All-staff Space Projects Update
Updates on...

- Project approval process
- The Visiting Committee and space
- Space road show
- Collections analysis projects
- Space Planning Group updates
  - Sloan Design Club experience
  - Exploratory teams
The unique role of physical spaces in research libraries

- Provide an information rich environment:
  - Access to collections, promoting both deliberate and serendipitous discovery
  - Access to experts that aid in unlocking the potential of information to create new knowledge
  - Contemplative study and collaborative work spaces, inspired by visible display of knowledge, as part of a multidisciplinary community of scholars
Elements of the Libraries Program – under consideration

- Modern collections access and management
- Archives and Special Collections
- Contemporary contemplation
- Collaborative spaces
- Community and collision spaces
- Spaces supporting innovation in education
- Information maker spaces/digital scholarship services
- Building navigability and unity
SPG Service Development Framework

• Exploratory teams to launch soon:
  – ~2 month window of time, share results in June
  – Respond to Service Brief
    • Presentation of 15 minutes
    • 10 pages max of supporting material
  – Iterative approach

• Details on SPG Wiki including service brief:
  – https://wikis.mit.edu/confluence/x/zBRuBg
  – all-lib announcement soon

• DSS has started to work on Visualization
First Round of Explorations

• **Service points**: A reimagined program for Hayden provides opportunities for enhanced interactions between users and library staff. How might we make the most of this opportunity?

• **Flexible Instruction Spaces** help learners engage with information and master library-supported resources, tools and expertise. How can we design for flexibility while meeting a variety of teaching and learning needs?

• **Digital Scholarship services**, spaces and technologies allow the community to learn, create, manage and transform all types of digital content to support new forms of scholarship. What might MIT’s suite of digital scholarship services look like?
Introduction to Design Thinking
The Unexpected Path to Collaborative Innovation

Hayden Library Redesign
16 March 2015 - 18 March 2015
WHAT IS DESIGN THINKING?

Design thinking is a **strategic process** that produces tangible results.

Using the **fundamental principles of design**, design thinking is a **user-centered approach** to solving business challenges by **understanding what customers want**, not just what the numbers say.
Our Approach

We’ve created a process that allows us to be both analytical and creative, to explore options and to solve problems.

1. **Alignment**
   - Articulate the business goal so that the challenge is clear. Articulate the hurdles in achieving our goal.

2. **Learning**
   - Primary and secondary research. Develop a deep consumer understanding: a window into their hearts and minds.

3. **Analysis**
   - Understand the research. Develop internal consistency between data sources. Identify the opportunity and create criteria for successful solutions.

4. **Envision**
   - Develop holistic solutions that satisfy the criteria in such a way that consumers can experience the opportunity.

5. **Evaluate**
   - Testing against attributes and positioning. Ensuring the right embodiment of the idea and experience.

6. **Deploy**
   - Bringing the opportunity to reality by designing the products, spaces, and services that deeply resonate with consumers.
Overall Challenge: How can we [the library] be more responsive to user needs and facilitate interactions between people and content without compromising our traditional role and a quiet space for study and reflection?

- 2.5 days of class time
- 5 teams of 6 students
- Reframe problem
- Design interview script + conduct ~30 interviews
- Synthesize Post its, discussion
- Presentations
Problem Statements

Original

1. How can we **increase awareness** of what services are available at the library?
2. How can we **better present digital information for consumption**?
3. How can we **increase social and community interactions**?
4. What **partnerships** or service capabilities should we to provide a more holistic experience for users?
5. How should we incorporate more **collaborative spaces**?

