

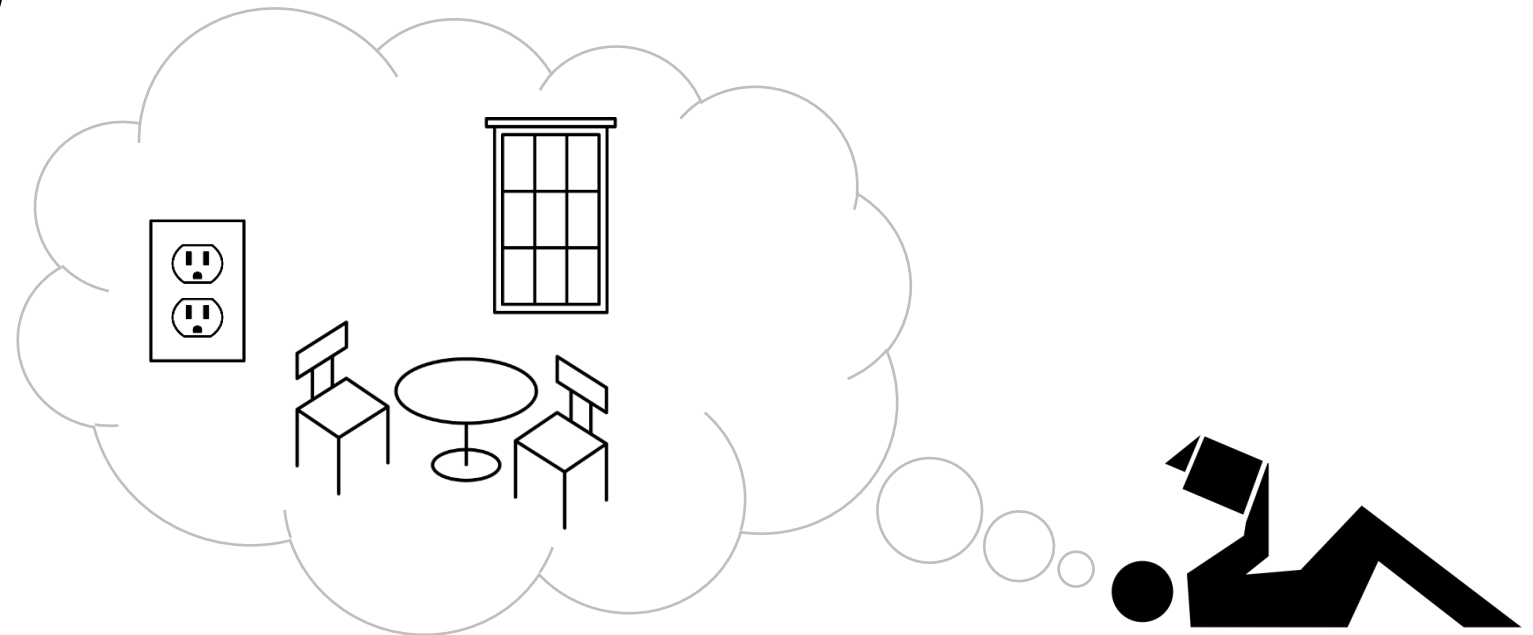
# Participatory User Experience at the MSU Libraries

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# Participatory Design

“Participatory design is an approach to building spaces, services, and tools where the people who will use those things participate centrally in coming up with concepts and then designing the actual products.” (Foster, 1)



# Experience Architecture @ MSU



“XA is a Humanities degree, meaning students will always be focused on building technologies, services and processes with people in mind. We will work from this shared set of values to create valuable systems, helpful processes, and usable and engaging designs for any and all projects throughout the major and in your post-graduate work.”

# Lean UX

The challenge:

“by the time the company decides internally how the product should be designed, the needs of the marketplace have changed.”

The solution:

“Lean UX is the practice of bringing the true nature of our work to light **faster**, with less emphasis on deliverables and greater focus on the **actual experience** being designed.” (Gothelf, 2011)

# Projects

## CTL Usage

*Why are Collaborative Technology Labs (CTLs) in the Main Library underutilized, and how can we increase usage?*

Student experts:

Abi Whitford, Tommy Truong,  
Tylor Hoekstra, Wajiha Agbaria

## 3W Redesign

*How can we design an attractive and comfortable public study space on 3W that encourages active use and supports student success?*

Student experts:

Diamond Colbert, Emily  
Dallaire, Meghan Richardson,  
Kelly Turner

# CTL Usage: Methods

- Usability tests, virtual & physical
  - Making the reservation
  - Filling the reservation
  - Reaction to the room itself
- Surveys
  - Administered to students in College of Arts and Letters
  - Developed & recommended for faculty





# CTL Usage: Implementation



MSU Libraries @msulibraries · Apr 30

Thanks for reserving a CTL! We hope you enjoyed your [#randomactofpizza](#) from [@PizzaHouseEL](#) and good luck on finals!



