



UNIVERSITY OF
CALGARY

Using Design Thinking to Assess Space in a Branch Library

Rhiannon Jones

MBA/EMBA Liaison Librarian
Haskayne School of Business
Libraries & Cultural Resources

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At the end of this presentation you will:

- Understand what design thinking is
- Learn how it can be used in a library setting
- Participate in a collaborative design challenge

Redesign your library space

- Reflect on your biggest space issue
- Share with a partner to define the biggest issue
- Ask questions to empathise

- 14 faculties, more than 250 academic programs
- 24,000 undergraduate students, 6,000 graduate students
- Seven library branches across campus
- 7.8 million items



- Approximately 3500 students including undergraduate, masters and doctorate programs
- Operates on main campus, and the downtown campus
- Business Library opened in 1986
- Original carpet!!!!

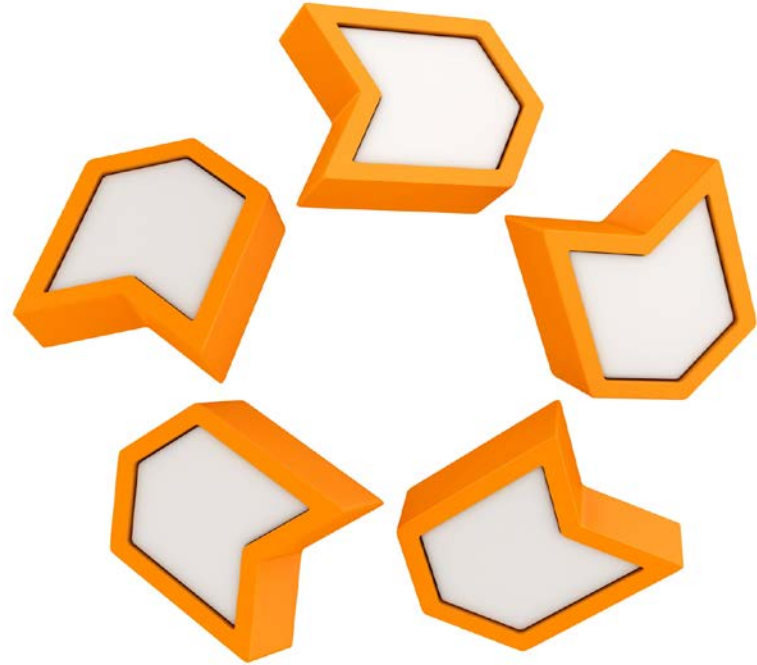


- November 2015 - Haskayne retreat (student engagement)
- May 2016 - Staff retreat (assessment of space and service)
- June -July 2016 - Ethics, survey creation
- August 2016 - Faculty survey
- September- November 2016 - Student surveys, activities
- December- January 2016 - Staff input
- January- present - Ongoing assessment

“Design thinking brings together what is desirable from a **human point of view** with what is **technologically feasible** and **economically viable**. It also allows people who aren’t trained as designers to use **creative** tools to address a vast range of challenges (IDEO, 2017).”

- Public library use
- Instructional methods
- Ethnographic research
- Faculty Collaboration

- Empathise
- Define
- Ideate
- Prototype
- Test



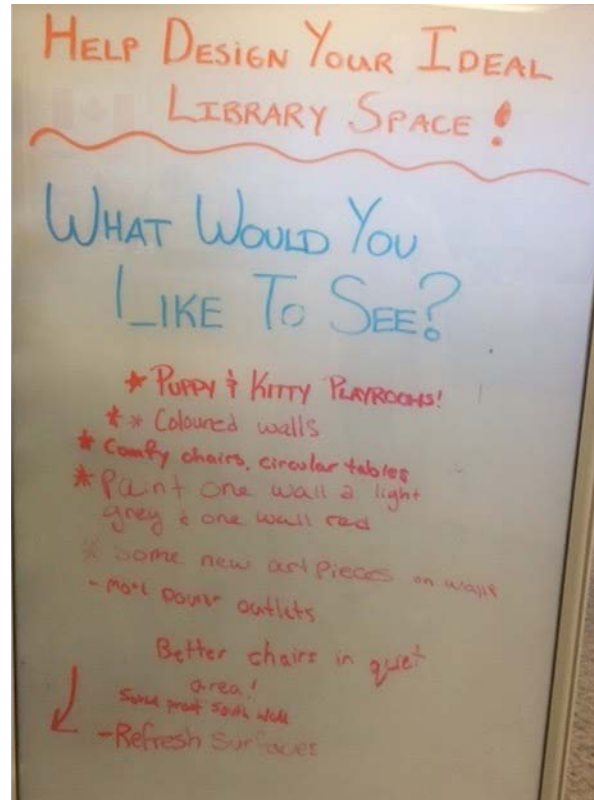
“Empathy is at the heart
of design.

