

#critlib #dlfaig - User Personas for Digital Collections: 95th chat, Tuesday December 5 2017

The Digital Library Federation's Assessment Interest Group's User Experience and Cultural Assessment Working Group's Twitter chat will focus on the ethical implications of designing user personas as they apply to the creation and universal access of digital collection and repository technologies. These effects are often inscribed by white-straight-cisgendered librarians' and technologists' perspectives and values, and influence digital collection building and repository system development and maintenance. The intent of this #critlib #dlfaig chat will be to underscore and outline the snowball effect of early stage human-centered design processes influenced and perpetuated by systemic inequalities.

Let's get started!



K8 Thornhill
@kate_thornhill

Welcome to the joint @CLIRDLF AIG Cultural Assessment and User Experience (UX) Working Group & #critlib on user personas for digital collections! #critlib #dlfaig



3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@hskettler and I are co-moderating this evenings chat. We will both be asking questions throughout the hour. Please remember to use both of these hashtags for the chat: #critlib #dlfaig



3 MONTHS AGO



Hannah
@hskettler

For more on @CLIRDLF AIG, check out wiki.diglib.org/Assessment to learn more about our groups and others #critlib #dlfaig



3 MONTHS AGO



K8 Thornhill
@kate_thornhill

We have our questions here: critlib.org/user-personas-... We invite anyone to participate this hour, just remember the hashtags: #critlib #dlfaig



3 MONTHS AGO



Hannah
@hskettler

If you want to post anonymously during the chat use this form bit.ly/2A2NCu0 Make sure to use these hashtags: [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

Anybody hung up on hashtags? [#dlfaig](#) is Digital Library Federation's Assessment Interest Group. [#critlib](#) is short for "critical librarianship," a movement of library workers dedicated to bringing social justice principles into our work in libraries. critlib.org

 3 MONTHS AGO

Introductions! Who's here?



K8 Thornhill
@kate_thornhill

Let's start with introductions. Include as much or as little as you want. [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Hannah
@hskettler

Hi all, I'm a Digital Humanities Librarian [@UILibraries](#) and I facilitate and help disseminate the wonderful work of the DLF Cultural Assessment Interest Group. Happy to be here - Ready to Learn. [#dlfaig](#) [#critlib](#) [#CAGroupROCKS](#)

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

I'm Kate Thornhill, the Interim Director of Curatorial Services and Repository Librarian at Oregon Health & Science University. Follow our special collections & archives [@OHSUHistColl!](#) I am also the outgoing DLF User Experience Working Group facilitator [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

Hi #critlib Academic librarian in CA, first career was museum exhibit evaluation, took UX class in library school. #critlib #dlfaig

 3 MONTHS AGO



Brian Engel
@BrianEngelLIS

Hello! I'm with Pratt's LIS program! I'm very interested in this discussion of Personas, being a writer myself. #critlib

 3 MONTHS AGO



Megan Westman
@megwestman

Hi all! MSLIS student at Pratt and middle school Assistant Librarian. Participating as part of @jessicahochman's LIS 673. #critlib #dlfaig

 3 MONTHS AGO



A.
@uhRElluh

Hi everyone, I am the Technology Services Librarian at NOAA Boulder. I am focusing on redesigning the library's website and assisting the team with creating/implementing UX research digitally and in our physical spaces. #critlib #dlfaig

 3 MONTHS AGO



Jeremy Floyd
@jjamesfloyd

Hi all, Metadata Librarian at University of Nevada Reno, one eye on #critlib #DLFaig and one on college basketball tonight

 3 MONTHS AGO



michelle
@chelleinthelib

hi everyone, lis student/ periodicals clerk/ zine maker/ i know virtually nothing? about this topic so i'm excited to learn tonight #critlib

 3 MONTHS AGO



Kimberly Chapman
@WackyWackySkew

Kimberly Chapman, institutional repository services at University of Arizona Libraries [#critlib](#) [#dlfaig](#)

3 MONTHS AGO



Bethany Nowviskie
@nowviskie

Hi, [#critlib](#) [#DLFaig](#)—I direct [@CLIRDLF](#) & formerly ran a library-based DH center ([@scholarslab](#)), where we sometimes developed personas, possibly badly. Here to listen & learn!