LibCal



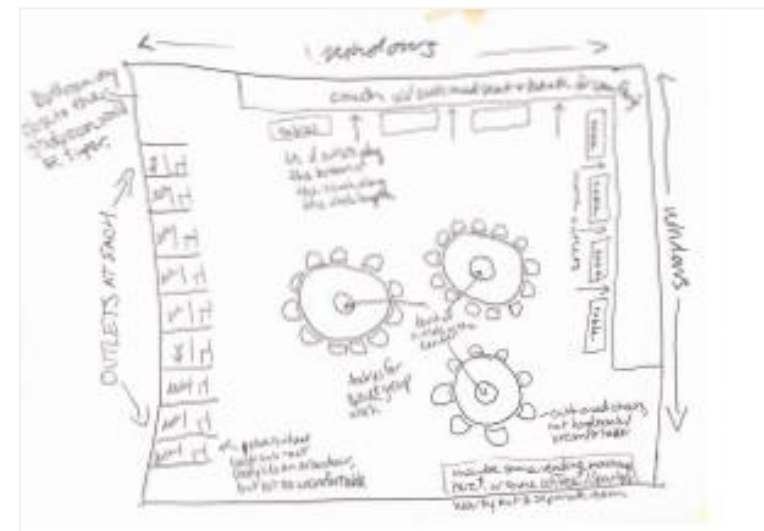
# 3W Redesign: Methods



- Study location survey
- Space observations
- Interviews
- Ideal study space drawings

