Thinking about Design Thinking During a Migration

GUGM 2023

Martin Patrick
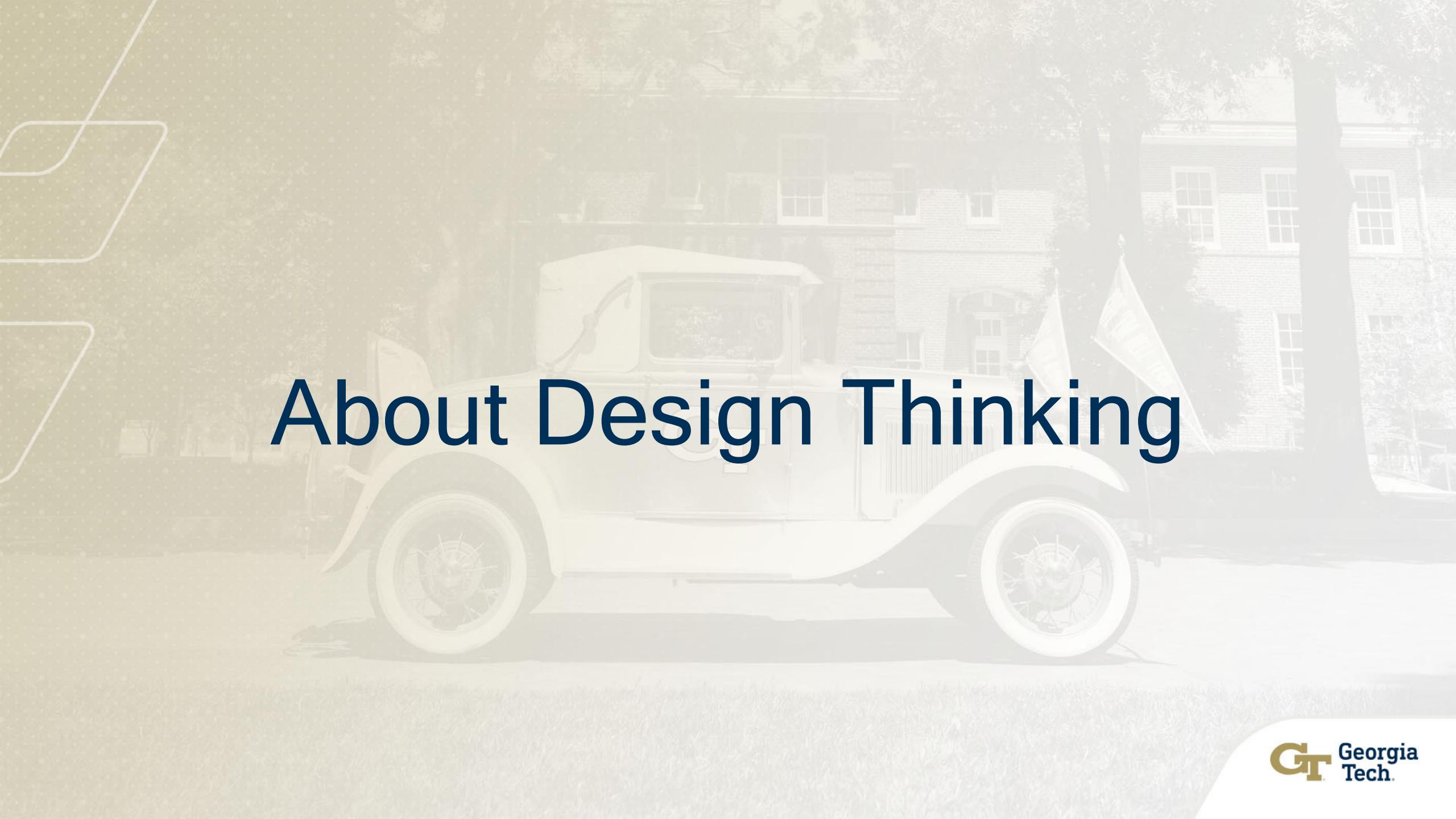
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About this presentation

- What is Design Thinking
- What is Enterprise Design Thinking
- Who we're designing for
- What are we designing

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About Design Thinking
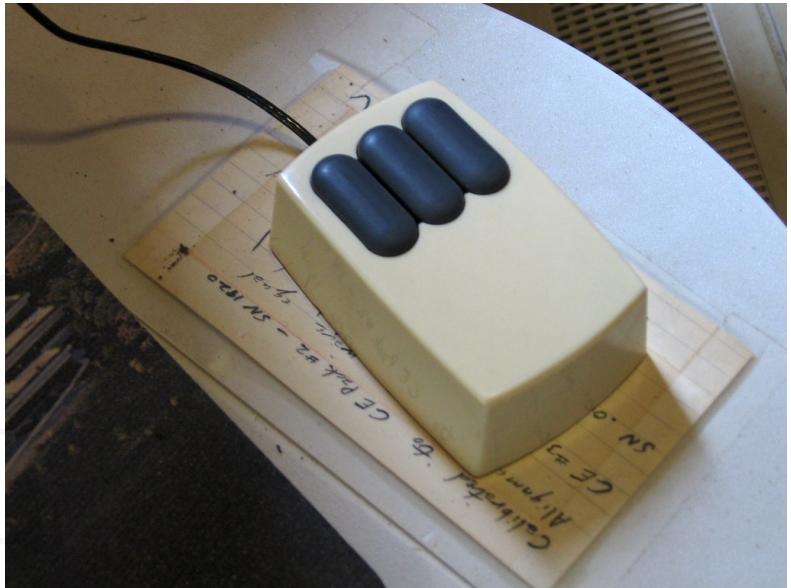
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speaker notes

Hello, computer.

