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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



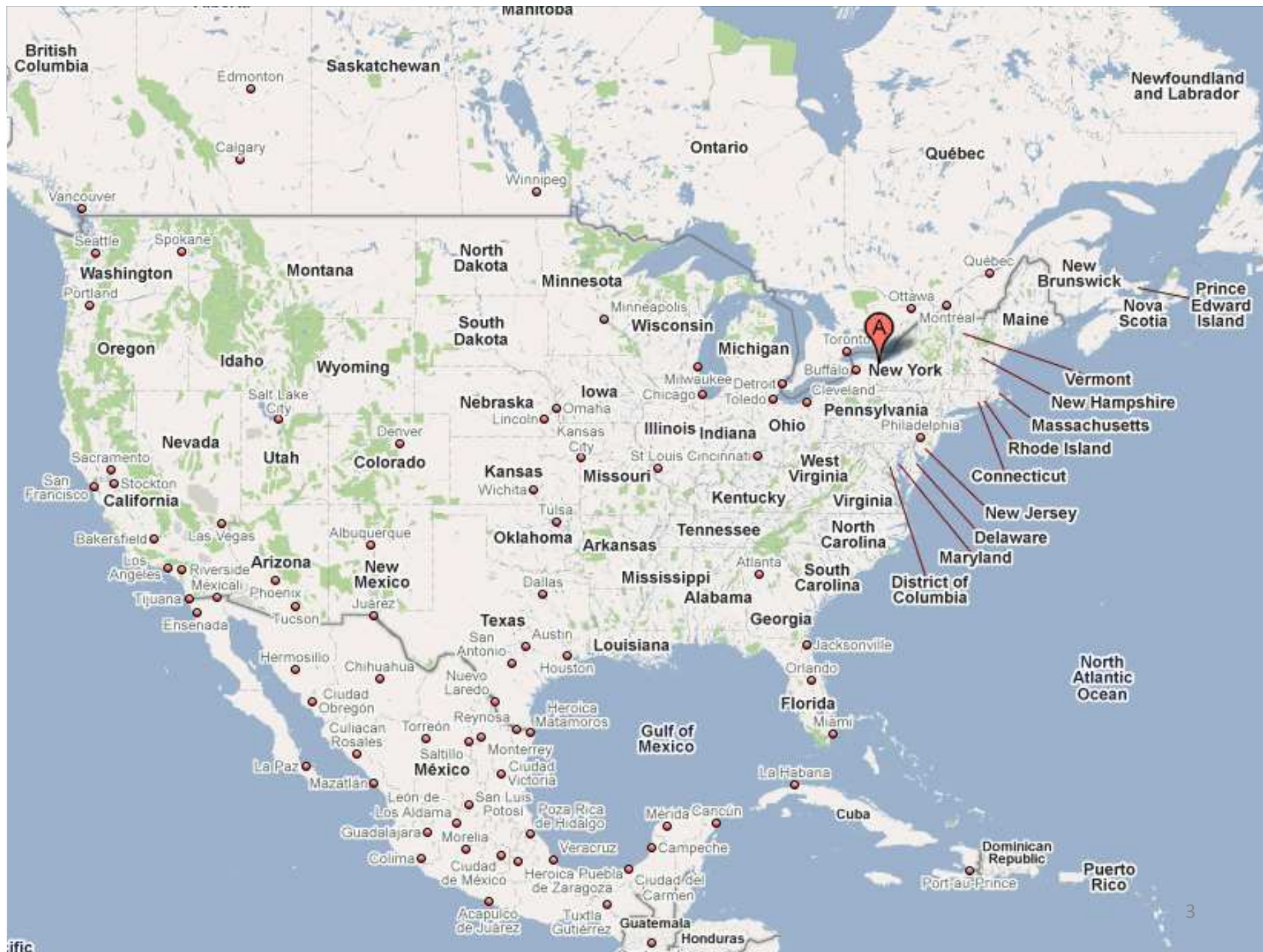




Photo of Cayuga Lake



Photo of sign near Cayuga Lake



Photo of classic design examples



Participatory Design



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Institutional Repositories, Policies, and Disruption	Apr 2, 2007	1	Nancy Fried Foster	Author	225
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The Next Generation of Academics: A Report on a Study Conducted at the University of Rochester	Sep 17, 2008	1	Nancy Fried Foster	Author	535
Reference Librarians and the Success of Institutional Repositories	Aug 22, 2005	1	Nancy Fried Foster	Author	221
Scholarly Practice, Participatory Design and the eJournals Catalog	Aug 29, 2010	1	Nancy Fried Foster	Editor	46
Studying Students: The Undergraduate Research Project at the University of Rochester	Aug 13, 2009	1	Nancy Fried Foster	Author	2212
Understanding Faculty to Improve Content Recruitment for Institutional Repositories	Feb 18, 2005	1	Nancy Fried Foster	Author	309
Use a Shoehorn or Design a Better Shoe: Co-Design of a University Repository	Mar 30, 2005	1	Nancy Fried Foster	Author	102
What Researchers Do: A Report on User Research for the eJournals Catalog	Aug 29, 2010	1	Nancy Fried Foster	Author	53
WC User Research Preliminary Report	Jun 12, 2009	1	Nancy Fried Foster	Author	535

