



Using Design Thinking to Rethink Your Library

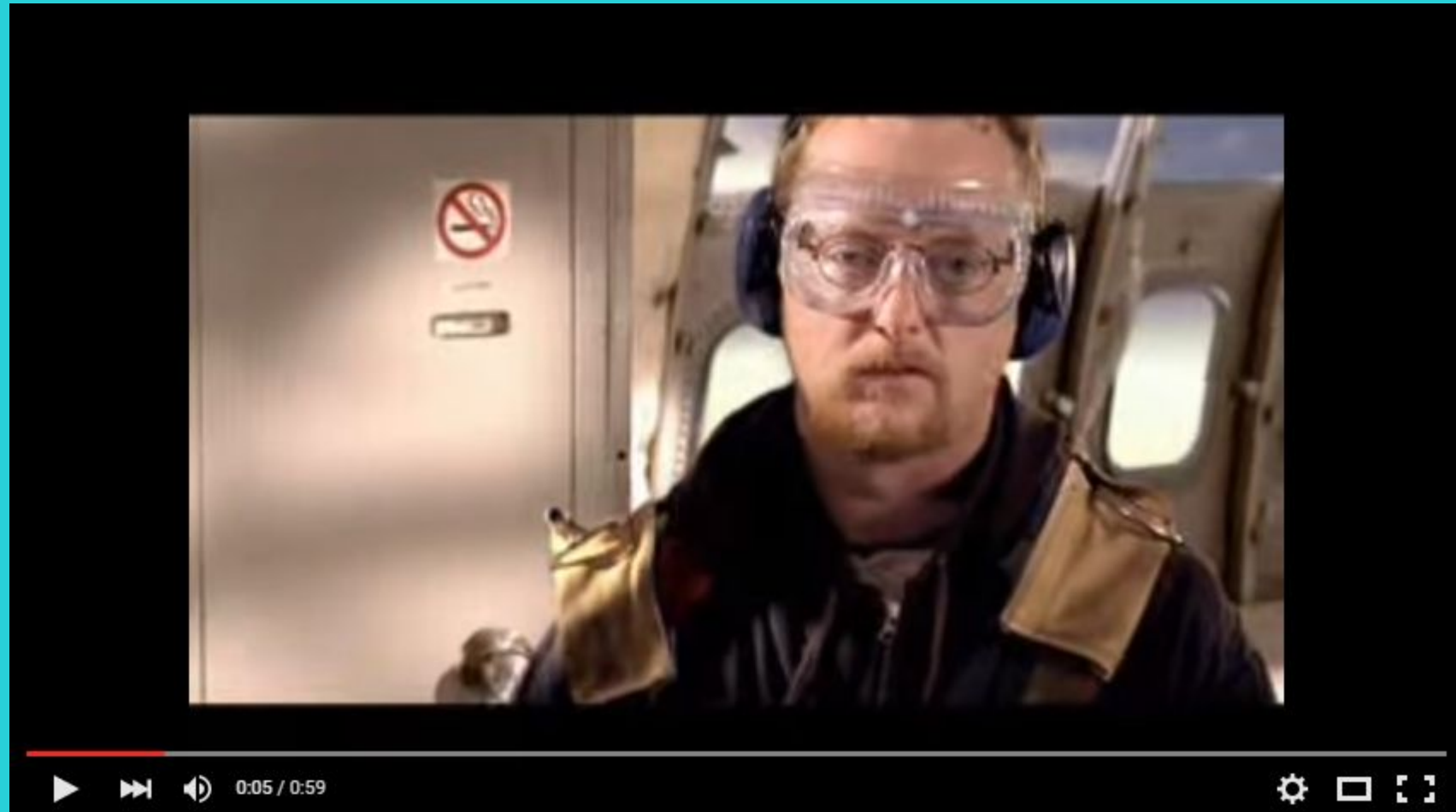
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Scotts Valley Branch Library, California. CC Licensed
photo from <http://www.columbuslibrary.org/buildings>

What does your current design process look like?





Find a Partner!

While the music plays– walk around & look at the nametags indicating type of library a person works in.

Exact match not required!

