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## **Participatory Design of Academic Libraries**

Foster, Nancy  
2011

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# Participatory Design of Academic Libraries

International Conference KRE 11, Prague

**Nancy Fried Foster**

Director of Anthropological Research  
River Campus Libraries, University of Rochester



# University of Rochester

- Private College
- Upstate New York
  - 4,608 Undergraduates
  - 2,900 Graduates
  - 1,258 Faculty
- 3 nearby campuses
  - Medical Center
  - Eastman School of Music
  - River Campus







# Photo of Cayuga Lake





Photo of sign near Cayuga Lake



Photo of classic design examples



# Participatory Design





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<a href="#">Reference Librarians and the Success of Institutional Repositories</a>	Aug 22, 2005	1	Nancy Fried Foster	Author	221
<a href="#">Scholarly Practice, Participatory Design and the eXtensible Catalog</a>	Aug 29, 2010	1	Nancy Fried Foster	Editor	46
<a href="#">Studying Students: The Undergraduate Research Project at the University of Rochester</a>	Aug 13, 2009	1	Nancy Fried Foster	Author	2212
<a href="#">Understanding Faculty to Improve Content Recruitment for Institutional Repositories</a>	Feb 18, 2005	1	Nancy Fried Foster	Author	309
<a href="#">Use a Shoehorn or Design a Better Shoe: Co-Design of a University Repository</a>	Mar 30, 2005	1	Nancy Fried Foster	Author	102
<a href="#">What Researchers Do: A Report on User Research for the eXtensible Catalog</a>	Aug 29, 2010	1	Nancy Fried Foster	Author	53
<a href="#">XC User Research Preliminary Report</a>	Jun 12, 2009	1	Nancy Fried Foster	Author	535

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Editing Status: File Unlocked  
Name: handout.pdf  
Version: 4  
Created Date: 2010-10-25 09:54:17.19  
File Owner: Nathan Sarr  
Created By: admin  
Size: 313.23 KB  
Size on Disk: 313.23 KB  
Path: /it/assetstore/file\_db\_1/33481/33546  
File Info Id: 33387  
Checksums: 1a182c59b89d996844d536aaeeac80c0 - MD5

Add New Version Share Lock & Edit Rename Change Owner

## Sharing

Name	User Name	Email
Suzanne Bell	sbell@library.rochester.edu	sbell@library.rochester.edu

## All File Versions

Thumbnail	Name	Description	File Version	Checksum	Created Date	Created By
	<a href="#">IR-Plus-handout.pdf</a>	fixed title	4	1a182c59b89d996844d536aaeeac80c0 - MD5	2010-10-25 09:54:17.19	Nathan Sarr
	<a href="#">IR-Plus-handout.pdf</a>		3	5bce95cd69c027e15fbe11c4cd018142 - MD5	2010-10-22 14:57:45.479	Nathan Sarr
	<a href="#">IR-Plus-handout.pdf</a>		2	6d81d25f03fd3941aeeef9b823d4bb73b - MD5	2010-10-21 11:26:19.116	Nathan Sarr
	<a href="#">handout.pdf</a>		1	7cc29306a8eac9d27e7800dd1b7da4be - MD5	2009-11-04 14:31:21.311	Nathan Sarr