3 MONTHS AGO



Margaret Henderson
@mehlibrarian

Hi, I'm a Health Sciences Librarian looking to learn more about personas for use when developing research data services [#critlib](#) [#dlfaig](#)

3 MONTHS AGO



Anne Donlon
@annetiquate

Hi [#critlib](#) [#dlfaig](#) ! I'm community manager for Humanities Commons & looking forward to today's chat.

3 MONTHS AGO



Deborah Actually Punch Nazis in the Face Caldwell
@databrarian

[#dlfaig](#) [#critlib](#) hello! I'm an MLIS student at the University of North Texas - I'm not going to be able to chat much but I'm listening in with an ear towards work like this: sunlightfoundation.com/2017/11/22/inc...

3 MONTHS AGO



Emily Drabinski
@edrabinski

Following [#critlib](#) from the F train home to Brooklyn! 🙌👉👉👉👉

3 MONTHS AGO



Nicky Agate
@terrainsvagues

@annetiquate Hi, #critlib #DLFaig (and @annetiquate), a little late here, but I'm really interested in the subject. (I'm project mgr on @humcommons). Thanks for hosting this!

 3 MONTHS AGO



Jacquelyn Clements
@peripatesis

Hi #DLFaig, #critlib, I'm not a librarian, but a former @CLIRDLF postdoc and current Research Assistant at the Getty Research Institute, just here to listen & learn! (a bit late to the party, but yay for hashtags)

 3 MONTHS AGO



Hannah
@hskettler

Welcome Everyone! Let's get started with questions! #critlib #dlfaig

 3 MONTHS AGO

Question 1: What are the pros and cons of using user personas for digital collections?



Hannah
@hskettler

Q1: What are pros and cons of using user personas for digital collections? #critlib #DLFaig

 3 MONTHS AGO



P. F. Anderson
@pfanderson

@davidbutlermd @KLASresearch @wareFLO @skrug In libraries we explain "figure-outtability" as: "If we have to teach classes about it, then it wasn't designed right in the first place" #medlibs #ux #critlib #hdlr

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@pfanderson @davidbutlermd @KLASresearch @wareFLO @skrug LOL! truth #critlib #dlfaig

3 MONTHS AGO



Hannah
@hskettler

@pfanderson @davidbutlermd @KLASresearch @wareFLO @skrug Amazing. #critlib #dlfaig

3 MONTHS AGO



Hannah
@hskettler

A1 Pro: They can illuminate the focus and intended audience of a collection. Con: They take can take up so much time! x2Con: If they don't take time to create, they're potentially really reductive. #dlfaig #critlib

3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A1 Pros: Communication tool about user research for understanding who users are, guides user stories, goals, and needs around access, security, navigation, etc. Can set the stage for integrating accessibility upfront in the design process 1/3 #dlfaig #critlib

3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A1 Pros: Good for communicating to institutional administrators why a repository system or digital collection is needed and should be sustained. Can help ask the right questions and get answer questions in line with the users you are designing for or with 2/3 #dlfaig #critlib

3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A1 Cons Research methods can introduce bias that will influence personas creation - Are people being researched on, in partnership with, or are they leading the research that is about them? 3/3 #dlfaig #critlib

3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A1 Another Con: Do not describe a whole or real person. You and your team make assumptions.
[#dlfaig](#) [#critlib](#)

3 MONTHS AGO



Margaret Henderson
@mehlibrarian

[@kate_thornhill](#) This is what I worry about, also related to [@hedgielib](#) post on For vs With hedgehoglibrarian.com/2017/12/03/for... [#critlib](#) [#dlfaig](#)

3 MONTHS AGO



K8 Thornhill
@kate_thornhill

[@mehlibrarian](#) [@hedgielib](#) Ooo! Marked to read later. Thanks for sharing this! [#critlib](#) [#dlfaig](#)

3 MONTHS AGO



Bethany Nowviskie
@nowviskie

[@kate_thornhill](#) A1. Exactly! Pro: reductive (can stop endless design-it-for-all-possible-use-cases wheel-spinning, which can be especially common in digital humanities teams); con: REDUCTIVE! [#DLFaig](#) [#critlib](#)

3 MONTHS AGO



A.
@uhRElluh

Q1. Pros-- you get to think about who your users are: what do they want, what their interests are, how they interact with information, and how information acts with them. Cons-- can be limiting when thinking of designing something for your audience. You have to.. [#critlib](#) [#DLFaig](#)

3 MONTHS AGO



A.
@uhRElluh

could be inferred. So, we also have to look at the biases that exist, which is a major con when we talk about personas because if you are not a part of that community and you are trying to make assumptions-- they can be wrong. So it's good to make sure that you try to figure a...

