Deconstructing Power and Expectations

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Goals of the Project

- DiverseU
- Collaborative effort
  - “Collaboration is the key to successful solutions to the problems and opportunities identified by ethnographic observation and description... We cannot and should not expect one person to contain all of the expertise necessary for these multidisciplinary efforts...”
- Power and Expectations as reference for the vision of a “Library of the Future”

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User-Centered and Participatory Design

● Participatory Design
  ○ Patrons are not “passive instruments”
    ■ Herbert Simon, *The Sciences of the Artificial*
  ○ Not just testing someone but involving them
  ○ “Design as social activity”
    ■ John M. Carroll, “Dimensions of Participation in Simon’s Design”

● User-Centered Design
  ○ Library in the life of the user
    ■ Merrilee Proffitt, James Michalko and Melissa Renspie, “Shaping the Library to the Life of the User”
  ○ “In order to help our patrons, we need to rely less on our ‘expert intuition’ and move to a model of ‘expert listening.’” - Andy Priestner & Matt Borg, *User Experience in Libraries: Applying Ethnography and Human-Centered Design*
Postcards

Staff/Faculty Focus

In your opinion...

What are the top three ways in which the campus and Missoula community use the library?

Jot down your thoughts on the back. Answers are anonymous. Drop off your postcard in the box labeled “Survey Postcards” in the staff lounge.

* Due by 4 P.M. this Friday, October 13 *

Your contributions will be woven into a workshop for the upcoming DiverseU symposium. Thank you for your time!

Cheers,
Ben, Jaci, Natalie, and Sam
DiverseU
Community and Staff/Faculty Focus
Results and Reflection

● Trends
  ○ Space and resources as hybrid
  ○ Collaboration

● Standard Fare
  ○ Assumed resources
  ○ How can we detract from responses that reflect the stereotypical library?
  ○ “What could the library do for you?”

● Staff and Faculty Involvement
  ○ Trends didn’t differentiate from other participants
What are the top three ways you use the library?

### Raw data sample

<table>
<thead>
<tr>
<th>Action</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of study with few distractions</td>
<td>30</td>
</tr>
<tr>
<td>Free information</td>
<td>18</td>
</tr>
<tr>
<td>Free resources</td>
<td>17</td>
</tr>
<tr>
<td>Collection</td>
<td>12</td>
</tr>
<tr>
<td>Study space</td>
<td>10</td>
</tr>
<tr>
<td>Quiet space away from dorm room/apt.</td>
<td>10</td>
</tr>
<tr>
<td>Research materials for special projects</td>
<td>9</td>
</tr>
<tr>
<td>Printing</td>
<td>9</td>
</tr>
<tr>
<td>Accessing research material</td>
<td>8</td>
</tr>
<tr>
<td>Computer access (academic and personal use)</td>
<td>4</td>
</tr>
<tr>
<td>Utilization of a quiet space (for both academic and personal reasons)</td>
<td>3</td>
</tr>
<tr>
<td>MOLL - Lifelong Learning Classes use our material; community</td>
<td>2</td>
</tr>
<tr>
<td>Students use us for study space and collaborative space</td>
<td>1</td>
</tr>
</tbody>
</table>

### Coded data

**Actions** (i.e. services staff provide, what students do at a library)

- Space: 30
- Materials, physical: 18
- Research: 17
- Materials, digital: 12
- Computers: 10
- Printing: 10
- Quiet space: 9
- Info/help: 9
- Recreation: 8
- Archives: 4
- Technology: 3
- Exhibits and art: 2
- ILL: 2
- MOLL: 2
- Reserves: 1

**Resources** (i.e. tangible resources, e-books, "things," places)
Power and Expectations

- Power and Expectation
  - Professional vs. user expectations
  - Ingrained nature of profession
    - Mark Stover, “Librarians as Stewards of Place”
  - Design

- Diversity and social justice
  - Why the library?
  - Questioning our methodology for promoting inclusivity
  - Emancipation of nature
  - Reinvest in values through user perspective

- Chris Bourg, “Talking at Harvard”
Post-It Activity

- Using the post-its handed to you, answer the following:

  What are three things the library could do for you?

- Place post-its on board
- Spend some time organizing the post-its into themes as you see them
- Join back with us for discussion
Open Discussion

What can your library do for your patrons?

Do you think your patrons have different expectations of your library than ours?

How do you think bias is playing into those perceptions?