Design Thinking

Empathize → Define → Ideate → Prototype → Test

Design Thinking: Empathize and Define

Design Thinking: Ideate
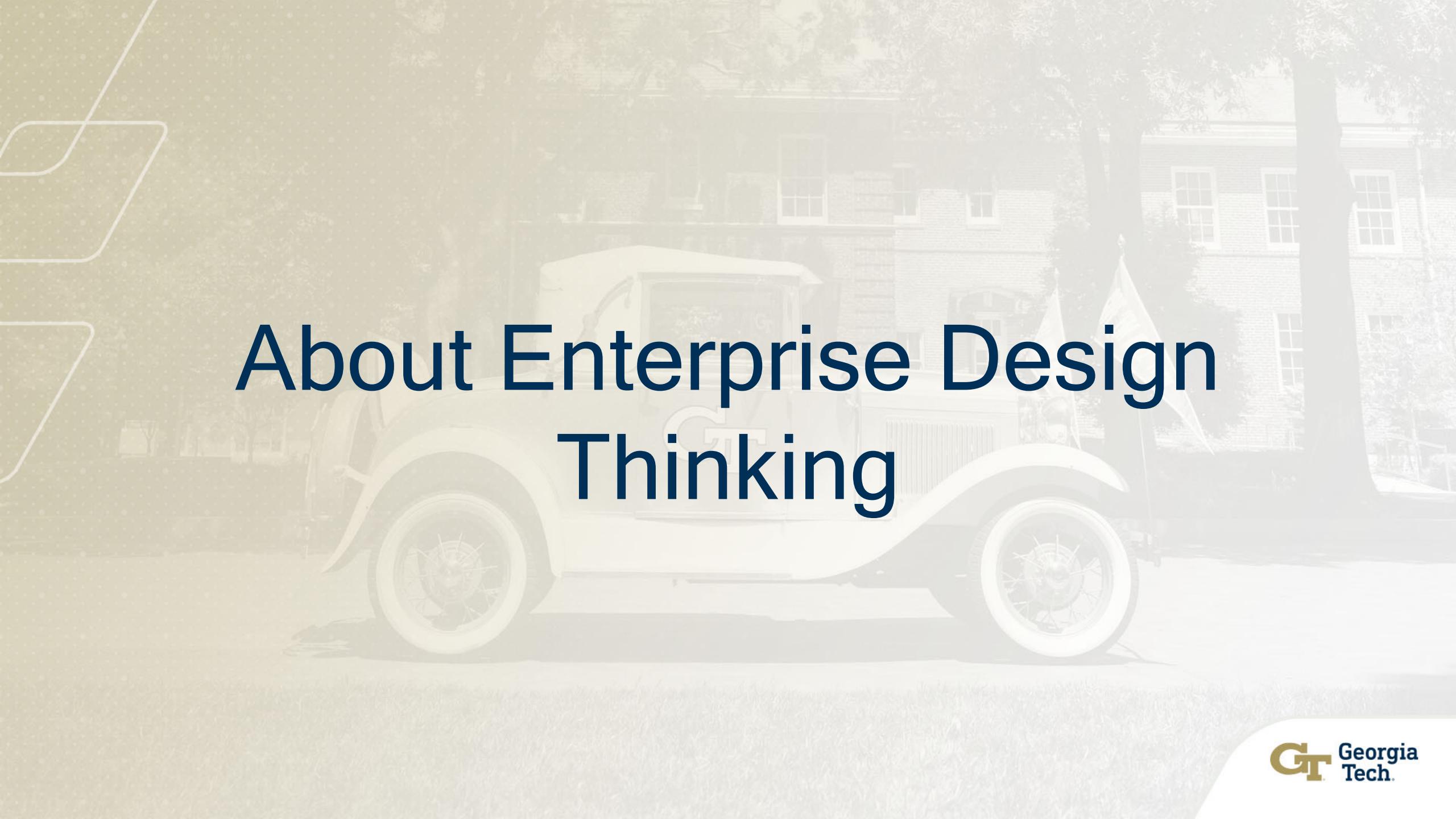
Empathize → Define → **Ideate** → Prototype → Test

