



The Central Experience

University of Technology, Sydney | Sascha Jenkins



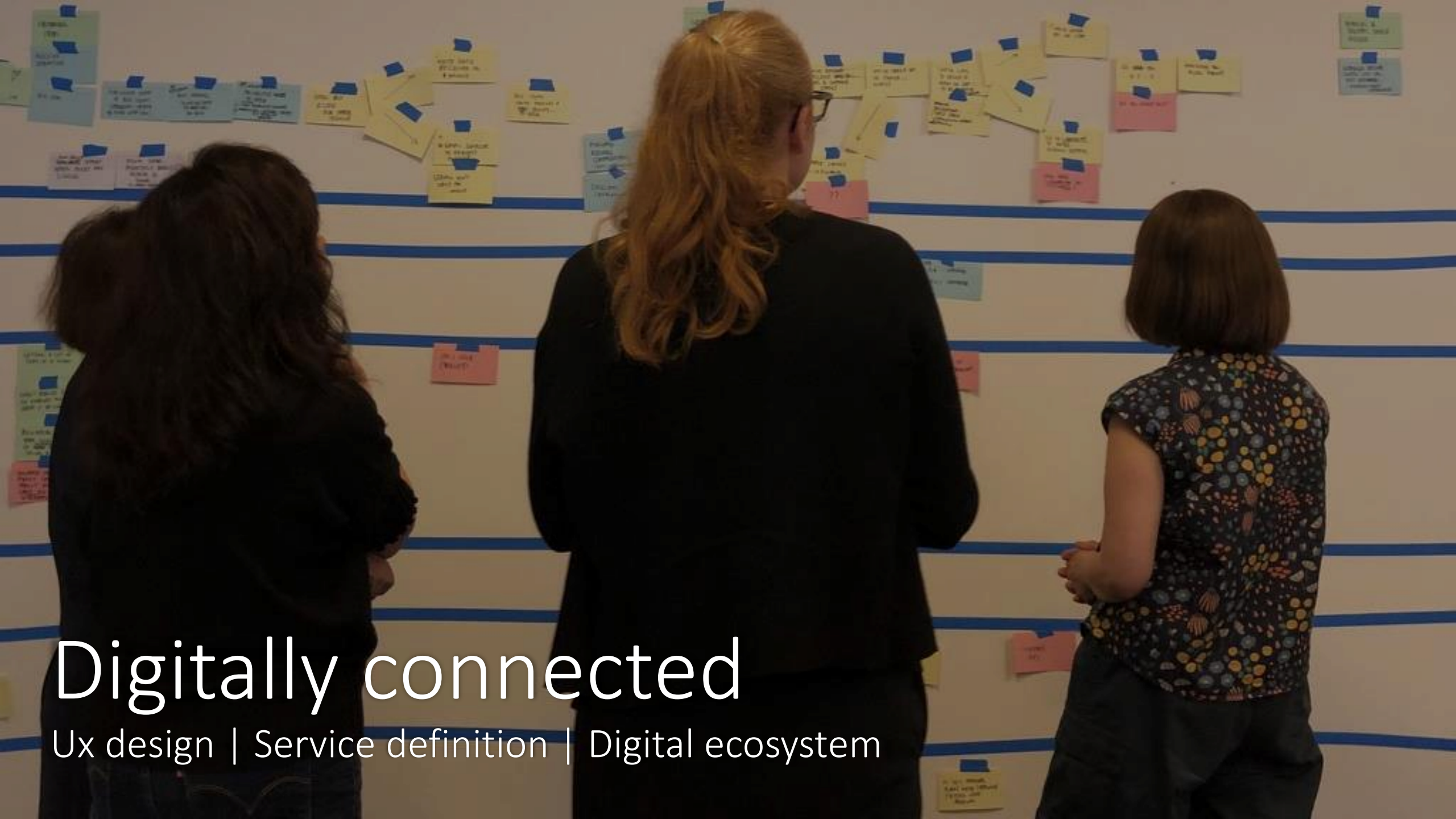
The usual challenges

Digital vs physical resources | Innovation | Systems | User Experience




Transformation

History | Scope | Strategy | Commitment



Digitally connected

Ux design | Service definition | Digital ecosystem



Ask a
student

Physically Connected

Student Learning Hub | Library everywhere | Digital mindset



Evolving needs

Lockdown | Reactivation | New normal



+109% enquiries
+99% training / workshops
+335% engagement with Library
-5% in online services

Digital on Campus

Physical/digital | Performance | Data

Reply to ThatOneGuy's comment

•• We need it to be longer, I've always wondered what goes on back there!

what happens after you return a book 🧐



BOOK RETURN



BO



Library +
Engagement & Partnerships | Browse vs borrow | Inclusivity

