



Data, Assessment, and Participatory Design: UCLA Library Inquiry Labs

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UCLA Library



InqDrop



InqSpace



InqLab 1



InqLab 2

Redesigned Spaces & Services

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Research Consultations

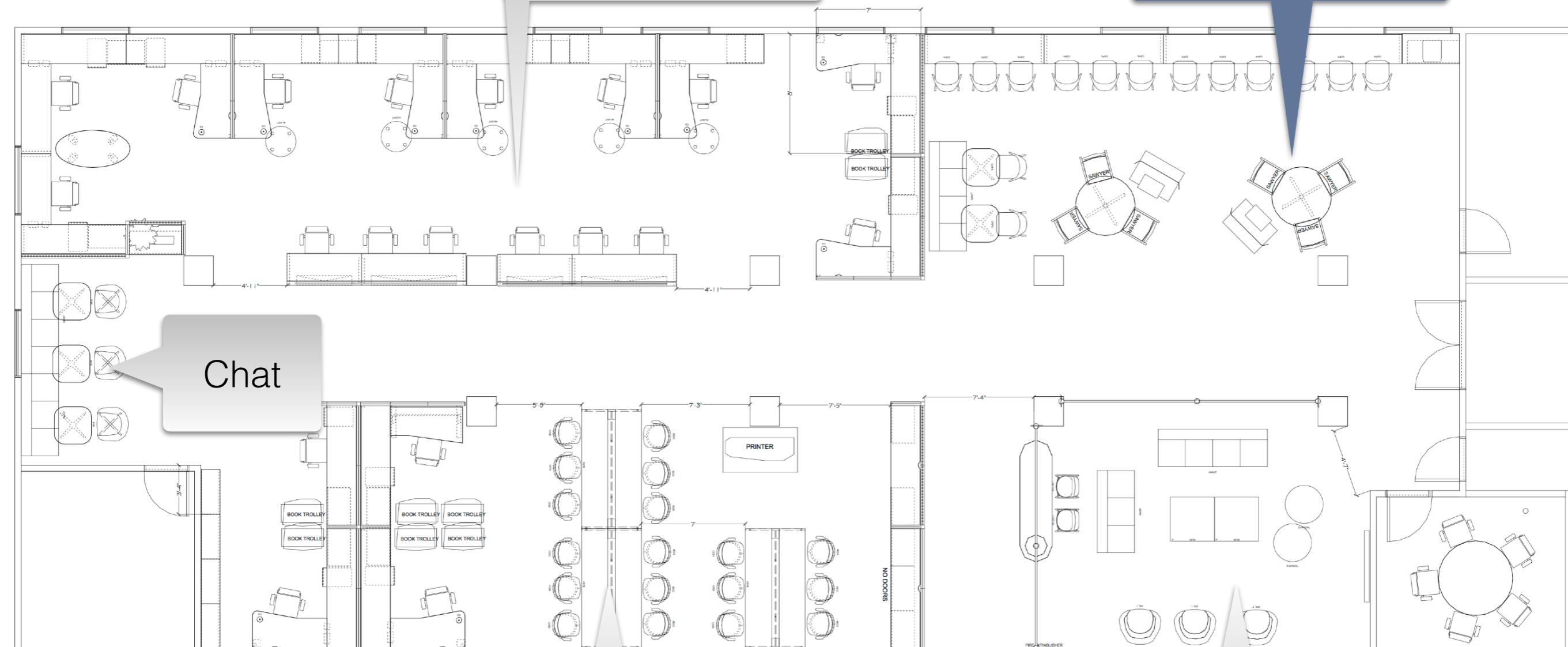
Staff Collaboration

Chat

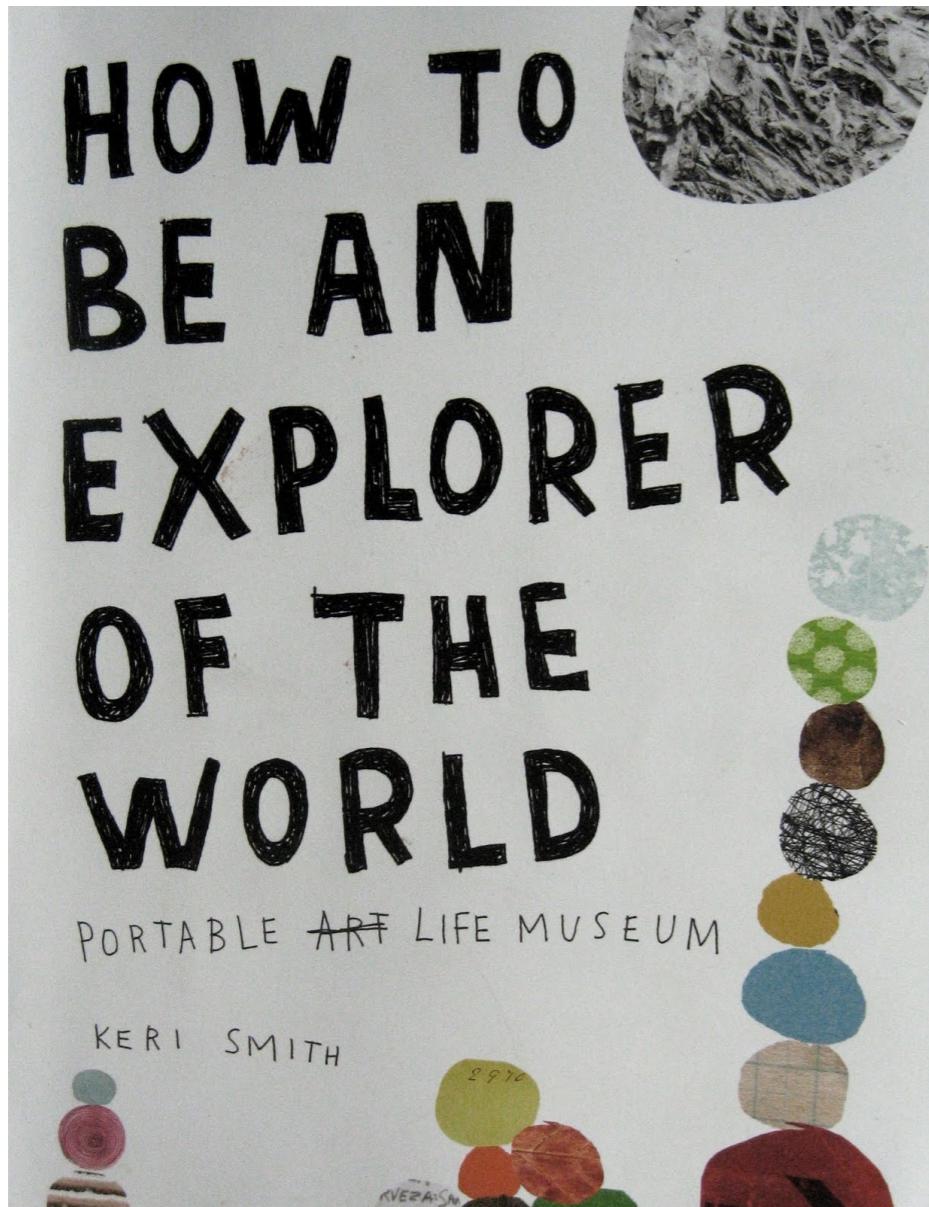
Maker Space

Living Room

InqSpace
Inquiry Labs | UCLA Library



Become an explorer of your library



YOU ARE AN EXPLORER.
YOUR MISSION IS TO DOCUMENT
AND OBSERVE THE WORLD
AROUND YOU AS IF YOU'VE
NEVER SEEN IT BEFORE.
TAKE NOTES. COLLECT THINGS
YOU FIND ON YOUR TRAVELS.
DOCUMENT YOUR FINDINGS.
NOTICE PATTERNS. COPY. TRACE.
FOCUS ON ONE THING AT A
TIME. RECORD WHAT YOU ARE
DRAWN TO.

