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

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https://dx.doi.org/10.7302/8100
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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.

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

Research Questions

1. What experiences do students have with oral history materials in the undergraduate library?
2. What expectations do undergraduate librarians and students have for the oral history collection?
3. How can we gather and use student input to ensure that oral history resources are relevant?
4. How can the collection and its development reflect the diverse student body?
5. How can we promote the collection and its development through social media?'

Data from the project was collected on Mural

Further Reading


Project Participants

- Librarians: Megan Sklar, Paci Rosario
- Project Coordinator: Helen Lack, Tasieh Robinson, Jennifer Noson, Autumn Wall
- Students: Elisa Donovan, Cindy Huang, Lieven Fang, Anusha Somphapor

Poster Author

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