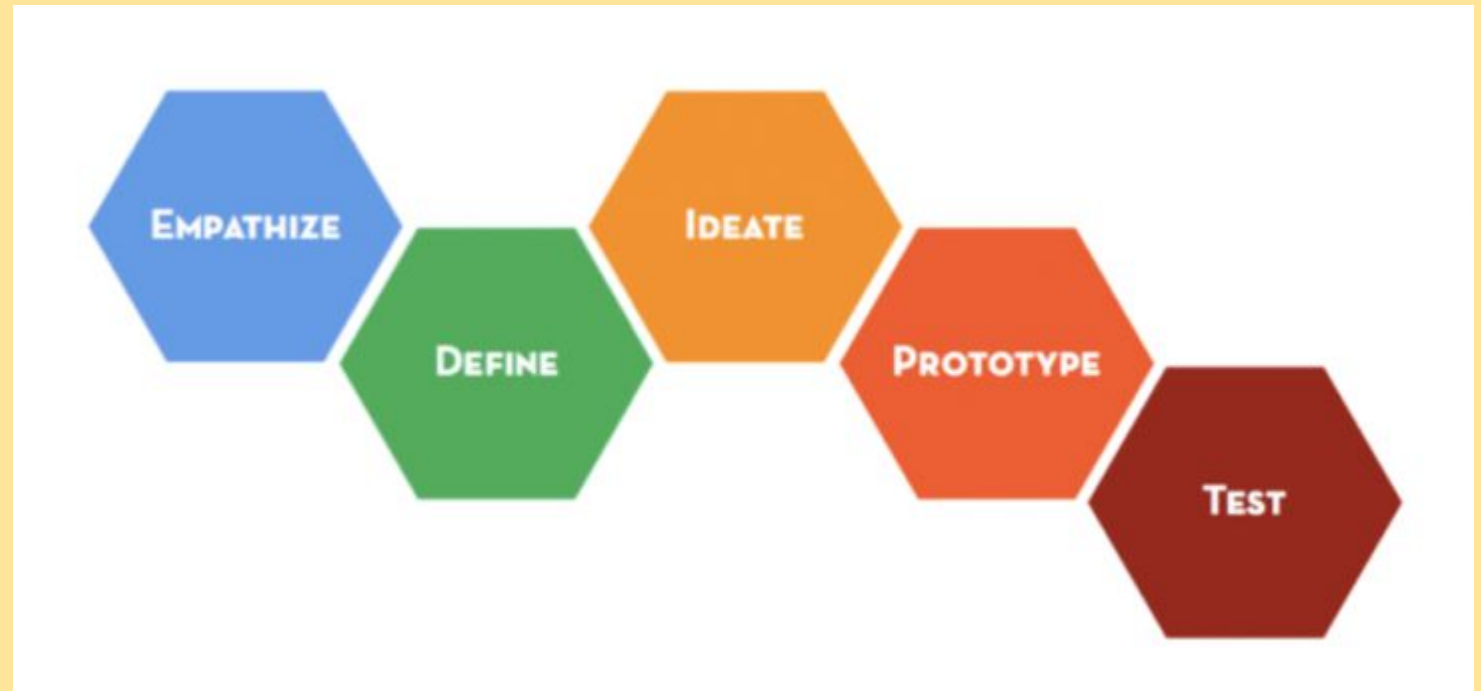
Example: Maybe a Children's Librarian in a Public Library wants input from an Elementary School librarian!

Or...a High School

Librarian might want

Input from an Academic Librarian!

Free Music Archives. <http://freemusicarchive.org/>



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Scott Gratton

"Blues Machine"

"Intros and Outros"

Pop, Rock, Instrumental

Empathy.

1. Interview each other: 4 minutes each

- Take notes for each other

2. Dig Deeper. Interview each other a second time. 4 minutes each

- Take notes for each other



Redesign one part of your library—for your partner. Start by gaining **empathy**.

1 Interview
8 min (2 sessions x 4 mins each)

Notes from your first interview

2 Dig Deeper
8 min (2 sessions x 4 mins each)

Notes from your second interview

Switch roles & repeat Interview 2.

Switch roles & repeat Interview 2.

Original resources available under Creative Commons License from Stanford University Institute of Design.
<http://dschool.stanford.edu/dgift/>. "These resources are free for you to use and share – and we hope you do!"

music

It's a Jazz Thing by Smiling Cynic licensed under a Creative Commons Attribution 3.0 Unported License. All track (CC) 2006-2014 all noise made by Christopher Hawes

Define.

1. Capture findings

- Synthesize your learning into a few needs and insights
- Use verbs

2. Create a problem statement, and share your insight.



Reframe the problem.



3 Capture findings 3min

Needs: Things they are trying to do*

*use verbs

Insights: New learnings about your partner's assessment of patron feelings and worldview to leverage in your design*

*make inferences from what you heard

4 Define problem statement 3 min



Partner name/description

Needs a way to _____

User's need

Surprisingly // because // but...

[circle one]

Insight

music

Urbana-Metronica (wooh-yeah mix)
by spinningmerkaba
featuring Morusque, Jeris, CSoul, Alex
Beroza

ccmixter.org/files/jbrock44/33345

CC Attribution (3.0)



Ideate.



1. Take a stand with a point-of-view
2. Sketch to Ideate –**GO FOR VOLUME!**
3. Share solutions and capture feedback
4. Spend **TIME LISTENING** to your partner's feedback.

Free Music Archives. <http://freemusicarchive.org/>



Ideate: generate alternatives to test.

