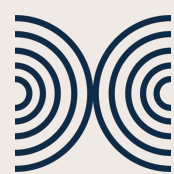


LISTENING TO STUDENTS

A UX Approach to Nursing Subject
Guide Redesign



Canadian Health Libraries Association Conference
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INTRODUCTION

About us

- Team-based nursing liaison model

What we will cover

- Context
- Study design
- Preliminary results
- Takeaways

CONTEXT: Nursing Subject Guide Redesign

Nursing Subject Guide

- 30,000+ annual visits > **confirms high demand**
- Maintenance approach > **Since 2013**
- **Significant review & revision now required**

What we know...

- Internal data > **Usage metrics**
- Libguides (Springshare) > **Best practices**
- Nursing curriculum > **Requirements**

The Knowledge Gap

Missing: Nursing Student Perspectives

- Historically: Reactive, content-first, approach
- Critical user insights have been absent

Guiding Research Questions:

- When, why, and how are students using the guide?
- What are “real time” student experiences (UX) and points of friction when using the guide?



STUDY DESIGN

MIXED-METHODS STUDY

Ultimate study aim:

- User-centred, evidence-based, guide redesign

Student-oriented approach:

- Student-perspective >priority *for* data collection
 - Informed methodology
- Students involved *with* data collection & analysis
 - P. 1: YR 1 Nursing student > **Gretha Pedro**
 - *Co-researcher: data analysis*
 - P. 2: YR 2 INFM student > **Sawyer Graves**
 - *Co-researcher: UX “think-alouds”*

Approvals

- Research Ethics Board
- Faculty of Nursing



PART 1: NURSING STUDENT SURVEY

Quantitative survey (GOOGLE FORMS)

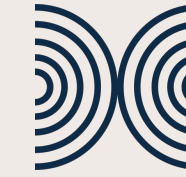
- Guide usage + demographics
- Consent
- Part 2 invite

Participants & recruitment

- Invited students enrolled in
 - Bach. of Sci. in Nurs.
 - Psych. Nurs. (Bach. + Dip.)
 - Bridge to Canadian Nurs.
- Student respondents: **29**

Distribution via email

- Nursing Administration



PART 2: UX INTERVIEWS

Qualitative UX interviews

- Open-ended questions
- Guided “think-aloud”
- Consent

Participants & recruitment

- Invitation via Pt 1 survey
- Student participants: **4**

Co-researcher roles

- Interviews / Interviewers
 - Ali & Danielle
- UX think-alouds
 - INFM Student-led (3/4)



LITERATURE: UX Assessment of Subject Guides

What is User Experience (UX), and how does it apply to our study?



Encompasses the **overall experience a user has when interacting with a product, system, or service**; users' feelings about a product or service, including the ease of use, accessibility, aesthetic/design, content, and the emotional impact of using the product are used to make informed decisions about the design of the product (IBM, "What is User Experience?")

Student-Centered Design

- Meeting pedagogical needs requires considering the research behaviours, information needs, and preferences of learners
- When Subject Guides are not designed and organized with their needs in mind, students will often seek alternative resources that feel more accessible and easier to use

Research & Assessment Techniques

Applying UX principles is a growing area for academic library assessment. Key techniques include:

- Think-aloud protocols
- Semi-structured interviews
- Prototyping
- Focus Groups
- and More!