3 MONTHS AGO



A.
@uhRElluh

way to have an "unbiased" view when creating personas.

 3 MONTHS AGO



Hannah
@hskettler

[@uhRElluh](#) I'm interested in how you think about information interacting with users [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



A.
@uhRElluh

[@hskettler](#) Good question, so I actually did some research at my previous pub lib position on information and how it interacts with users. I think that there is a specific design to how we organize information as professionals, and it can have major implications how users interact with it.

 3 MONTHS AGO



A.
@uhRElluh

[@hskettler](#) So, for example, when I worked with the immigrant populations as an intercultural librarian, the way that information is displayed and designed//interpreted is very different than the researchers that I currently work with.

 3 MONTHS AGO



Hannah
@hskettler

[@uhRElluh](#) Was this within Human Computer Interaction? Or was this research more aligned with information professionals/Library Sciences? [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



A.
@uhRElluh

[@hskettler](#) This was for library sciences (thesis) with more (planned research in the future maybe for HCI & Library Sciences) on some of the underserved populations that libraries served. I was dismayed @ the lack of information seeking behavior theories that focused on communities of color

 3 MONTHS AGO



A.
@uhRElluh

[@hskettler](#) I want to hopefully find more ways for us to understand communities of color and underserved populations in the field of UX/Library Sciences so that we don't have to try to fit them into theories that don't represent them.

 3 MONTHS AGO



A.
@uhRElluh

[@hskettler](#) Findability is different for immigrant populations because of language, culture, and syntax-- i.e. the design of information for housing, basic needs, etc has a different interaction than weather maps or weather data would have on users. idk if that makes sense, i can elaborate

 3 MONTHS AGO



Margaret Henderson
@mehlibrarian

[@kate_thornhill](#) In one exercise I did, they had us look at frustrations of a person. Do you think this is a valuable step? [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Margaret Henderson
@mehlibrarian

[@kate_thornhill](#) Of course it means we need to acknowledge if we are a frustration. [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

[@mehlibrarian](#) Ya, totally! I think so pain points are good to know and find out why/what is the root of a problem [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Megan Westman
@megwestman

[@kate_thornhill](#) This reminds me of the "nothing about us without us is for us" idea from disability rights activism- if we aren't really working in partnership with users, we're just working from our own assumptions. [#dlfaig](#) [#critlib](#)

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@megwestman 100%! #critlib #dlfaig

 3 MONTHS AGO



michelle
@chelleinthelib

A1: (i could be wrong) but these personas are usually created w/o user's consent/awareness ?
#critlib

 3 MONTHS AGO



Anne Donlon
@annetiquate

Belated A1 pro: user personas can be an opportunity to imagine beyond the status quo. con: the reductiveness / assumptions / non-participatory that others have described already #critlib
#dlfaig

 3 MONTHS AGO

Question 2: How can we most ethically and responsibly design user personas for digital collections? How should communities be included and involved?



Hannah
@hskettler

Q2: How can we most ethically and responsibly design user personas for digital collections? How should communities be included and involved? #critlib #dlfaig

 3 MONTHS AGO



Hannah
@hskettler

A2: Looking at some of the already established digital collections, it seems much more daunting to try and establish a relationship that attempts to correct previous wrongs - but admitting fault and expressing willingness to move forward together. #dlfaig #critlib

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 Don't make assumptions about digital library system behavioral needs Work directly with the users to build representations of themselves 1/5 #critlib dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 New digital projects should be built with the folks making or trying to preserve digitized and/or born-digital content. Don't look at it as "give us your stuff for safeguarding" and everything should be publically available 2/5 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 Question what approaches you are taking to user research. Look to action based research, more specifically community participatory action based research if engaging outside your institution. 3/5 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 Community based = grounded in needs, concerns, issues, strategies relevant to community and community-based organizations that serve them. Participatory - directly engage communities and organizations that serve them. 4/5 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 Action based and oriented - supporting and/or enhancing strategic actions that lead to community social change and transformation. 5/5 #critlib #dlfaig