Tip #1

<http://www.worldcat.org/oclc/226291708>

Public Workstations

Public Workstations

Quiet Study

Printers

Research/Productivity
Workstations

Research/Productivity
Workstations



uncomfortable chairs



foot traffic

often having trouble
finding a place to study

Powell Library Reference Desk

Fall 2012

Turn your hunches into questions.

tip #2

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How well is our reference desk *designed* for the types of engagement we most want to foster?

Turn your data into a conversation.

tip #3

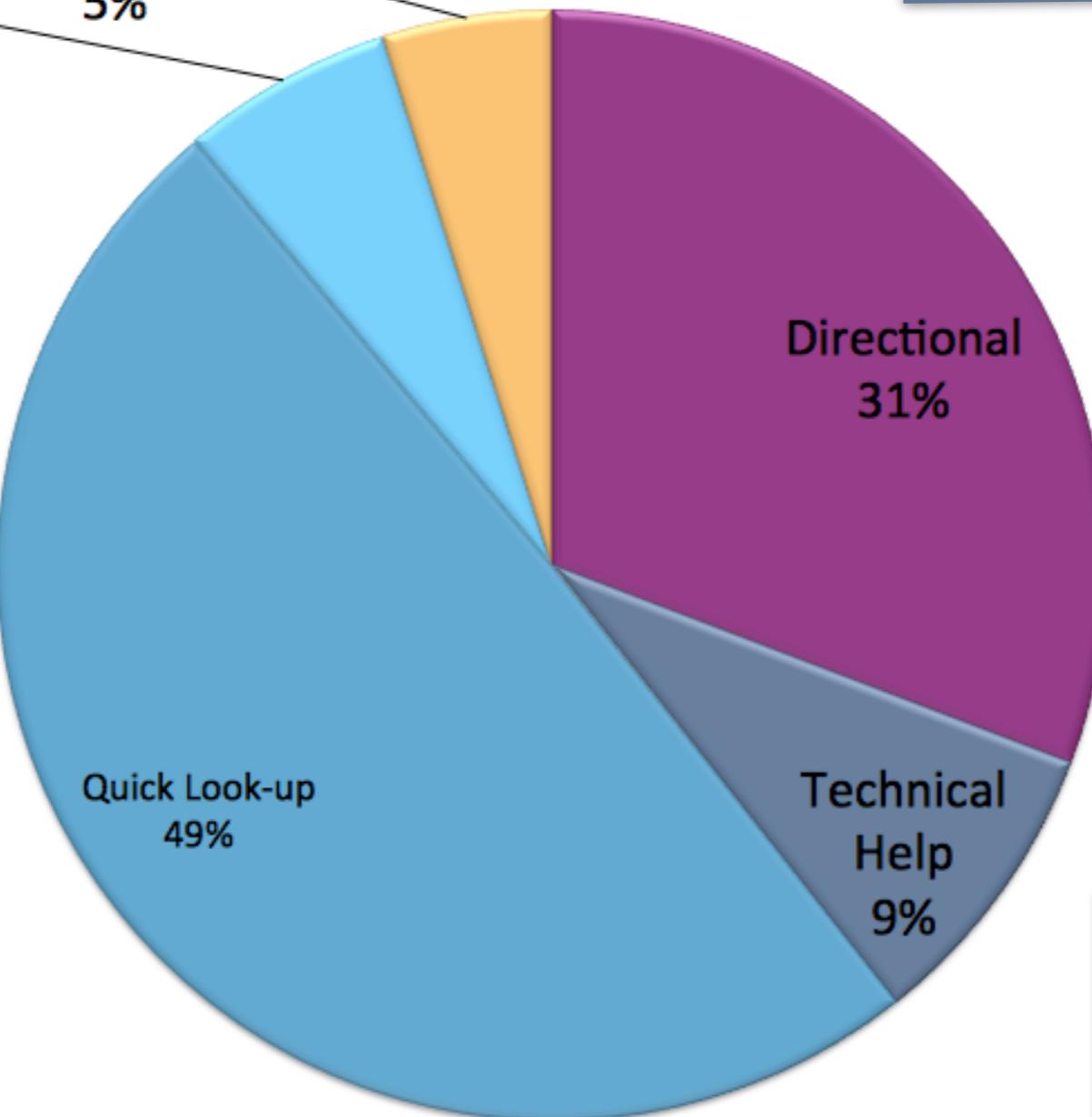
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Questions by type at Powell Reference Desk Fall 12

Research Assistance
<10 min.
6%

>10 min.
5%

in-depth conversations
about Research: 5%



Powell Reference Desk

Fall 2012

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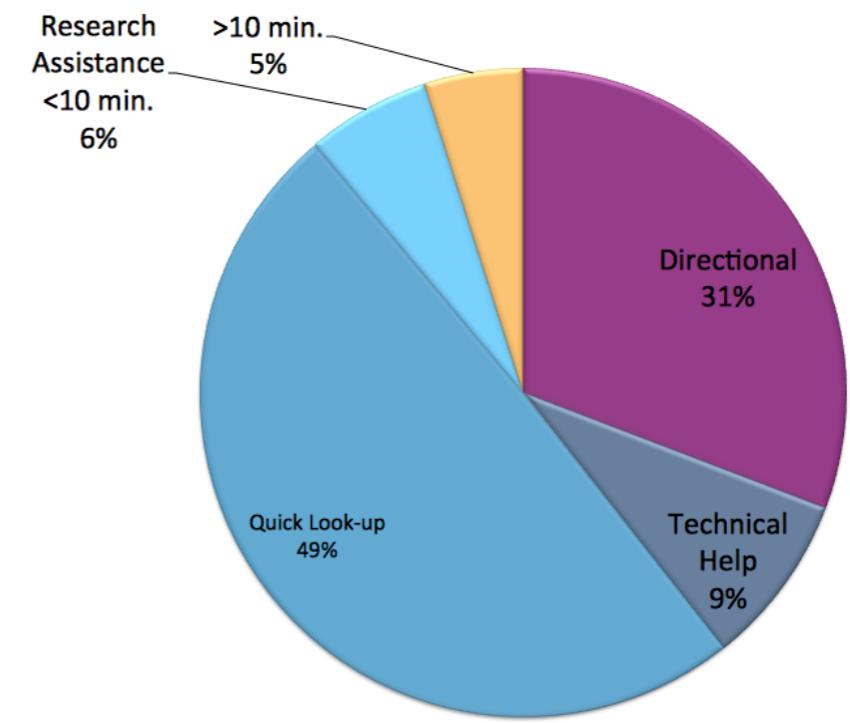
Public Workstations

