

Building a Composite Index for Evaluation of User Experience

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Description: The User Experience Index (UEI) is aimed to measure the wholeness of the users' experience of a service supplied by a library. The UEI consists of a group of separate indicators (attributes). The goal is to measure the user satisfaction by counting the sum of the attributes that are weighted (i) on the coefficients appointed by the experts and (ii) results from user surveys. The profit of using a composite index is to simultaneously show the effect of several factors affecting the wholeness. The goal of the workshop is to collect the opinions of library professionals or specialists from different countries to form a wider point of view to the weighting of the attributes of the User Experience Index.