

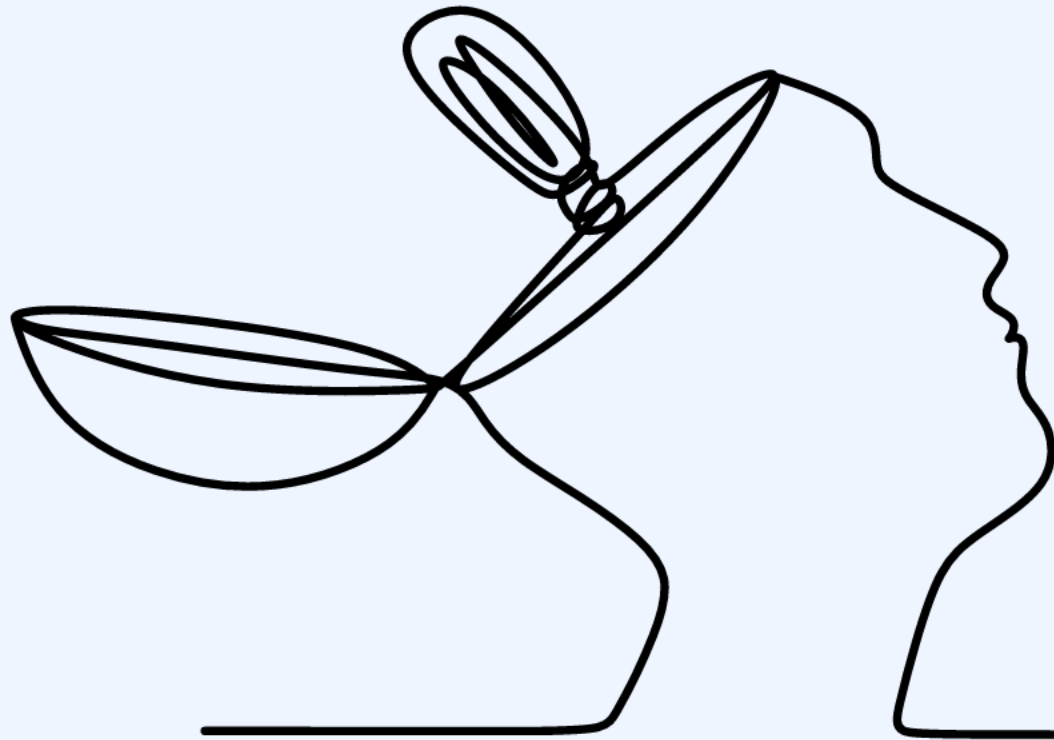


**Co-designing and re-imagining library services: A  
librarian's tale**

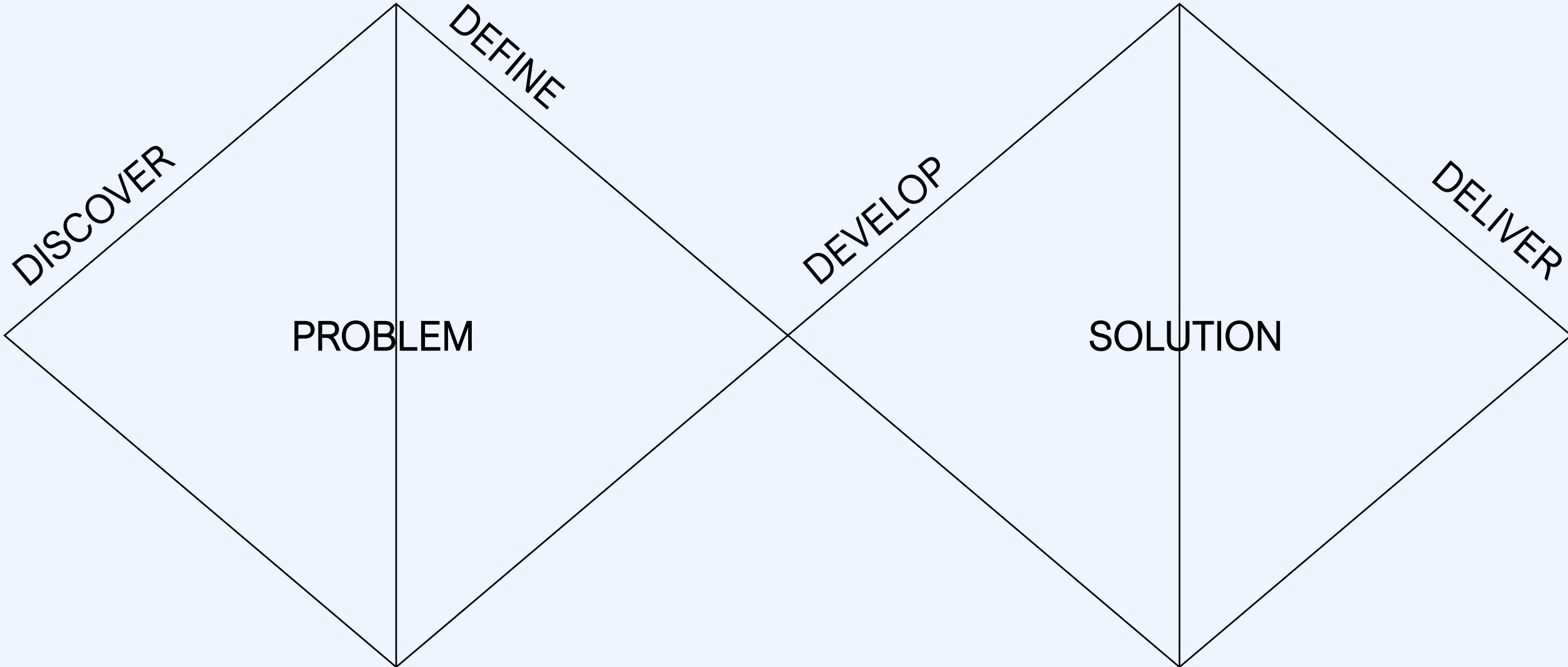
# Connectors

Student Connector Programme

Involves students and staff working as equal partners,  
collaborating to improve the student experience at Sussex