Without the
understanding of
what others

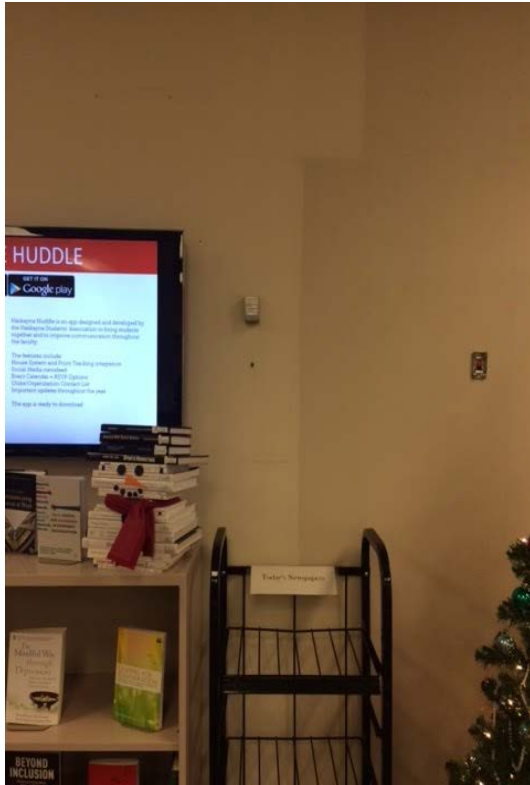
see, feel, and experience,

design is a
pointless task

(Brown, T., 2017).”



- Surveys
- Brainstorming tools
- Observational Studies



Outdated

Modernize

Natural light

Colour

Comfy Chairs

More outlets



Faculty responses

“very **retro**”

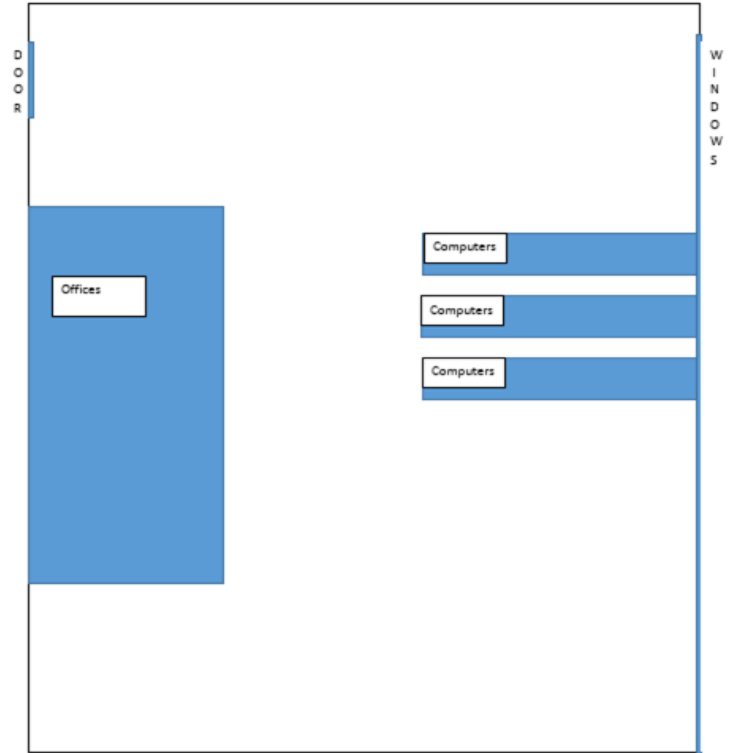
“the staff is great but need to **revamp the inside**...we have a great view and so let's take advantage of it...keep the shelves of books on the side of the wall (not facing the window) and have tables, couches, armchairs, etc close to and some even facing the window...have one or two chairs that are called stereo chairs...Stereo-Alpha-Egg-Pod-Speaker-Chair, example. You can listen to your music, and work on your laptop/pad, etc....”

