

Project Title: Indigenous Participatory Design in Libraries Workshop

Project Leaders

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Project Description

Students of all backgrounds come to college with dreams, expectations, and needs drawn from previous life experiences. User experience research is nothing new in institutions of higher education, and libraries are on the forefront of this area. Where we need to improve is in understanding the experiences of underrepresented student communities. For these reasons, we propose inviting Scott Young (User Experience & Assessment Librarian) and Connie Brownotter (Human Development and Family Science student) of Montana State University to present on their work with their User Experience with Underrepresented Populations (UXUP) project and to lead a workshop on Indigenous Participatory Design in support of improving the experience of indigenous and other marginalized students in our libraries. The workshop will end with a general discussion on how the tools and topics of the workshop can be used with other underrepresented student communities.

The goal of the presentation and workshop is to engage the Alliance community in new ways of thinking about the full scope of the user experience. It is incumbent upon us not only to understand the diverse communities we serve but to critically reflect on how best to serve them. By collaborating with these communities through user experience research, we can develop a deeper grasp of what drives them to (or away from) the library. This opportunity for learning and reflection aligns with the mission of the Orbis Cascade Alliance by strengthening our relationships with one another and our patrons, reducing barriers to information access, driving the creation of new knowledge, and equipping students not only to succeed but to thrive at our institutions. While the focus of the presentation and workshop will be working with indigenous students, these tools and skills are adaptable to work with all underrepresented communities. The connection to other underrepresented student communities will be emphasized by the workshop leaders. Participants will take away the resources and competencies necessary to conduct their own research with underrepresented communities in their local contexts.

As of the submission deadline, the facilitators have been contacted and are enthusiastic about this event. We envision this event taking place during Spring Semester, 2019. The presentation and workshop would take place on the Reed College campus in southeast Portland. Registration would be free to all Alliance member staff. A light breakfast and lunch will be provided to all participants. Parking on campus is free.

Learning Objectives and Outcomes

Learning Objectives

- Engage with Orbis Cascade Alliance Libraries and library employees to reflect on and rethink traditional user experience research.
- Equip participants to conduct user experience research with underrepresented communities.

Outcomes

- Participants will be able to articulate aspects of the user experience of indigenous students in libraries, and by extension, students from other underrepresented communities.
- Participants will be able to use the provided toolkit at their own institutions to improve their campus community's student experience.

- Participants will form a community of practice dedicated to continued reflection around and assessment of inclusive user experience research in their libraries.

Connection to the Alliance Strategic Plan

This topic is ideally suited for the Alliance members libraries. The workshop is an opportunity to strengthen member institutions, improve access to information, inspire knowledge creation, and equip students for success. By investing in staff training and development with this workshop, Alliance members will develop a greater understanding of the overall user experience in their libraries, while learning how to improve usability and accessibility, reduce barriers, and advocate for a more holistic understanding of what it means to attend Alliance member institutions.

Background Information

For more information on the work of Scott and Connie, please refer to the Indigenous Participatory Design Toolkit website and an article, “Toward a More Just Library: Participatory Design with Native American Students” recently published in Weave: the Journal of Library User Experience.

Young, S. W. H., & Brownotter, C. (2018). Toward a More Just Library: Participatory Design with Native American Students. *Weave: Journal of Library User Experience*, 1(9).
<http://dx.doi.org/10.3998/weave.12535642.0001.901>

Young, S. W. H., & Brownotter, C. (2018). Indigenous Participatory Design Toolkit. Montana State University Library. Retrieved from <https://www.lib.montana.edu/indigenous-design-toolkit/>

Budget

The budget for this one-day presentation and workshop includes covering travel expenses for the presenters and for the event itself. Five institutions (Reed College, Lewis & Clark College, Whitman College, Portland State University, and Oregon State University) have pledged additional financial support for the program in addition to the \$2000 Helmer Award. Reed project leaders have secured funding from the Reed College Office of Institutional Diversity for additional sponsorship.

Speaker & Event Expenses

Transportation & lodging (flights, airport parking, hotel)	\$1,450
Speaker honorarium (\$500 per speaker)	\$1,000
Catering & Facilities	\$2,250
Subtotal	\$4,700
Helmer Award	\$2,000
Sponsorship, Reed College Office of Institutional Diversity	\$1,500
Sponsorship, Reed College Library	\$200
Sponsorship, Lewis & Clark College Library	\$200
Sponsorship, Whitman College Library	\$200
Sponsorship, Portland State University Library	\$200
Sponsorship, Oregon State University Libraries	\$200
Sponsorship, Seattle University Library	\$200
Subtotal	\$4,700

Marketing and Outreach Plan

The majority of the marketing will be on Alliance listservs and via word of mouth. The workshop will be capped at 50 participants with priority given to Alliance members. Given the nature of the content and how applicable it may be beyond libraries, we would next offer spaces to campus staff from Alliance member institutions. The response

from initial inquiries sent to colleagues at other Alliance institutions has been very positive, and we do not anticipate any difficulties meeting participant goals. The goal of the project team is to reach as many Orbis libraries and librarians as possible given the wide appeal and usefulness of the workshop and presentation content. We aim to focus our marketing efforts to engage and entice Orbis members with tools they can learn from and use on their campuses.