 3 MONTHS AGO



Hannah
@hskettler

A2: Interested in whether community involvement changes based on where in the process you are? 1. Already defined digital collection in need of defined user personas? 2. Undefined digital collection and in need of user personas? Perhaps the result is the same? #dlfaig #critlib

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 User personas for existing digital collections can lead to asking questions and doing assessment about access for people with all types of abilities. 1/3 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 ask evaluation questions with users as partners and leaders: Are PDFs structured for screen readers? Do interfaces break when device screen sizes change? How does typography behave when someone changes it to be more readable for them? do usability testing! 2/3 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A2 Usability testing can help determine user workflows, scenarios, and additional requirement for how people get to, access, and use a system and content within it 3/3 #critlib #dlfaig

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

@chelleinthelib As far as I know, usually the case. Could be more participatory, if group represented had a voice in creating a composite persona. #critlib #dlfaig

 3 MONTHS AGO



Hannah
@hskettler

@lisahubbell @chelleinthelib How do we elevate their voices? #critlib #dlfaig

 3 MONTHS AGO

Why bother with personas if are going to interview people?



Margaret Henderson
@mehlibrarian

I have a question not on the list. Why bother with personas if you are going to be interviewing people to create the personas? Why not just ask the people? [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Bethany Nowviskie
@nowviskie

[@mehlibrarian](#) Isn't part of this about coming up with archetypes, though? Generalized/composite users? Which is why it's so sticky--these will always be reductive (that's kind of their virtue), but that leads directly to stereotypes. [#critlib](#) [#DLFaig](#)

 3 MONTHS AGO



Hannah
@hskettler

[@mehlibrarian](#) I wonder; one consideration could be privacy of the individual - especially if documenting the users/persona driven development. [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

[@mehlibrarian](#) Except in small organizations, decision makers are not likely the ones doing the interviews. They like to latch on to stories, and personas help them keep in mind a wider range of users. [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Bethany Nowviskie
@nowviskie

[@hskettler](#) [@mehlibrarian](#) I like this. I never thought of persona creation as a way of protecting people before. [#critlib](#) [#DLFaig](#)

 3 MONTHS AGO



Margaret Henderson
@mehlibrarian

Thanks [@lisahubbell](#) [@hskettler](#) [@nowviskie](#) [@terrainsvagues](#) you have made things clearer. [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO

Question 3: When conducting user research for user personas, what crucial aspects should digital library practitioners be aware of to offset bias in the digital library design process?



Hannah
@hskettler

Q3: When conducting user research for user personas, what crucial aspects should digital library practitioners be aware of to offset bias in the digital library design process? #critlib #dlfaig



3 MONTHS AGO



Brian Engel
@BrianEngelLIS

@hskettler A3: I'd say a key factor is to simply be aware that nuance exists, and not every situation is the same. #critlib



3 MONTHS AGO



Lisa Hubbell
@lisahubbell

@hskettler @chelleinthelib Using the kinds of paradigms and methods @kate_thornhill mentioned. It's hugely different to use participatory evaluation, not just to study but to empower the people you're trying to serve. #critlib #dlfaig



3 MONTHS AGO



A.
@uhRElluh

Q3. Keep in mind that the research that you do is for a "persona" and it is not representative for a singular group or community that you are designing for. #dlfaig #critlib



3 MONTHS AGO



Hannah
@hskettler

A3: One of the most telling attributes is what the user personas look like in aggregate at various levels; collection level, technology type, institutionally. #dlfaig #critlib



3 MONTHS AGO



Bethany Nowviskie

@nowviskie

@hskettler Say more about that, Hannah! #critlib #DLFaig



3 MONTHS AGO



K8 Thornhill

@kate_thornhill

@hskettler A3 ya, you can't repurpose personas because context can change #dlfaig #critlib



3 MONTHS AGO



Hannah

@hskettler

@kate_thornhill Yes! Assuming such personas exist* they may look the same across contexts which may be great for systems design, but not helpful for users (esp. different users). #critlib #dlfaig @nowviskie @kate_thornhill speaks truth!



