What Do Students Want (from an Undergraduate Student Collection)?

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**Introduction**
In 2020, the University of Michigan Library launched an 18-month service design project with student employees and librarians on the Undergrad Collection. This collection is especially for students in their first two years of college.

**Objective**
To answer: “How might we make our undergraduate collections a community-driven service?” We wanted to use inclusive, participatory design to build sustainable and responsive collection development practices.

**WORKSHOPS** — 21 service design workshops were conducted over 6 months

- Steps: 4 librarians and 4 student employees joined the team
- Techniques included personas, storytelling, journey maps, touchpoints
- Result: Formulated 5 Research Questions

**INTERVIEWS** — 12 Interviews were conducted

- Steps: Students created the interview instrument
- 12 undergrads from diverse backgrounds were interviewed
- Result: Ideas were generated on collections, navigation, representation, etc.

**PROTOYPES** — 2 projects chosen to develop

- Steps: Students chose: Curated Mini-Collections and Social Media Promotion
- Students designed prototypes, chose and curated the content
- Result: Two mini-collections were created, on relationships and the environment.
- A prototype social media newsletter was created for Women's History Month.

**FOCUS GROUPS** — 2 student focus groups

- Steps: Student-led sessions to review the prototypes
- Result: Prototypes improved

**Research Questions**
1. What experience do students have with topics in their undergraduate library?
2. What expectations do students have for the undergradutes library and its content?
3. How can we get students to engage with the collection?
4. How can the collection and its development reflect the diverse student body?
5. How can we collaborate with tech and other library units to promote social justice issues through the collection?

**Data from the project was collected on Mural**

- Collection Content
- Collections Access
- Academic and Course Materials
- Outreach and Communications (Advertising/BRANDING)
- Social Justice
- Imprint of Diversity
- Newsletter suggestions for creating awareness different topics (gender, change, anti-racism, etc.)

Further Reading

**Project Participants**
- Libraries: Megan Sizer, Project Director
- Faculty: Lisa Cullum, Tasnidee Warchali, Jennifer N. Nison, Autumn Wall
- Students: Bianca Dumb stations, Cindy Huang, Lauren Peng, Anuolu Baw

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