

# From Encounters to Experiences Using Design Thinking to Exceed User Expectations

**Indiana University Libraries**

**Annual Librarians Day**

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**Presented by Steven J. Bell  
Resource Page**

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## **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/>

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)

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/Videos/Blogs 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" video 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://acrblog.org/2006/05/15/to-improve-what-you-do-study-people/>

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>

ACRLog

<http://www.acrblog.org>

The Blended Librarians Web Site

<http://blendedlibrarian.org>

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

<http://dbl.lishost.org>

McMaster University Libraries: Transforming our Future

<http://ultransform.wordpress.com>

Kept-Up Academic Librarian

<http://keptup.typepad.com>

Steven Bell's Keeping Up Web Site

<http://stevenbell.info/keepup>

Steven Bell's Design Thinking Page

<http://stevenbell.info/design>