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

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What Do Students Want (from an undergraduate student collection)?

**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.

**PROTOTYPES — 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

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**Introduction**

In 2020 U. 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.

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**Research Questions**

1. What experiences do students have when searching for research materials in the undergraduate library?
2. What expectations do students have of the undergraduate library and its content?
3. How can we gather and curate student voice in a way that informs collection development and operations?
4. How can students and subject librarians explore student voice?
5. How can the collection development and design of the student collection reflect student needs?

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

- Focus groups
- Prototypes
- Collection development
- Curated collections
- Outreach and communications
- Social media

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**Further Reading**


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**Project Participants**

Librarians, Megan Stier, Paul Ritter
Students: Helen Kelln, Tasha Morrisson, Jennifer Nason, Autumn Wall

**Poster Author**

Jennifer Nason, Collection Coordinator, Social Sciences and Undergraduate Library Collections