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**Nancy Fried Foster**

**Nancy Fried Foster**



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**Researcher Information**

**Title:**  
Director of Anthropological Research, River Campus Libraries

**Department(s):**  
eXtensible Catalog Organization  
River Campus Libraries

**Field(s):**  
Applied Anthropology

**Location:**  
Rush Rhees Library

**Phone:**  
585-273-5036

**Email:**  
[nancy.foster@rochester.edu](mailto:nancy.foster@rochester.edu)

**Research**

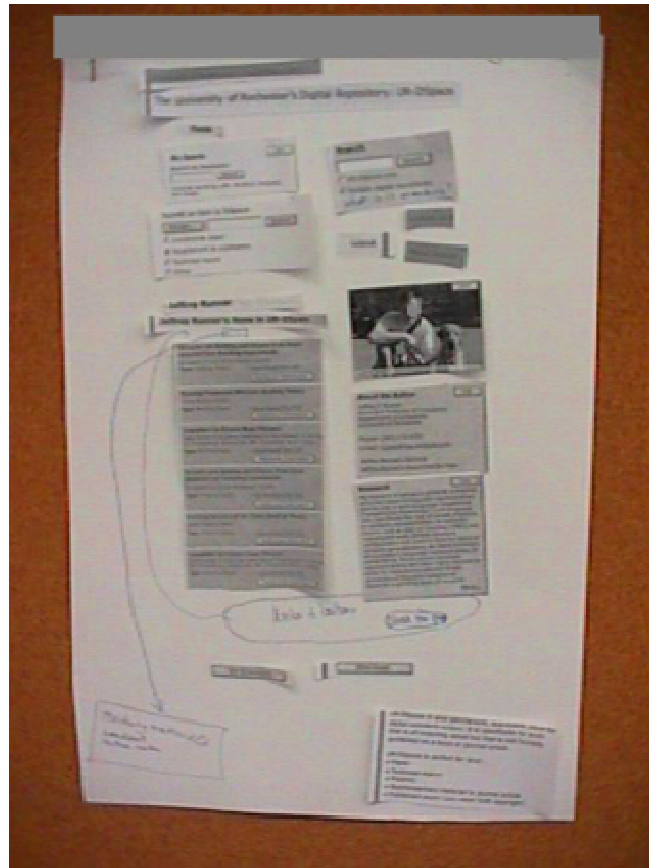
- ANTHROUB - ANTHROUB listserv
  - ANTHROUB listserv - Join this listserv for a community of people doing user research in libraries and HE using the methods described in the book *Studying Students*. Be sure you receive a confirmation that you were successfully added to the list.
- Research
  - Design Research - Related to design of websites and spaces
    - Participatory Design of Websites with Web Design Workshops - Authors: Nancy Fried Foster, Nora Dimmock, and Alison Bersani. *Code4Lib Journal*, Issue 2, 2008-03-24. At the University of Rochester's River Campus Libraries we have included users in technology development with great success. "Participatory design" entails collaboration among designers, developers, and users from the earliest stages of conception through to implementation of websites and other technology. Using participatory methods, a project to redesign the library website began with workshops to identify user needs and preferences. The results of these workshops led to the identification of key tasks for the main page. They also generated a hierarchy of tasks for sub-pages and rich information about how students and faculty members use current websites in their work. In our article, we explain our reasons for running participatory design workshops, describe our methods, review participants and recruitment, and summarize key findings. We also include information about our local implementation and general conclusions about the value of design workshops for website design and development.
  - eXtensible Catalog Research - User research for the eXtensible Catalog project
    - Designing the Academic Library Catalog - This is a report written during Phase I of the eXtensible Catalog Project, hosted by the University of Rochester's River Campus Libraries and supported by a grant from the Andrew W. Mellon Foundation.
    - Scholarly Practice, Participatory Design and the eXtensible Catalog
    - XC User Research Preliminary Report - This report summarizes the objectives, methods, and major software design findings from the data collected in the user research portion of the eXtensible Catalog (XC) project. A full analysis and interpretation of the data is not included here and will be provided at the conclusion of the project. This report includes edited results from the brainstorming sessions and a list of the features that emerged from the analysis of those results.
  - eXtensible Catalog website - Information about XC project, including research on heavy users of library resources
  - Institutional Repository Research - Related to IR+plus, DSpace, grey literature, and faculty research practices



Photo of faculty being  
interviewed



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**Researcher Page** Steven Manly

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**About the Author**  
Mercer Brugler Distinguished Teaching Professor  
Associate Professor of Physics  
Experimental High Energy and Nuclear Physics  
Bausch & Lomb 203E  
Phone: (585) 275-8473  
E-mail: [manly@eas.rochester.edu](mailto:manly@eas.rochester.edu)  
[Steven Manly's Website](#)  
[Steven Manly's Departmental Page](#)



