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.

**PROTOTYPES — 2 projects chosen to develop**
- **Steps:** Students chose: Curated Mini-Collections and Social Media Promotion.
- Students designed prototypes, chose and curated the content.
- 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 experiences do students have when trying to access materials in the undergraduate library?
2. What are student expectations of the undergraduate library and its content?
3. How can we get students to share their stories about why they need content?
4. How can the collection and its development reflect the diverse student body?
5. How can we refresh our collection and develop social justice issues materials for the future?

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

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Further Reading

**Project Participants**
- Students: Helen Litt, Nisha Mistry, Jennifer Noson, Autumn Wald.
- Student: Bianca Donahew, Cindy Hwang, Lauren Yang, Anweshi Somshekar

**Poster Author**
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