

# Inclusivity Through Documentation: Using Gestalt Principles and Plain Language to Create Effective Documents

Jennifer Turner and Jessica Schomberg

Minnesota State University, Mankato

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# Overview

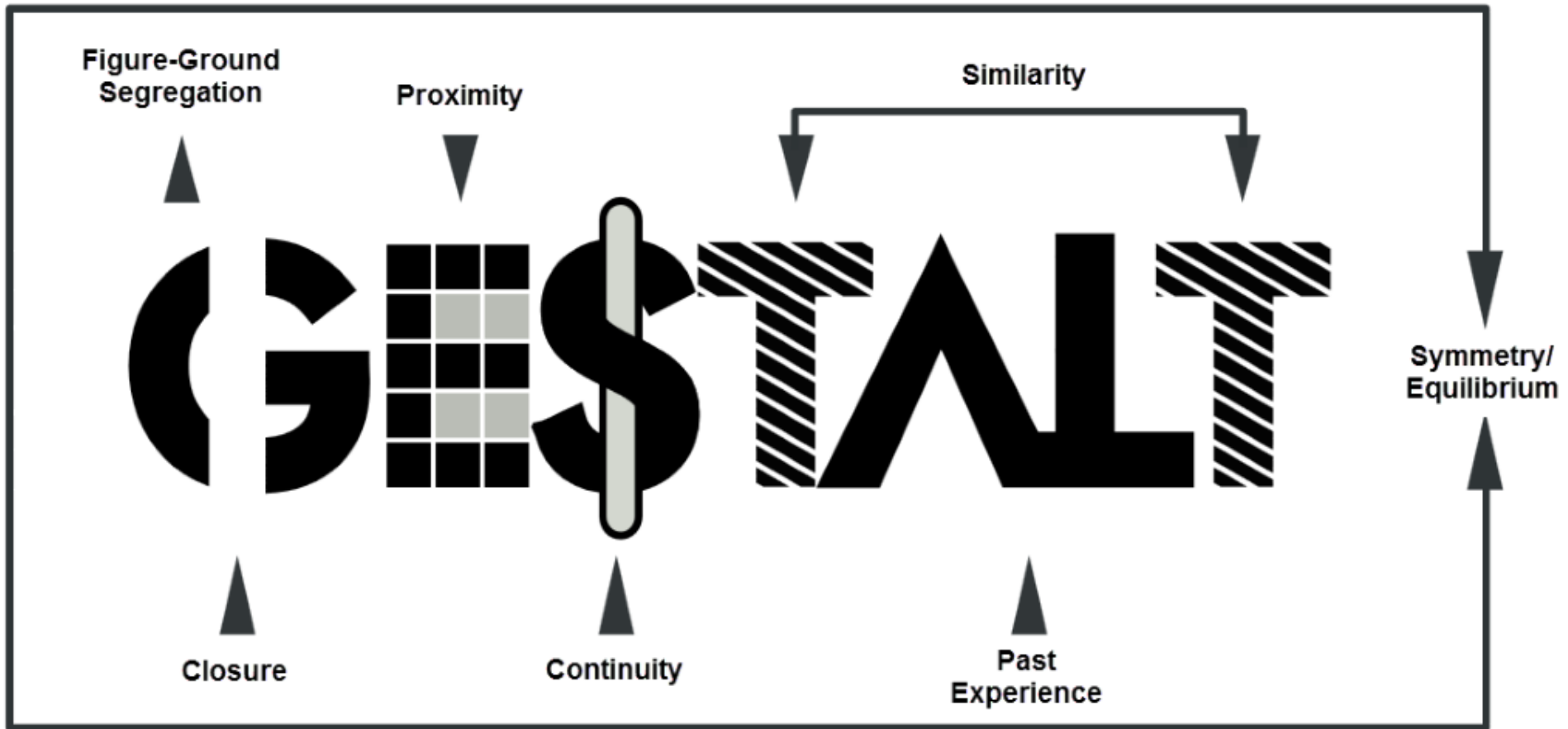
- Instructional Design & Document Design
- What accessibility concepts do you need to keep in mind?
  - Difference between accessibility and accommodation
  - Universal Design
- Design concerns
  - Gestalt theory
  - Image selection
  - Plain language
- Group Activity

# Instructional Design & Document Design

- What is being communicated?
- Who is consuming the information?
  - What do they need to know?
  - What are audience characteristics?
- Where and how will the information be consumed?
- What are the best tools for the job? How can you clearly communicate the information?
- When done, how did it work? How could it be better?