Steven Manly

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**Research Interests**  
Heavy ion physics with the PHOBOS experiment; at BNL. Neutrino interactions on nuclei and neutrino oscillations. High precision gravitational redshift measurement. Z physics with the SLD experiment at SLAC. Research toward the International Linear Collider

**Teaching Interests**  
Teaching and Research seminar, TA training, General Physics II (E+M), optics, modern physics for science majors

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**Documents**

▼ **Conference Papers**

**Collective flow with PHOBOS**  
**Authors:** Frauendorf, Ulf H.; Tylén, Lorraine; Komaragjesky  
**Issue Date:** 1997  
**Description:** Reprinted from: Cognition ... volume 35 (1997) --E.p. verso. "A Bradford book." Includes bibliographies and index.  
**Type:** Conference Paper  
**URI:** <http://hdl.handle.net/1721.1/1760>

**Paradox lost? : firm-level evidence on the returns to information systems spending**  
**Authors:** Brynjolfsson, Erik.; Hitt, Lorin M.  
**Issue Date:** 1994  
**Description:** Cover title. "An earlier, abbreviated version of this paper was published in the Proceedings of the International Conference on Information Systems, 1993, under the title "Is information systems spending productive? new evidence and new results. Series from publisher's list. Includes bibliographical references (p. 39-40).  
**Type:** Conference Paper  
**URI:** <http://hdl.handle.net/1721.1/2887>

▼ **Working Papers**

▼ **Senior Theses**

**A Decomposition of Global Linkages in Financial Markets Over Time**  
**Authors:** Forbes, Kristen; Chinn, Mendie David  
**Issue Date:** 14-Mar-2003  
**Type:** Senior Thesis  
**URI:** <http://hdl.handle.net/1721.1/1760>

**Models and Methods for Merge-In-Transit Operations**  
**Authors:** Croston, Kelly L.; Gaudin, Bernard; Magnard, Thomas L.  
**Issue Date:** Sep-2001  
**Description:** We develop integer programming formulations and solution methods for addressing operational issues in merge-in-transit distribution systems. The models account for various complex problem features including the integration of inventory and transportation decisions, the dynamic and multimodal components...  
**Type:** Senior Thesis  
**URI:** <http://hdl.handle.net/1721.1/1760>

