The Library Uncommons: Designing Niche Learning Spaces

Service Experience Project Scope for Designing Learning Spaces

The Project is intended to occur in 3 stages with deliverables required at the conclusion of each stage. This process should be followed once vision statement for space is created.

Stage One: Identify or confirm use cases and align technology needs with use cases. Also add priority (low priority / high priority) with each technology item as appropriate.

- Deadline:
- Deliverable: Detailed use case examples. List of technology.
- Format: PowerPoint slide deck
- Project Consultants:

Stage Two: Identify or confirm furniture and layout of furniture based on use cases and space dimensions and purpose/vision.

- Deadline:
- Deliverables: Photos of furniture or links to manufacturers. Drawings / Sketches for layout of space.
- Format: PowerPoint slide deck
- Project Consultants:

Stage Three: Detail Service Operations, Connect with Online experience (phygital), and Assessment Plan.

- Deadline:
- Deliverables: Link Use Cases, Technology, and Furniture / Layout with Service Operations Details.
- Format: PowerPoint slide deck
- Consultants:

Stage Three Description: Detail the specifics regarding how the space or service will operate at a very low-level. For example: What services will be offered? Operating hours? Who should staff the space? How many should staff? What should be the necessary skill sets? What are metric(s) for success?

IMPORTANT: How is the service / program space integrated into the online experience? How is the program or service interdependent upon and interconnected with other programs / services in the library?

Also consider Identifying: Communications Plan; Knowledge Management Plan; Repository for Documentation; Project Management Tool