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Design Thinking: Test

Empathize → Define → Ideate → Prototype → Test

About Enterprise Design Thinking

Enterprise Design Thinking
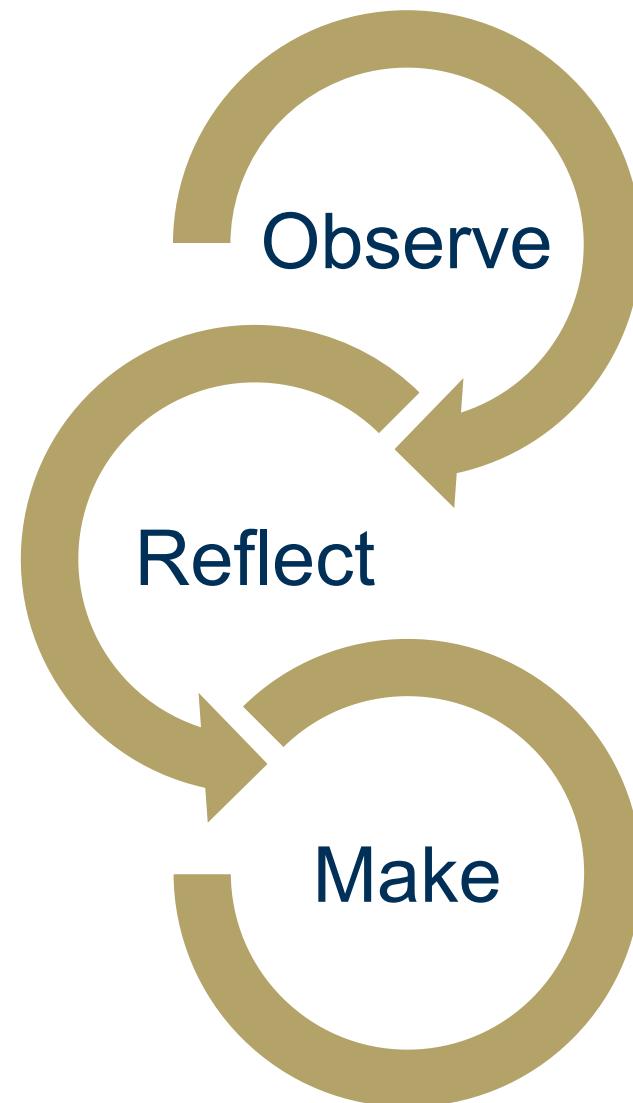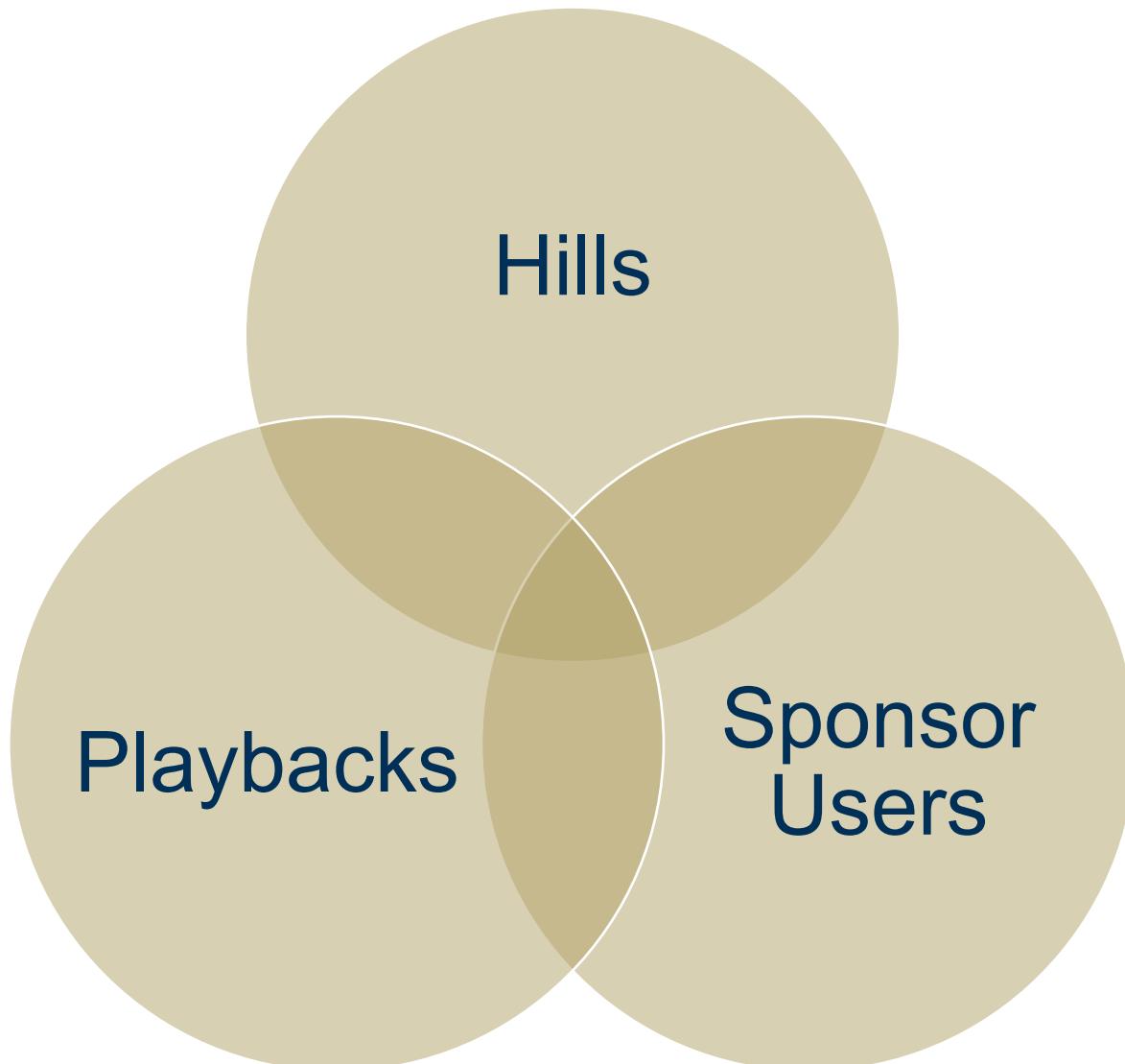

