interfaces and online user experiences.
10. Develop service prototypes using UX design methodologies.
11. Evaluate library environments using UX assessment tools.
12. Integrate emerging technologies into user experience strategies.
13. Create sustainable UX improvement plans aligned with library goals.

Organizational Benefits

- Improved user satisfaction through enhanced library service experiences.
- Increased adoption of digital library platforms and resources.
- Better understanding of user expectations and behavioral patterns.
- Enhanced accessibility and inclusion for diverse library communities.
- Improved decision-making through UX research and analytics.
- Stronger library brand reputation and service competitiveness.
- Increased innovation through human-centered design approaches.
- More efficient allocation of library resources and technology investments.
- Improved staff capability in digital service development.
- Enhanced organizational adaptability in the changing information landscape.

Target Audiences

1. Library Directors and Senior Library Managers.
2. Academic and Research Librarians.
3. Digital Library Specialists.
4. Library Information Technology Professionals.
5. Knowledge Management Professionals.
6. Customer Experience and Service Managers.

7. Library Service Designers and Innovators.
8. Information Science Students and Researchers.

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of User Experience Design in Libraries

- Introduction to UX concepts and their relevance in modern libraries.
- Understanding user-centered design principles and service transformation.
- Exploring user expectations in physical and digital library environments.
- Applying UX frameworks to improve library operations.
- Developing awareness of emerging UX trends in information services.
- Global case study: UX transformation initiatives at leading university libraries.

Module 2: UX Research and User Behavior Analysis

- Conducting user interviews, surveys, and observational research.
- Applying qualitative and quantitative research methods.
- Identifying user needs, challenges, and service gaps.
- Developing user personas for library service improvement.
- Using research insights to guide design decisions.
- Global case study: User research practices at the University of Michigan Library.

Module 3: Customer Journey Mapping and Service Design

- Understanding customer journey mapping techniques.
- Identifying user touchpoints across library services.
- Designing improved user interactions and service pathways.
- Applying service design thinking to library environments.
- Creating experience improvement strategies.
- Global case study: Service redesign at Helsinki City Library.

Module 4: Digital Library User Experience Design

- Designing intuitive digital library platforms and interfaces.
- Improving website navigation and online resource accessibility.
- Applying usability principles to digital services.
- Enhancing mobile library applications and online portals.
- Evaluating digital user engagement metrics.
- Global case study: Digital experience improvements at the British Library.

Module 5: Accessibility and Inclusive Library Design

- Understanding accessibility standards for library services.
- Designing inclusive experiences for diverse user groups.
- Implementing universal design principles.
- Improving accessibility of digital library resources.
- Promoting equitable access to information services.
- Global case study: Inclusive library design initiatives in Canadian libraries.

Module 6: Usability Testing and UX Evaluation

- Developing usability testing strategies for library services.
- Conducting user testing sessions and feedback analysis.
- Measuring effectiveness of digital interfaces.
- Applying UX evaluation tools and techniques.
- Creating continuous improvement processes.
- Global case study: Usability testing practices at Stanford University Libraries.

Module 7: UX Innovation and Emerging Technologies

- Exploring artificial intelligence and automation in UX design.
- Applying virtual reality and immersive technologies in libraries.
- Using analytics for personalized user experiences.
- Developing innovative library service models.
- Managing technology-driven experience transformation.
- Global case study: AI-powered library services at innovative research institutions.

Module 8: Developing UX Strategies for Library Transformation

- Creating strategic UX roadmaps for libraries.
- Aligning UX initiatives with organizational objectives.
- Building UX-focused library teams and cultures.
- Measuring UX success through performance indicators.
- Developing sustainable experience improvement plans.
- Global case study: Digital transformation strategies in leading global libraries.

Training Methodology

- Interactive instructor-led presentations covering modern UX concepts and frameworks.
- Practical workshops focused on user research and service design activities.
- Real-world case studies from global libraries and information organizations.

- Group discussions and collaborative UX problem-solving exercises.
- Hands-on demonstrations of UX evaluation and design tools.
- Simulation exercises for developing library experience solutions.
- Participant presentations and peer feedback sessions.
- Continuous assessment through practical assignments and discussions.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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