3. Journey mapping - fill in the separate service experience map to help identify the features, extending their connection to the space once they have left.

4. Consider the physical connections - how will the physical space and digital spaces interact.

5. Create an assessment plan - how will you know if the space is successful? What metrics could be used to measure success?

6. Extend the user’s experience - from their enrichment to use the space all the way through to their completion of a user’s experience. From their enrichment to use the space, consider the full technology, and service needs that will help your users succeed in the space. Consider the full timeline of a user’s experience.
Niche Learning Space Design Worksheet

<table>
<thead>
<tr>
<th>For (audience/visitor)</th>
<th>who</th>
<th>with (unique characteristic)</th>
<th>that (benefit)</th>
</tr>
</thead>
<tbody>
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1. **Vision Statement Creation**: Fill in the following draft vision statement to identify the key components of the vision for your space:

- For ___________ with ___________ that ___________.

2. **Define Use Cases**

- **Consider**: What are the research/learning/teaching needs of different user groups that may utilize the space? Why would they visit this space? What would they do in the space?

- **Understand**
  - Enabling school
  - Support services

- **Design**: Librarians & users consider possibilities.

- **Develop**
  - New learning (L)
  - New practices (P)

- **Distribute**: Promote

- **Document**

- **Update**
<table>
<thead>
<tr>
<th>Extend</th>
<th>Exit</th>
<th>Engage</th>
<th>Enter</th>
<th>Entice</th>
</tr>
</thead>
</table>

Journey Map

A tool to plot user experiences over time, identifying the "touchpoints" or moments they interact with spaces.

Extending their connection to the space once they have left.

Experience - from their enticement to use the space all the way through experience for the space. Consider the full timeline of a user’s experience for the space. Create a map of at least one user.

Users & activities...

Space, Tech, and furniture needs...
4. Consider the physical connections: How will the physical space and digital spaces intersect for a seamless experience? What other programs/services will connect with this space physically and online?

5. Create an assessment plan: How will you know if the space is successful? What metrics could be used to measure success?
2. Define Use Cases. Consider: What are the research/learning/teaching needs of different user groups? That may utilize the space? Why would they visit this space? What would they do in the space?

Final Vision Statement for Your Space:

- Benefit (benefit)
  - Unique Characteristic (product/service)
    - We deliver new technology with
  - Motivation (audience/visitor)
    - For faculty + students who want to make things components of the vision for your space.

2. Vision Statement Creation. Fill in the following draft vision statement to identify the key components of the vision for your space.

Your chosen niche learning space:

Nichie Learning Space Design Worksheet

The Library Uncommon: Designing Niche Learning Spaces
(Benefit)

That

(Unique characteristic)

We deliver tech + vet services with our successful.

(Problem)

For understanding what we need, who must develop a multimodal product.

(Proposition/service)

And

Audience/visitor)

Across

We must develop a multimodal product.

For your niche learning space. Think of it as an elevator pitch.

In your small group, spend about five minutes creating a vision.

**Visioning Activity**
3. **Journey mapping.** Fill in the separate service experience map to help identify the furniture, technology, and service needs that will help your users succeed in the space. Consider the full timeline of a user's experience – from their enticement to use the space all the way through to extending their connection to the space once they have left.

4. **Consider the phygital connections.** How will the physical space and digital spaces interact seamlessly to meet user needs? How is the service in the space integrated into the online experience? What other programs/entities/services will connect with this space physically and online?

5. **Create an assessment plan.** How will you know if the space is successful? What metrics could be used to measure success?
Niche Learning Space Design Worksheet

Your chosen niche learning space: Makerspace

1. Vision statement creation. Fill in the following draft vision statement to identify the key components of the vision for your space:

For [audience/visitor] who [motivation],

we deliver [product/service] with [unique characteristic]

that [benefit].

Final Vision Statement for your space:

2. Define Use Cases. Consider: What are the research/learning/teaching needs of different user groups that may utilize the space? Why would they visit this space? What would they do in the space?

Engineering
That's folks,
Library staff
Art students - 3D scanners
Stress relief, art

charlie.bennett@library.gatech.edu  sherri.brown@ku.edu  ameet.doshi@library.gatech.edu
The Collective 2016
Journey Map Activity

Using the journey map handout, create a map of at least one user experience for the space. Consider the full timeline of a user's experience – from their enticement to use the space all the way through to extending their connection to the space once they have left.

**JOURNEY MAP**

A tool to plot user experiences over time, identifying the "touchpoints" or moments they interact with spaces, technology, information and each other (along with the needs in each of these categories).

<table>
<thead>
<tr>
<th>ENTICE</th>
<th>ENTER</th>
<th>ENGAGE</th>
<th>EXIT</th>
<th>EXTEND</th>
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<tbody>
<tr>
<td>Users &amp; activities...</td>
<td>Check-in only or in person</td>
<td>Safety training</td>
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<td>Content</td>
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<td>Outreach flyer</td>
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<td>Food</td>
<td>Hotels</td>
<td>Content</td>
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<tr>
<td>Social media print</td>
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