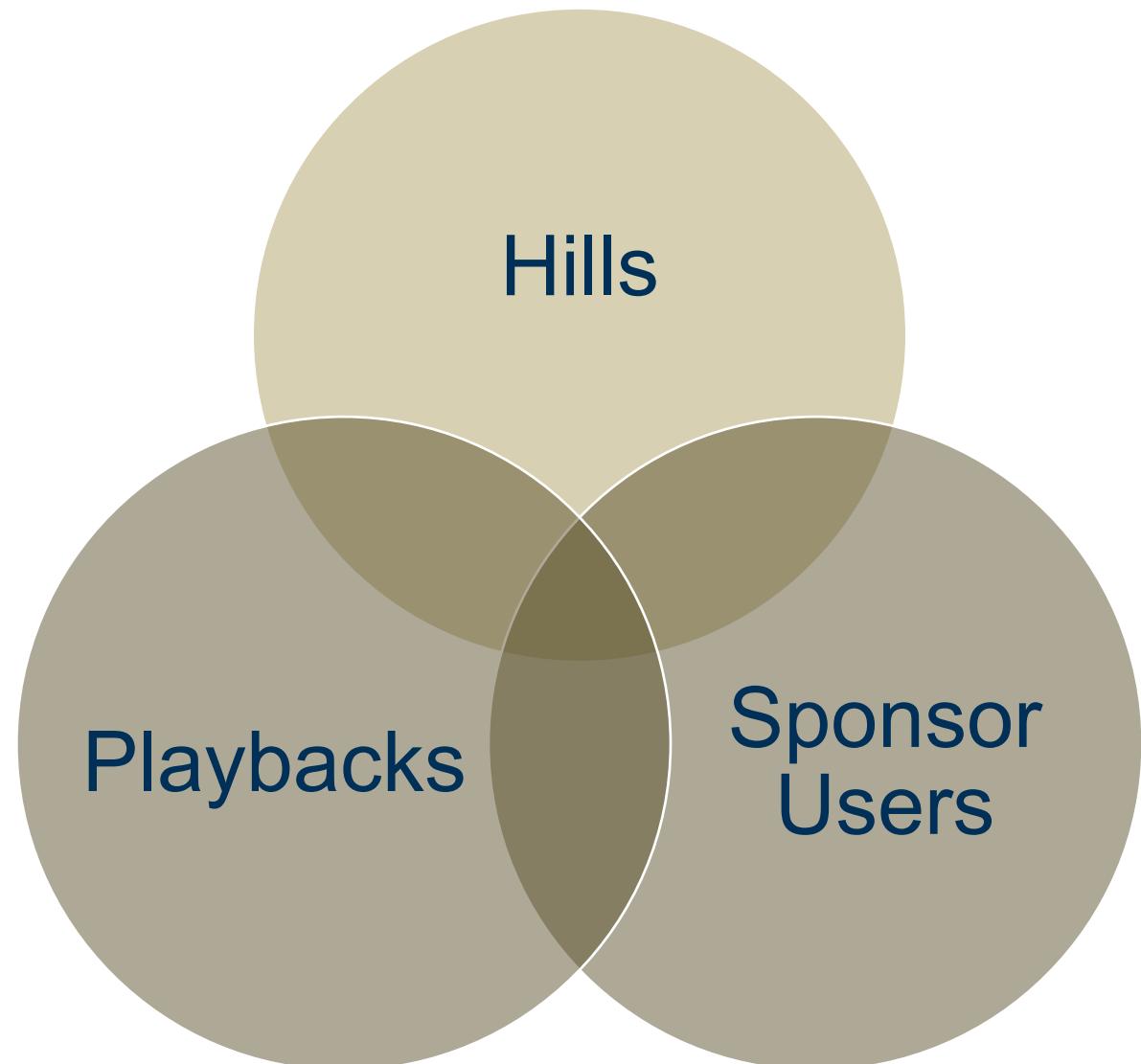
Observe

Reflect

Make

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Enterprise Design Thinking

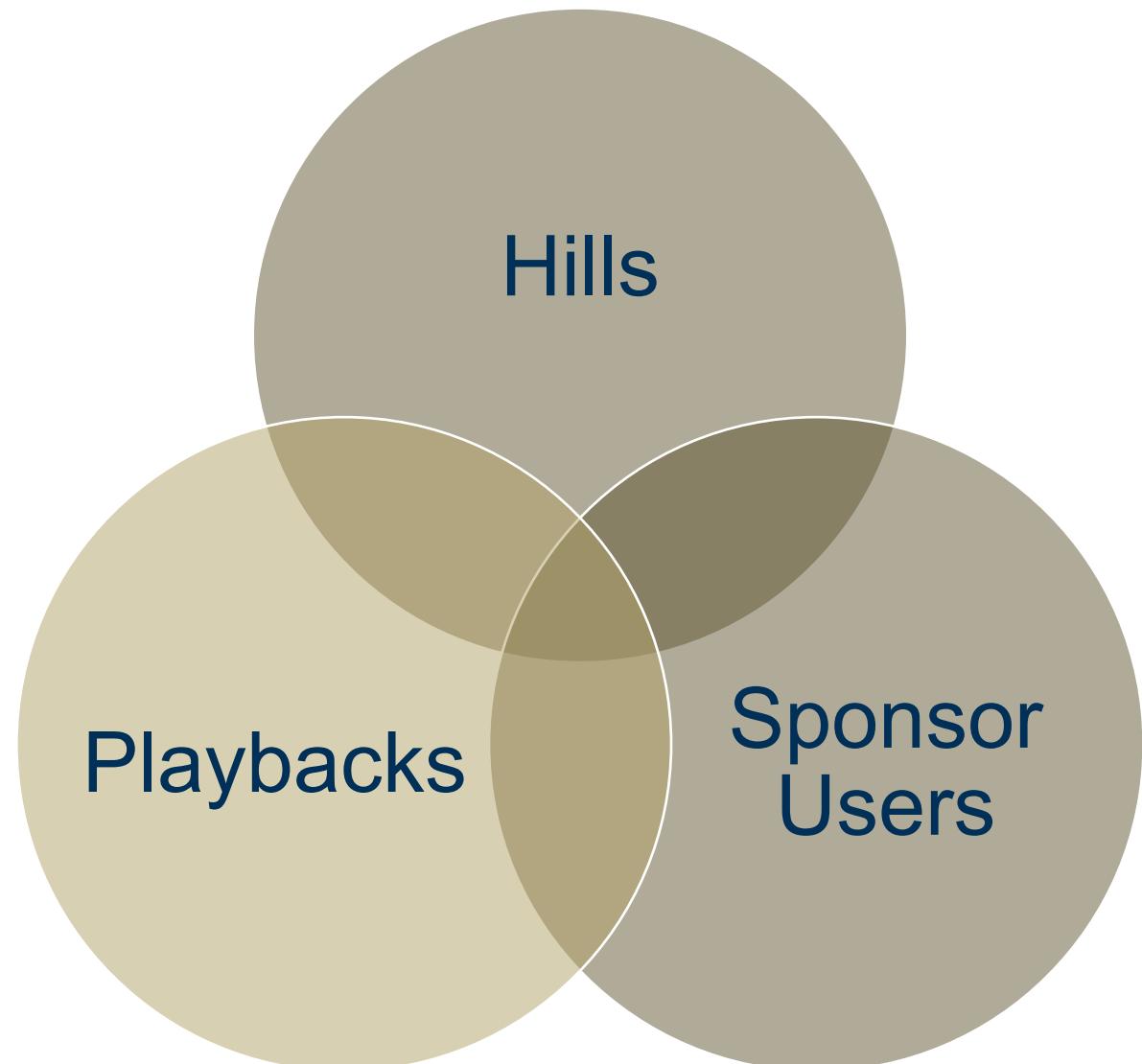# Enterprise Design Thinking: Hills

Enterprise Design Thinking: Playbacks

