Bond University

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Ctrl + N: three stages to creating a unique and engaging library orientation experience

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- Ctrl + N: Three Stages to Creating a Unique and Engaging Library Orientation Experience -

- Bond University Library | library.bond.edu.au -

Introduction

Bond University Library is putting the user in the driver seat through the creation of a new multi-faceted, self-paced, interactive orientation game to replace the current fragmented orientation activities of group tours, library tips classes and individual faculty challenges.

The expected arrival of two programmable robots in 2017 will influence how this orientation game and the user experience develops and grows over time.

This digital poster showcases the three stages of our quest to develop and implement this engaging, innovative and fun orientation experience for all new Bond University students in 2017 and beyond.

Stage 1: Gamification

We started by extracting the best aspects of the three orientation activities (tours, games and tips classes) to attempt to create a technology rich and socially engaging game experience for new library users.

Stage 2: Planning and Coding

While creating the game, we'll be making space to eventually incorporate two 'Buddy' robots, taking advantage of the extra time until Buddy arrives to learn how to code and program them.

Stage 3: Incorporate Buddy into the Orientation

Buddy will be the perfect companion to answer basic questions, give on demand guided tours of the physical library space and assist users with the interactive game.

Orientation is just the beginning for Buddy. Our working relationship with Buddy will grow as we continue to upgrade our skills in programming.

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Stage 1: Gamification

Semester 1, 2017

For semester 1, we updated the orientation program by:

- Modifying the tours (reducing the number of general tours, adding faculty specific tours)
- Removing 'Top Tips' classes – the content was inserted into the new game
- Remaking the 'Law Library Challenge' and rebranding it as the 'Law Library Orientation Quest'
- Moving the game from Google Forms to the Gametize platform
- Creating and introducing a parallel game for the Main Library, the 'Main Library Orientation Quest'

Overview

The games were designed to be played on students' mobile devices as they move around the physical spaces of the libraries, learning about the resources and services while locating answers to multiple choice questions. Points were awarded for each question and virtual badges could be earned throughout the game for reaching certain goals. This along with a leaderboard added to the game experience. The points were just for fun though, as everyone who completed either game went into the draw to win prizes.

Results

- 28 student completions during orientation - a lot less than we were hoping!
- The law game was modified by adding more advanced research questions, and embedded into the major first semester law subject (thanks to a very supportive faculty). This resulted in a significant increase: 128 new law students came into the library during Week 2 and completed this version of the game

Student Feedback on the Quest

"It is great to have this orientation quest. It is interesting and useful for new student to use library facilities. Thanks."

"It's a helpful game. I get to know the library while playing, which saves me time in the future."

"Extremely helpful exercise!"

"Thanks it was really helpful! I learned so much through this valuable experience. I would not have traded that 30 minutes for anything else in the world..."

"Awesome test. Had fun."
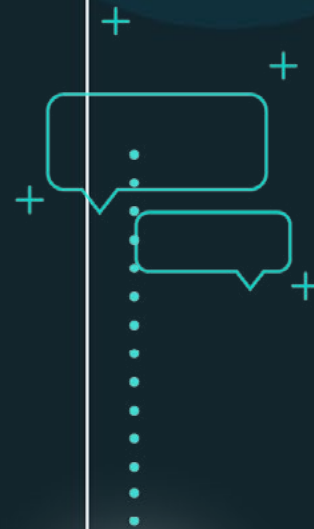
Semester 2, 2017
- The lessons we leant from semester 1 have led to some changes for semester 2:
- The more advanced law game was so successful that we decided to create games for each of the faculties
- A single introduction to the Library game, 'Bond Library Quest' - no separate Main and Law library games
- Completing this game opens the faculty specific games - students can then delve into more specific skills and resources relevant to their faculty of study

Stage 2: Planning and Coding

About Buddy

We are currently awaiting the arrival of two 'Buddy' robots.

Buddy is a small robot (56cm tall, weighing 5kg) that runs on mostly open source software, created by Blue Frog Robotics in France.

