

**“Makerspace” Planning Process**  
**Illinois State University – Milner Library**  
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**What got the effort started?**

- Library Dean was approached by Deans of other colleges
- Campus faces challenge of supporting students’ need for technology support
- Milner Library has a computer lab (uLab) that has seen precipitous drop in usage – over 88% in last sixteen years
- Milner Library is about to initiate comprehensive space planning

**Working Group Charge**

[I]nvestigate the development of a makerspace in Milner Library’s uLab space. Specifically, the project team will explore the professional literature, perform a needs assessment, gather feedback from campus and external users and identify potential campus and off-campus partners to define what should be included in the makerspace. The team will produce a schedule for development of the makerspace, ascertain short- and long-term expenses, identify potential staffing and corresponding professional development and training needs and develop an assessment plan for makerspace usage.

**Milner’s process**

- Utilizing *Design Thinking for Educators*, 2<sup>nd</sup> ed. and accompanying *Designer’s Workbook*  
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- Five (really six) phases of the design thinking process
  - *Getting Started*
    - Defined a Brief Challenge  
Members of the ISU community are expressing interest in a makerspace to explore and incorporate interactive technologies, resources, and services.  
Redesigning the Milner uLab space is an opportunity to provide a centralized location with extended building hours.  
This project is a great opportunity to define campus needs and by providing a fiscally responsible, unified and transformative space to meet the 21st century needs of campus.
    - Project Plan
  - Discovery
    - Understand the Challenge
    - Prepare Research – decided early on that we would submit this process to IRB
      - Select Research Participants
        - Identified 7 types of users (e.g. digital media students, faculty with specific curricular needs)
        - Identified focus groups: undergraduates, grad students, faculty
      - Build a Question Guide
      - Prepare for Fieldwork
        - Created list of potential campus and community partners for interviews and/or site visits
        - Clarified possibilities for space: technologies (e.g. 3D printer), fabricating technologies (e.g. saws), multimedia creation (e.g. one button studio), specialized software (e.g. GIS)
    - Gather Inspiration
      - Held over 15 interviews and more are planned
      - Have started site visits – on and off campus; local and non-local; library and non-library settings
      - Focus groups will be held in April
  - Interpretation
    - Tell Stories
    - Search for Meaning
    - Frame Opportunities
  - Ideation
    - Generate Ideas
    - Refine Ideas
  - Experimentation
    - Make Prototypes
    - Get Feedback
  - Evolution
    - Track Learning
    - Move Forward