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Workstations

Questions by type at Powell Reference Desk Fall 12



Powell Reference Desk

Fall 2012

Build networks; don't go it alone

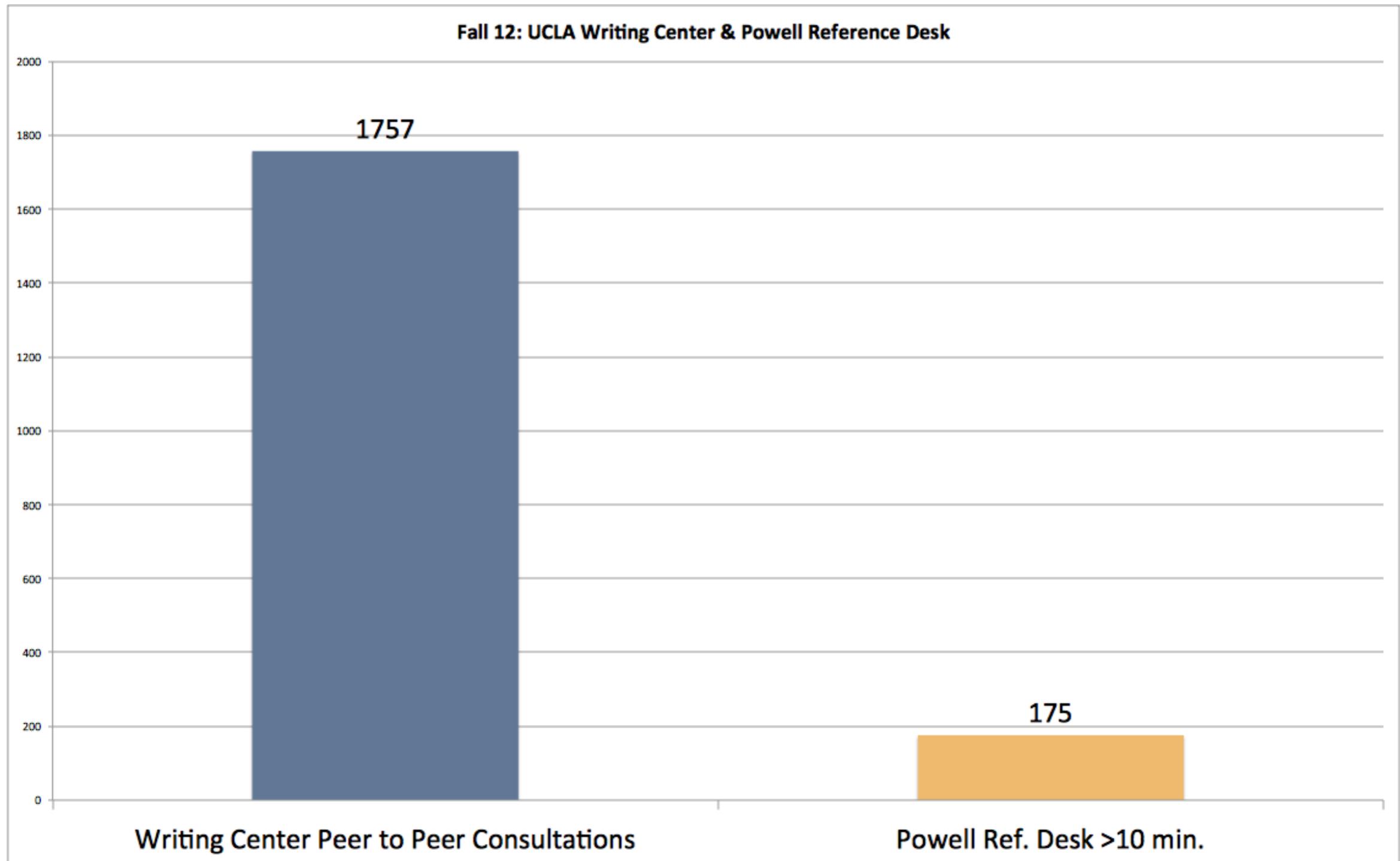
Who else on campus is working on this?

Can we observe their spaces & services?

Will they share their data?