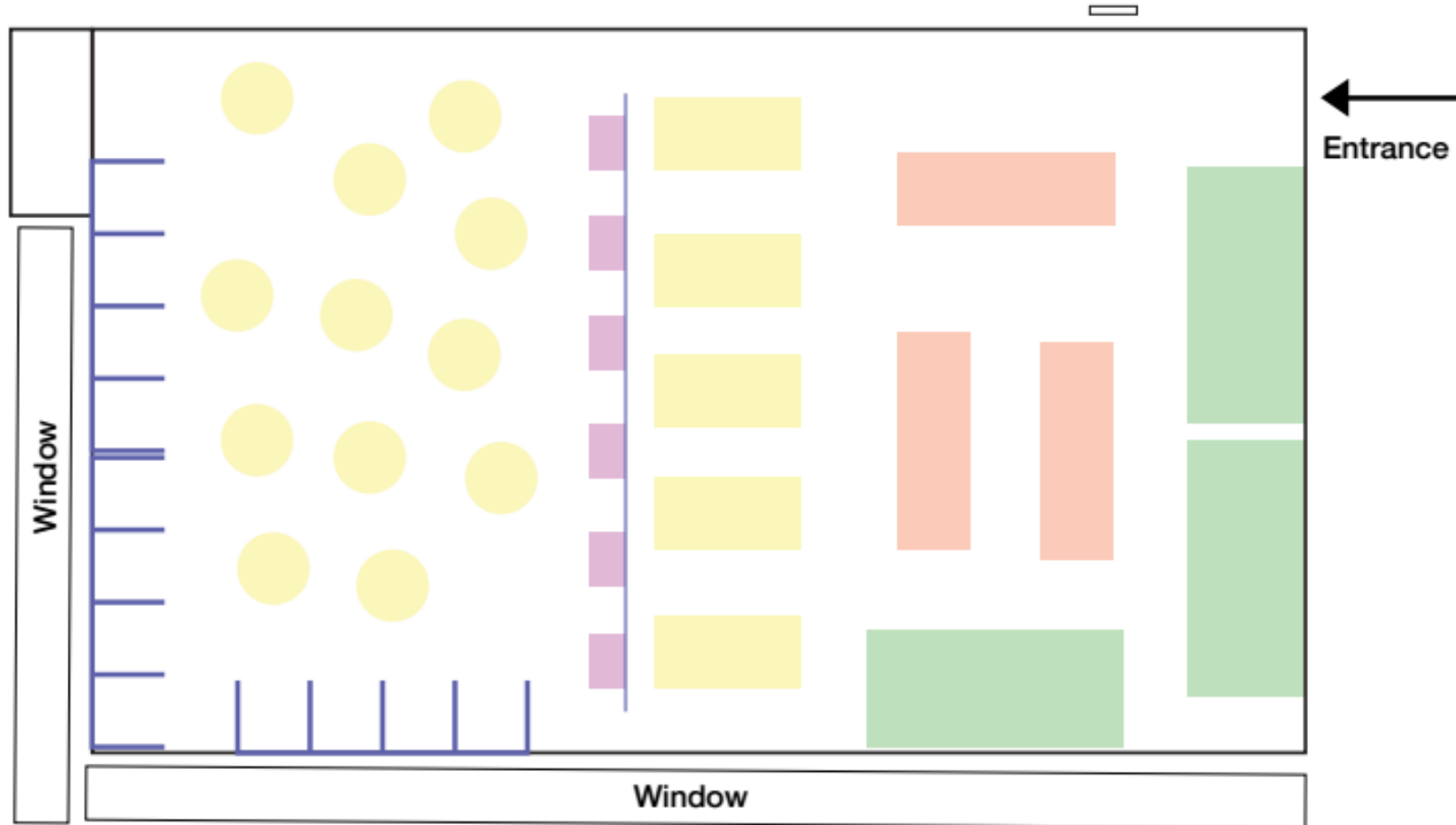
# 3W Redesign: Findings

“The atmosphere of the spaces causes students to feel as if it is a designated quiet space, rather than a space that promotes both group and individual work. We wanted to create a space that encourages all types of work, with a focus on collaborative areas.”