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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: /ir/assetstore/file_db_1/33481/33546
File Info Id: 33387
Checksums: 1a182c59b89d996844d536aeeeac80c0 - MD5

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Thumbnail	Name	Description	File Version	Checksum	Created Date	Created By
	IR-Plus-handout.pdf	fixed title	4	1a182c59b89d996844d536aeeeac80c0 - MD5	2010-10-25 09:54:17.19	Nathan Sarr
	IR-Plus-handout.pdf		3	5bce95cd69c027e15fbc11c4cd018142 - MD5	2010-10-22 14:57:45.479	Nathan Sarr
	IR-Plus-handout.pdf		2	6d81d25f03fd3941aee9b823d4bb73b - MD5	2010-10-21 11:26:19.116	Nathan Sarr
	handout.pdf		1	7cc29306a8eac9d27e7800dd1b7da4be - MD5	2009-11-04 14:31:21.311	Nathan Sarr



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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

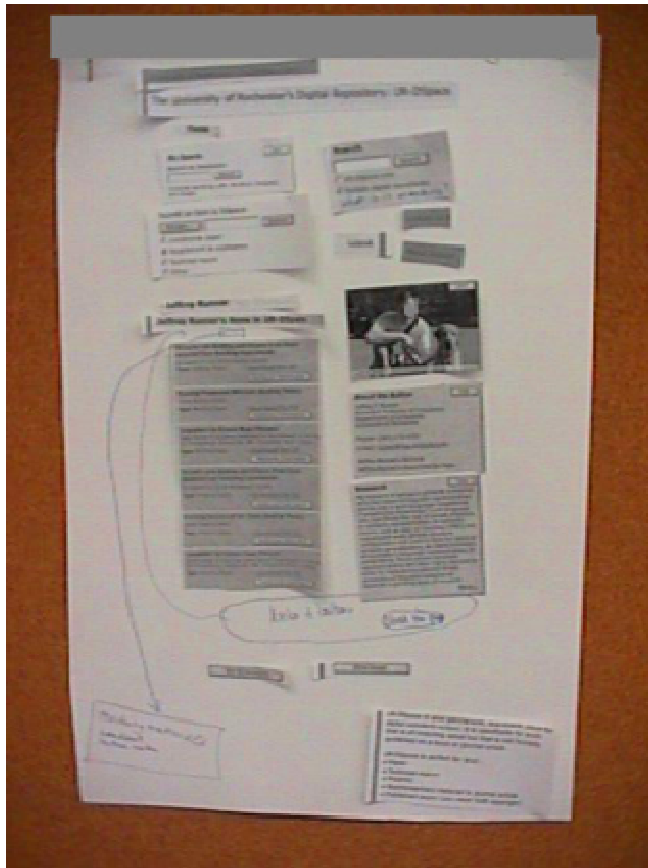
Email:
nancy.foster@rochester.edu

Research

- ANTHROLIB - ANTHROLIB listserv
 - ANTHROLIB 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

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@aes.rochester.edu
[Steven Manly's Website](#)
[Steven Manly's Departmental Page](#)



Steven Manly

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

Documents

Conference Papers

Collectively flow with PHOBOS
Authors: Frauendorf, Ulf H.; Tyler, Lorraine; Komisarjensky
Issue Date: 1997
Description: Reprinted from Cognition ... volume 35 (1997) --E.p. view. "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 H.
Issue Date: 1994
Description: Cover title. "An earlier, abbreviated version of the 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/1721.1/8887>