Hills

Playbacks

Sponsor
Users

Enterprise Design Thinking: Sponsor Users

Hills

Playbacks

Sponsor Users

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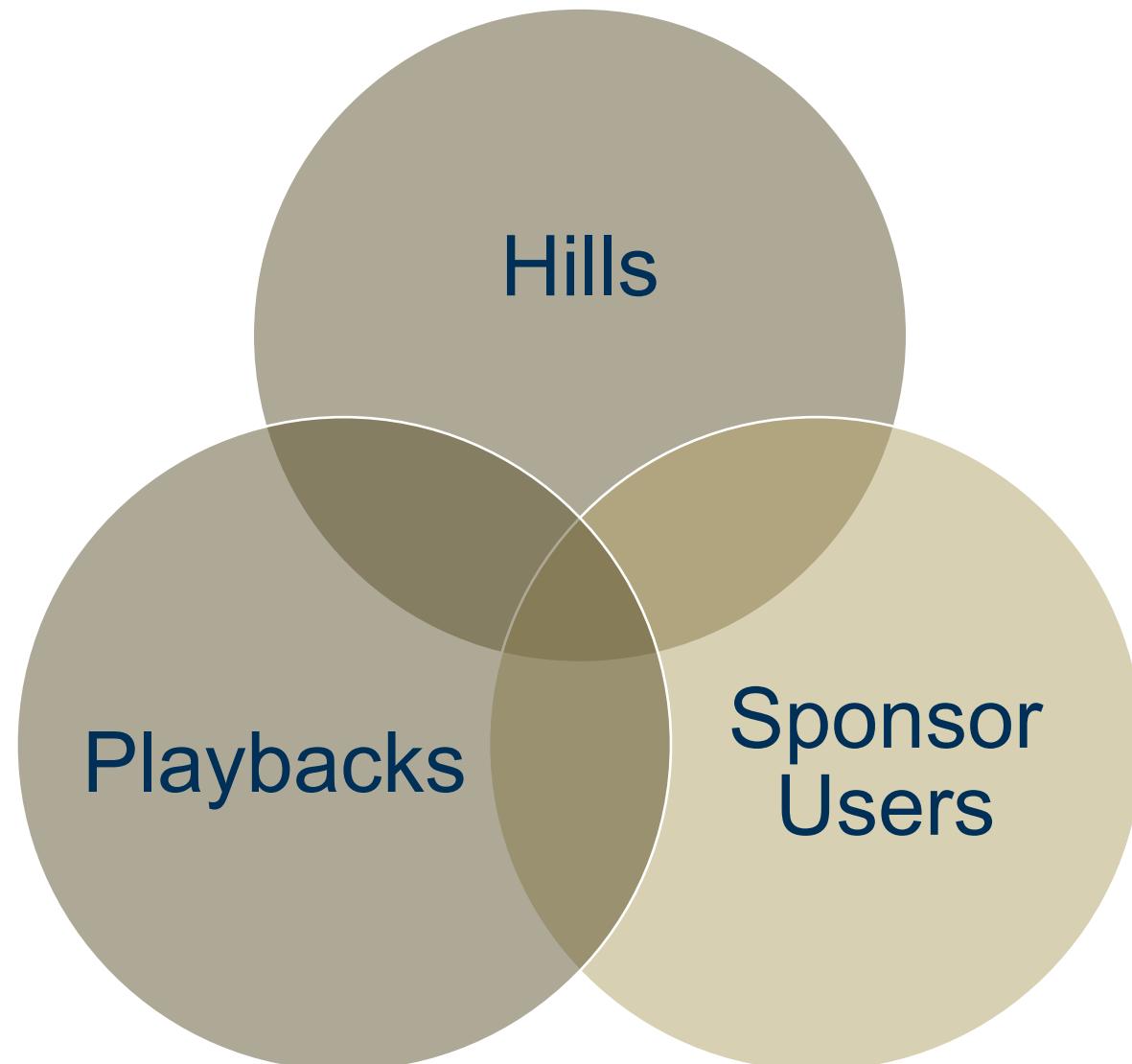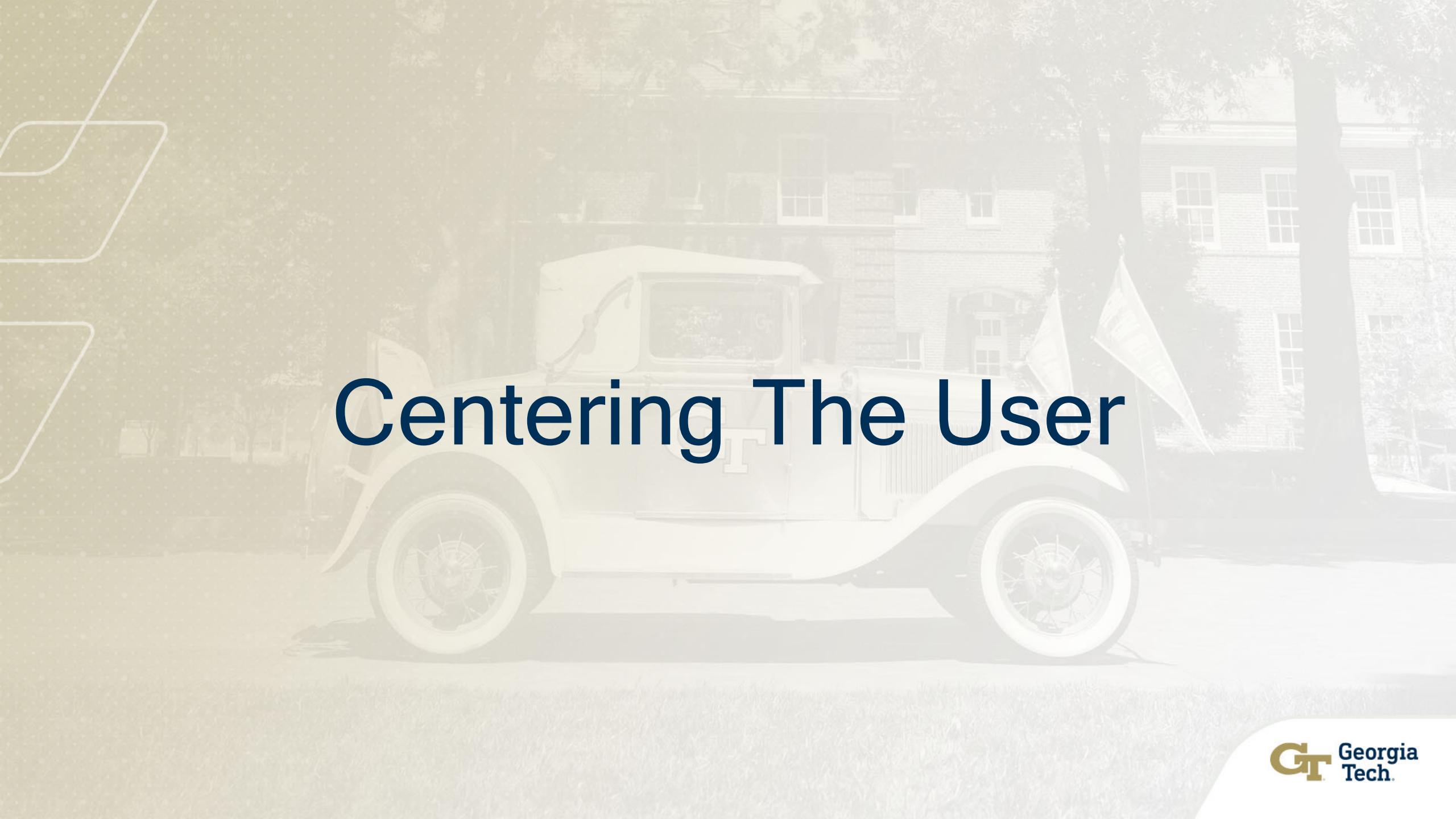
Centering The User