tip #4

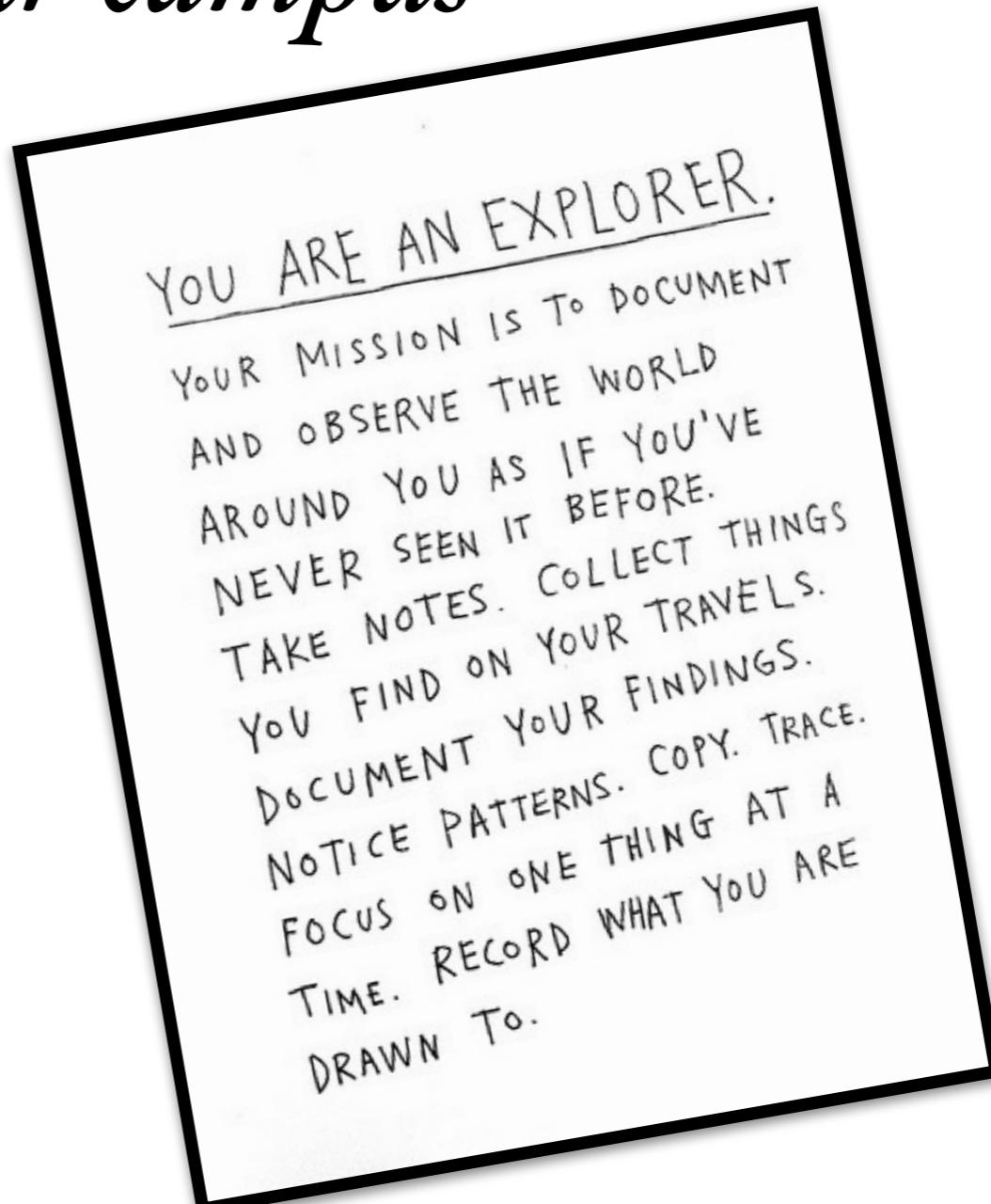
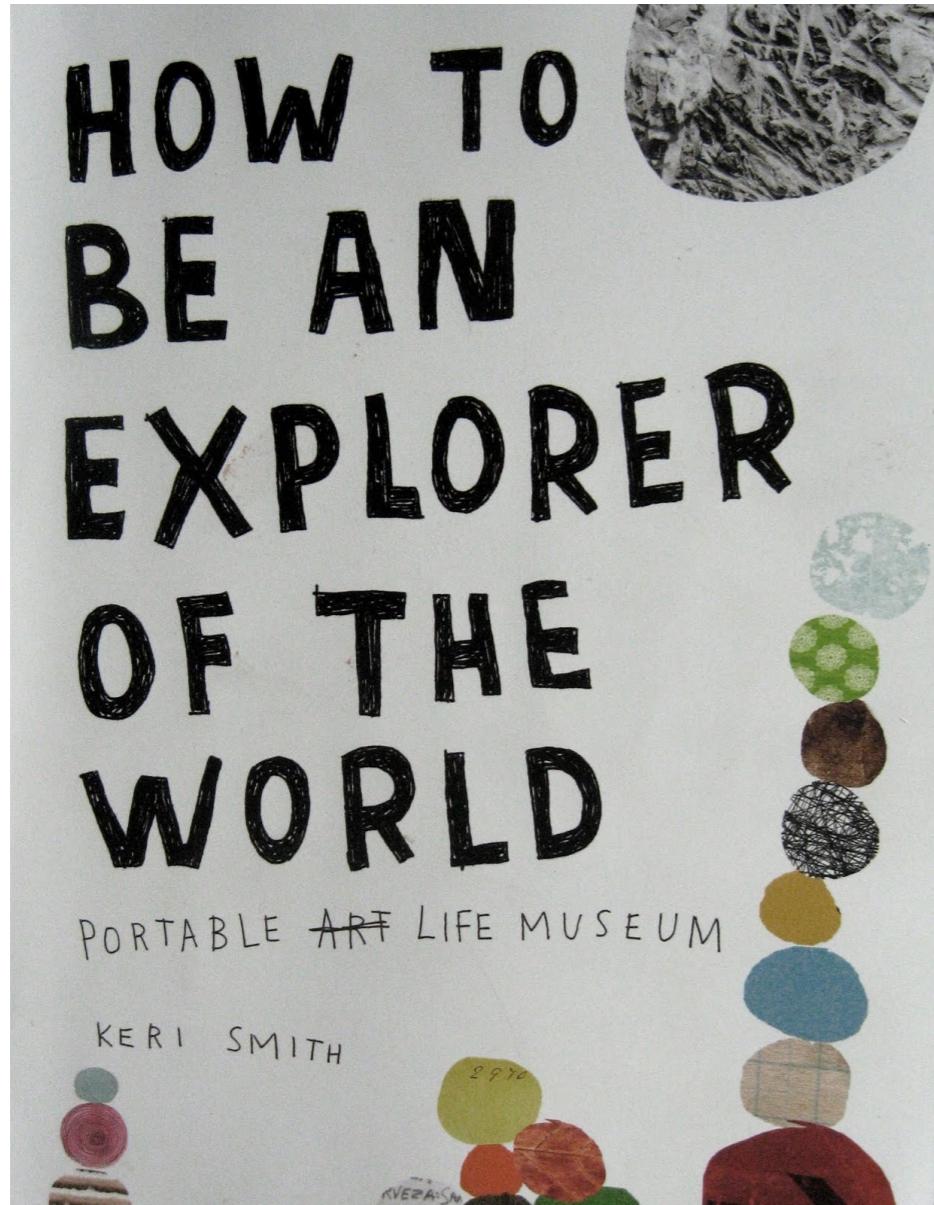
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Writing Center & Reference Desk

Fall 2012

Become an explorer of your library
and your campus



Tip #1 - Revised
<http://www.worldcat.org/oclc/226291708>

Round tables

Not quiet - Multiple conversations



Flat space
for papers

Large computer monitor
students “driving”

Writing Center in Powell Library

Winter 2013



Peer to peer learning

Space *designed* for conversation

Drop-in + scheduled consultations

Active marketing

Exceptionally well trained student staff

High value service > Peer referrals

Writing Center: Secrets of Success

Join space & service redesign efforts
around driving questions:

How do we create learning spaces *designed* to support
the 21st century learner and researcher?

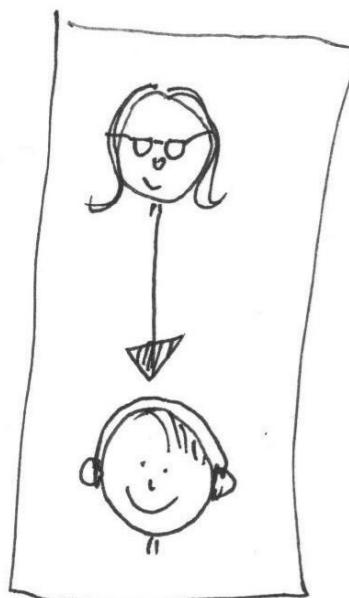
How do we dramatically increase in-depth
conversations about research & writing in Powell?

tip #5

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Inquiry Librarians & Library Assistants

Librarians help student learn.

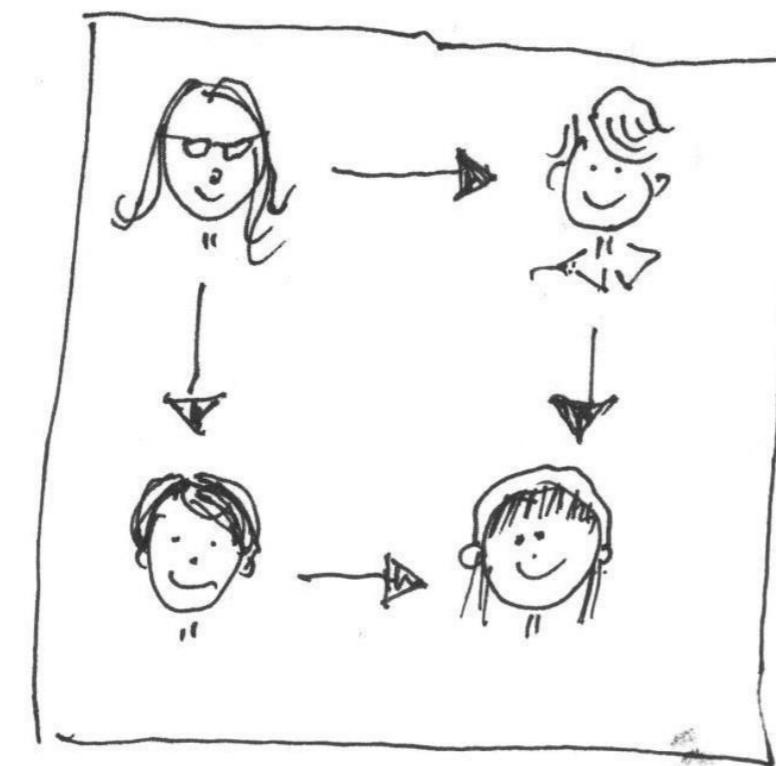


1:4600

Graduate Student Inquiry Specialists

Librarians train part-time MLIS graduate student employees to help students, too.