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: Coxson, Kady L.; Gordon, 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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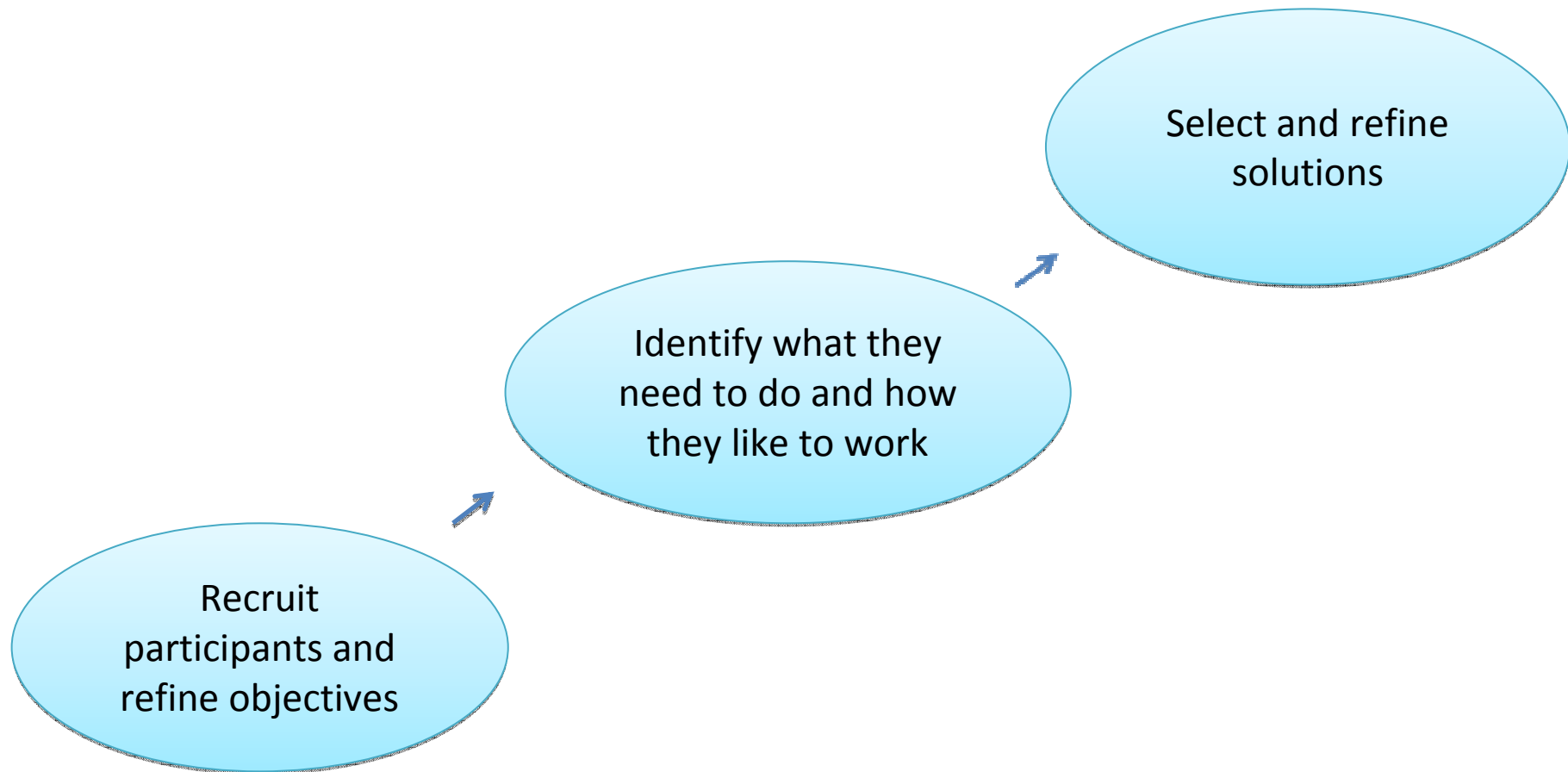