The User: The public, the patrons, the end users, etc.

The User: Staff are users too!

Towards internal user experience

Recent Articles about User Experience in Libraries
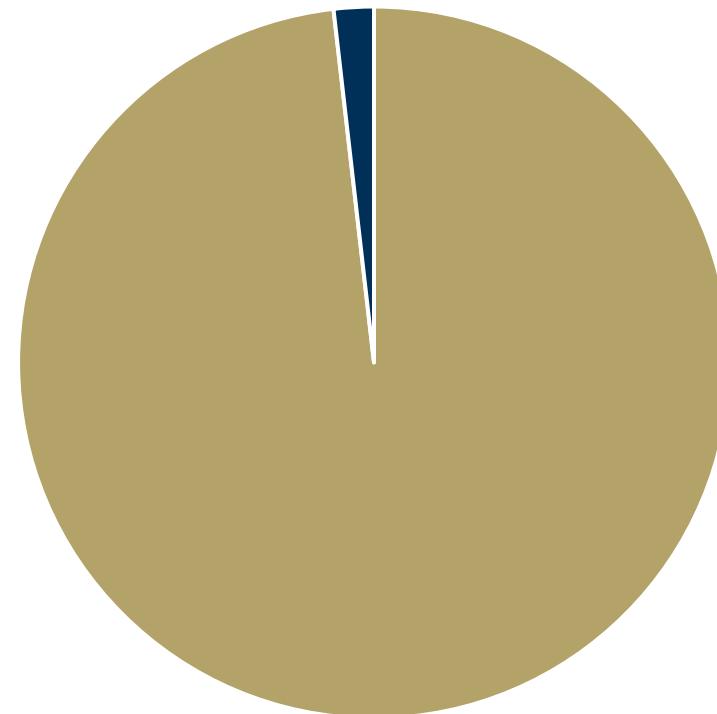
■ End Users