5 Sketch at least 5 radical ways to meet your user's needs. 4min

Write your problem statement above

6 Share your solutions & capture feedback. 8min (2 sessions x 4 minutes each)

Switch roles & repeat sharing.

music

Blue Dot Sessions

"Gondola Blue"

"Towboat"

Soundtrack, Instrumental

Iterate.

1. Reflect & generate a new solution.

- Note details if necessary!



Iterate based on feedback.



7 Reflect & generate a new solution. 3min

Sketch your big idea, note details if necessary!

music

260809 Funky Nurykabe
by spinningmerkaba

ccmixter.org/files/jlbrock44/29186

CC Attribution (3.0)



Prototype.

1. Create a physical prototype of your solution using materials on tables.
 - Get creative!
2. Make something your partner can engage and react to!
3. Feel free to focus the prototype on one aspect of the overall solution.



Build and test.



8 Build your solution.

Make something your partner can interact with!

[Not here—use materials!]

10 min

Feedback.

1. Share your solution and get feedback
 - Record for your partner



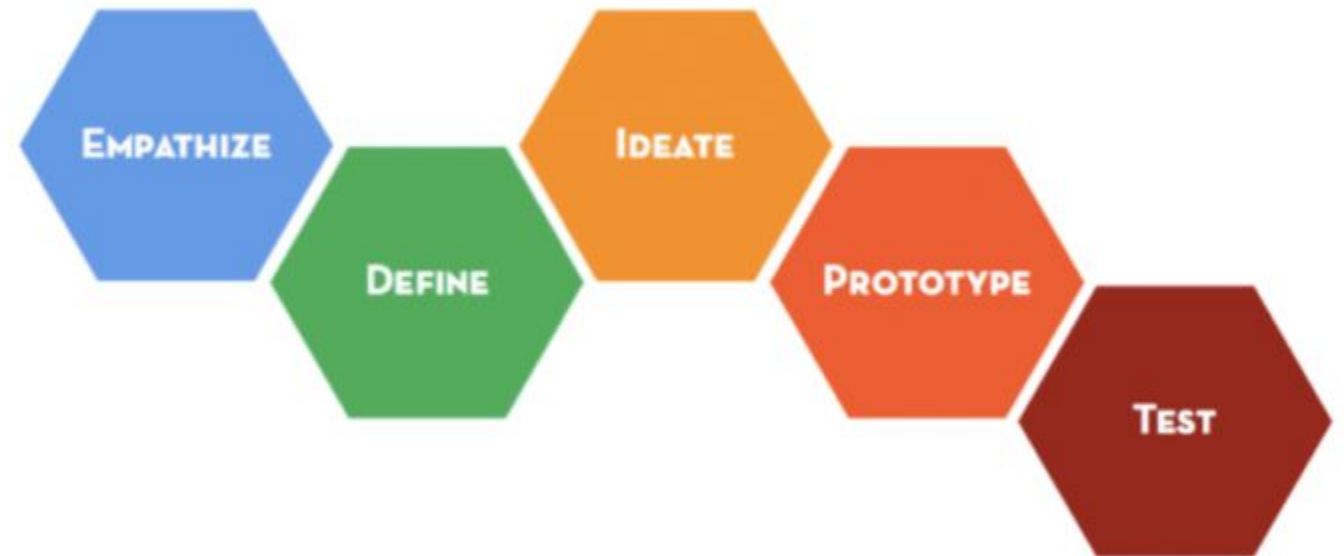
9 Share your solution and get feedback.

+ What worked...	- What could be improved...
? Questions...	! Ideas...
8 min (2 sessions x 4 minutes each)	

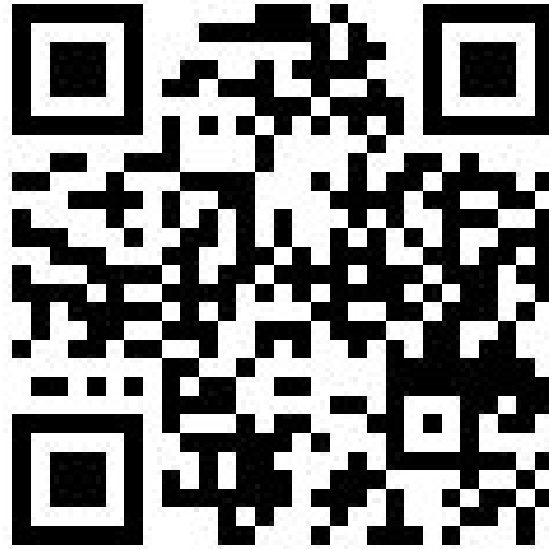


Feedback Part II!

1. Trade packets so you are holding the ideas and solutions drafted for YOU.
2. Take back to your staff & patrons for feedback!



Resources



<https://goo.gl/jklOEi>