

Using Prototypes to Inform Library Planning

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GUIDELINES

- Define problem or goal
- Use helpful framework
- Adapt to specific situation
- Consider factors: Culture, Personas
- Radical Collaboration:
 - Broad spectrum of stakeholders
 - Reduce silos—tremendous openness
 - Developer/User conversations
 - Active listening and note taking
 - Discuss (vocalize) assumptions
 - Recognize difficulties
 - Navigate together
- Build prototype: sufficient pieces
- Use prototype
 - Put in user's hands
 - Model real life
 - Avoid perfectionism
 - Fail early to succeed
 - Frequent prototypes
- Frequent Evaluations
 - Holistically and part-by-part
 - Record progress and failures
- Focus on continual improvement
- Celebrate success and failure
- Develop culture of prototyping

SPACE—COMBINED HELP DESK

Combine Circulation and Help Desk services into more visible area

- Examined location and configuration
- Committee and employees gave input on locations and designs
- 1st Prototype examined 3 potential areas: 1 week per prototype location
- Data collected during prototype
- 2nd Prototype 3 configurations
- Considered desk use, movement patterns, and other concerns
- Data collected during (video) and after (survey, focus groups, interviews)



ITEM—INDIVIDUAL STUDY DESK

Update ISDs

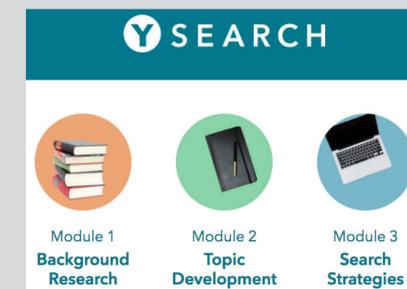
- Needs assessment on old ISDs—asked users for needed changes
- Creativity class created 3 prototype models of new ISD
- Two prototypes made and shown in atrium and used in study areas
- Data collected via 1st prototype survey informed changes for 2nd prototype
- Data from 2nd prototype met all needs



INSTRUCTION—ONLINE TUTORIAL

Improve Library Literacy Learning

- Wrote script from course material
- Used broad committee
- Targeted for Writing 150 course
- Viewed by instructors and students
- Tested in summer courses
- Adjusted content and design
- Ready to go in Fall
- Modules contain ongoing assessment component



This figure depicts 3 of 5 learning modules

SERVICE—DVD ACCESS

Boost DVD Collection Circulation

- Used broad-based committee
- Closed stacks restricted checkout
- Put seasonal DVDs on cart
- Cart always checked out
- Checkout from 4 hours to 3 day to 7 day
- Built browser similar to Redbox
- Moved some DVDs to open stacks (genre and alphabet) same call number
- Formally evaluated checkout
- Moved all but faculty DVDs to open stacks (expensive DVDs identified)
- Student of month choice section
- Ongoing assessment



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