

# Teacher UX Audit

# Teacher User Story

Black woman (from Ethiopia), mid-20s, single. Went through UCLA Teacher Education Program, taught at John Muir Middle School across from Library. Not from the neighborhoods she's teaching in but very involved in the life of her students, beyond school hours. Had special after-school projects, meetings with them. Frustrated by school administration/entrenched teachers at her middle school. Saw Library as sanctuary, used it for meetings w/ other teachers to renew themselves, also used it as space for her extracurricular projects w/ students. Left public school system to work at social justice charter school, where she could have more say. Hasn't used Library's collections. Wants to use our resources (Foundation Center, booksale) but doesn't make it down. Very busy; spends much of her time focused on her work, in conjunction w/ likeminded friends (works collectively). Does yoga.

- Key Words
  - Passionate about her work
  - Busy, mostly w/ work
  - High level of comfort w/ digital media/technology and actively looking for resources
  - Less knowledge about library procedures
  - Not a frequent Library user

# Scenario 1: Class Field Trip to the Library

- The students are working on a project related to Black History month. First, she wants to know if it is possible to book a class visit to the library. If yes, then she wants the class to learn the basics of library and its many features with the library

This will become relevant when the students learn how to use the library

JOIN & SAVE

## Discount Ends at Midnight

Become a Friend of the Library or renew your membership now. Save \$10 & enjoy amazing benefits >>

A good starting point for planning an educational visit

### EXHIBITIONS

AUTHOR TALKS &  
CONVERSATIONS

PERFORMING  
ARTS & FILMS

OTHER EVENTS

### What's Happening



### Artifacts of Change

THROUGH APRIL 29  
Library for the Performing Arts

What's  
Happening



## Black Power!

THROUGH MARCH 31  
Schomburg Center

### EXHIBITIONS

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ARTS & FILMS

OTHER EVENTS



## Artifacts of Change

THROUGH APRIL 29  
Library for the Performing Arts



## You Say You Want a Revolution: Remembering the 60s

THROUGH SEPTEMBER 1  
Schwarzman Building



## Leonard Bernstein at 100

THROUGH MARCH 24  
Library for the Performing Arts

... SEE MORE

Scrolled down because there were eye-catching graphics...Teacher finds that it is relevant to what her class will be doing research on. Note the picture is a black and white photo, which indicates history behind it

Seems to care a lot about promoting learning in people  
Clean and precise choices for photos

Learn  
Something  
New



## Education

The New York Public Library has been an essential provider of educational programs and resources for more than 100 years. From English language classes and technology training to story times, we give New Yorkers the tools they need to succeed.



I like the descriptions but it seems a little unnecessary to always have this and the picture beside it...a little less intuitive since. However, some people probably thinks this is nice design

< HOME

### EDUCATION

#### Upcoming Programs

Upcoming Programs

Adults

Parents & Caregivers

Educators

For Kids

For Teens



#### Join Us

Find out what's happening at the Library for people of all ages, from drop-in classes to workshops, and more.

The categorization is thorough and it is obvious to me that this is the right section

## EDUCATION

# Educators

From class visits and free resources from MyLibraryNYC to world-class professional development opportunities, the Library is a key partner for educators to help students succeed.

I see the description of Educator Cards on the right side and realize that it is different and specifically designed for educators such as myself

< EDUCATION

## EDUCATORS

Educator Cards

School Visits

MyLibraryNYC

Library for the Performing  
Arts

Schomburg Education

The Cullman Center Institute  
for Teachers

More Resources

## Educator Cards



### More Access, More Time

Find out about our enhanced Library privileges, such as the ability to borrow as many as 100 books at a time.



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## School Visits



### Visit with Your Class

Discover a variety of free programs for classes of all grade levels.



### Prepare for Your Visit

Learn how to make the most of your school visit.

Seems like this is  
where I should click



## Visit the Library with Your Class



Our neighborhood libraries offer a variety of free programs for classes of all grade levels. Children as young as preschoolers can enjoy story times, literacy activities, and kid-friendly library orientations. Older students can attend book talks, library orientations, and computer classes that focus on the Library's databases and digital resources.

