What’s your comfort zone?

Engaging communities to create and define the physical spaces they need
Goal: Describe spaces in a meaningful way allowing patrons to engage one another to collaborate, share, problem-solve, as well as resolve minor conflicts and disputes as members of an educational community.
Context Before Content

- User experience
- User research
- Assessment
- Culture of perpetual beta

Your library work culture will be the foundation to build from.
Assumptions

Students are most important stakeholders.
  ▫ If students matter most, then consulting people who know students starts to matter more.

Not all libraries have to be the same.
  ▫ If not, then need to address what unifies these spaces.

Noise is not the enemy.
  ▫ Wall in the sound? Wall out the noise?
Artifacts

- Complaints
- Kudos
- Space / Furniture use
- What you overhear in the library
Turn to your neighbor
Talk about what kinds of assumptions or artifacts you have right now about your library spaces.
Be an anthropologist.
Field Work

Observe people doing stuff.

There cannot be too many observations - the more we have, the better conclusions we can draw.

- Notes
- Photographs
- Sketch what you see
Generating Descriptors

- During this week the library feels...
  - Comfortable
  - Calming
  - Stressful
  - Tense
  - Crowded
  - Noisy
  - Quiet
  - Lonely
  - Chaotic
  - Supportive of group work
Begin to Synthesize

- Targeted study various library spaces
  - Large post-its w/ dots
  - Each campus
  - Each zone in a library
- Survey of students and staff
  - What would help you use the library better or more often? (example: different furniture or furniture layout, signage, etc.)
  - Are there any specific features about this place that make it better or worse than other spaces for your work?
  - How would you describe this study space?
Be a collaborator.
Who are the Constituents?

- Library folks
- Students
- Campus community
Alone Zone
Heads Down Zone
Individual Study Zone
Good Fences Make Good Neighbors
Quiet Zone
Whisper Zone

energy: focused, intense, productive, concentrated, thinking minds, nesting, respectful, calming,

noise: none, quiet, not silent

furniture: designed to support focused study, formal
Be a (good) designer.
Explain Your Research

Describe deliverables

Look to examples

Be responsive
Maintain User Experience Ethos

Student artwork
Energy / colors
Open to unexpected
Flipped zones

Nothing permanent
Foam core and command strips.
Guiding principles
User-centered goals remained guideposts for work throughout
Prepare to live a zoned life.
How do I explain to people what they are supposed to do in the library now?
Perpetual Beta

Revisit scenarios.

Work with supervisors and peers.

Shift ownership from designers to everyone.

Things move. And move again.
THANKS!
Any questions?

You can find us at
allinee.flanary@pcc.edu · sara.robertson@pcc.edu