■ Internal Users

Designing for Staff

Example: Book donations

- Technical services staff member quickly gather details about Alma and OCLC holdings to help assess a collection of books someone wants to donate.

```python
if ocn.isdigit():
    lookupUrl = "http://www.worldcat.org/webservices/catalog/content/" + ocn + "?wskey=" + wskey
    query_wc = urlopen(lookupUrl)
    record_data = ET.parse(query_wc)
    root = record_data.getroot()
    oclc = root[1].text
```

Designing A Migration

Sponsor Users

Empathy

Validation
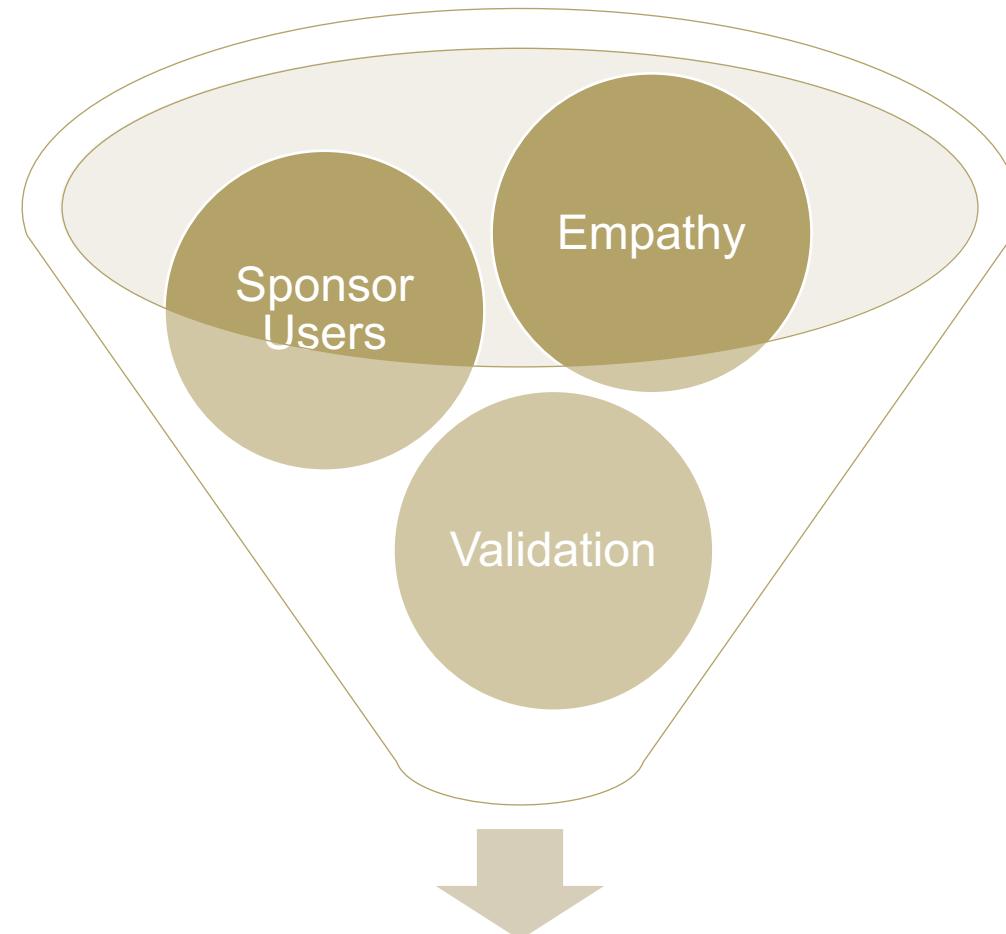
Staff Experience

Staff Training in the Loop

- Who: acquisitions staff member
- What: master the process from order to receiving in FOLIO
- Wow: in less than an hour

- Who: systems librarian
- What: give items an end of term due date
- Wow: and actually remember how to do it the next time someone asks