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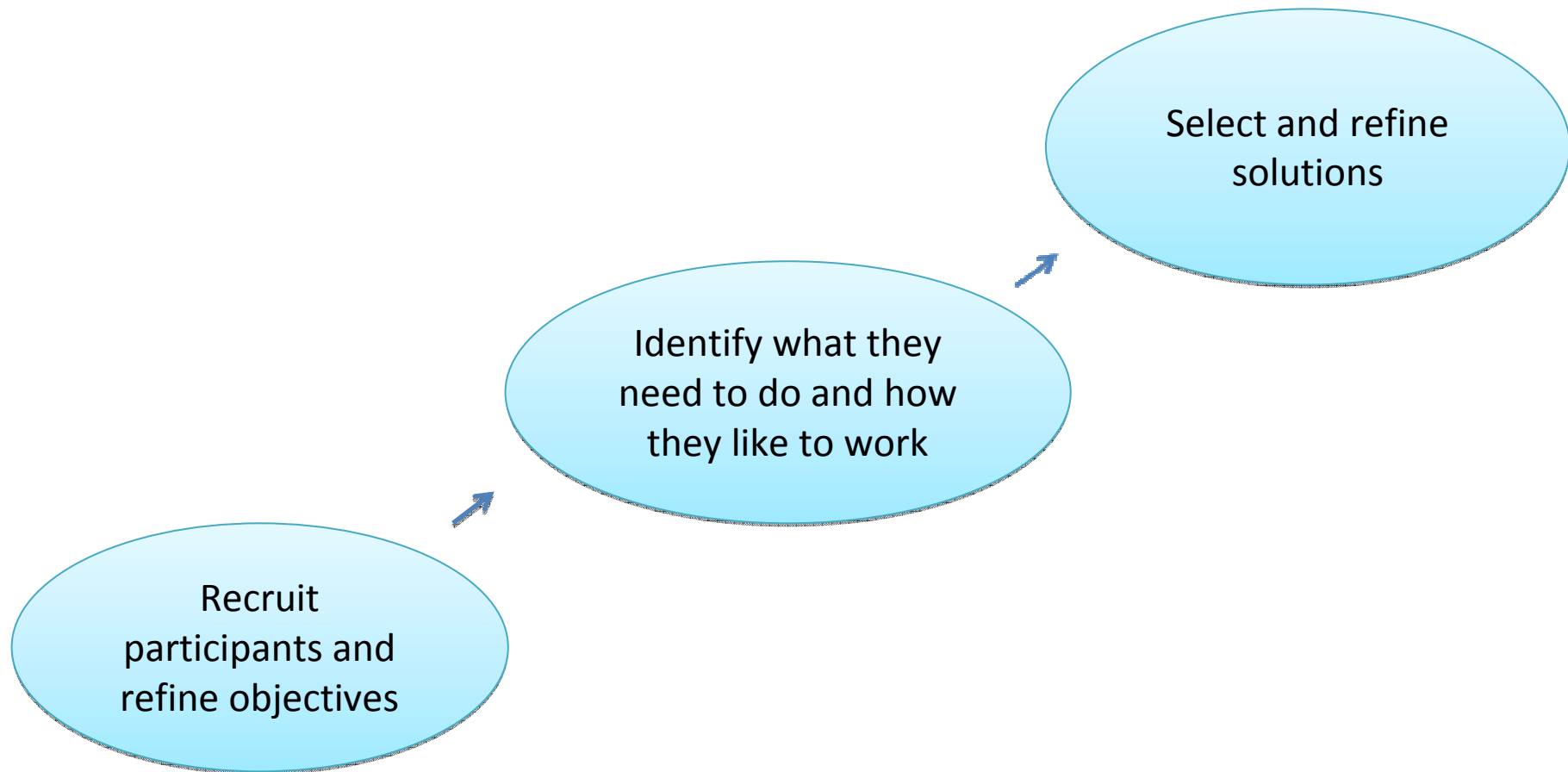




Photo of faculty being  
interviewed





# Photo of retrospective interview



# Photo of map interview



# Photo of dorm visit



# Photo of design workshop artefact



What do they need?



What do they need **to do**?



