

Essential Resources for Design Thinking & User Experience

Prepared by Steven J. Bell

.....

Contact Information

Steven Bell, Associate University Librarian for Research and Instructional Services
Temple University
<mailto:bells@philau.edubells@temple.edu> <http://stevenbell.info>

User Experience (UX)

Bell, Steven J. 2006. iPods and Pencils: It's the User Experience Age and We're Not Ready.
<http://acrblog.org/2006/02/27/ipods-and-pencils-it%e2%80%99s-the-user-experience-age-and-we%e2%80%99re-not-ready>

Diller, Steve, et. al. Making Meaning: How Successful Businesses Deliver Meaningful Customer Experiences. New Riders Press, 2008.

Garrett, Jesse James. Customer Loyalty and the Elements of User Experience. Design Management Review, Winter 2006.

Merholz, Peter, et.al. Subject to Change: Creating Great Products & Services for an Uncertain World. O'Reilly Media, 2008.
See author's Google Talks video: <http://www.youtube.com/watch?v=XXzWeMCTUGo>

Knemeyer, Dirk. Defining Experience: Clarity Amidst the Jargon. UX Matters. April 12, 2008 <http://www.uxmatters.com/MT/archives/000277.php>

Design Thinking

Bell, Steven J. and John Shank. Academic Librarianship by Design: A Blended Librarian's Guide to the Tools and Techniques. Chicago : ALA Editions, 2007.

Bell, Steven J. Design Thinking. *American Libraries* 39(1): January-February 2008

Brown, Tim. Design Thinking. *Harvard Business Review* 86(6): June 2008.

Brown, Tim. 2005. Strategy by design.. *Fast Company* 95 (June): 52-54
<http://www.fastcompany.com/magazine/95/design-strategy.html>

Dunne, David and Martin, Roger. Design thinking and how it will change management education. *Academic of Management Learning and Education* V.5 N.4 2006 p.512

Nussbaum, Bruce. *Nussbaum on Design*. A blog from BusinessWeek's in-house expert on design and innovation.

<http://www.businessweek.com/innovate/NussbaumOnDesign/>

Pethokoukis, James M. The Deans of design: from the computer mouse to the newest Swiffer, IDEO is the firm behind the scenes. *U.S. News & World Report* October 2006

Pink, Daniel. *A Whole New Mind: Why Right-Brainers Will Rule the Future*. Riverhead Trade, 2006. (a great read, but if you are short on time just read the chapter on design)

Rae-Dupree, Janet. Design is more than packaging. *New York Times*. Oct. 4, 2008.
http://www.nytimes.com/2008/10/05/business/05unbox.html?_r=1&ei=5070&emc=eta1&oref=slogin

Other Sites of Interest

Seth Godin's "This is Broken" presentation

<http://video.google.com/videoplay?docid=-4101280286098310645&q=seth+godin&hl=en>

Tim Brown's "Innovation through Design Thing" presentation

<http://mitworld.mit.edu/video/357/>

"To Improve What You Do – Study People" – ACRLog post on May 15, 2006

<http://acrlblog.org/2006/05/15/to-improve-what-you-do-study-people/>

ACRLog <http://www.acrlblog.org>

The Blended Librarians Web Site

<http://blendedlibrarian.org>

Designing Better Libraries (Design Thinking, Innovation, User Experiences)

<http://dbl.lishost.org>

Kept-Up Academic Librarian <http://keptup.typepad.com>

Steven Bell's Keeping Up Web Site

<http://stevenbell.info/keepup>

See also: Design/UX section of Steven Bell's website

<http://stevenbell.info/design>

Updated May 1, 2009