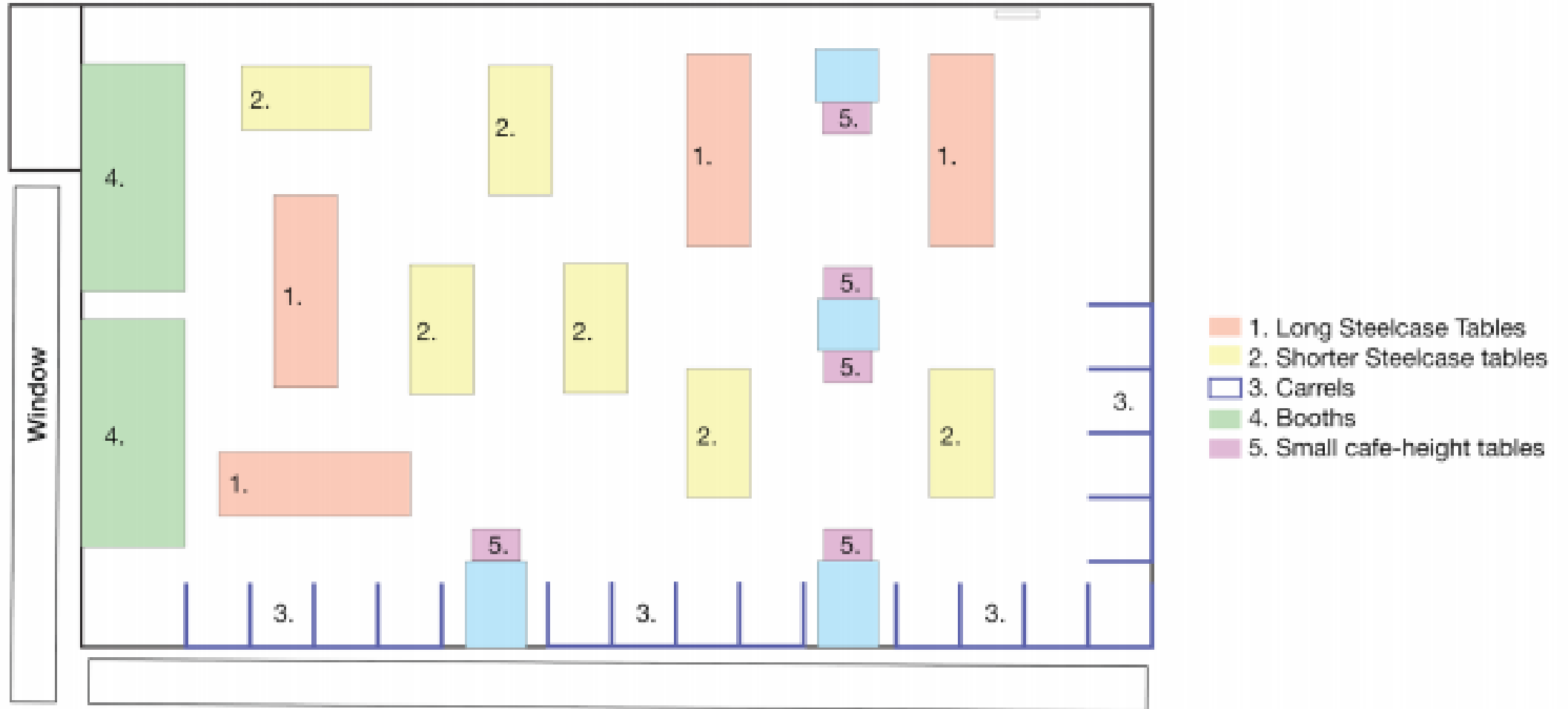


# 3W Redesign: Recommendations

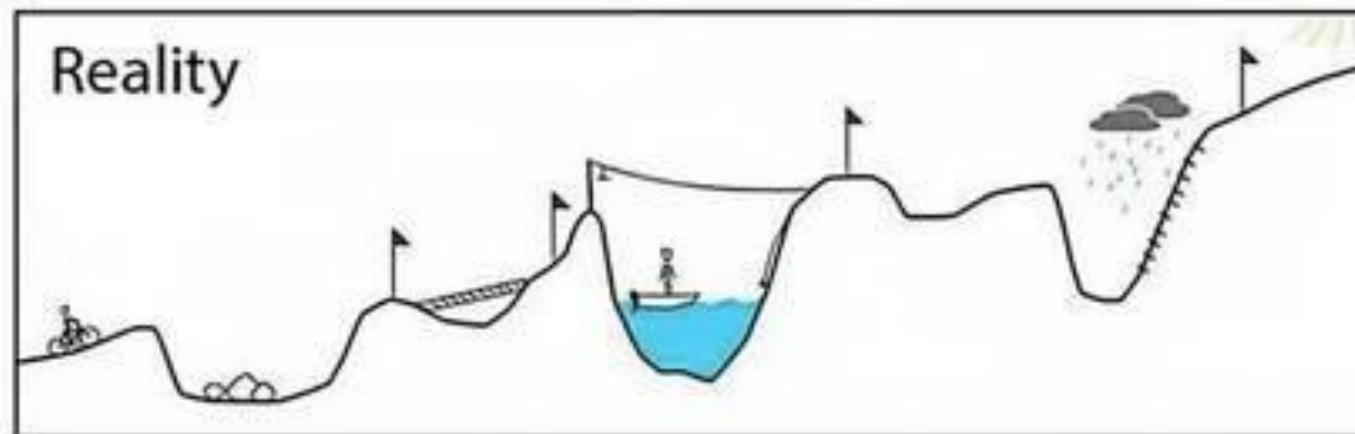
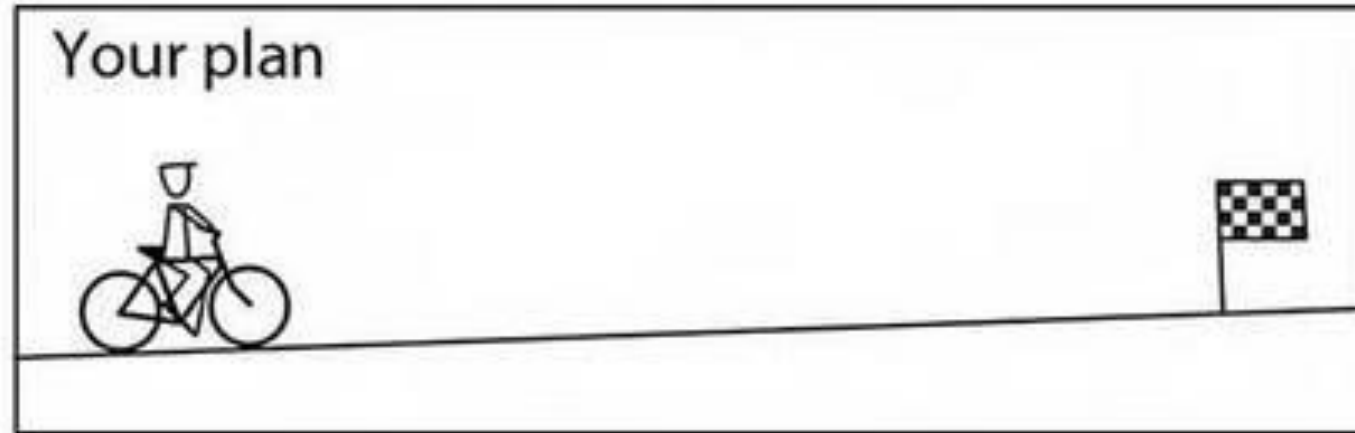
Unsuccessful Design



# 3W Redesign: Recommendations



# 3W Redesign: Implementation



# Takeaways

- Learn from stakeholder-specialists
- Challenge assumptions
- Think beyond the survey



# References & Icons

Foster, N.F., ed. (2012). *Participatory design in academic libraries: Methods, findings, and implementations*. Washington, DC: Council on Library and Information Resources. Retrieved from <http://www.clir.org/pubs/reports/pub155/pub155.pdf>

Gothelf, J. (2011). Lean UX: Getting out of the deliverables business. *Smashing Magazine*. Retrieved from <http://www.smashingmagazine.com/2011/03/lean-ux-getting-out-of-the-deliverables-business/>

Reading by Gerald Wildmoser from the Noun Project

Cafe by Anton Noskov from the Noun Project

Outlet by Blaise Sewell from the Noun Project

window by Jaap Knevel from the Noun Project

Idea by Gilbert Bages from the Noun Project

# Thank you!

Questions?

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