If your class is doing specific project or exploring a certain topic, our librarians can assist in finding books for your class to read and check out. Teachers are also encouraged to visit us for help with lesson plans or information on using the Library's resources in the classroom.

If you would like to register your students for library cards, you may pick up applications at any NYPL location. If you have students who have library cards, please remind them to bring their cards on the day of your visit.

Our team is also available to conduct visits to schools in the neighborhoods serviced by the local library.

To find the library location most convenient to your school, [search](#) our website, email [schoolvisits@nypl.org](mailto:schoolvisits@nypl.org), or call 917-275-6975 (917-ASK-NYPL). The local Library Manager will help you schedule your visit.

[Prepare for your class visit.](#)

### What We Can Provide for Students

- Introduction to the Library and how to use it
- Free library cards
- Story times
- Book talks
- Classes on digital resources (BrainPOP, Ancestry.com, Library Edition, and more)
- Browsing visits to check our library books
- Customized research lessons to support your curriculum

### There's More!

- The Library hosts many special events, workshops, and seminars for teachers. Plus, we have a blog channel that highlights the opportunities and resources that are available for teachers throughout the Library system. [Learn more](#) about our primary sources, professional development opportunities, and student learning experiences.
- The Library offers books on the [NYC Reads 365 reading list](#). Refine to tag to find your specific grade level.

- The Library provides expanded access to its resources through our [Educator Card](#) outreach initiative. Educator Cards offer significantly more privileges than those available on personal library cards.



### FROM OUR BLOGS

新书 - 二月 2018 本月推薦好書 -  
Chinese Language Books

新年快樂 - HAPPY CHINESE NEW  
YEAR!

[READ MORE:](#)

I read the headline and know that I am in the right place

Here are helpful resources to help me located:  
-nearest library  
-ways to book a visit  
-an alternative to a physical visit

Here is a list of things that my class and I can do during the field trip

I also have a better understanding of Educator Card and its affiliated program which potentially allows her to do more things

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新年快樂 - HAPPY CHINESE NEW  
YEAR!

[READ MORE](#)

Afterward I can either call a library manager or email the school. I click on the hyperlink

## How to Prepare for Your Class Visit

Like 0

RECOMMEND

+

Tweet

EMAIL

PRINT

SHARE

### 1. What should I do in advance to prepare for my class?

As you schedule your visit with the librarian, please indicate if there are particular topics, themes, projects, or assignments you would like covered during your visit. If you have students who have library cards, please remind them to bring their cards on the day of your visit. For students who don't have library cards and would like to apply, please have applications ready prior to your visit (see [number 4](#)).

### 2. What should I expect during my class visit?

In addition to any specific requests you may discuss while scheduling your visit, the librarian will give your students an introduction to the Library's services and resources and register them for library cards.

### 3. What can my students borrow from the New York Public Library?

They can borrow books, magazines, DVDs, CDs, audiobooks, and book/CD packages. They can also use their library cards to access e-books and databases for a variety of age groups, such as Tumblebooks and Bookflix. Please note that some materials have shorter lending periods and higher fines than others.

### 4. How can my students borrow Library materials?

Students can borrow materials with the New York Public Library card. To apply, prior to your visit, students must fill out the age-appropriate application, have it signed by their parent or guardian (not required for students ages 13 and up), and return the completed application through the class registration process with your librarian. Applications signed by a parent or guardian do not require the parent or guardian to be present during the school class visit.

### 5. How many items can my students borrow and for how long?

Students can check out books, audiobooks, and CDs for three weeks, and DVDs for one week. Children and teens may check out up to 50 items on their library cards. However, if you want your students to borrow a smaller amount of materials, please discuss that with your librarian prior to your visit. All materials can be returned to any branch library in Manhattan, the Bronx, or Staten Island. If they need the materials past the due date, they can renew them in person or by calling their neighborhood NYPL branch.

### 6. Where can students use their library cards?

A New York Public Library card can be used at any of our 88 neighborhood libraries in Manhattan, the Bronx, and Staten Island, as well as online at [nysl.org](#) to access e-books and databases.