PRELIMINARY RESULTS

Part 1

Student Survey Results

Descriptive Statistics

Conducted by BScN Student

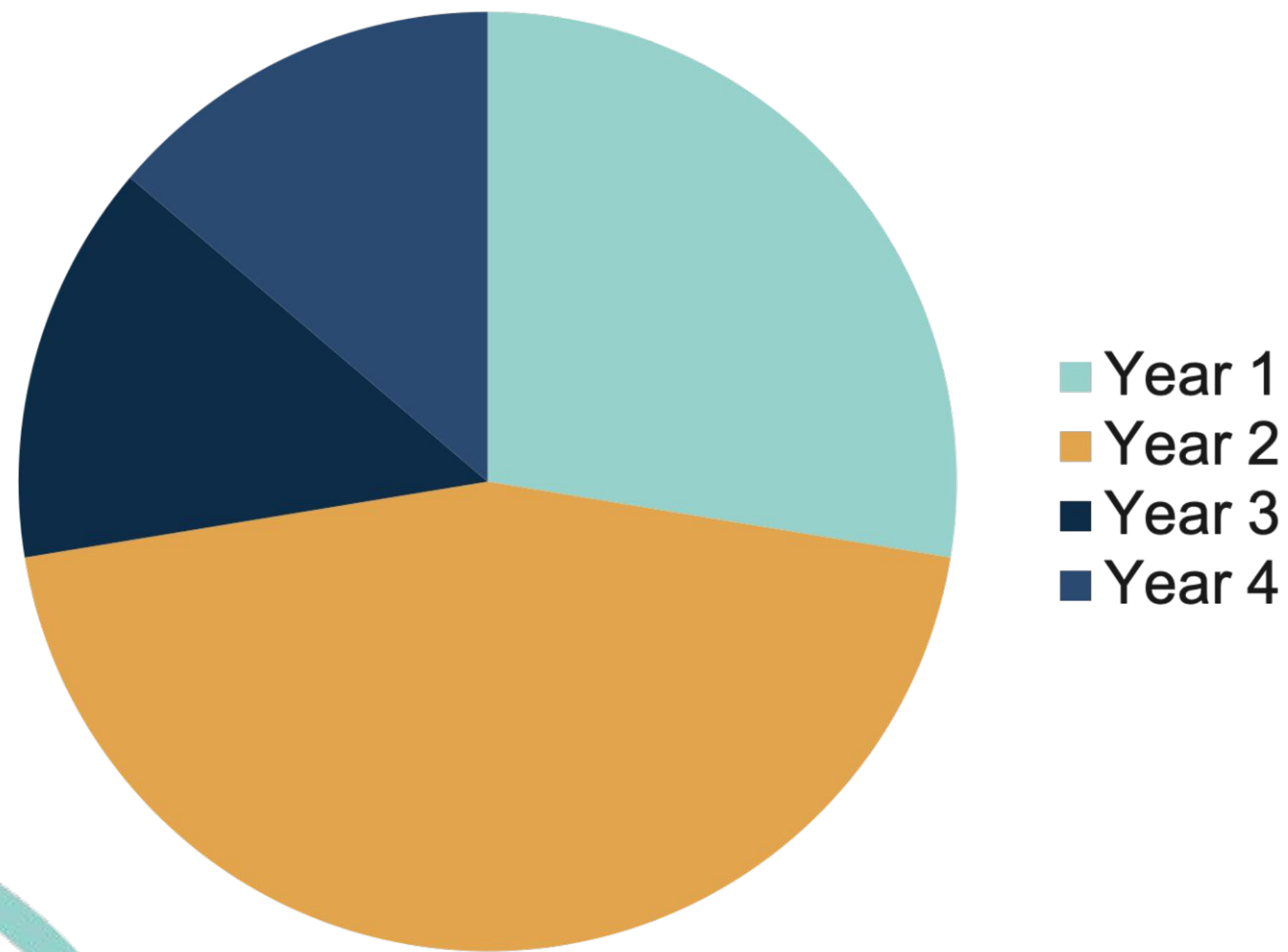
Gretha Pedro

Survey Responses