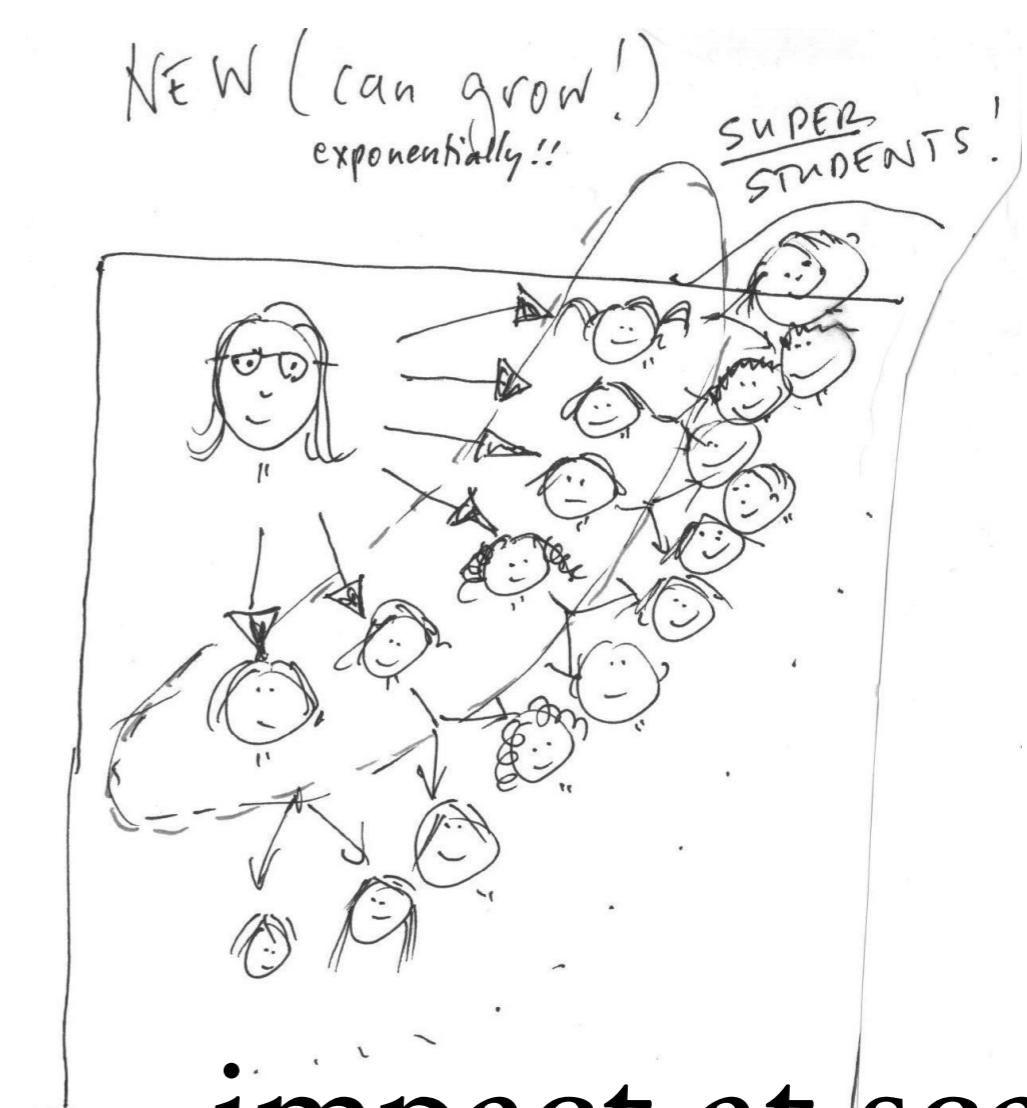
1:2545



Undergraduate Inquiry Specialists

Librarians train full-time reference assistants + part-time MLIS graduate students + peer consultants to help students, too.

1:1647



impact at scale

Even a small team can get
participatory

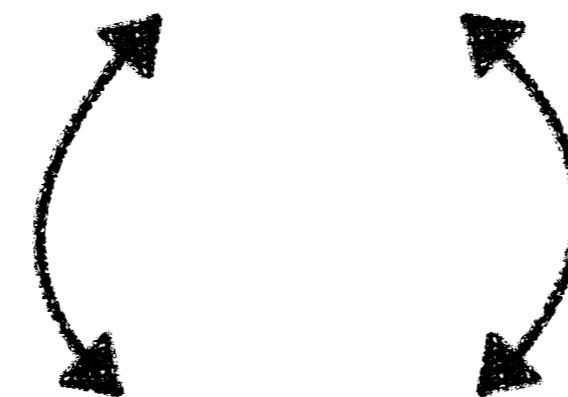
tip #6

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Participatory Designers



Library Team



Professional Designers



What
interactions
do we need
and value
in our daily
work?

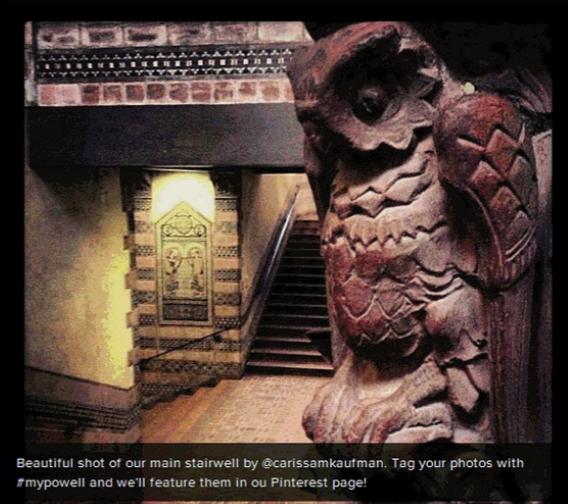
220 Powell

a learning space for staff and students

Inquiry, Creativity, Community

Imagine future learning spaces designed to support the 21st century learner and researcher.

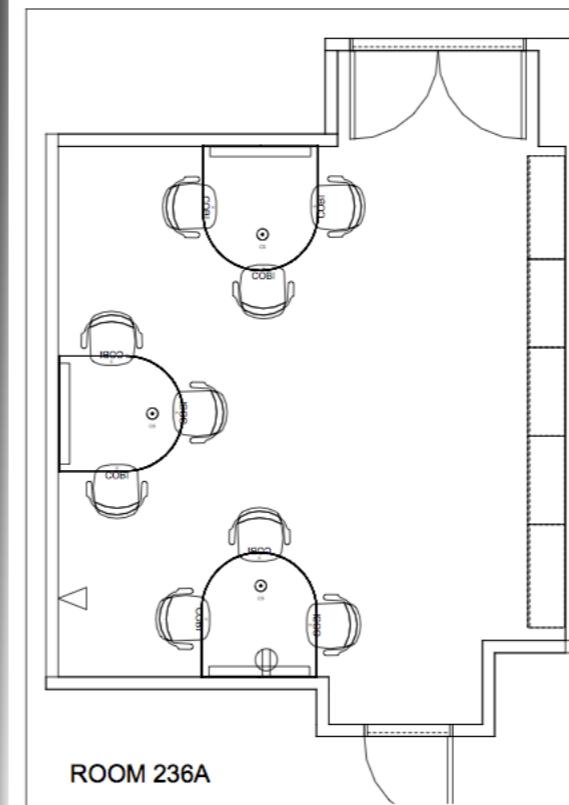
Give us 3+ words and phrases to describe them.



