

Openness for Design methods in Libraries. A hype or is it a cultural change?

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LIBER Workshop

Helsinki 26th June 2016



UiO : **University of Oslo Library**



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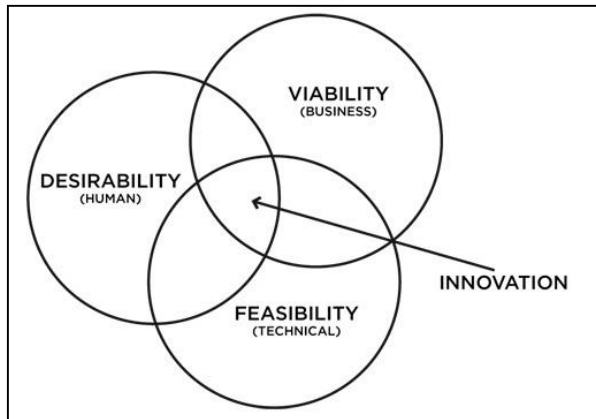
This presentation is about our effort to introduce Design methods and User perspectives as a tool for change



A bumpy road



The role of the leadership



Openness to design methods



A cultural change?

The road from user driven innovation to a “design driven user experience culture” has been a long learning process

Outsourcing the making of an app does not automatically include the library staff



We found out that the library staff were eager to be part of the process....

It is ok to fail...
We did,
and that's good!

The leadership involvement was mandatory in supporting cross-functional process

“Let the leadership get their hands dirty...”

But they need to see other libraries with good narratives

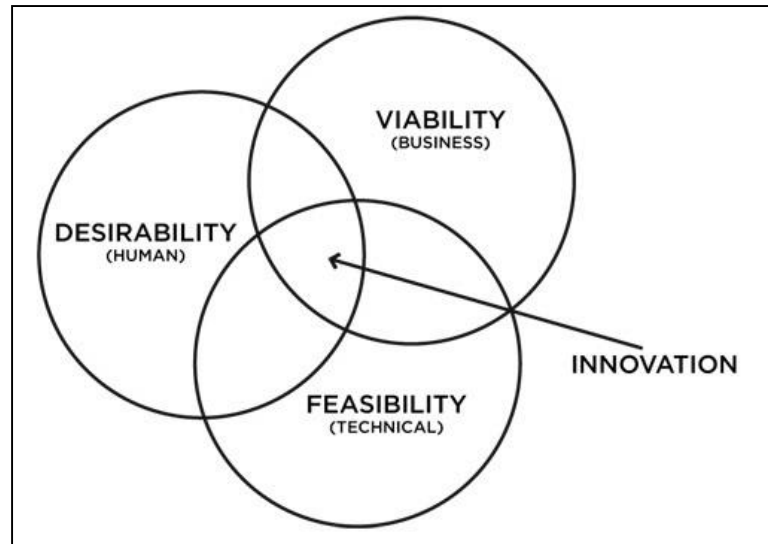


Hands on engagement: also a bottom up approach

Pitfalls... can be of different character

Openness to Design Methods implies testing and learning, and ownership of methods.

The Design Thinking approach is a way to explain to the leadership and staff that we need to think as Designers!



Openness to Design Methods.
How?

At a strategical level the outcome were

Easier processes where DT and UX has made them more effective and incorporate the user perspectives.

Competitive advantage! Difficult to measure?



Making us ready for future challenges

Life science building project

Thank you



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