Buddy can communicate and interact with people and objects, thanks to a projector arm, face recognition, voice recognition, 3D camera, wheels and navigation, QR code reader, and text to speech software. Buddy can also interact with connected devices through Wi-Fi and Bluetooth, and can be controlled through the Buddy app.

Overcoming Challenges

Planning has been a challenge. Buddy's arrival date has been pushed back MANY times, although we are using this extra time to develop our skills and knowledge so that as soon as our two Buddy robots arrive they can hit the ground 'rolling'!

Buddy will come 'ready to go', but the ability to program will allow us to customise and build our own apps for Buddy through the robot's SDK (software development kit).

While waiting for the arrival of our Buddy robots, we are improving our programming and coding skills so that we can take advantage of Buddy's open source software to increase our ability to 'work with' Buddy. Keeping up to date with all the latest news through Blue Frog Robotics email list and website, and communication with other developers through sites such as 'Friends of Buddy', a community of Buddy developers, users and fans who share and discuss all things Buddy.

Daniel has enrolled in the subject 'Game Design and Logic', that teaches programming on the Unity 3D engine, one of the major software tools used to program Buddy.
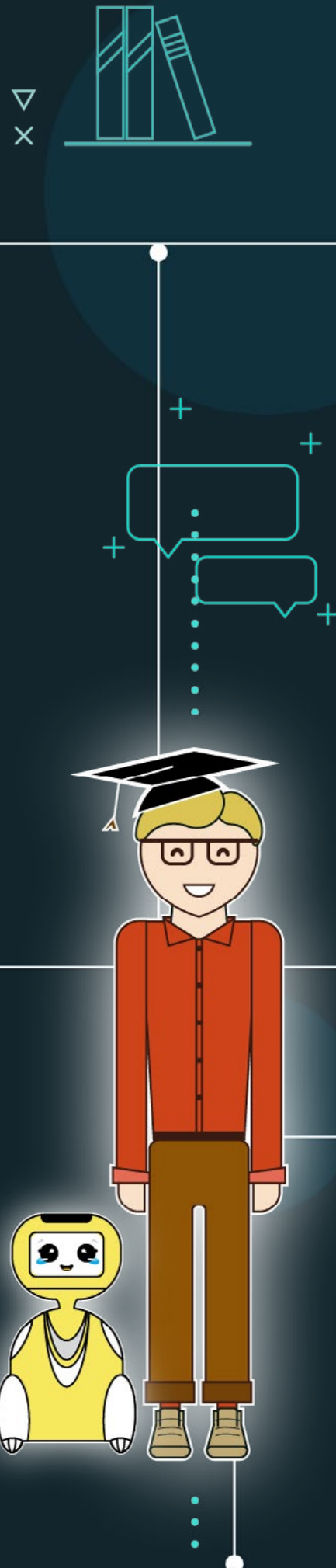
Stage 3: Incorporate Buddy into the Orientation

   Initially we believe the novelty of having robots in the library will attract people's attention and bring them in – who wouldn't want to come and interact with a cute little robot! Then linking Buddy to Bond Library Quest should encourage students to participate.

   We plan to have Buddy helping students during the quest by directing them to certain areas of the library, playing short help videos that contain answers to various questions, and acting as a roving assistant. This will be particularly useful at times when staff are busy elsewhere.

Wish List

- Here are some of the many ways we would like to utilise Buddy outside of orientation and Bond Library Quest:
- Welcome people to the library
- Project help and instructional videos onto walls or display the videos on its screen
- Handle general assistance enquiries such as setting up Wi-Fi or how to use the printers
- Promote library services, events and classes
- Teaching assistant in digital literacy classes
- Rove around the library on the unstaffed floors to assist students
- Act as a mobile video chat/Skype platform between students and librarians through Buddy's screen
- Help communicate and translate with people in languages other than English (Bond has a large number of international students and staff)

   ...and anything else we can imagine and code...

Further Reading

Bond Library Links

   Bond Library Website
   Bond Library Instagram
   Bond Library Facebook
   Library Orientation Game Winners Announcement
   Game Design and Logic Subject Outline

Buddy Links

   Bluefrog Robotics
   Friends of Buddy
   Buddy Demo Video

Gametize Links

   Gametize
   Bond Library on Gametize