

**Why Are We Doing This**  
**Designing Future Technology Adoption Into the Business of Libraries**

**New Jersey Library Association**

**Future Tech for Libraries Symposium**

**June 13, 2008**

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**General Thinking About Technology Adoption**

John Stuckey. "Critical Thinking for the Google Generation." Ubiquity 7(21) May 2006.  
[http://www.acm.org/ubiquity/views/v7i21\\_stuckey.html](http://www.acm.org/ubiquity/views/v7i21_stuckey.html)

Steven Bell. "The Ratcheting Up of Technology." ACRLog February 20, 2006.  
<http://acrlblog.org/2006/02/20/the-ratcheting-up-of-technology/>

Walt Crawford. "A Dozen Solutions to Every Library Problem." American Libraries  
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[http://www.ala.org/al\\_onlineTemplate.cfm?Section=crawford2004&Template=/ContentManagement/ContentDisplay.cfm&ContentID=62758](http://www.ala.org/al_onlineTemplate.cfm?Section=crawford2004&Template=/ContentManagement/ContentDisplay.cfm&ContentID=62758)

Michael Casey. "Emerging Technology and the Emerging Divide." LibraryCrunch  
February 19, 2006.  
[http://www.librarycrunch.com/2006/02/evolutionary\\_technology\\_and\\_th.html](http://www.librarycrunch.com/2006/02/evolutionary_technology_and_th.html)

Michael Stephens. "Technoplans vs. Technolust." Library Journal November 1, 2004.  
<http://www.libraryjournal.com/article/CA474999.html>

**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, pp. 44-49.

Brown, Tim. Design Thinking. *Harvard Business Review* 86(6) : June 2008, pp. 85-92.

Brown, Tim. Strategy by design.. *Fast Company* 95 : June 2005, pp. 52-54.

<http://www.fastcompany.com/magazine/95/design-strategy.html>

Design for Service: Research, Patterns, Observation

<http://designforservice.wordpress.com/>

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

Kelley, Tom and Jonathan Littman. 2001. *The art of innovation: Lessons in creativity from IDEO, America's leading design firm.* New York: Currency Books.

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

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

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)

Scanlon, Jessie. Wanted: VPs of Design. *BusinessWeek.* August 29, 2007.

[http://www.businessweek.com/innovate/content/aug2007/id20070829\\_407662.htm](http://www.businessweek.com/innovate/content/aug2007/id20070829_407662.htm)

(add BusinessWeek's Innovation supplement to your regular reading; see more at:

<http://www.businessweek.com/innovate/> - yes – there is an rss feed for it)

## **User Experience (UX)**

Adaptive Path: A UX blog

<http://www.adaptivepath.com/blog/>

Dent, Valeda. The Total User Experience. *Designing Better Libraries.* January, 30, 2008.

<http://dbl.lishost.org/blog/2008/01/30/the-total-user-experience/>

Diller, Steve, et.al. *Making Meaning: How Successful Businesses Deliver Meaningful Customer Experiences.* Berkeley, CA: New Riders, 2006.

Experience Matters: Great Customer Experiences and What it Takes To Pull Them Off

<http://experiencematters.criticalmass.com/>

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

Knemeyer, Dirk. Defining Experience: Clarity Amidst the Jargon. *UX Matters*. April 12, 2008

<http://www.uxmatters.com/MT/archives/000277.php>

Pfeiffer, Andreas. Why Features Don't Matter Anymore. *E-Week.com*. January 23, 2006.

<http://www.eweek.com/article2/0%2C1895%2C1914493%2C00.asp>

Pine, B. Joseph and James H. Gilmore. *The Experience Economy : Work is Theatre & Every Business a Stage*. Boston, HBR Press, 1999.

UX Magazine: The User Experience Magazine

<http://www.uxmag.com/>

UX Matters: Insights and Inspiration for the UX Community (blog/e-zine)

<http://www.uxmatters.com/>

Vossoughi, Sohrab. It's All About the Experience. *BusinessWeek*. April 11, 2008.

[http://www.businessweek.com/innovate/content/apr2008/id20080411\\_491286.htm?chan=search](http://www.businessweek.com/innovate/content/apr2008/id20080411_491286.htm?chan=search)

### **Other Sites of Interest**

Adaptive Path's "Subject to Change: Creating Great Products and Services for an Uncertain Future" video presentation

<http://www.youtube.com/watch?v=XXzWeMCTUGo>

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" – ACRLLog post on May 15, 2006

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

Library Success: A Best Practices Wiki

See: Staff Training

[http://www.libsuccess.org/index.php?title=Staff\\_Training](http://www.libsuccess.org/index.php?title=Staff_Training)

Bell, Steven J. 2006. iPods and Pencils: It's the User Experience Age and We're Not Ready.

<http://acrlblog.org/2006/02/27/ipods-and-pencils-it%e2%80%99s-the-user-experience-age-and-we%e2%80%99re-not-ready>

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 Library

<http://keptup.typepad.com>

Steven Bell's Keeping Up Web Site

<http://stevenbell.info/keepup>