“I **hate the wood look** and feel in the library and the **carpet!!** TFDL 6th floor is what I would like the business library to look like (minus it being completely quiet). A quiet section is definitely helpful.”

Brainstorming Tools

- whiteboard
- mapping exercise

Help Design Your Ideal Study Space in the Business Library

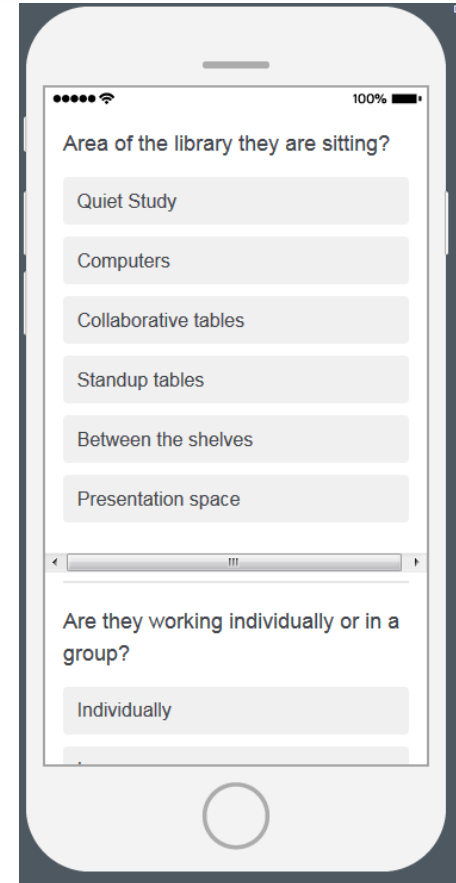


Draw in tables, chairs, and computers whatever you like, describe the type of furniture you'd like to see.

Areas in blue cannot be moved. Did you plan for 2-3 bookshelves? A quiet study area? Some type of service desk? Printers? When done please drop off at the service desk. We appreciate your feedback!

Observational Studies

- Was the space manipulated in anyway?
- Were students working collaboratively or individually?
- Did individuals claim their space?



Activity

- I want you to take a few minutes to read your case studies. Then working with the person closest to you, I want you to think of three questions you can ask your user.
- Then pair up with another type of user (not the same as you) and ask each other. Take turns being the user and the library staff member.

“The Define mode of the design process is all about bringing clarity and focus to the design space (Stanford University Institute of Design, 2017).”

