Resources for User Experience (UX)

Presented by Steven J. Bell

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User Experience (UX)

Bell, Steven J. Staying True to the Core: Designing the Future Academic Library Experience. portal: Libraries and the Academy 14, no. 3 (July 2014): 369-82. Retrieved at:
http://www.press.jhu.edu/journals/portal_libraries_and_the_academy/portal_pre_print/articles/14.3bell.pdf

http://americanlibrariesmagazine.org/features/09212010/fit-libraries-are-future-proof


http://dbl.lishost.org/blog/2008/05/21/customer-service-vs-user-experience/

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


http://www.libraryjournal.com/article/CA6677264.html

http://www.interaction-design.org/encyclopedia/user_experience_and_experience_design.html

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


Michelli, Joseph – consider reading Michelli’s books about the Pike Place Fish Market, Starbucks, Ritz Carlton Hotel and more. Titles and information found here: http://www.josephmichelli.com/books.html


**Touchpoint Mapping**


**Design Thinking**


Deep Dive – video profile of IDEO Corporation (in three parts)
http://www.youtube.com/results?search_type=&search_query=deep+dive+ideo&aq=f

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


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)

**Other Sites of Interest**

Seth Godin’s “This is Broken” presentation
http://video.google.com/videoplay?docid=-4101280286098310645&q=seth+godin&hl=en

Peter Merholz (Adaptive Path) narrated slideshare on “Experience is the Product”.
http://www.slideshare.net/peterme/experience-is-the-product?type=presentation

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/

The Blended Librarians Web Site
http://blendedlibrarian.org

Designing Better Libraries (Design Thinking, Innovation, User Experiences)
http://dbl.lishost.org
See also: Design/UX section of Steven Bell’s website
http://stevenbell.info/design

From the Bell Tower (Steven Bell’s weekly Library Journal column)
http://lj.libraryjournal.com/category/opinion/steven-bell/