Observe

Reflect

Make

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In Conclusion…

It's really about empathy

Appendix

Submitted Abstract

The systems librarian's goal should be to optimize and enhance the systems in use by centering the needs of the system's users. However, much of the lite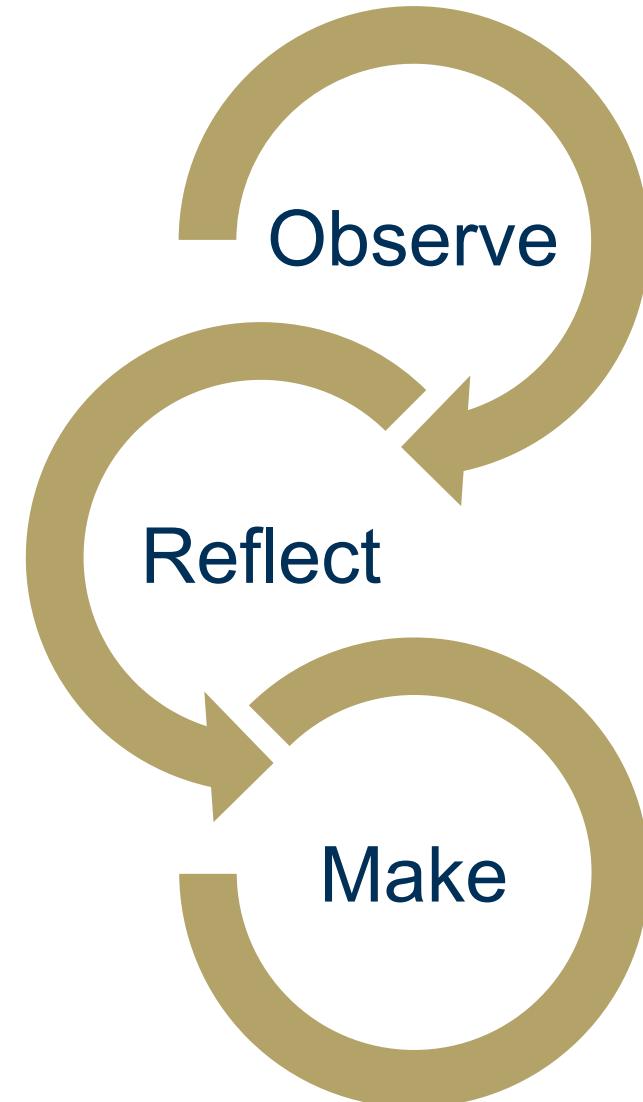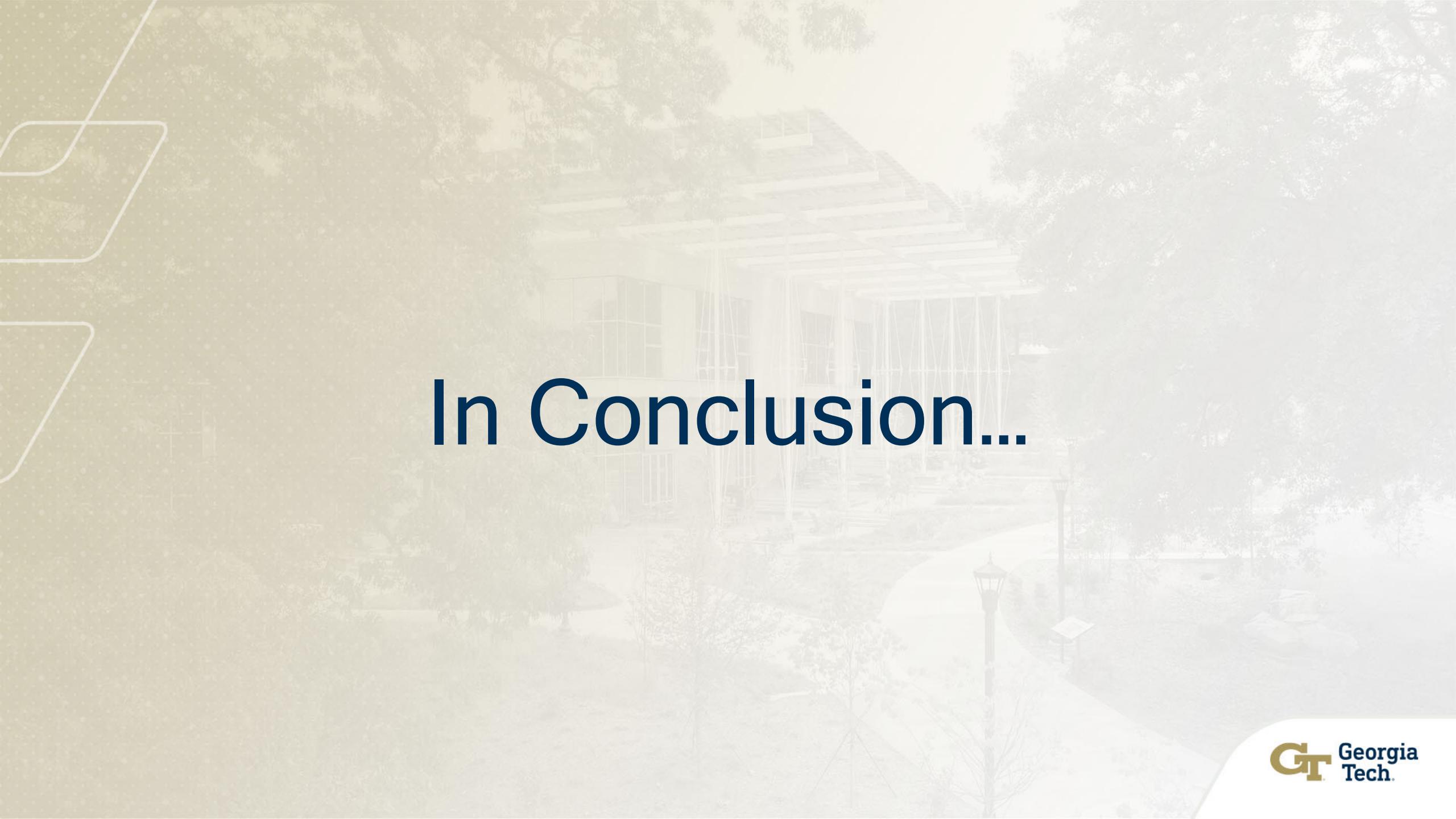rature and the focus on centering users is about, in academic libraries, our students and faculty. For the systems librarian, though, there is a group of users whose needs are equally valid: the library's staff, faculty, and student workers (that is, the internal users). A recent survey of 55 of the most recent articles indexed in LISTA about user experience in libraries revealed one that focused on staff users. In this presentation, I outline some ideas for discovering and designing for the internal user's needs, particularly given our upcoming migration, based on ideas found in IBM's Enterprise Design Thinking Framework (EDT). I will cover a very brief history of Design Thinking in general, and then discuss some of the ways I think EDT could prove useful during a system migration. I will also share a few real-world examples of how I have approached problems and issues in the past, and how EDT might change that approach. The goal of this presentation is not to propose a dogma around EDT but to challenge those of us on the systems side to do user experience work with and for our colleagues, in addition to our student and faculty communities.

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Further Reading

- ACRL: https://www.ala.org/tools/future/trends/designthinking

- A Zotero library I created:
  https://www.zotero.org/groups/5061896/design_thinking_for_libraries

Questions or Comments?

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