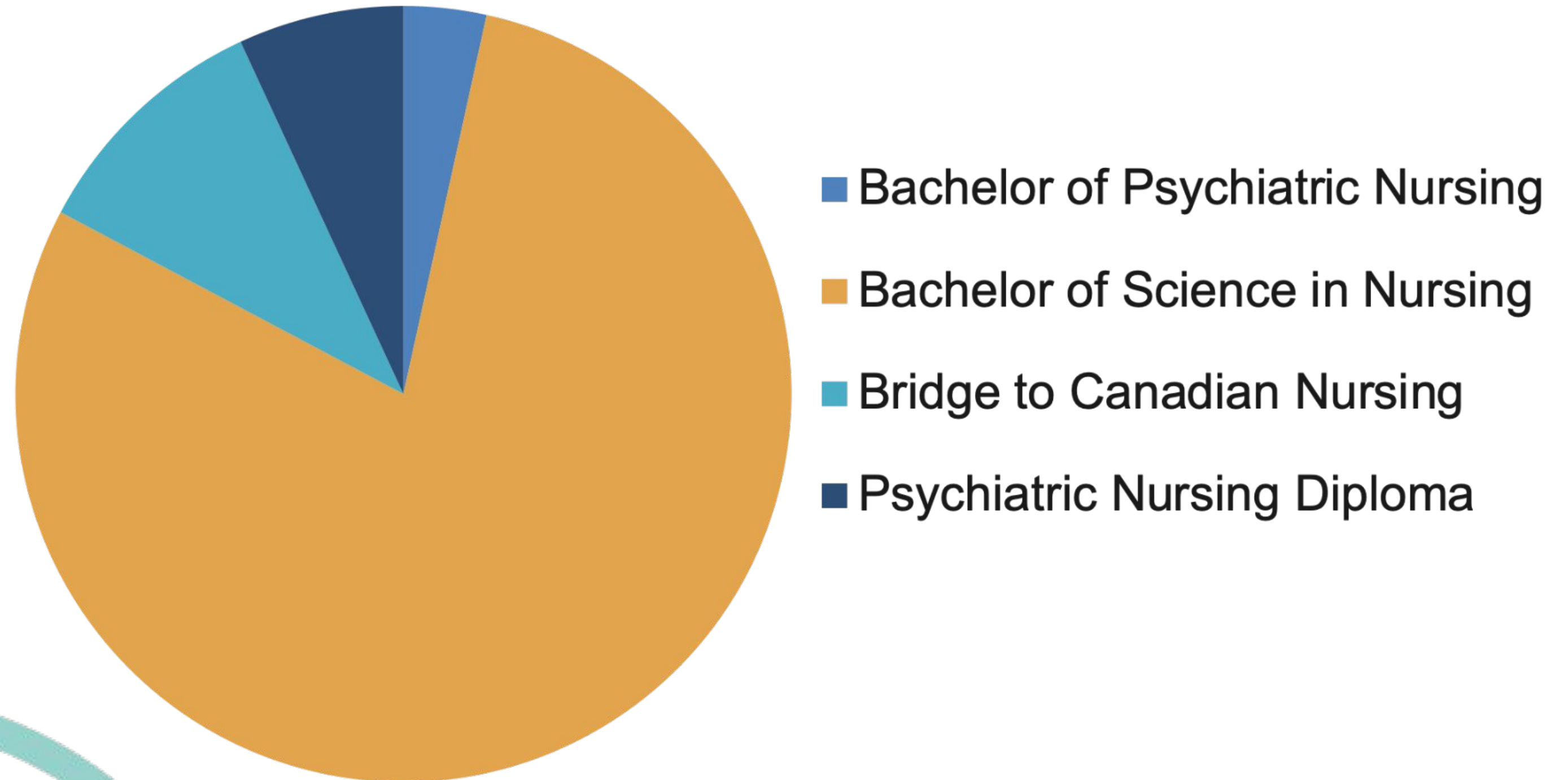
Total (A): 29

Usage questions (B): 19

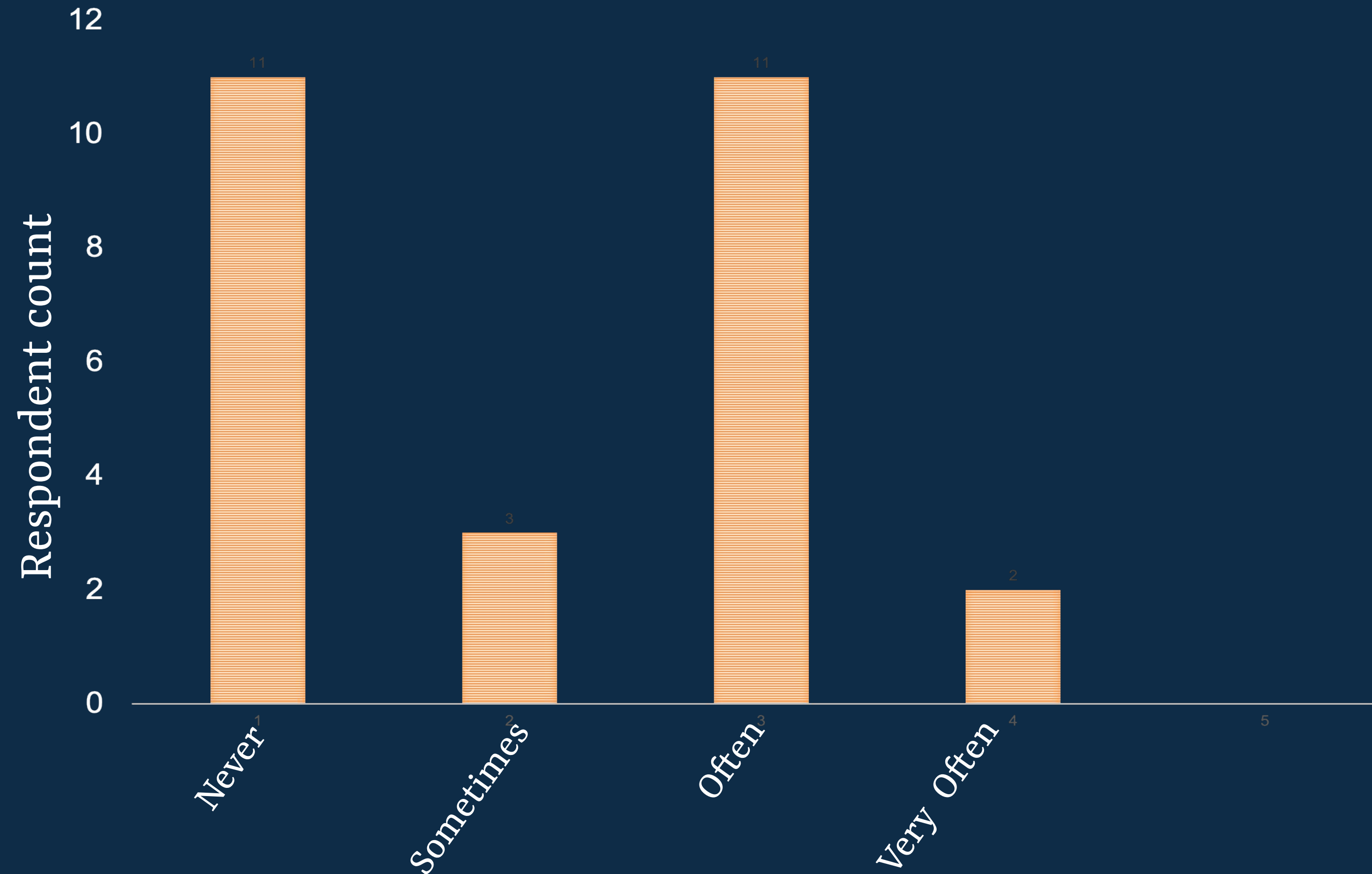
Proportion of Respondents by Year of Study (29 Total)