# Ethics of Accessibility

- Americans with Disabilities Act
- United Nations Convention on the Rights of Persons with Disabilities
- Universal Design for Learning

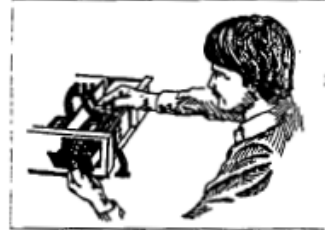


## Training at Bill's Career Center



Welding (nine-month program)

Computer repair (six-month program)



Construction (six-month program)



Carpentry (nine-month program)

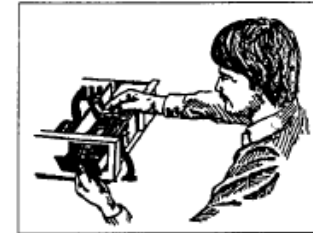


Poor Proximity

## Training at Bill's Career Center



Welding (nine-month program)



Computer repair (six-month program)



Construction (six-month program)



Carpentry (nine-month program)

Improved Proximity

# Images should be helpful!

ProQuest ebrary

**DETROIT**  
A Biography  
by Martelle, Scott

**AVAILABILITY**  
Your institution has unlimited access to this book.

Available for Online Reading  
48 Pages Remaining to Copy (of 48)  
96 Pages Remaining to Print (of 96)

Available for Full Download  
Check out for 14 days

Read Online  
Full Download  
Chapter Download  
Add to BookShelf  
Share Link to Book  
Cite Book

**TABLE OF CONTENTS**

- Front Cover
- Title Page
- Copyright
- Dedication
- Contents
- Preface
- 1 A Difficult Childhood
- 2 The British Decades

This screenshot shows the ProQuest ebrary interface for the book 'Detroit: A Biography' by Scott Martelle. The 'Read Online' and 'Full Download' buttons are highlighted with red boxes. The 'TABLE OF CONTENTS' section is also highlighted with a red box.

ProQuest ebrary

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Select "Full Download" to download the book to a device for up to 14 days.

Use the "Table of Contents" to navigate to specific sections of the book.

This screenshot is identical to the one on the left but includes two green callout boxes. One points to the 'Full Download' button with the text 'Select "Full Download" to download the book to a device for up to 14 days.' The other points to the 'TABLE OF CONTENTS' section with the text 'Use the "Table of Contents" to navigate to specific sections of the book.'

# Plain Language and Accessibility

- History/Purpose of the Plain Language movement
- Dumbing down? Rhetorical level and audience
- Will users understand the language? Does the document highlight information that is important to **them**?
  - If you don't know enough about your users to be able to answer those questions, find out! Demographic information, diverse focus groups, and surveys can all help you find out more about your patrons.



# Plain Language Guidelines : Content

- Present the context before going into the details
- Use descriptive headers and sub-headers
  - Start headings with action verbs
  - Use questions instead of noun phrases
  - Be consistent within heading levels

Get a Library Card

How do I get a library card?

What can I do with a library card?

Reserve a Room

What kinds of rooms are available?

- If using library jargon or acronyms, explain what it means each time it's used

# Plain Language Guidelines - Words

You can use a library card to check out books.

OR

Library cards can be used to check out books.

## Sentence structure

- Use short sentences and active voice
- Use subject-verb-object order
- Avoid embedded clauses and parenthetical statements
- Stay positive, avoid “not”
- Use everyday words
- Speak to the reader
- Draw a picture with your words – and possibly also with a picture, chart or table!

# Editing Your Documentation

- What is missing? What is unneeded?
- Does it make sense to you? Does it make sense to other people?
- Next step: Testing

# Usability Testing

- Testing
  - Start by questioning the purpose of everything in the document
  - Readability software (such as MS Word “speak” feature)
  - Paraphrase testing
  - SEC document
- Reasons for testing
  - Accessibility for people with visual, motor, or cognitive impairments
  - Readability
  - Comprehensibility

<http://webaim.org/articles/cognitive/design>

# “Library Quick Sheet” Before Usability Testing



**MINNESOTA STATE UNIVERSITY MANKATO**

**Library Services Quick Sheet**

**LIBRARY SERVICES**  
2015-2016

**MEMORIAL LIBRARY**

Monday-Thursday	7:30 A.M. - 2:00 A.M.*
Friday	7:30 A.M. - 7:00 P.M.
Saturday	10:00 A.M. - 6:00 P.M.
Sunday	11:00 A.M. - 2:00 A.M.*
*1 <sup>st</sup> floor only 11:45 P.M. - 2:00 A.M.	

**MUSIC LIBRARY HOURS**

Earley Center for Performing Arts, Room 203  
507-389-1325

Monday-Thursday	7:45 A.M. - 8:00 P.M.
Friday	7:45 A.M. - 4:30 P.M.
Saturday-Sunday	CLOSED

**HOURS INFORMATION**  
507-389-6201

**WEBSITE**  
[lib.mnsu.edu/hours](http://lib.mnsu.edu/hours)

**STUDY SPOTS AROUND THE LIBRARY**

*Like it quiet?* Go to quiet study rooms on 1<sup>st</sup> floor, open areas of 3<sup>rd</sup> floor, wings of 2<sup>nd</sup> floor, Lass Center on 2<sup>nd</sup> floor, individual study rooms in ERC (east basement)

*Like to study with friends?* Go to central areas on 1<sup>st</sup> & 2<sup>nd</sup> floors

**RESEARCH & ASSIGNMENT HELP**

**Stop by the Reference Desk**  
Memorial Library 1<sup>st</sup> Floor

*Fall & Spring Semester Hours*

Monday-Wednesday	8:30 A.M. - 9:30 P.M.
Thursday	8:30 A.M. - 9:00 P.M.
Friday	8:30 A.M. - 6:00 P.M.
Saturday	10:00 A.M. - 12:00 P.M.
Sunday	1:00 P.M. - 5:00 P.M.