Reframed

1. How can the library **better align** services with user needs for study and research?
2. How can we **better present digital media for discovery and use**?
3. How can we develop **innovative spaces to facilitate interaction**?
4. How can the library **improve current services**?
5. How to foster **collaboration without disturbing others**?
Big Ideas

Awareness:
• Concierge Kiosk at entry, mobile app
• Display of reserve-able workspaces, with variety
• Front page on website:
  – “What are you looking for?”
  – Easy click to get more, targeted, info via email
• Library TA
• “Magical Place”
• Regular library users sometimes have no interactions with staff

Digital Content:
• “Library +” “Digital Floors”
  – Help me understand the digital media available
  – Help me discover relevant content or services
  – Help me efficiently find the info I’m looking for
  – Map: Give a virtual/physical place to the digital
  – Expandable digital “floors” devoted to subject areas
  – Reservations
RESULTS for chemical engineering

DATABASES
- SciFinder
- Scopus
- Web of Science
- Compendex

TUTORIALS + TESTIMONIALS
- [Link] Watch Now
- [Link] Watch Now

LIBRARY EXPERT
- Carla Green
  Chem. Eng.

ARTICLES and BOOKS
- Chemical Eng for Beginners, by Jennifer Wilson, 1994
- "My chemical journey," by Alan Oxford, INTERNATIONAL SCIENCE, 2004

DO YOU WANT MORE INFO ON THIS TOPIC EMAILED TO YOU?

NAME: Robert Researcher
EMAIL: ChemLover@mit.edu
TOPIC: Chemical Research Tools
HOW CAN WE HELP?
I went to know what some recent articles in this field are and where else I can research for my thesis. Thanks!
HOW CAN WE BETTER PRESENT DIGITAL INFO FOR CONSUMPTION?

- catalogue sucks?
- I don't know there are other sources...
- library
- I love the physical discovery & browsing of books
- oh, is there a basement with computers?

DIAGRAM:

LIBRARY

- Publishing Support
- Finance Resources

DIGITAL 1

DIGITAL 2

HAY 1

HAY 2
Big Ideas

Community Interactions:
• Recharge, study quietly, bring MIT together
  – Open + enclosed for quiet work
  – Soundproof areas for groups
  – Flexible/comfy furniture
  – Community in Café: food, lectures, events for groups
  – Café menu: Quiet & Loud foods
• “Social” not associated with the Libraries
• “Quiet presence” aka “alone together”
• “The variety of people in the library is unlike other spaces on campus”

Partner Services:
• Continuous Piece of Mind, Undisturbed Journey
  – Interactive welcome terminal/kiosk
  – Seating map (airline & concert ticket experience)
    • Occupied/Available rooms, seats, restrooms
  • Make all restrooms Unisex
  – Relaxation Zone
  – Food
  – Shuttle schedule
  – Safety of self & belongings
• “Favorite spots,” stress of not finding a place to work
• “I want to see, not to ask”
Big Ideas

Collaborative Spaces:

• Reservation/availability
  – Eastgate’s online map of washer/dryer availability

• Create more collaborative space on 1\textsuperscript{st} floor, extend 24x7

• Create distinct spaces for collaboration
  – Enclosures + clear signage for quiet and collaboration
  – Convenience: outlets, food, avoid need to pack up to go to bathroom
  – Chalkboard/whiteboard or screen/projector

• “Collaboration helps students learn”

• “Rarely think of the library when needing to collaborate due to so few rooms available”
SIP = Great outreach opportunity

• Partners: Sloan faculty, Continuum + Sloan Design Club
• Students asking students, helping to solve MIT’s problems
• Design thinking as a process
  – reframe, test, refine, iterate
  – refrain from leaping to solutions
  – evaluate ideas against empathy for users and connection to user needs
  – leading + teaming skills are critical to working through project roller coaster
• Learn More: SPG Debrief in April
Space + Service Opportunities

• **Comfort, convenience, safety & welcome**
  – Entry & orientation to library via kiosk, screens or app
  – Food, bathrooms
  – Need variety in seating, furniture
  – Quiet needs to be quiet!
  – Distinct areas for collaborative work or events
  – Reservations + availability: seats, restrooms, collaboration rooms
  – Safety, Shuttle schedule, Security of belongings

• **Favorite places and the stress of not finding a place**

• **Strong associations:**
  – Concerns about disturbing others... BUT... collaboration helps learning
  – Library=quiet; Library ≠ social
  – Magical. Continuous peace of mind.
  – To see, not to ask