# Photo of nVivo software



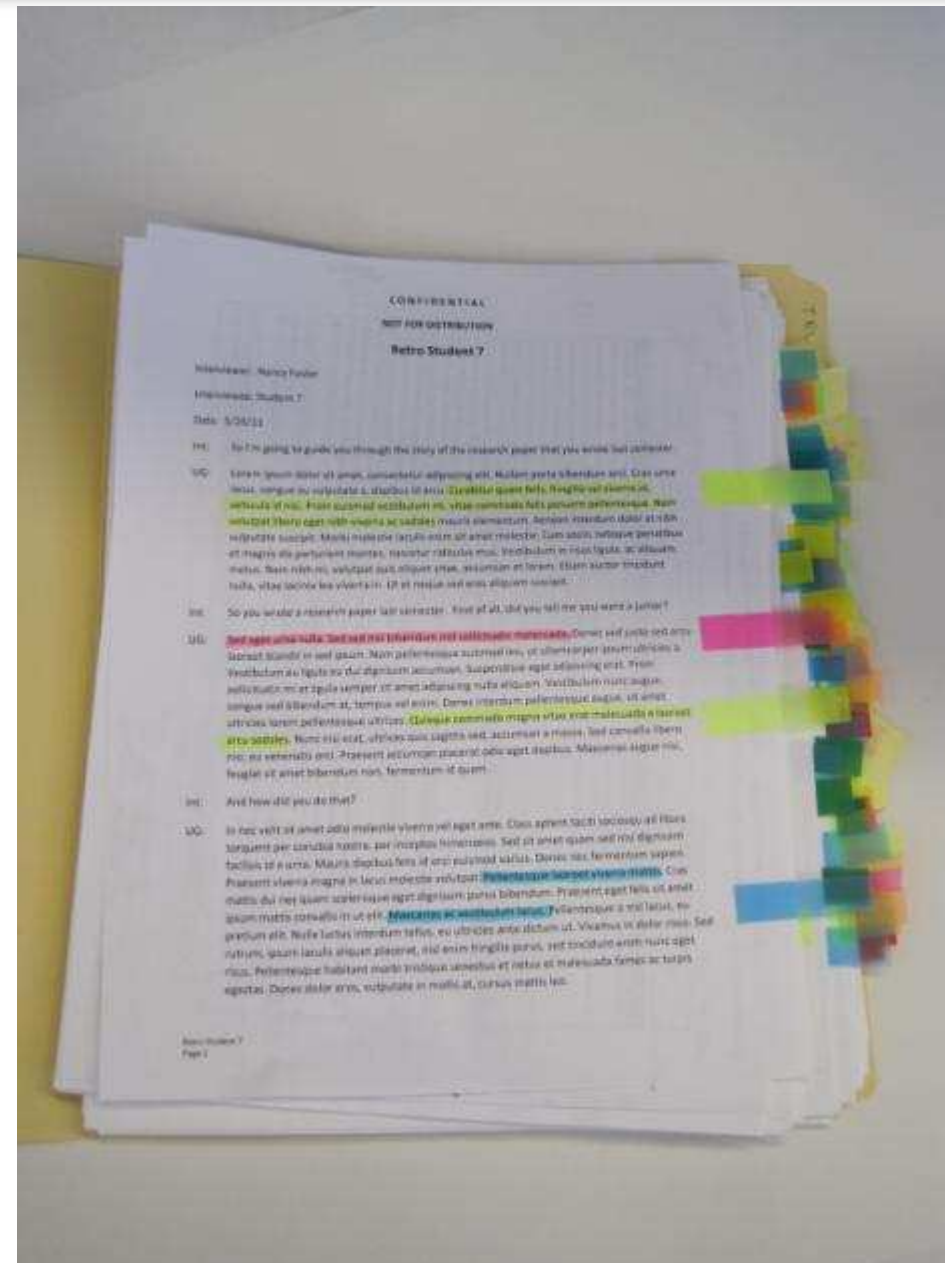


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# Photo of design workshop artefact





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Analysis of undergrad drawings from Carlson design workshop

June 16-17, 2009

Things students need to do in Carlson, as understood from their drawings of a “perfect library space” ...

General action	Component actions
Work in a group	Study Write Write on a whiteboard
Use a computer	Print
Work at a big table	Work individually Work in a group
Work in a small room	Work in a group Work individually Have a discussion Work where it's quiet Write on a whiteboard
Use couches and comfy chairs	Move between desks and sofas
Have desk spaces and comfy chair spaces adjacent throughout the area	
Use library collections	Use textbooks Use journals Use books Use maps Create a noise buffer Create a non-distracting space divider



## Criteria for assessing possible XC features

- Feasible, buildable
- Closely related to core XC functionality
- Meets known user needs
- Could increase uptake of XC
- Novel idea (either totally new or new to the library domain)





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# Photo of design workshop artefact



# Photo of design workshop artefact



# Photo of design workshop artefact





# Photo of design workshop artefact



# Major Recurring Themes

Students need to:

- See within space and outside
- Do different activities in same space
- Feel secure and comfy (sit, slouch, lie down, eat, drink, spread books out, not get lost)
- Use tools (plug in, get wireless, use a big screen, use a stapler)
- Get help (very generic, all-purpose)



