Thinking about Design
Thinking During a Migration

GUGM 2023
Martin Patrick
Systems Librarian, Georgia Tech Library

Martin.Patrick@library.gatech.edu
About this presentation

• What is Design Thinking
• What is Enterprise Design Thinking
• Who we’re designing for
• What are we designing
About Design Thinking
Hello, computer.
Design Thinking

- Empathize
- Define
- Ideate
- Prototype
- Test
Design Thinking: Empathize and Define

- Empathize
- Define
- Ideate
- Prototype
- Test
Design Thinking: Ideate

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

Empathize → Define → Ideate → Prototype → Test
About Enterprise Design Thinking
Enterprise Design Thinking

Observe

Reflect

Make
Enterprise Design Thinking

Hills

Playbacks

Sponsor Users
Enterprise Design Thinking: Hills

Hills

Playbacks

Sponsor Users
Enterprise Design Thinking: Playbacks

- Hills
- Playbacks
- Sponsor Users
Enterprise Design Thinking: Sponsor Users
Centering The User
The User: The public, the patrons, the end users, etc.

"Undead Dead End" by Brian Herzog is licensed under CC BY-NC-SA 4.0
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

Staff Experience

- Sponsor
- Users
- Empathy
- Validation
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
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 literature 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.
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?

GUGM 2023
Martin Patrick
Systems Librarian, Georgia Tech Library

Martin.Patrick@library.gatech.edu