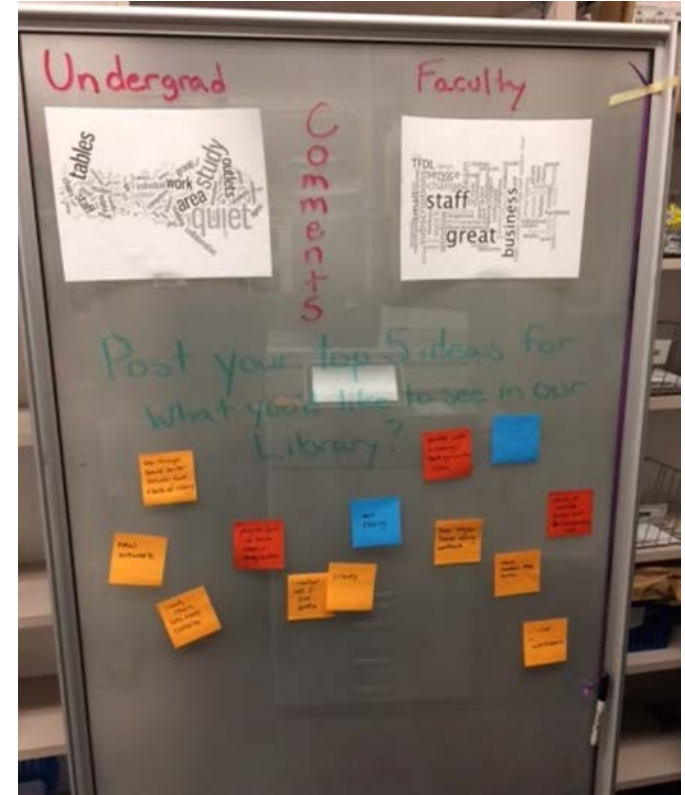


Activity

- In your original pairs, I want you to identify 2 major issues that you are facing and write it on a post-it
- Please post around the room

“You ideate in order to transition from **identifying problems** to **create solutions** for your users.

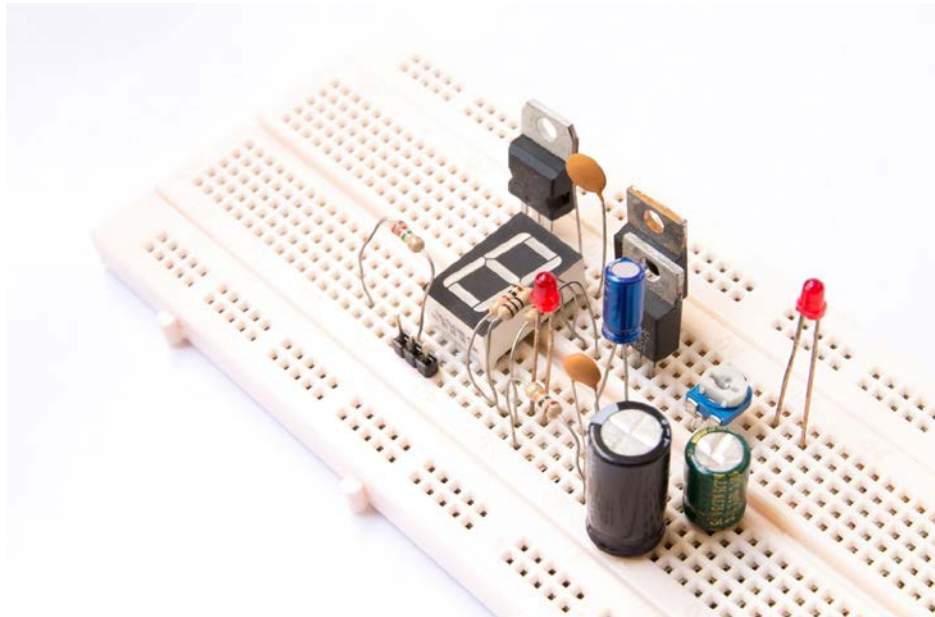
Ideation is your chance to combine the **understanding** you have of the problem space and people you are designing for with your **imagination** to generate **solution** concepts (IDEO, 2017).”



Activity

- Now that you have seen the issues, please take some time to write down 2 cost effective solutions and post

“A **prototype** can be anything that a user can **interact** with – be it a wall of post-it notes, a gadget you put together, a role-playing activity, or even a storyboard. Ideally you **bias toward** something a **user** can **experience** (Stanford University Institute of Design, 2017).”



Activity

- Now that you have seen the solutions, I would like you to discuss what you are going to do with your \$20,000
- Why is this the best solution?

“The **Test mode** is when you **solicit feedback**, about the prototypes you have created, from your users and have another opportunity to **gain empathy** for the people you are designing for.”



Leilani. (n.d.). Tokyo's Futuristic Library Looks Like A Set From A Sci-Fi Movie. Retrieved on January 9, 2017 from <http://www.lifebuzz.com/tokyo-library/>.

Activity

- How would you test your solution? (Discuss)

- Student input/reluctance to participate
- Levels of administrative engagement
- Survey design
- Surprising comments

Thank you!

Rhiannon Jones
EMBA/MBA Liaison Librarian
Business Library, Haskayne School of Business
rc.jones@ucalgary.ca
403-220-4410



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Stanford University Institute of Design. (2017). *Welcome to the virtual crash course in design thinking*. Retrieved on January 29, 2017 from <http://dschool.stanford.edu/dgift/>