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

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https://dx.doi.org/10.7302/8100
https://hdl.handle.net/2027.42/177546
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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:
  1. What experiences do students have when trying to find 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 use data to better understand student needs?
  4. How can we inform students about the collection and its role?
  5. How can we improve the social justice aspects of the collection?

**INTERVIEWS — 12 Interviews were conducted**
- **Steps:**
  - Students created the interview instrument
  - Interview participants came from diverse backgrounds
  - **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
  - Prototypes were designed and curated as part of the creation process.
  - Two mini-collections were created, one 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 experiences do students have when trying to find research materials in the undergraduate library?
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3. How can we gather and use data to better understand student needs?
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**Data from the project was collected on Mural**

**Further Reading**

**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.

**Project Participants**
- Librarians: Megan Stier, Paul Rautar
- Funding: Melvin Luss, Tashiro Morrison, Jennifer Nisam, Autumn Wall
- Students: Blanca Dumas, Cindy Huang, Lauren Peng, Anuwee Sonmphavat

**Poster Author**
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