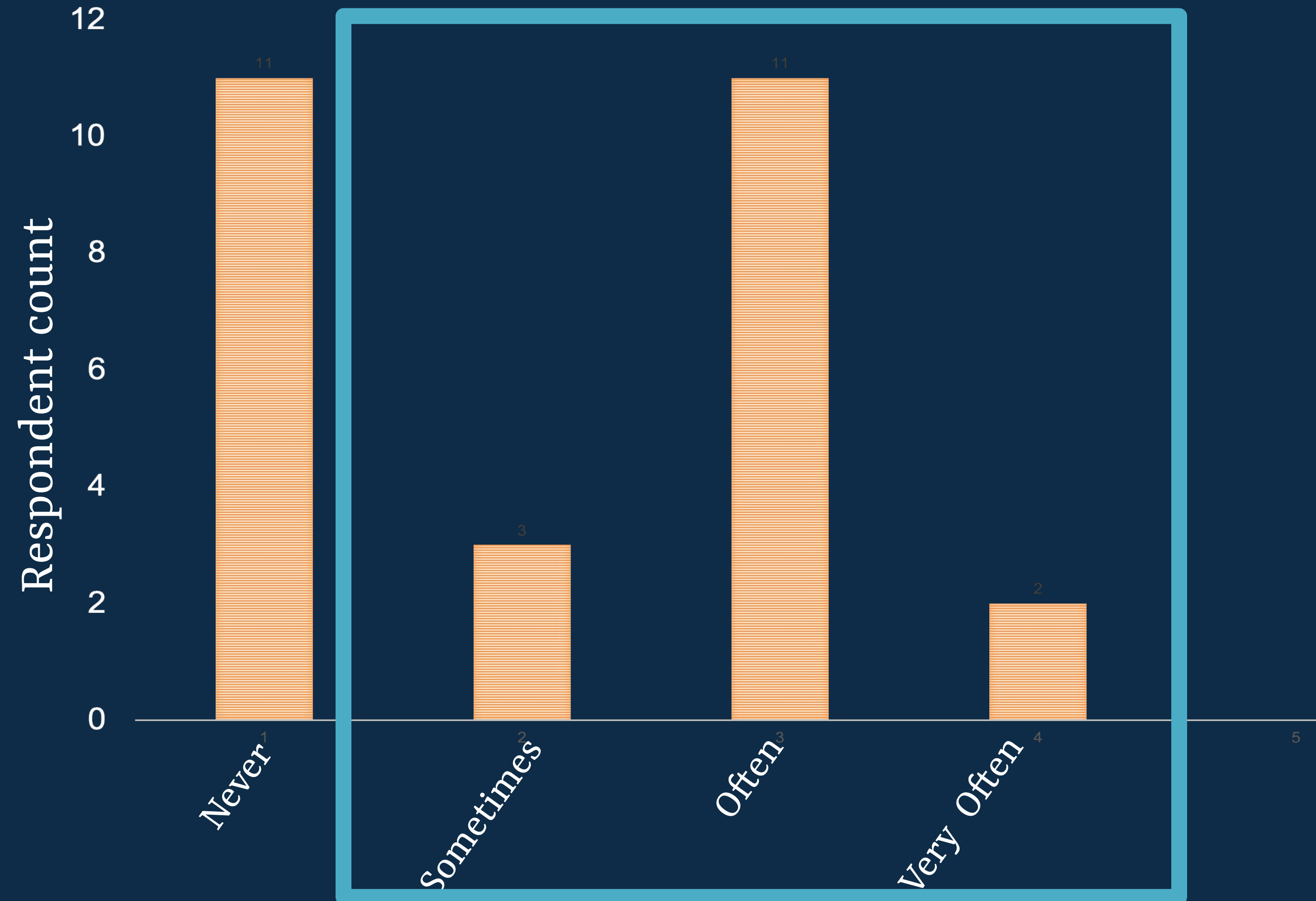
Proportion of Respondents by Program (29 Total)