3 MONTHS AGO



Megan Westman

@megwestman

A3: As with any community evaluation, important to keep in mind not just current users but folks who COULD be users and aren't. What's keeping them away? How can that be addressed in digital design process? #critlib #dlfaig



3 MONTHS AGO

Question 4: When designing systems to support digital collections, what are core system functions to include in user persona behavior goals?



K8 Thornhill

@kate_thornhill

Q4: When designing systems to support digital collections, what are core system functions to include in user persona behavior goals? #critlib #dlfaig



3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A4 When working with users don't go in with assumptions about what system needs they have. Prioritize human values and ethical considerations to determine core functionality around security, description, discoverability, access, navigation, etc. 1/3 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A4 Previous #critlib about "value sensitive design" is a good place to start with reading up on this practice critlib.org/value-sensitiv... 2/3 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

A4 I support folks working digital media containing patient health information Information security is a major requirement to protect identifiable information. Policy and law gives this major directive. 3/3 #critlib #dlfaig

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

Collecting data from a big enough sample that representing them does not identify individuals, fall into stereotypes, or anonymize just by having one group identity stand in for another. #critlib #dlfaig twitter.com/hskettler/stat...

 3 MONTHS AGO



Hannah
@hskettler

@megwestman Iterative design and outreach may get at this. #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@megwestman your design process is going to be iterative and shouldn't have an end It should be designed around programming and outreach #critlib #dlfaig

 3 MONTHS AGO



Nicky Agate
@terrainsvagues

Do any of you work in an institution that shares a larger set of personas across either the library or the whole institution? Wondering what that looks like. #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@terrainsvagues @megwestman Not at my institution, but my consortia has personas it uses for projects connected to 37 libraries. Here they are: orbiscascade.org/digital-collec... #critlib #dlfaig

 3 MONTHS AGO

Question 5: How do digital collection selection practices and workflows influence and define user personas?



K8 Thornhill
@kate_thornhill

Q5:How do digital collection selection practices and workflows influence and define user personas? #critlib #dlfaig

 3 MONTHS AGO



Hannah
@hskettler

A5: One of the things noticed when conducting the initial survey regarding Selection Workflows was that some institutions (if not most?) do not have a documented selection policy for digital collections. And therefore no user personas. github.com/cultural-asses... #dlfaig #critlib

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@hskettler A5 @hskettler This has me thinking: What purposes are served through digital collections use, reuse, and preservation? How are digital services designed and why? 1/2 #critlib #dlfaig

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@hskettler A5 With personas and understanding users from their service perspectives we can start building assessment and evaluation to answer impact questions. 2/2 #critlib #dlfaig

 3 MONTHS AGO



Margaret Henderson
@mehlibrarian

@kate_thornhill @hskettler Actually, this idea of developing personas to figure out how to eventually assess and evaluate a service or programs is very helpful to many areas of LIS. If we want to improve their experience, we need to know what makes it successful for them #critlib #dlfaig

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

A5. When we studied personas in Library UX class, we also studied customer journey maps, which visualize the user experience chronologically with touch points and pain points. These help #critlib #dlfaig adaptivepath.org/ideas/the-anat...

 3 MONTHS AGO



Bethany Nowviskie
@nowviskie

@hskettler Do you have the sense that not having one permits a kind of cop-out on not having the other? So, "patron-driven" selection lets you digitize on demand without having to think through personas (& therefore long-term collection-building strategy)? #critlib #DLFaig

 3 MONTHS AGO



Hannah
@hskettler

@nowviskie I got the sense that it was one of the things sacrificed for this notion of "more product, less processes" but that then does not allow one to outline equitability/inclusion when thinking about patron-driven digitization. #critlib #dlfaig

 3 MONTHS AGO



Anne Donlon
@annetiquate

@hskettler @nowviskie I suspect that even when archives have a selection policy, 'collecting areas' can offer a cop out--an unexamined assumption that there's an audience, but less strategic outreach to people/communities that would have an interest #dlfaig #critlib

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

A5. When we studied personas in Library UX class, we also studied customer journey maps, which visualize the user experience chronologically with touch points and pain points. These help #critlib #dlfaig adaptivepath.org/ideas/the-anat...