# Design Approach





# Project 1

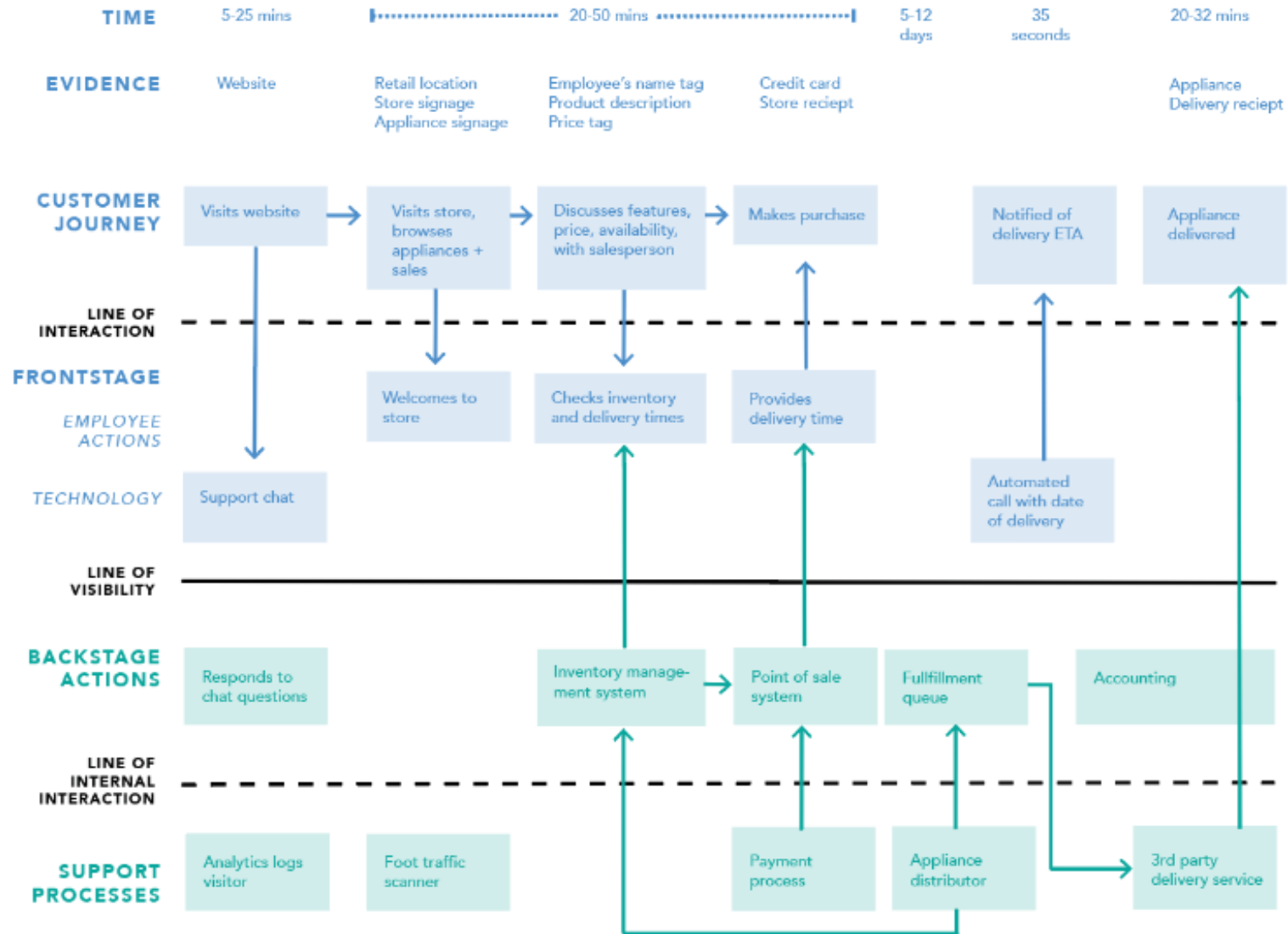
## User Journeys

Looking at physical and online spaces to develop service blueprints

# User Journeys

		User								
		Student								
		Scenario/ expectations								
		Phase 1			Phase 2			Phase 3		
		Book			Get to the room			In the room		
Touchpoints	5									Very quiet and comfortable, and still have a fan if I feel warm
	4	Open the library website and click on the room booking system								
	3				I know the room number is 1.2, so I know is on the first floor			The room only has chairs, no table for my computer	I still have to confirm my booking	
	2		I would like a room for myself just for an online meeting	Can't see what the room looks like			I find the room but my meeting is at 3pm, and there is still people in the room until 3pm, and only			
	1					I try to use the kiosk but it is too confusing, big and everyone is looking				
Notes		Quite easy access	I end up deciding to book a 2 people room	Upsetting but I book that one	I don't know where in the first floor it is	I give up and take a look around	Very irritating, since I need to open the call at that exact time	I feel very uncomfortable to have the meeting with the computer on my lap	Once in the room and in the call, I still need to check in the room	Entering the room was very confusing and troubled but once settled, I can have the meeting in peace.

