Participatory User Experience at the MSU Libraries

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Southeastern Library Assessment Conference
November 15, 2015 | Atlanta, GA
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)
“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.”
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
Usability findings
• Love the rooms, not the reservation system

Survey findings
• CTLs? Who knew?! 
• Location & convenience are key
Thanks for reserving a CTL! We hope you enjoyed your #randomactofpizza from @PizzaHouseEL and good luck on finals!
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
3W Redesign: Recommendations
3W Redesign: Implementation

[Image: https://www.flickr.com/photos/lafabriquedeblogs/10927616053]
Takeaways

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


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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