

Constructing User Stories

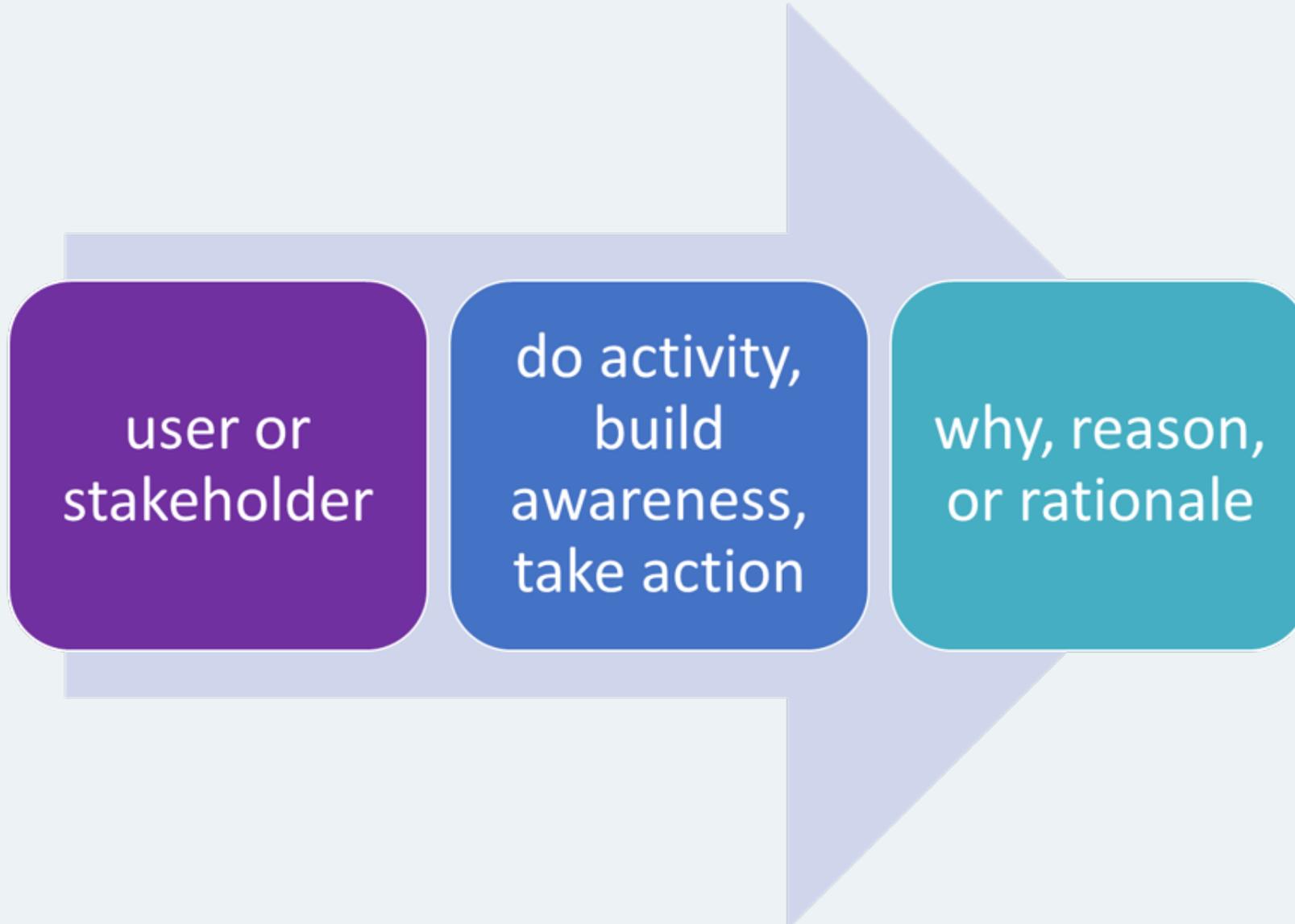


This project is made possible by a grant from the U.S. Institute of Museum and Library Services.

User Stories

- User stories are tools used in designing systems, but also focus research and assessment projects.
- User stories describe who the user is, what the user needs/wants to accomplish, and why that outcome is desirable.
- User stories can be formatted in a number of ways:
 - As **[who]**, I want **[what]**, so that **[why]**.
 - As a **[user]**, I want **[goal]** so that **[reason]**.
 - As **[stakeholder]**, I want **[to be able to do an activity, to have an awareness, to take an action]** in order to **[achieve outcome, solve problem, meet need]**.

User Story Structures



User Story Elements

- User stories describe what students, librarians, faculty, advisors, institutional researchers, administrators, and other stakeholders **need to know** in order to achieve goals or solve problems.
- In each user story, the “user” is followed by a “want” statement. Want statements focus on the **ability to do an activity, build an awareness, or accomplish a task** requiring library, institutional, or other data.
- To conclude each user story, a rationale for the “want” is included. **Rationales articulate aims** like achieving outcomes, solving problems, and meeting needs.

who — what — why

librarian, student,
administrator,
faculty, advisor

understand
engagement or
environment, make
decisions, take
action, realign
resources

support student
learning, bolster
faculty productivity,
accelerate DEI work,
demonstrate
value/impact

- As a librarian, I want to know whether students who engage with library reference services earn better assignment grades so that I can encourage more faculty and students to interact with reference librarians and generally improve and customize reference services.
- As a librarian, I want to know whether students who participate in library instruction attain their goals with regard to retention to the following term, so that I can design effective professional development and training for instruction librarians and improve library instructional services and decision-making.
- As a librarian, I want to know whether the amount, degree, timing, or relative rank of student use of course readings impacts information literacy learning as assessed by an institutional rubric so that I can encourage faculty to require use of more library resources in their teaching content and assignment design.
- As a librarian, I want to know whether any relationships between the use of library services/resources vary by student population/status/characteristics so that I can tailor library services/resources to meet the needs of populations with specialized needs.

User Stories

- Like research questions, user stories connect library services, resources, spaces, etc. with intended outcomes that can lead to valued impacts.
- Like research questions, many set up correlations (not necessarily causation).
- Unlike (some) research questions, user stories articulate and emphasize the “why” (purpose) and intended use of a research or assessment project.

Constructing User Stories

Was this content useful?

Please provide your feedback at: <https://forms.gle/uaWKCqqzVWurE8SH7>