Using Prototypes to Inform Library Planning

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GUIDELINES
Define problem or goal
Use helpful framework
Adapt to specific situation
Consider factors: Culture, Personas, Rapid Collaboration
Broad spectrum of stakeholders
Reduce fear—tremendous openness
Develop & hear conversations
Active listening and note taking
Discuss & vocalize assumptions
Recognize difficulties
Navigate together
Build prototype—sufficient pieces
Use prototype
Put in user’s hands
Model real life
Avoid perfectionism
Fail early to succeed
Frequent prototypes
Frequent Evaluations
Record progress and failures
Use helpful framework

ITEM—INDIVIDUAL STUDY DESK
Combine Circulation and Help Desk services into more visible area
Examined location and configuration
Committee and employees gave input on locations and designs
1st Prototype examined 3 potential areas:
1 week per prototype location
Data collected during prototype
2nd Prototype 3 configurations
Considered desk use, movement patterns, and other concerns
Data collected during (video) and after (survey, focus groups, interviews)
Success and failures—celebrate

INSTRUCTION—ONLINE TUTORIAL
Define Library Literacy Learning
Wrote script from course material
Used broad committee
Targeted for Writing 150 course
Viewed by instructors and students
Fed in summer courses
Adjusted content and design
Ready to go in Fall

SERVICE—DVD ACCESS
Boost DVD Collection Circulation
Used broad-based committee
Closed stacks restricted checkout
Put seasonal DVDs on cart
Cart always checked out
Checkout from 4 hours to 3 day to 7 day
Built browser similar to Redbox
Moved some DVDs to open stacks (genre and alphabet) same call number
Formally evaluated checkout
Moved all but faculty DVDs to open stacks

REFERENCES

SPACE—COMBINED HELP DESK
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