 3 MONTHS AGO

Question 6: The DLF UX and Cultural Assessment working groups are in the beginning stages of developing a user personas rubric. What criteria should be included in it? What should be measured?



K8 Thornhill
@kate_thornhill

Q6: The DLF UX and Cultural Assessment working groups are in the beginning stages of developing a user personas rubric. What criteria should be included in it? What should be measured? #critlib #dlfaig

 3 MONTHS AGO



A.
@uhRElluh

@kate_thornhill This is one thing that stumped me when reading over the questions for today's #critlib. Measuring any aspect in user personas is kind of hard thing to quantify. I wish I had an answer to this because I've seen this as being dependent on what's being designed.

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

[@uhRELJuh](#) I think you are right. And it brings us back to how do we prioritize what and how we design specific types of tools to meet various user needs. One size prob can't fit all [#dlfaig](#) [#critlib](#)

 3 MONTHS AGO



Jacquelyn Clements
@peripatesis

[@kate_thornhill](#) I wonder if it would be helpful to shift the language/vocab of "users" using "services" to one of "community" and building "resources"? (I wish I could take credit, but I heard it elsewhere [maybe [@nowviskie](#)?]) [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

[@peripatesis](#) [@nowviskie](#) That is a great suggestion! Because at the core is service design and resource building and allocation [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Hannah
@hskettler

[@lisahubbell](#) A6: Perhaps this could also be part of the overall rubric.. [#critlib](#) [#dlfaig](#)

 3 MONTHS AGO



Hannah
@hskettler

[@lisahubbell](#) I'm actually kind of liking this idea that the rubric looks like a graphic journey map... [#critlib](#) [#dlfaig](#) Not sure how that would look yet, but food for thought!

 3 MONTHS AGO



Bethany Nowviskie
@nowviskie

[@peripatesis](#) [@kate_thornhill](#) Also sounds like a concept that has circulated a lot in DLF circles in recent years: not talking about building "collections," but rather stewarding community's "belongings." [#critlib](#) [#DLFaig](#)

 3 MONTHS AGO

Thanks for joining us!



Hannah
@hskettler

We are at time! Thank you for taking part in our joint @CLIRDLF AIG Cultural Assessment and User Experience Working Group & #critlib twitter chat! Keep up @CLIRDLF #dlfaig at wiki.diglib.org/Assessment

 3 MONTHS AGO



Bethany Nowviskie
@nowviskie

Background on these @CLIRDLF working groups, & how to join:
wiki.diglib.org/Assessment:Use... | wiki.diglib.org/Assessment:Cul... #critlib #DLFaig
twitter.com/kate_thornhill...

 3 MONTHS AGO



Megan Westman
@megwestman

@hskettler @CLIRDLF Thanks @hskettler and @kate_thornhill! This was new territory for me and I'm walking away with lots to think and learn more about going forward. #critlib #dlfaig

 3 MONTHS AGO



Lisa Hubbell
@lisahubbell

Thanks to @kate_thornhill @hskettler for a great #critlib chat! Hadn't heard of #dlfaig before, and will be interested in following your work. Great resource links at critlib.org/user-personas-...

 3 MONTHS AGO



Hannah
@hskettler

@lisahubbell @kate_thornhill All #dlfaig 's are recruiting for next year. You should join us! #critlib

 3 MONTHS AGO



K8 Thornhill
@kate_thornhill

@hskettler @lisahubbell Yes! Learn more on our @CLIRDLF AIG wiki. We have listservs you can join to keep up and participate in our initiatives #dlfaig #critlib

 3 MONTHS AGO



Megan Westman
@megwestman

@hskettler @CLIRDLF Thanks @hskettler and @kate_thornhill! This was new territory for me and I'm walking away with lots to think and learn more about going forward. #critlib #dlfaig

 3 MONTHS AGO



themba
@themba

thank you! @kate_thornhill @hskettler this was so informative and idea generating #critlib #dlfaig

 3 MONTHS AGO



Hannah
@hskettler

Thank you all for joining! This was awesome! #critlib #dlfaig

 3 MONTHS AGO



Bethany Nowviskie
@nowviskie

Thanks so much to @kate_thornhill & @hskettler for hosting a terrific #critlib #DLFaig chat -- thought-provoking & helpful. Excited to see what comes next for your working groups!

 3 MONTHS AGO