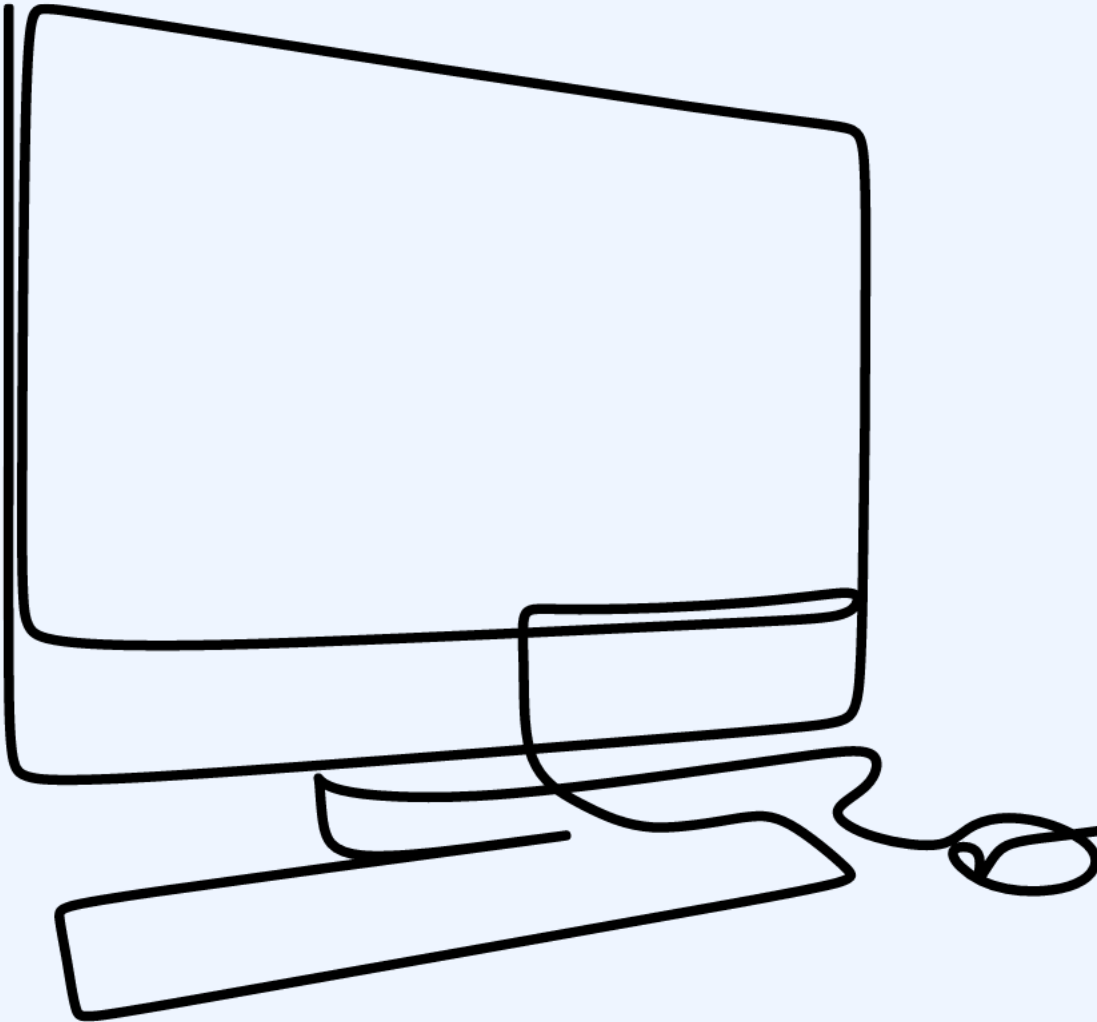
# SERVICE BLUEPRINT *Example*



# Project 2

Library Induction

Students developed Welcome Week induction



# Online Induction/Tours

## Welcome

Learn about the Library through the presentation we co-created with students, joining a tour, or completing the digital scavenger hunt below



01

02

03

Welcome to the ...