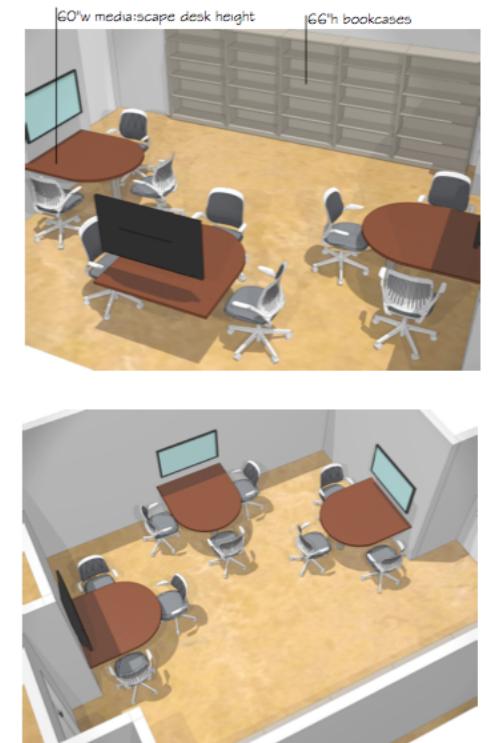
Abundant	Freedom to explore	Peer to peer
Accessible	Freely available	Promotes a sense of belonging / ownership
Adaptable	Green / Sustainable	
Artistic	High-tech (that works)	Quiet
Calm	History/Now	Reflective
Clean	Hybrid	Relaxing
Collaborative	Inclusive	Resource rich
Comfortable	Informed by YRL research commons	Room to walk around
Connected		Safe
Cozy	Innovative	Stimulating
Creative	Inspiring	Surprising
Diverse	Interactive	Thought-provoking
Dynamic / Responsive	Magnetic	Upgradable
Ease of maintenance	Multi-modal	Useful
Energizing	Multicultural / multilingual	Versatile
Engaging	Multiple Possibilities / Supportive of different learning styles	Welcoming / Inviting
Equitable	Options in support of evolving needs	Well-lit (natural/artificial)
Flexible		



Collect and share pictures of your favorite learning spaces



Santa Fe Springs, CA . 562.365.5000



UCLA
POWELL LIBRARY

WRITERS DEN 236A
Designer: TULAWAN Scale: 1/4" = 1'-0"
Date: 10/20/04 Project #: 074407

Peer Learning
Creative, Cozy, Collaborative



Santa Fe Springs, CA . 562.365.5000

UCLA
POWELL LIBRARY

WRITERS DEN 236A
Designer: LTULAWAN Scale: 1/4" = 1' - 0"
Date: 4/25/2010 Project #: 074107

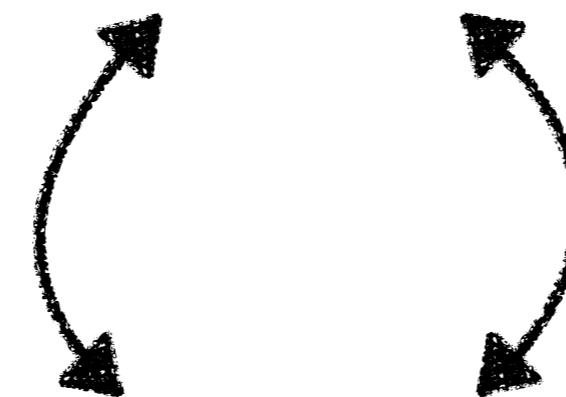
Learning Spaces Update

Inquiry, Creativity, Community

Participatory Designers



Library Team



Professional Designers

Yes, assess.

tip #7

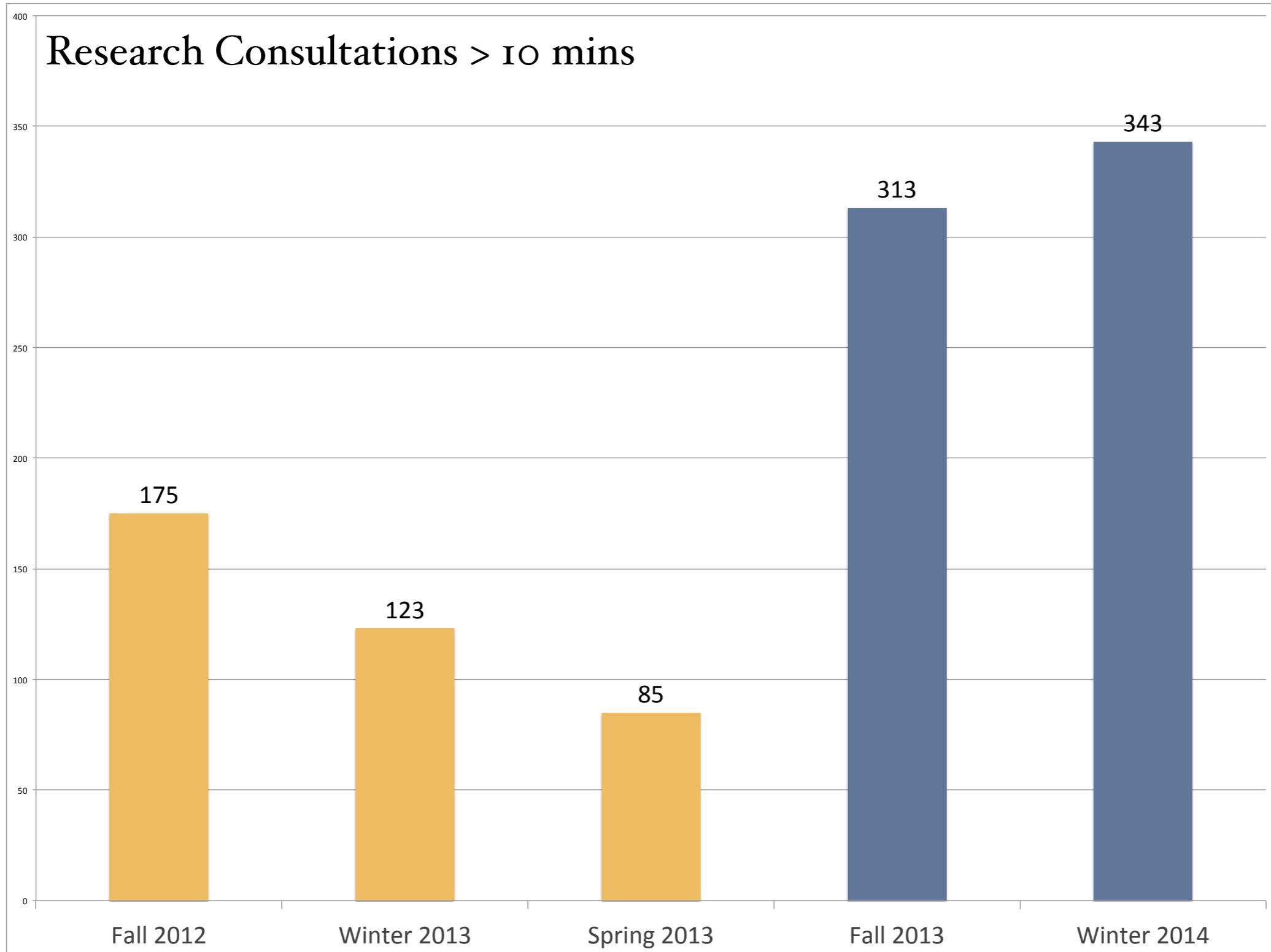
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InqSpace Research Consultations