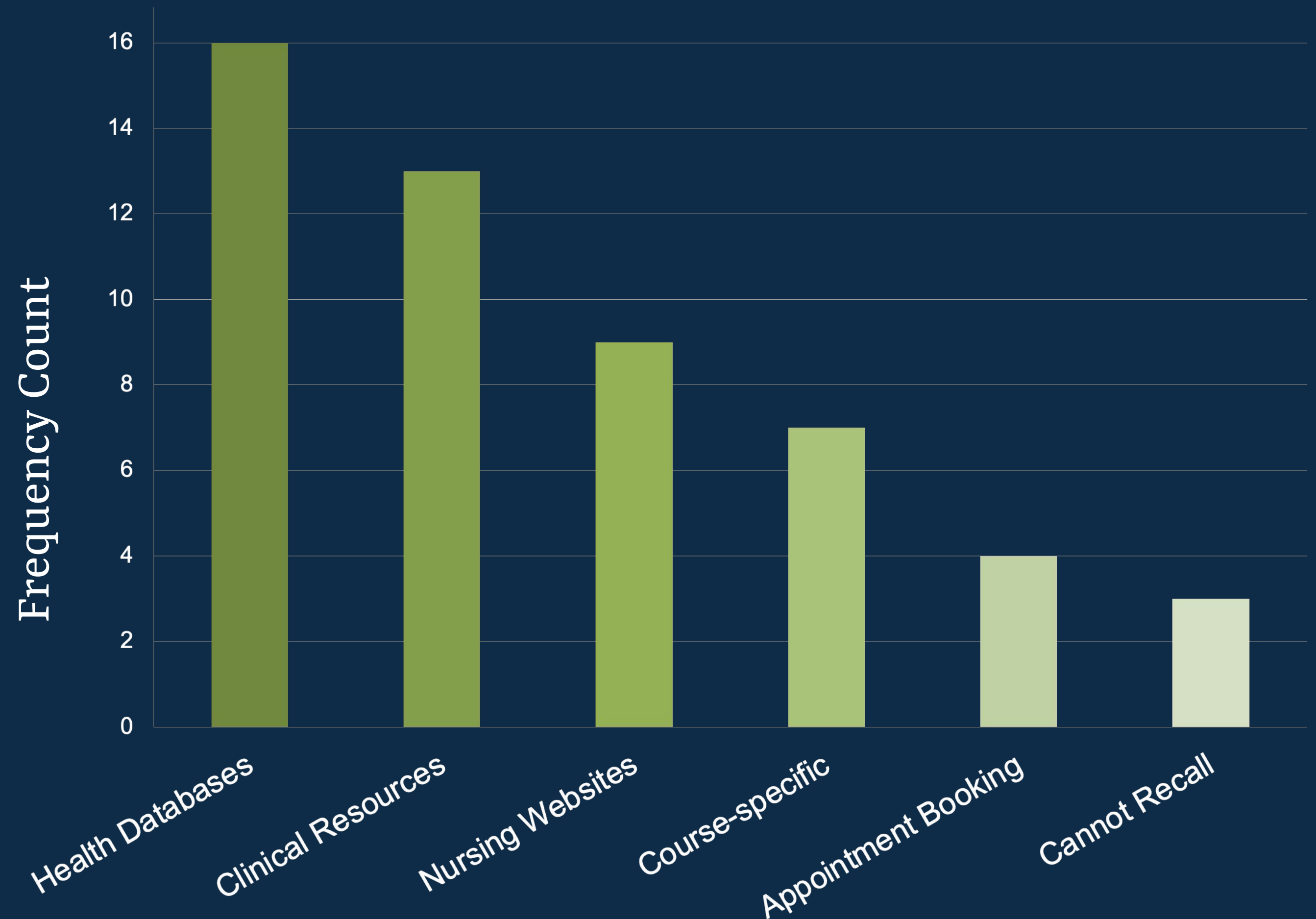
A) Nursing Guide: Frequency of Use (27 responses)



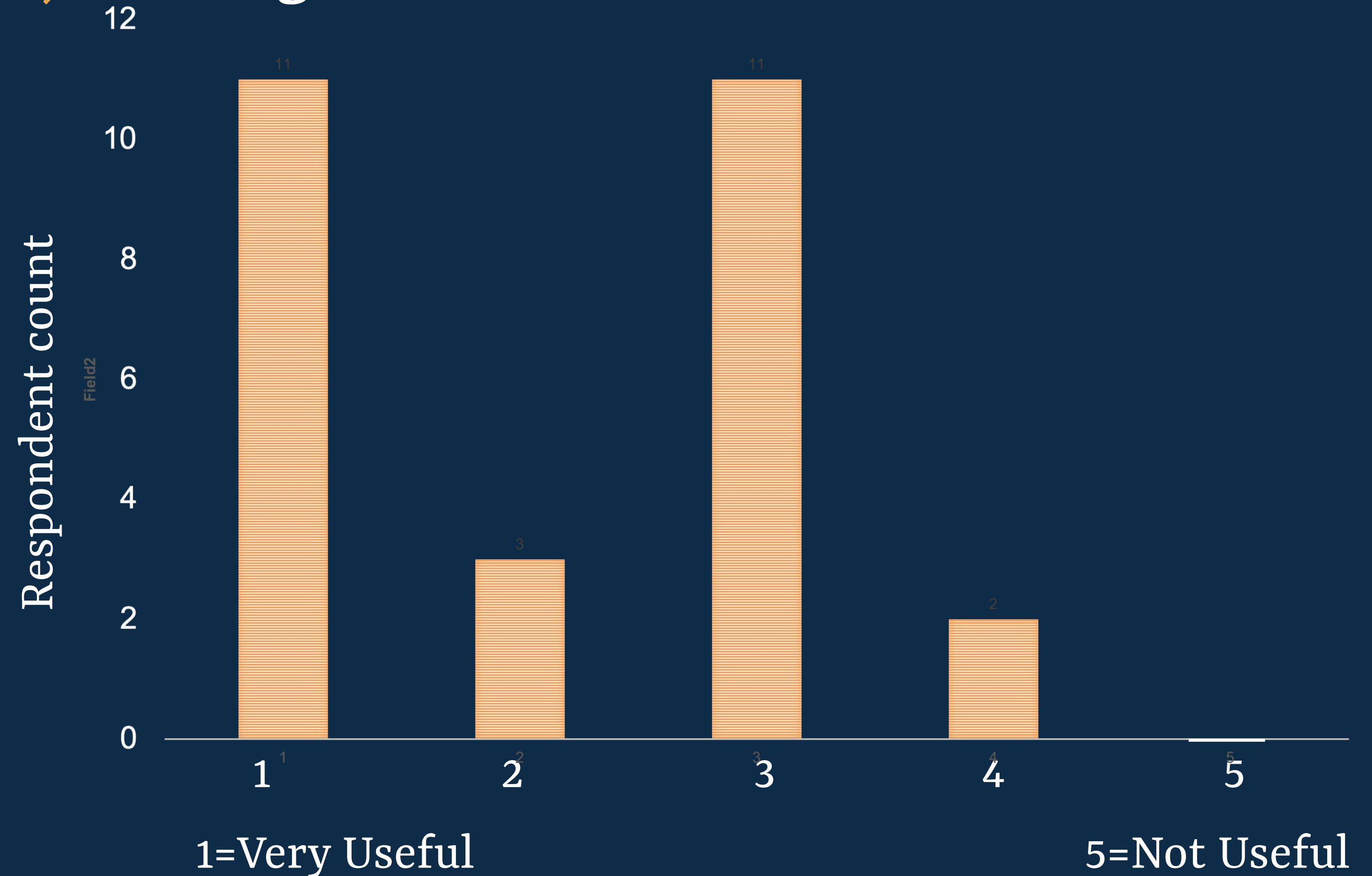
B) Nursing Guide Usage Questions (19 responses)



