**Research Questions**
- How do users navigate the library?
- Where are they successful?
- Where do they encounter barriers?
- How do they perceive library spaces?

**Method**
I gave participants three tasks to complete in the library and asked them to take photos along the way. When they returned, we used their photos as stimuli for one-on-one interviews.

- 17 participants (all OISE students)
- 533 photographs
- 9 hours of interview recordings

**Improving Wayfinding**

My primary analysis focused on identifying themes related to barriers and successes that participants experienced as they completed the photo tasks.

Key navigation issues that emerged were:
- inconsistent signage, troublesome terminology, “unknowable” objects and locations.

These insights have immediate applications for the wayfinding information system at the OISE Library:
- Identification and removal or replacement of inconsistent and unnecessary signs;
- Creation of clear, consistent directories across all floors of the library;
- Planning for a complete re-design of the OISE Library wayfinding system.

**Student Experience**

My second phase of analysis focused on the unexpected themes that emerged from the photo interviews about participants’ library experiences:
- Participants described a complex ecosystem of signs, spaces, objects, intentions, and experiences that make a library possible to know;
- Participants sought to find items, but they also wanted to “learn the library” and its systems;
- Participants framed themselves as intentional learners, which prompted me to put a learning theory lens on understanding student experience in the library.

Students’ thoughtful insights shed light on the things I had forgotten or take for granted about my library. Their input is vital for improving library spaces.

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**Related Publications**

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