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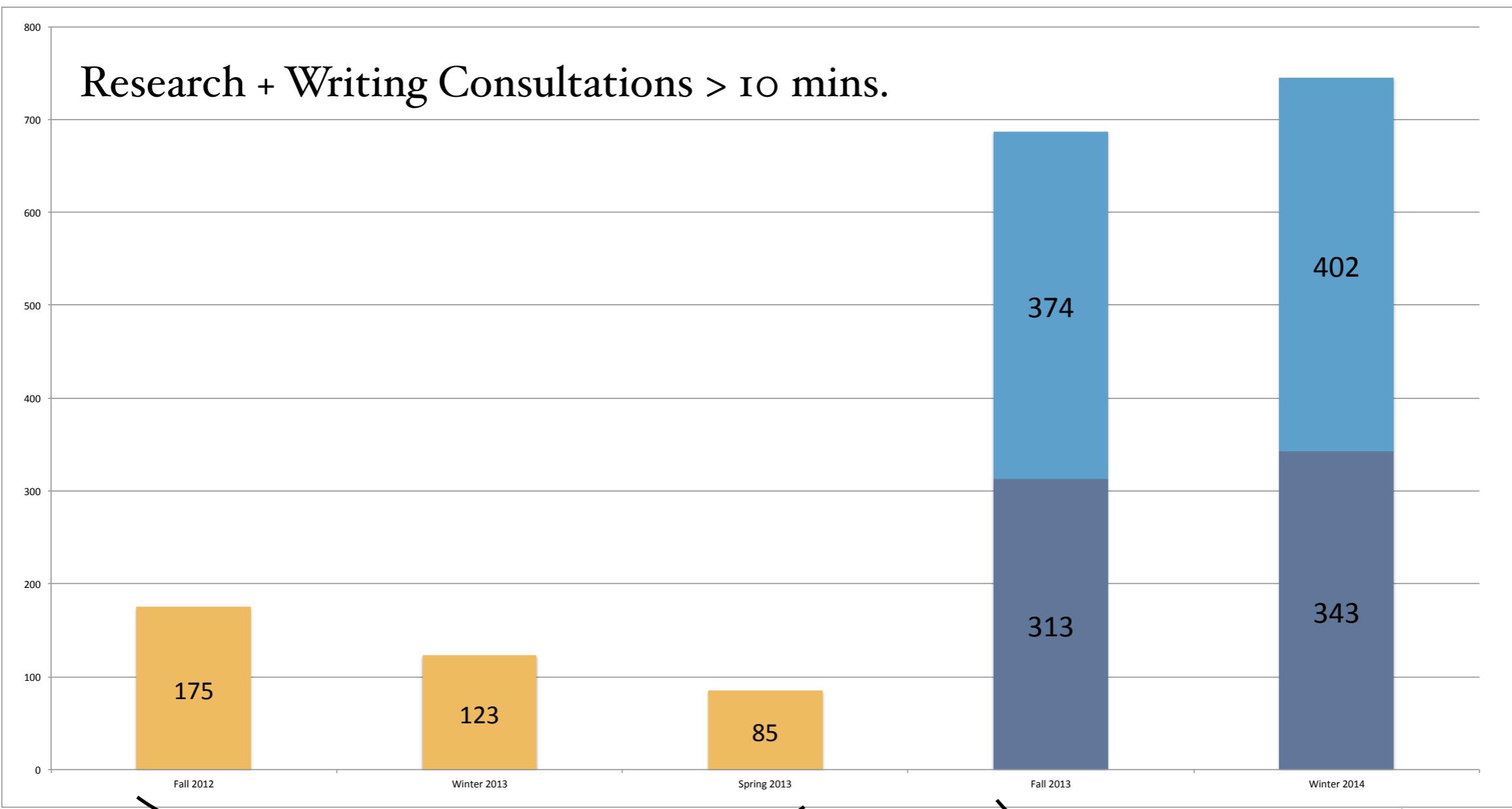
Research Consultations > 10 mins



*Powell Reference
Desk*



InqSpace



*Powell Reference
Desk*



InqSpace



*Writing Center
in Powell*

+



“This is one of the best programs and opportunities to take advantage of that I have come across at UCLA.”

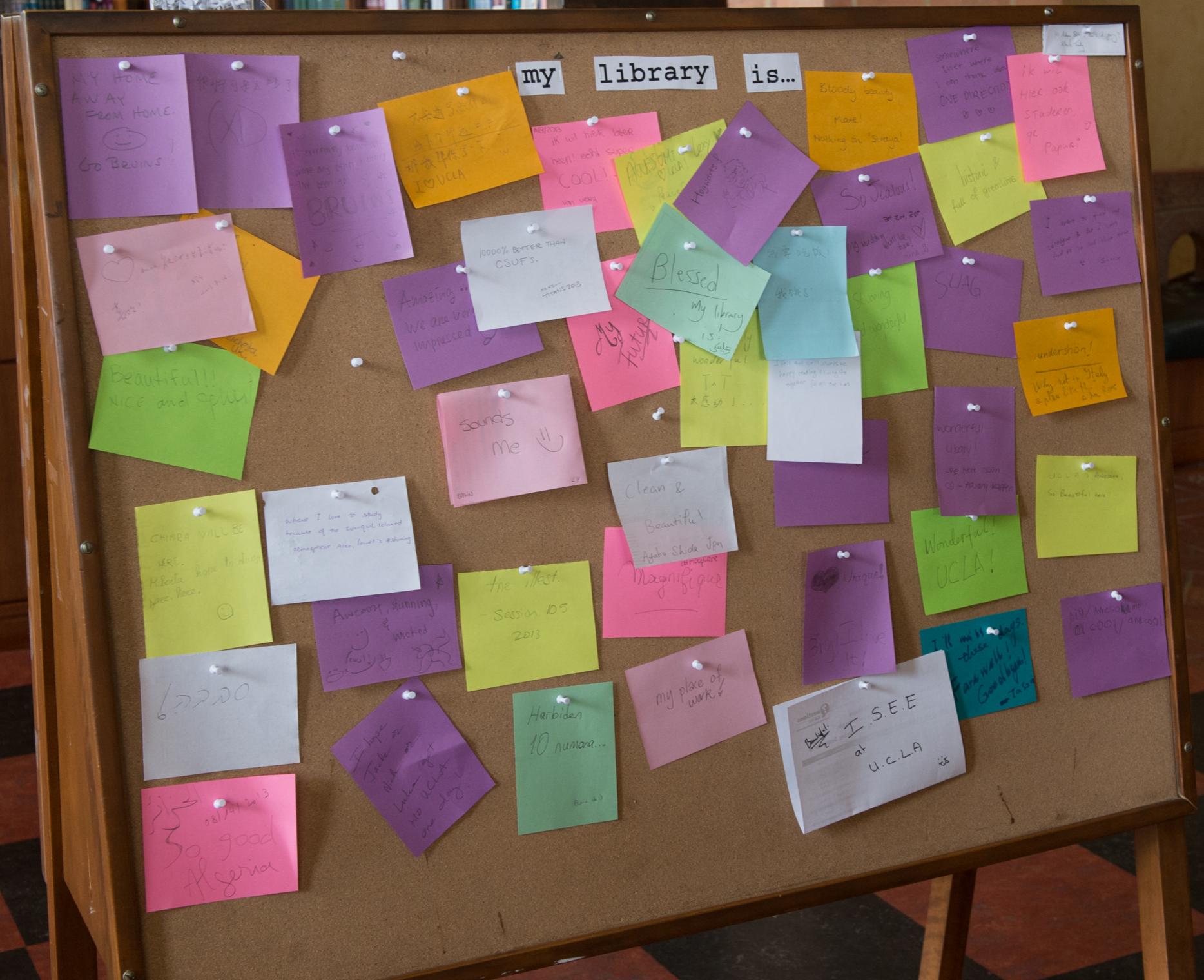
“The staff were incredibly knowledgable, helpful, and eager to share their experience and information.”