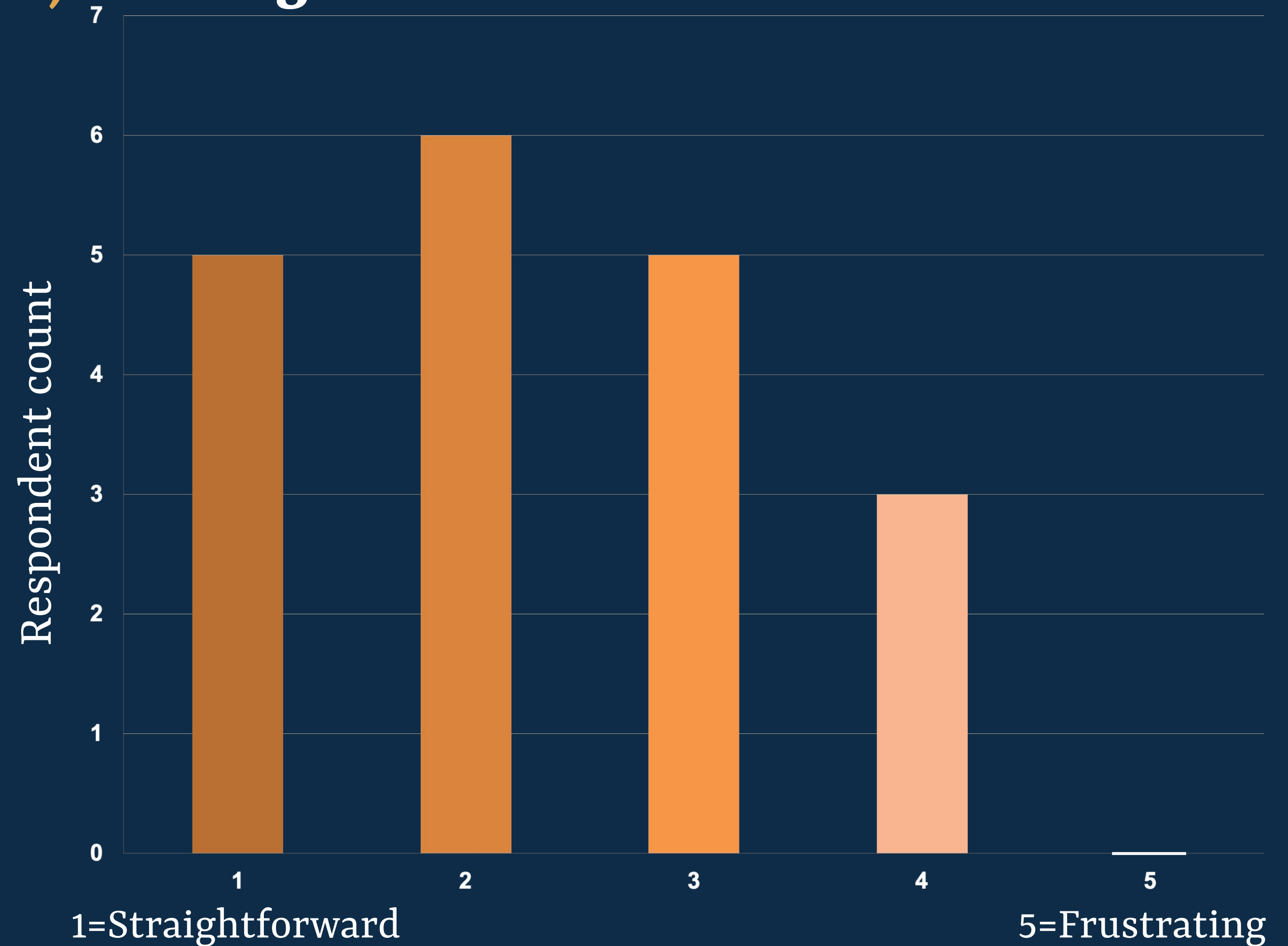
B) Nursing Guide: Purpose for Use



B) Nursing Guide: Usefulness



B) Nursing Guide: Ease of Use



Part 2

UX Interviews + Think-alouds

Initial Themes Identified

➤ **UX Interviews**

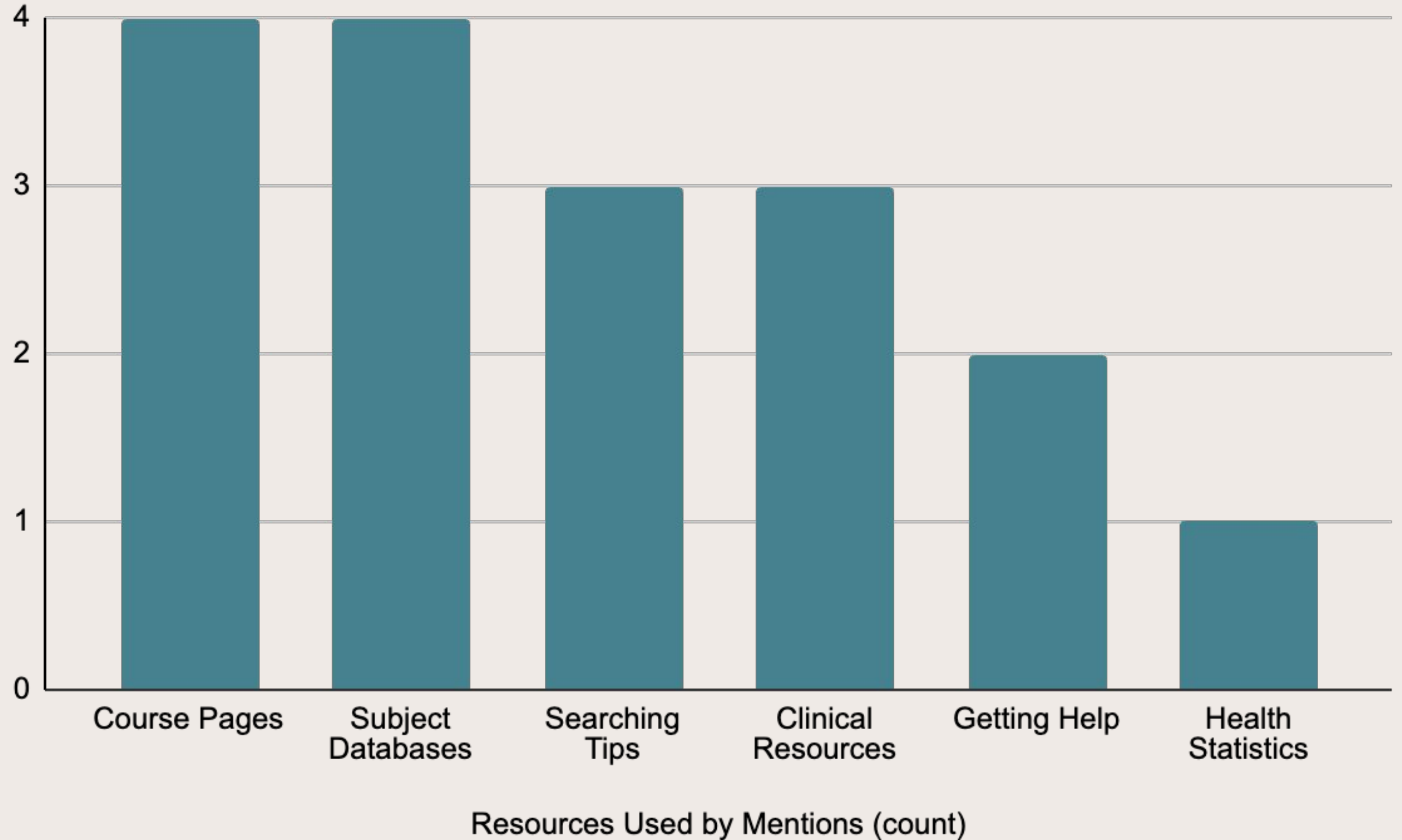
Analysis in Progress

UX Think-alouds

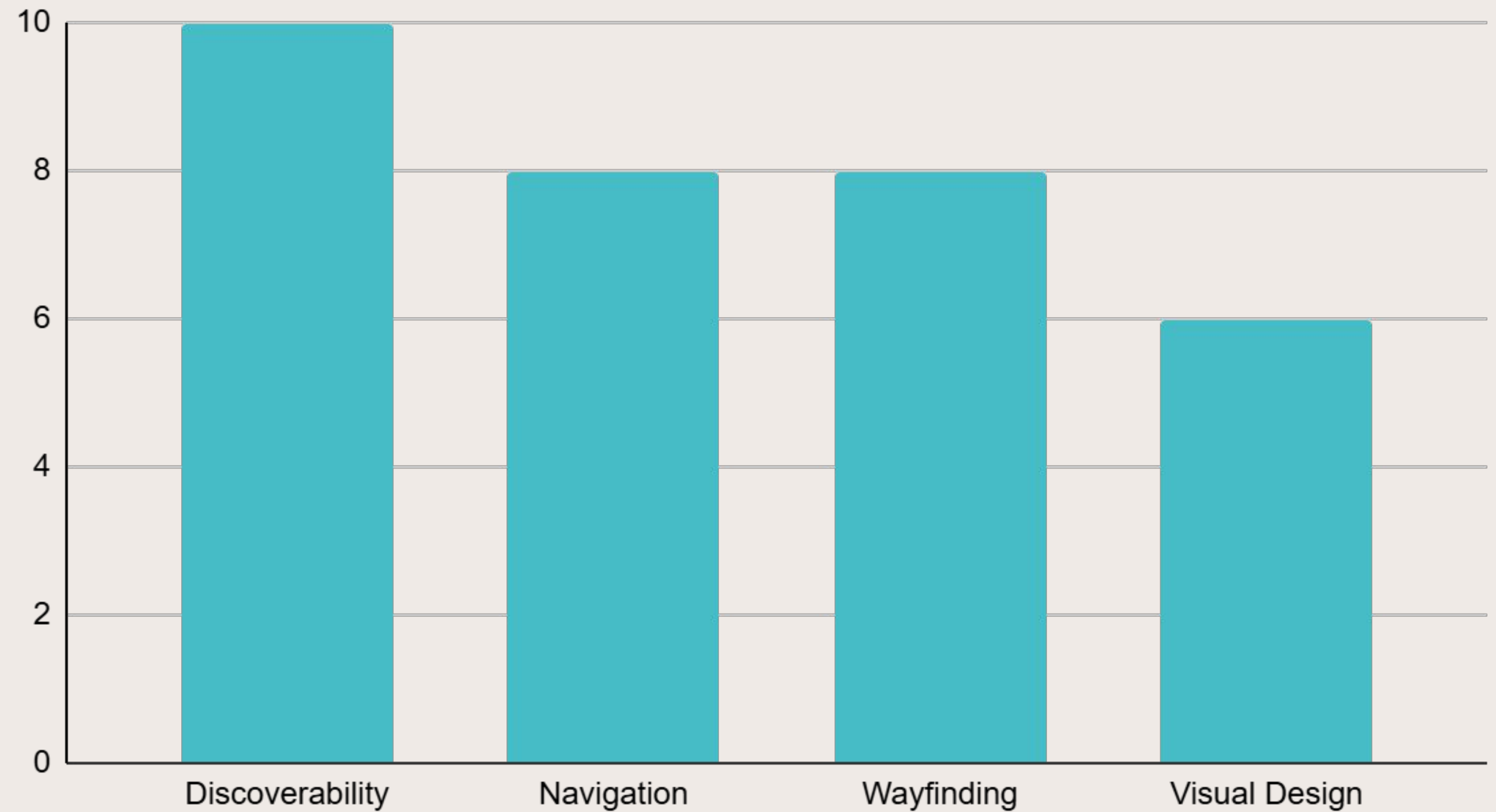
UX Student Participants

Total: 4

MOST USED / USEFUL FEATURES



FRICTIONS, FRUSTRATIONS, and FIXES



UX Aspect Themes by Mentions (count)





WHAT WOULD YOU LIKE TO SEE...?

Additional guidance:

- Research process overview
- Which databases to use, when
- Point-of-need videos: Lippincott, Zotero, Statistics Canada*

Discoverability:

- Accessing writing, citation, study supports / resources
- “Top hits” + navigation tips on homepage?

Navigation:

- Wayfinding (AI) Chatbot?



LISTENING TO STUDENTS...

“short videos explaining [...] how you would use that tool...sometimes we are the whole day in the hospital and the only time we have to do this kind of research or use the library or resources would be during the night, like 2:00 AM [...] And