Photo of faculty being
interviewed



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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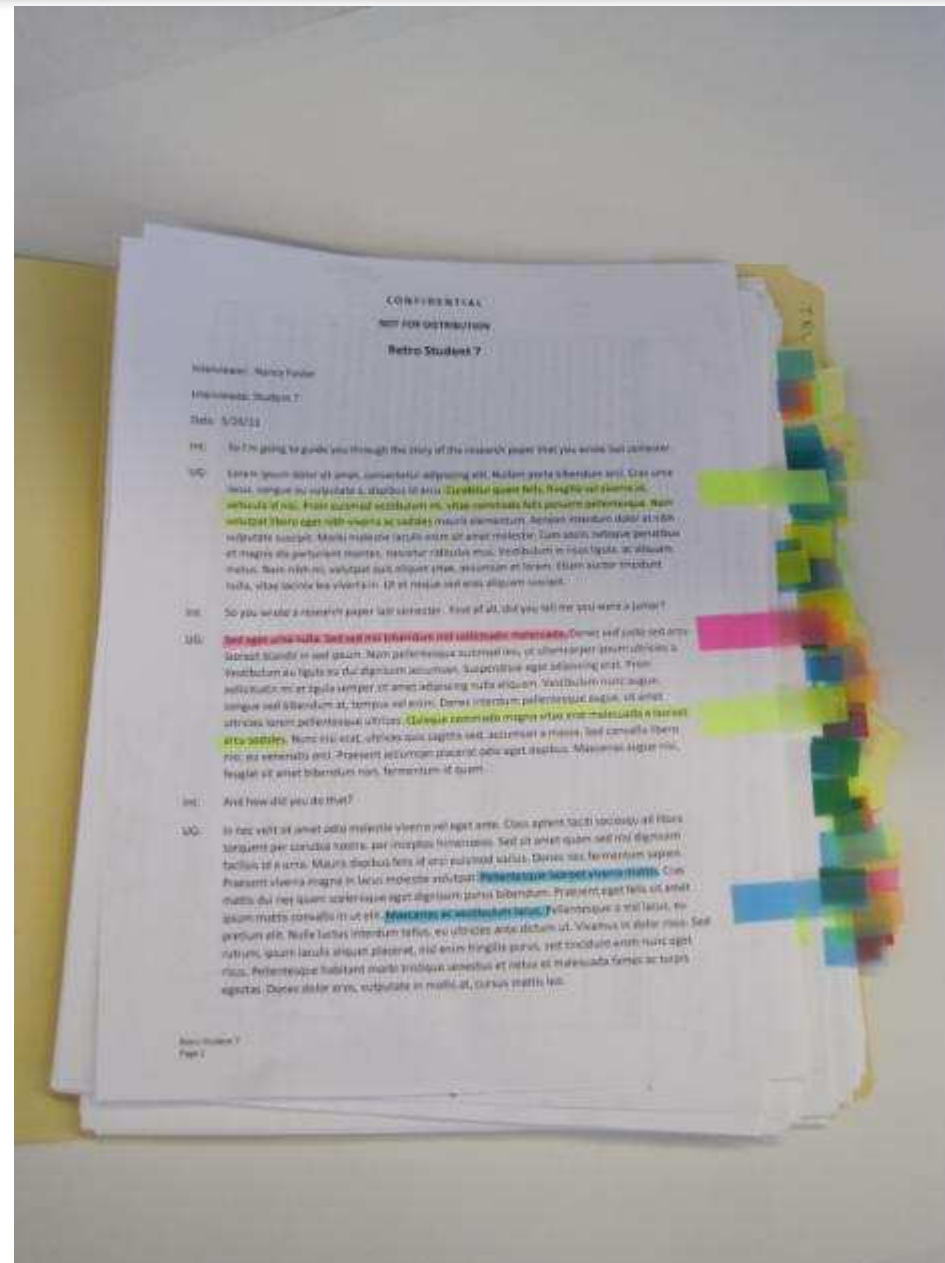
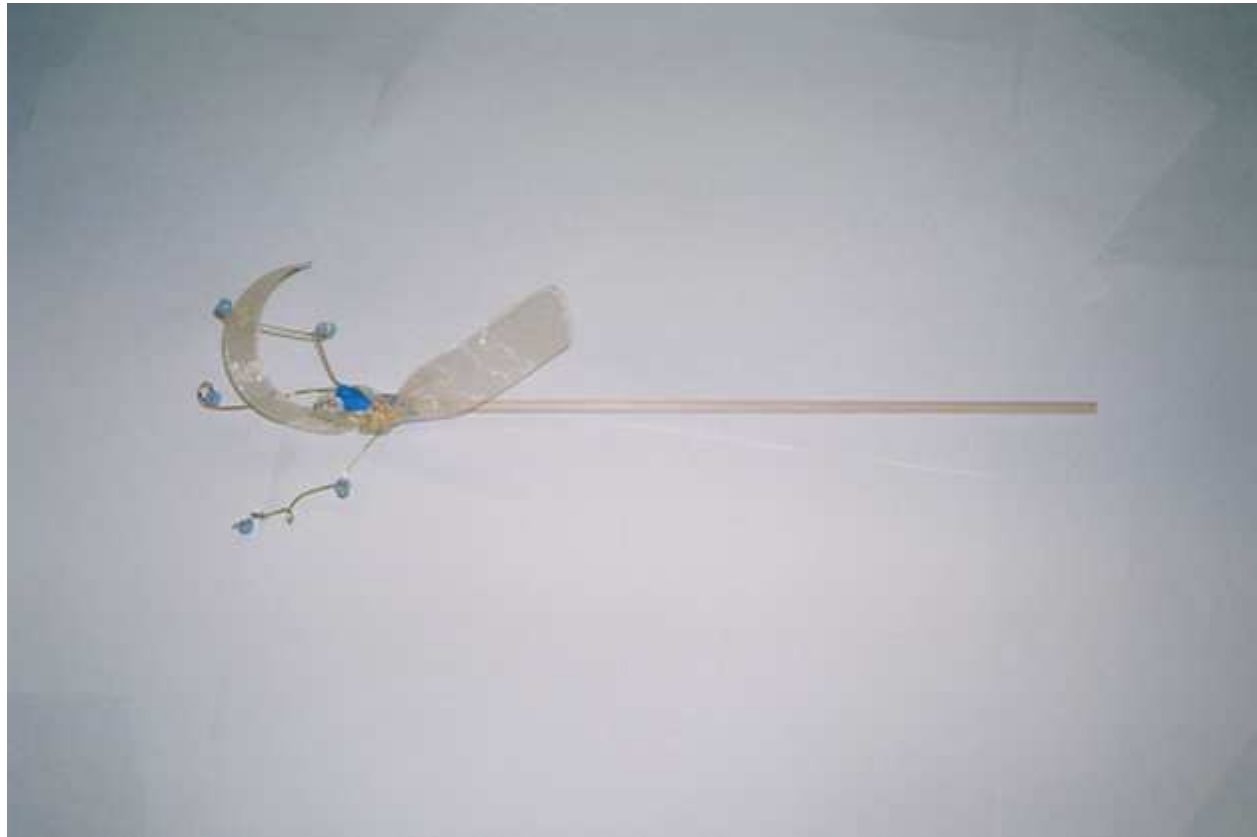