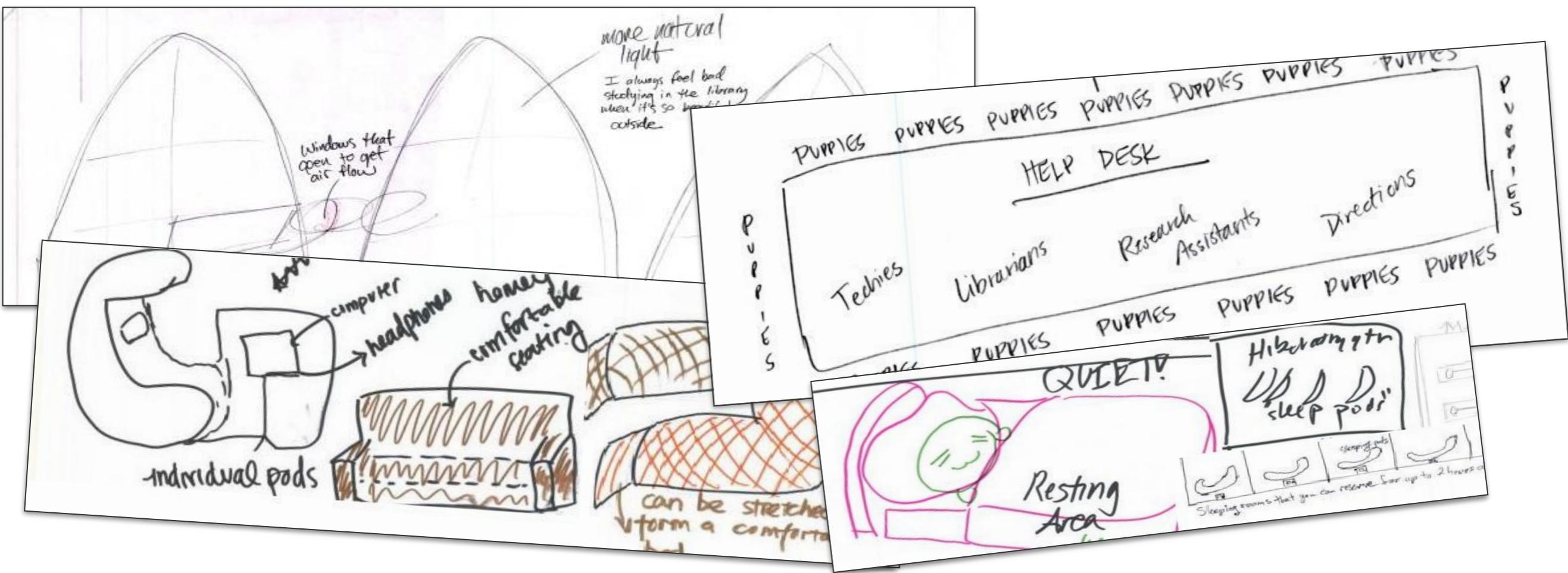
“They broke down the steps to find research and data, but the setup of the research consultation meant that I was actually doing the research myself, with their guidance, and genuinely have learned how to do this in the future.”

“I cannot recommend this program highly enough, and I hope it will be continued!”

Inquiry Labs: Participatory Design

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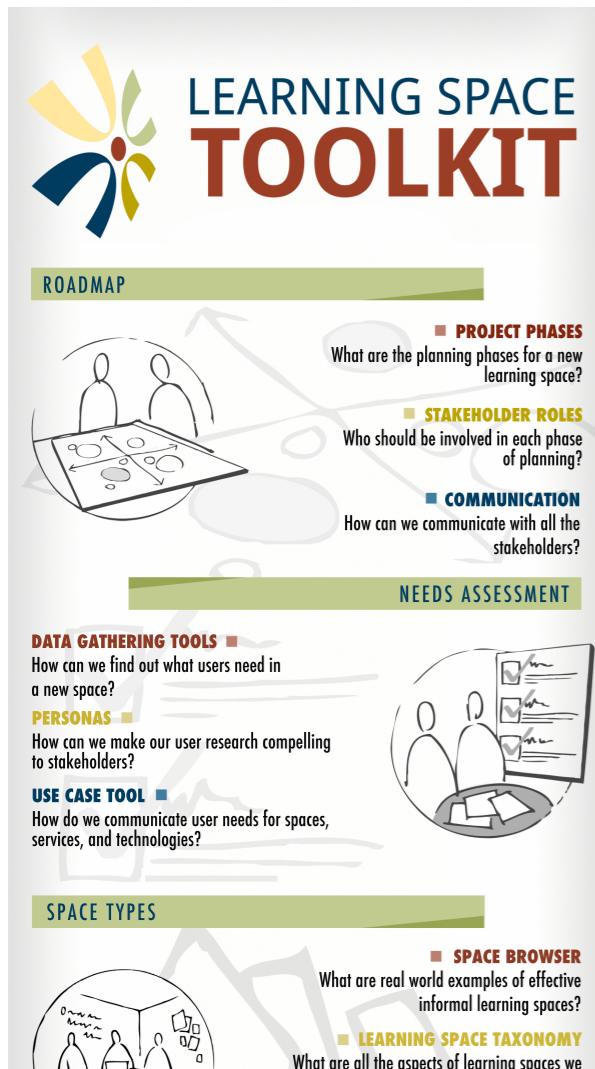




Inquiry Labs: Participatory Design

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Expand your toolkit



learningspacetoolkit.org

The cover of the "Participatory Design in Academic Libraries" report by the Council on Library and Information Resources (CLIR). The title is in large white letters on a dark red background. Below it, the subtitle "Methods, Findings, and Implementations" is in smaller white letters. The text "With introduction by Nancy Fried Foster" and "October 2012" is also present. The main image on the cover shows several people gathered around a table, working on a large-scale floor plan or diagram of a building or space.

CLIR Participatory Design
Workshops & Reports



EDUCAUSE Learning Initiative
Learning Spaces Rating System

tip #8
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Become an explorer of your library and your campus.

Investigate your hunches.

Turn your data into a conversation.

Build networks; don't go it alone.

Join space & service redesign efforts around driving questions.

Even a small team can get participatory.

Yes, assess.

Expand your toolkit.

& have fun!

tips

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