Study Zones

Booking a Study ...

The Stuff



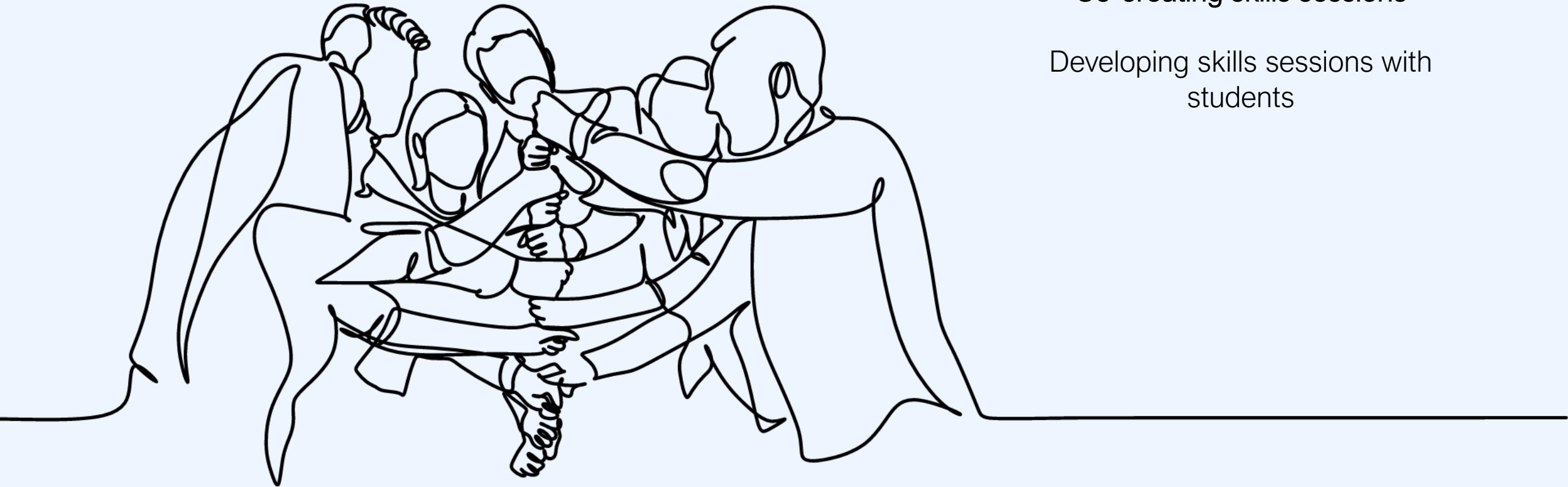
[Accessible version of presentation](#)



# Project 3

Co-creating skills sessions

Developing skills sessions with  
students



# Challenges/ Opportunities

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# Thank you

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