**Call Us:** 507-389-5958

**Online at [lib.mnsu.edu/ask](http://lib.mnsu.edu/ask)**  
**Chat Online** with a librarian 24/7  
**Email Us:** Answers in 1-2 working days

**RESERVE GROUP STUDY ROOMS**

Group (at least 2 people) study rooms are available. Each room:

- Seats 4-8 people
- Contains a computer, flat panel screen, and whiteboard

Reserve rooms up to 1 week in advance and check out keys at the 1<sup>st</sup> floor circulation desk or by calling 507-389-5931

**QUESTIONS? ASK AT THE REFERENCE DESK OR VISIT [lib.mnsu.edu/ask](http://lib.mnsu.edu/ask)**

**LIBRARY SERVICES WEBSITE**

Library services are available 24/7 on and off campus at [lib.mnsu.edu](http://lib.mnsu.edu)

- Find articles online & ebooks
- Locate books & DVDs
- Find sources using Class & Subject Guides
- Chat online to get research help
- Renew materials using My Library Account

**TECHNOLOGY IN MEMORIAL LIBRARY**

- 300+ computers
- Technology helpdesks on 1<sup>st</sup> & 3<sup>rd</sup> floor
- Wi-Fi access on all floors
- Headphones and flash drives at the circulation desk
- Scanners on 1<sup>st</sup> floor
- Media equipment at the ERC desk

**TOURS & WORKSHOPS**

Librarians offer tours and workshops highlighting resources available in the building and online. Visit [link.mnsu.edu/request](http://link.mnsu.edu/request) to schedule a tour or workshop.

**PRINTING**

- MavPrint stations on all floors
- Color MavPrint station on 1<sup>st</sup> floor
- Copy Shop on 1<sup>st</sup> floor





**YOUR MAVCARD IS YOUR LIBRARY CARD**

**THINGS TO CHECKOUT**

Library Item	Loan Period	Can it be renewed?
Books (General Collection)	21 days (undergrad) One semester (grad)	Yes
Audiobooks	21 days (undergrad) One semester (grad)	Yes
Digital Cameras	7 days	No
DVDs	7 days	Yes
Laptop Computers	7 days	No


**Get the latest info about the Library on social media!**

**Connect with us via [lib.mnsu.edu](http://lib.mnsu.edu)**



# “Library Quick Sheet” After Usability Testing


  
 2016-2017
   
 Quick Guide to the
   
**LIBRARY**
  
 LIBRARY SERVICES lib.mnsu.edu

## Visit




**507-389-5931**  
 Hours: 507-389-6201  
 Research Help: 507-389-5958

## Hours



DAYS	HOURS
Monday-Wednesday	7:30 A.M. – 2:00 A.M.*
Research Help	8:30 A.M. – 9:30 P.M.
Thursday	7:30 A.M. – 2:00 A.M.*
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Sunday	11:00 A.M. – 2:00 A.M.*
Research Help	1:00 P.M. – 9:00 P.M.

\* 1st floor only 11:45 P.M. – 2:00 A.M.

## Research 24/7

Library resources are available 24/7 on and off campus at [lib.mnsu.edu](http://lib.mnsu.edu)

- > Scholarly and popular materials
- > Articles, books, videos
- > Class and Subject Guides to assist with research in specific disciplines



Get online research help!  
[lib.mnsu/ask](http://lib.mnsu/ask)  
 Chat online with a librarian 24/7  
 Email us!

Your **MayCARD** is your library card



THINGS TO CHECK OUT	BORROWING PERIOD
Books (General Collection)	21 days (undergrad) 1 semester (grad)
Audio books	21 days (undergrad) 1 semester (grad)
Digital Cameras	7 days
DVDs	7 days
Laptop Computers	7 days






Quiet study areas available on every floor.







Group study rooms. Groups of 2 or more can check out keys at the circulation desk.



Kiyo Suyematsu  
 Music Library  
 203 Early Center for  
 Performing Arts.  
 507-389-1325




  
 Cameras      Computers      Chargers





  
 Movies      Calculators      Headphones      Books

Borrow

all this... and more!

# Document Redesign Workshop

- What is the core purpose of the document?
- What information is necessary to accomplish this purpose? Is there missing information? Extra information?
- Who is the audience? What do they care about?
- Is this the appropriate format for this information?
- Does the document use sound design principles?
- What changes are needed to improve accessibility and inclusivity?

# Discussion



# Ranganathan (1931) / Turner (2015)

## **Five Laws of Library Science**

- Books are for use.
- Every reader his/her book.
- Every book its reader.
- Save the time of the reader.
- The library is a growing organism.

## **Five Laws of Document Design**

- Design is for use.
- Every document its design.
- Every design its purpose.
- Save the time of the user.
- Documents are [should be] changeable organisms.