Photo of design workshop artefact



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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)



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Photo of design workshop artefact



Photo of design workshop artefact



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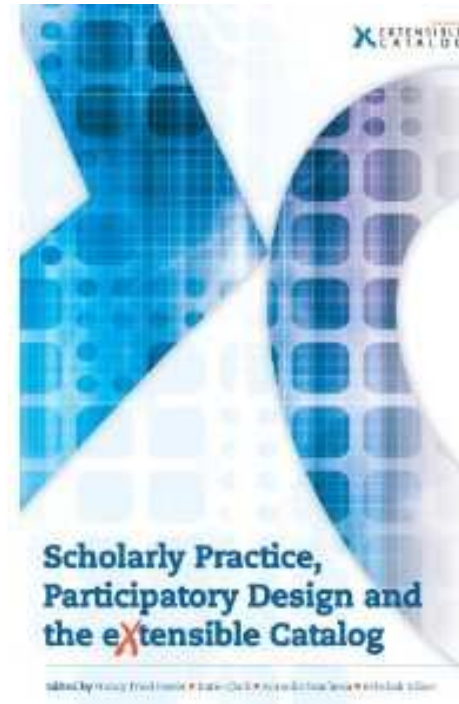
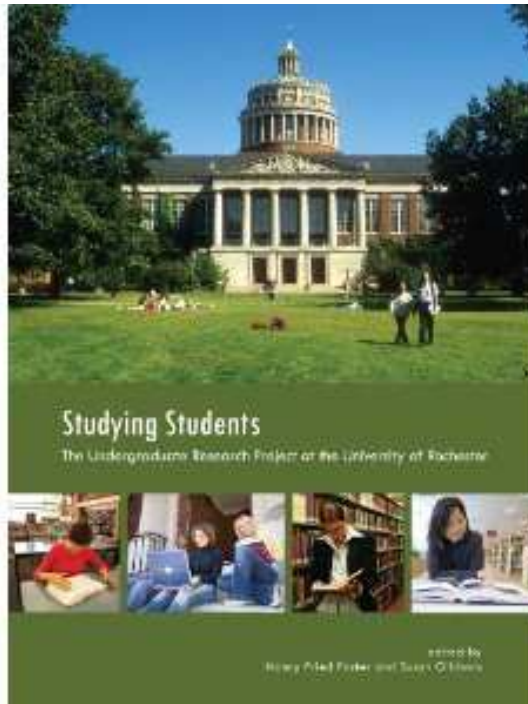


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The University of Rochester's River Campus Libraries use a participatory design process to build and improve library spaces, services and technology. The map shows where others are doing projects that build on this work.

Public - 2 Collaborators - 10,157 views
Created on Feb-15 By Nancy - Updated Aug 5
Rate this map - Write a comment - HTML

- 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 Undergra...
- Tufts University**
Tech Web Team Ethnographic Research Study
<http://www.library.tufts.edu/tech/staff/web/team/ethno/finlReport.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 Hennig
- 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 NH-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