you don't have a librarian to come at 2:00 AM [...] So with a like a tutorial, like a short video or any infographic or tutorial it would be easier for anyone to do it at home”

~Student participant~

The left side of the slide features a decorative pattern of concentric circles in a light teal color, set against a dark blue background. The circles are arranged in a grid-like fashion, with some overlapping.

LISTENING TO STUDENTS...

“Would you consider adding more graphics? It could start with icons [...] my brain doesn't like a wall of words.”

"I would love to see [...] those mostly frequently used resources [...] right in the first page [...]. I'm a person that just loves everything that's right there and I don't have to look for it."

~Student participant~



LISTENING TO STUDENTS...

“I still just don't really know what to use it for [...] I would like to learn how to use this - but it feels very big for me. So I think a really helpful thing, and I was really fortunate, was when Jody came to the class and explained that did help A lot. And I think that would be a really good thing to do.”

“I don't know fully how to use this, but I feel like it would be really nice if this was more tuned to like using it for research.”

“personally, I love more information, not less, and that's just how I run.”

~Student participant~

Initial

OBSERVATIONS

- Initial experiences of confusion/overwhelm
 - Volume of information
 - Guide language
- Relatively intuitive organization:
 - Students completed tasks within a few actions
- Prior familiarity equated to greater ease with navigation and wayfinding
 - Integrating guide into teaching
 - Opportunity - embedded introduction to guide



“...In a general thought, like websites could be everything. 'cause right now everything is a website. Every resource is a website.”



~Student Participant~



KEY TAKEAWAYS (SO FAR)

Meet students where they are at

UX-informed redesign

Value of classroom instruction





LISTENING TO STUDENTS...

“I love it. I've used it. I've referred people to it.”

~Student participant~



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Thank you!

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