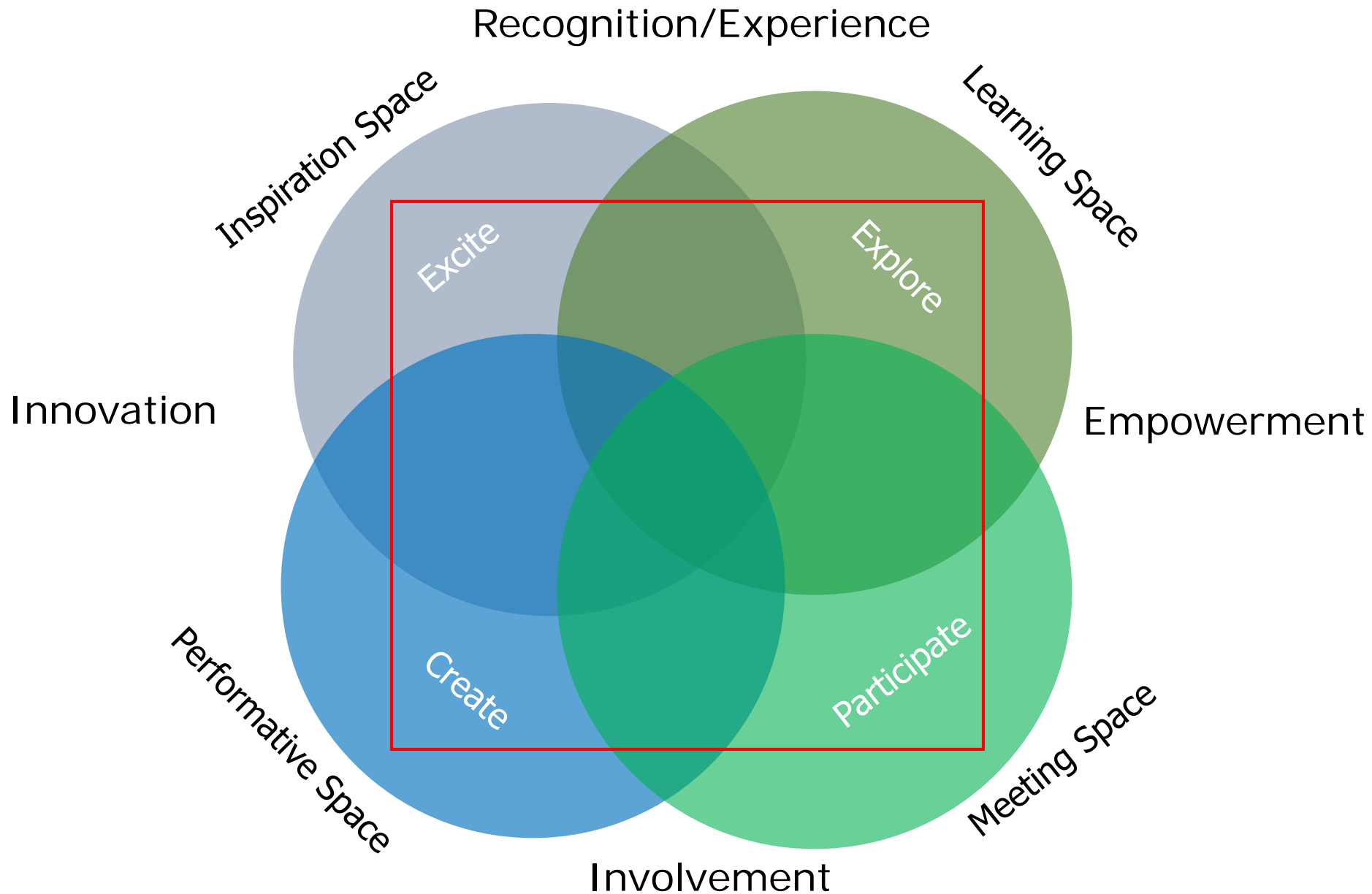


# Develop your 4-spaces model



### Inspiration Space

3 great activities

1.....

2.....

3.....

Develop your  
space for  
community  
engagement!

### Learning Space

3 great activities

1.....

2.....

3.....

### Performative Space

3 great activities

1.....

2.....

3.....

### Meeting Space

3 great activities

1.....

2.....

3.....

Who will typically come and how do they behave?

Who do you want to have there and how will you get them to come?

What type of spaces are needed? Open/Closed? Next to?

Wich types of furniture and materials are required?

# CREATE A PERSONA

- **Create a persona and his/her story**
- **Draw your persona**

**Discuss:**

**Is this a typical user? Special interests? Does he/she/they come alone? Why does he/she/they go to the library? What would he/she/they wish more of? What annoys him/her? Is she/he/they missing something?**

# Nannette Lee



## Name

*Nannette Lee*

## Age

*26 years old*

## Family Status

*Engaged*

## Hobbies

*Online gaming, food blogging*

## Description

*Nannette attended XX University where she studied Health Science. Nannette went from working in healthcare to pursuing her love of design and food. During the day she works for Nourish (a food magazine), and by night she takes a food technology course.*

*Beyond work and study, Nannette doesn't hide her hardcore gamer status in games such as StarCraft 2, Quake Live, Counter-Strike, Call of Duty, and Halo.*

## Touchpoints with the Library

- *Meet up with an online gaming group*
- *Meet up with a blogger support group*
- *View and browse cookbooks*

## Spaces used...

- *'Book-a-room' facilities*
- *Gaming stations*
- *Relaxed social spaces*
- *Collections spaces*

## Services used...

- *Booking functions*
- *Library staff interactions*

## Narrative...

*Nannette has visited the Library to deliver a presentation on healthy eating. The dynamic signage at the Library alerts other users about her presentation, including times and location.*

*She is also a part of the Halo Team competing against their sister city team. She and her team uses the 'doughnut tables' that are in the dedicated gaming stations. The gaming team meets in the evening at the Library to meet time zones of other global teams.*

*Nannette attends the bloggers support group hosted by the Library to exchange ideas and tips to improve her blog. The librarian told her about the gaming group and bloggers support group.*

*Whilst Nannette's first interactions with the Library was in its digital space, she realised that there are many opportunities for her to use the physical spaces in the Library.*



# Complete the persona Joyce Eckhardt:



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**Name**  
*Joyce Eckhardt*

**Age**  
*47 years*

**Family status**  
*Single*

**Hobbies**  
*None*

**Description**  
*Joyce left college before graduation and was married early. She had two children, who are adult now and with whom she unfortunately only have scarce and irregular contact.*

*Joyce had a job at the local pub, but due to a pattern of alcohol abuse, she lost her job and divorced in 2009 and has since experienced periods of homelessness and excessive alcohol abuse.*

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**Touchpoints with the library:**

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**Narrative...**

**Spaces used:**

**Services used:**