

Gamestorming Virtual Reference

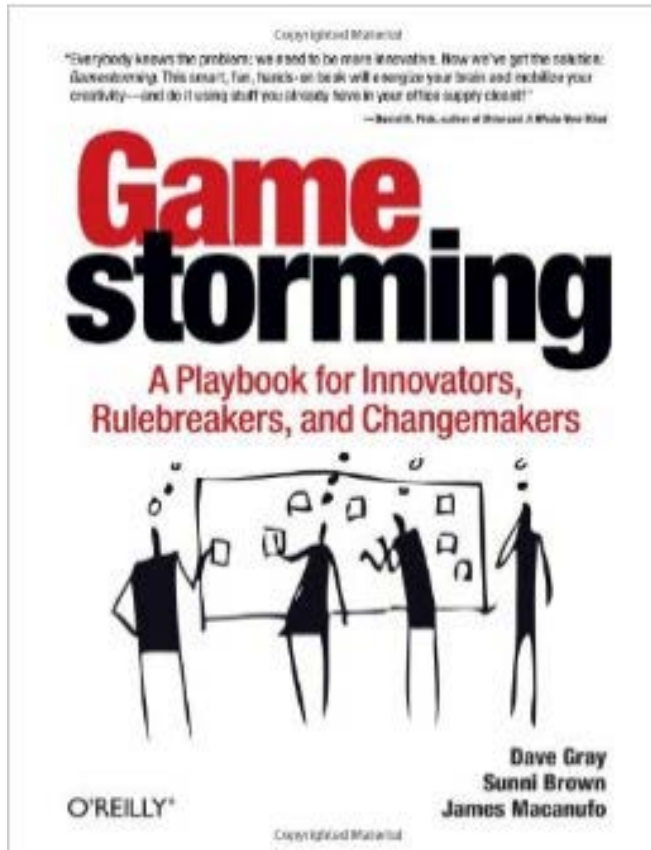
SUZANNE BERNSTEN, WEB SERVICES LIBRARIAN, LANSING COMMUNITY COLLEGE LIBRARY

MICHIGAN VIRTUAL REFERENCE CONFERENCE

APRIL 25, 2014

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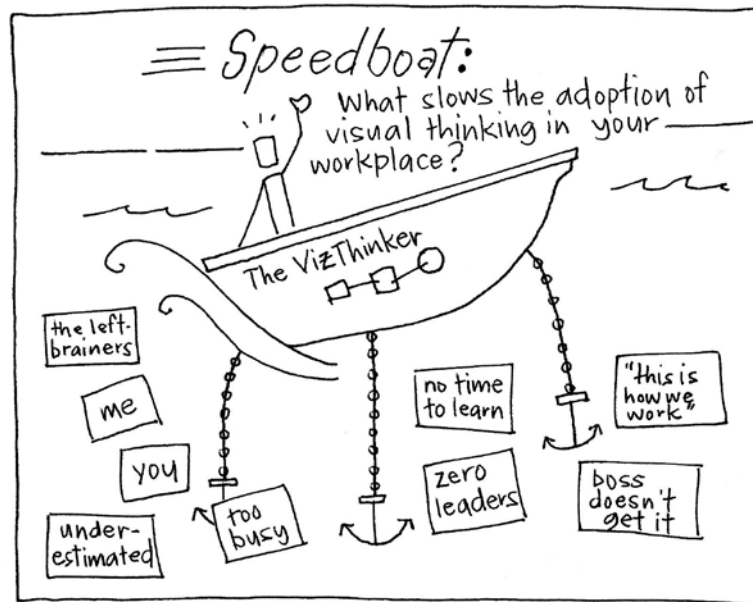
What is Gamestorming?



Why Gamestorming?

Speedboat

What are the features you don't like about the library website?



Design the Box

Create a box to sell the library website.



Challenge Cards

Object of Play

To identify and think through challenges, problems and potential pitfalls in a product, service or strategy, for example, virtual reference

Challenge Group

What are the problems or challenges you and your patrons have with virtual reference?

Solution Group

What features or strengths do you and your patrons find with virtual reference?

Rules for the Game

1. Divide into two groups: challenge group and solutions group. Each group has 10 minutes to brainstorm at least 10 challenges or solutions.
2. The challenge group picks one challenge and puts it on the whiteboard.
3. If the solutions group has a post-it note to address the challenge, they get a point. If they don't, the challenge team gets a point and the teams work together to design a post-it note to address the challenge.
4. Play continues for 20 minutes.

CHALLENGE

“I'm so sorry! I had food cooking! The class is for Medical Terminology, and I have never seen a Dissection Paper in my life! I need to take twenty words and dissect them from a Medical Journal using APA guidelines.”



students often multi-task
and have trouble
following along with the
chat

chat is flexible, you
can start a chat and
come back later
from the comfort of
your home, office,
etc...

Each group has 10 minutes to brainstorm at least 10 challenges or solutions.

Challenge Group

What are the problems or challenges you and your patrons have with virtual reference?

Solution Group

What features or strengths do you and your patrons find with virtual reference?

Discussion

What did you learn from this activity?

Could you see using this activity with your staff? If so, how?

What techniques do you use for virtual reference training?

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