### 7. What else does the Library offer?

The New York Public Library offers a wide array of educational programs and services, from early literacy programs for babies and toddlers to after-school homework help, tutoring, summer reading programs, and more for children and teens. The librarian at your local branch can help you discover everything the Library has to offer.

### 8. What does the Library offer for teachers?

If you don't have one already, why not apply for an NYPL Educator Card? It offers expanded privileges over regular cards, allowing you to:

- borrow up to 100 items at a time
- receive no late fines for books or audiobooks
- request up to 50 items
- check out books and audiobooks for extended loan periods of 60 days

## FROM OUR BLOGS

Confessions of a Nuclear War Planner

The New York Public Library

Podcast features your favorite

writers, artists, and thinkers in smart

talks and provocative conversations.

Listen to [READ MORE](#)

I take in a lot of information in this article. I learn that the library is flexible to fit my need in terms of what I want the class to learn from the visit and more about the Educator Cards. Article seems to be more of a blog-style post...doesn't really look too interesting and the body paragraphs are a little too condensed with no images to entice the readers to continue reading. If someone who has little patience reads it, it's difficult to keep on reading.

Sub-Scenario:

If the teacher clicked on the “Educator  
Cards on Slide #8

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Going to click on this to see where this leads

< EDUCATION

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Find out about our enhanced Library privileges, such as the ability to borrow as many as 100 books at a time.

## Educator Cards

Like 44

RECOMMEND



Tweet

EMAIL

PRINT

SHARE

### QUICK LINKS

Educator Cards >

MyLibraryNYC Educator Cards >

### FROM OUR BLOGS

Job and Employment Links for the Week of March 4

For 22-year-old collision repair technician Alyssa Culver, working on cars is in her genes. With her passion for the work, but no interest in

[READ MORE](#)

## Educator Cards

Photo of library card

To facilitate the Library's outreach efforts to NYC schools, we are pleased to offer expanded access to library resources and services through our Educator Cards. This card, available to Educators employed at Pre-K-12 schools as well as staff employed at daycares, camps, afterschools, and homeschooling parents, offer significantly more privileges than those available on personal cards.

Please note: This is a different offering than our [partnership with MyLibraryNYC schools](#).

More Resources! More Time! Less Fines!

Your new card includes a variety of unique privileges. Educator cardholders may:

- Borrow up to 100 items
- Receive no late fines for books or audiobooks
- Request up to 50 items
- Check out books and audiobooks for a loan period of 60 days
- Access NYPL's hundreds of electronic resources databases, from downloadable books, music, and movies

How do I get one?

Request an application for an Educator Card at any New York Public Library location in the Bronx, Manhattan or Staten Island, or print out a downloadable form [here](#). You must also provide a letter of request on school letterhead or other proof of current employment as a NYC Educator and be prepared to present our [required forms of identification](#). Once registered, your card will be valid through June 30th of the current school year. To renew your privileges in the fall, present the same documentation provided for your initial registration.

My colleagues at other schools are participating in MyLibraryNYC. How can my school get involved?

Participation in MyLibraryNYC is arranged through the DOE's [Office of Library Services](#). For information on the potential participation of your school in the future, ask your School Librarian or Principal to contact that office directly.

What about my students?

We encourage you to contact your [neighborhood library location](#) or email [schoolvisits@nypl.org](mailto:schoolvisits@nypl.org) to arrange a class

It led me to an extremely long and tedious post extensively about the card. From here, I can choose to read the entire thing and then subsequently to either get a card or not Doesn't seem like the best idea to have such long tedious post with no images because it tires the reader too much. It's more like a "learning" experience rather than a casual, browsing/exploring experience

# Summary

NYPL's website is fairly easy to navigate; however, the design seems a little excessive. For example, I am not interested in why the library has a section for "Education". It is what they offer that I am interested in. The library has the resources that I need and has very high flexibility to make sure that I can access their services. Another thing is that their detail page about sections such as "Educator Cards" seem a little too plain in comparison to their actual pages....Overall, I received the service and information that I needed; what I think NYPL could improve on is its design.