# RIVER CAMPUS LIBRARIES





# Photo of design workshop artefact



# Photo of design workshop artefact



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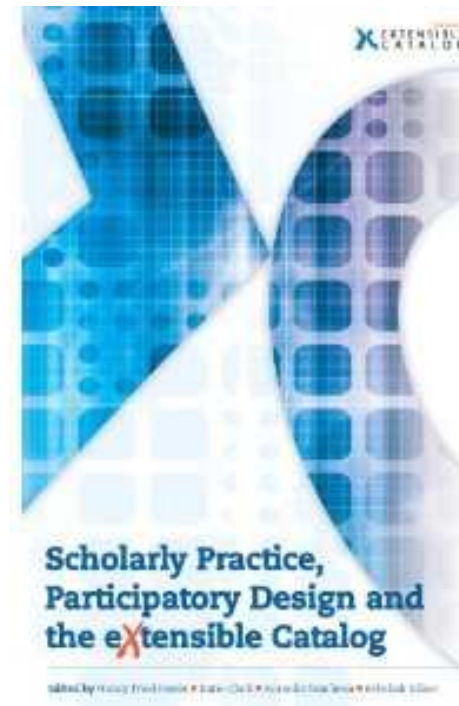
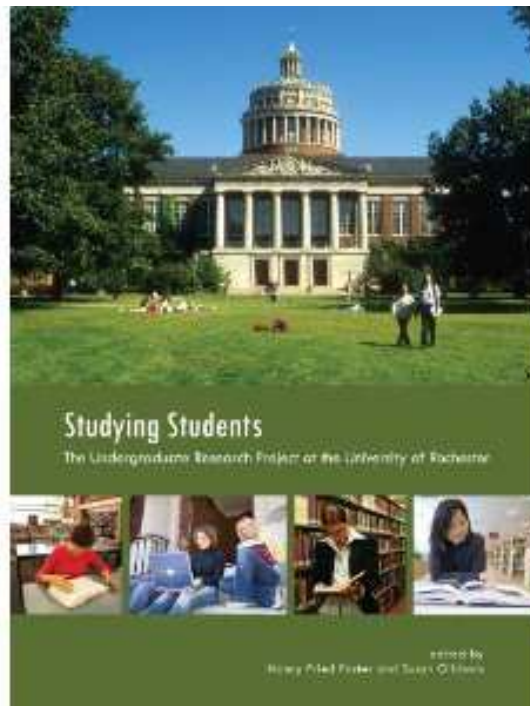


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## AnthroLib

The University of Rochester's River Campus Libraries use a participatory design process to build and improve library spaces, services and technology. The map shows where others are doing projects that build on this work.

Public · 2 Collaborators · 10,157 views

Created on Feb 15 · By Nancy · Updated Aug 5

Rate this map · Write a comment · HTML

+1 82



## University of Rochester, River Campus Libraries

Extensive participatory design projects in technology, facilities and service design; user research on students, faculty members and library staff; publications include Studying Students: The Undergrads.



## Tufts University

Tufts Web Team Ethnographic Research Study  
http://www.library.tufts.edu/tuftsstaff/webteam/ethno/firstReport.pdf



## Brock College

"What Students Do When They Study in the Library" Contact: Doug Suarez



## California State University, Fresno

The Library Study at Fresno State



## Brigham Young University

BYU undergraduate research project: A study of undergraduates done by undergraduates working with an anthropology faculty member and a librarian at Brigham Young University



## Massachusetts Institute of Technology

User Needs Assessment of Information Seeking Activities of MT Students Contact: Nicole Henning



## Massachusetts Institute of Technology

"Information Seeking through Students' Eyes: The MIT Photo Diary Study"



## Carleton College

"Curricular Uses of Visual Materials: A Research-Driven Process for Improving Institutional Sources of Curricular Support" Contact: Andrea Nixon



## Massachusetts Institute of Technology

"Publishing practices of NIH-Funded Faculty at MIT"



## City University, New York

"Studying Students at City Tech and Brooklyn College" Contacts: Maure Smale and Mariana Regalado



## Illinois universities





**<http://tinyurl.com/http-NancyFriedFoster-com>**

**Nancy.Foster@Rochester.edu**