

Design Challenge Activity

Discovery & User Experience Advisory May 2022

Intro

This activity is based on the [Design Thinking in a Day Toolkit](#).

You will choose a design challenge below to tackle in a breakout group – you can pick whatever group you want, and if everyone picks one or two, that is okay! By then end of the activity, your group will have a design prototype to share that might address the challenge.

1. Pick a design challenge (5 minutes)

Based on our development priorities, the following challenges need a deep dive. We will split up into breakout groups, and you can select your group based on the challenge you would like to tackle!

Group A – Aspen Administration tools

User Group: Library staff

Need/problem: Better manage lists, spotlights, and browse categories

Questions to discuss:

- What are your challenges in managing these RA tools?
- What are some features that might help address those challenges?
- What are some different workflows or accompanying tools that could help, or that you use now?

Group B – Purchase suggestions

User Group: Library staff

Need/problem: Address patron purchase suggestion requests in a timely and efficient manner

Questions to discuss:

- What are your challenges in handling purchase suggestions in Aspen?
- If you use your own webform instead, what does that do better?
- What are your staff workflows handling purchase suggestions?
- Do you use automated emails to patrons? Do you use individual emails? Do you not email patrons at all?
- Do you email requests to staff and if so, how does your library ensure the requests are handled?

Group C – Synonym searching

User Group: Patrons

Need/problem: Better synonym searching

Questions to discuss:

- What about synonym searching isn't working?
- If you were going to make a synonym list, where would you start? (numbers, author names, whatever you can think of).
- Are there areas that work well currently in the catalog?

Group D - ISBNs

User Group: Library Staff

Need/problem: Find ISBN information in grouped records search results to copy and paste into other staff tools

Questions to discuss:

- What are the specific staff workflows that require copying a standard number from the catalog?
- Are there other tools or features that could accomplish these workflows, other than copying/pasting ISBN?
- How do the ways Aspen currently provides ISBN meet or not meet staff needs?
 - Grouped Work Title > More Details (all ISBNs for a grouped work)
 - Show Editions > [select individual edition] (ISBNs for an individual record)

2. Discuss your challenge and find examples (10 minutes)

For each challenge there are a few discussion topics listed. This is a time to find out from your group members how this challenge affects them, think about how it affects you in your day-to-day work, and start your creative juices flowing.

Look in Aspen to view these challenges in action, and if you have time, also look at other websites or tools that address a similar challenge. This might be another library catalog, website you use for work, or something totally unexpected.

Some handy links to other library catalogs that also use grouped records:

- <https://www.chipublib.org/>
- <https://ccs.partner.iii-conv.com/>

Also think about the sites, services, and tools you use in your work and personal life!

3. Ideate solutions (30 minutes)

This is the fun part!

Come up with at least 10 ideas for solutions.

From your 10 ideas, **pick at least one to prototype. Pick a group spokesperson** to present your prototype.

A prototype does not have to be fancy! The simpler the better. This could be a doodle in Zoom whiteboards, post its or a list showing fields you would like to see, a marked up screenshot of Aspen, anything that works for you and your group!

Prototyping in Zoom

Whiteboards: Best for starting from scratch

- 1) Click **Whiteboards** in the lower right of your screen
- 2) Pick your group's whiteboard
- 3) Use the tools on the left to draw, make shapes, whatever you want!

No need to save, all your progress is saved and shared with us in Zoom.

Annotate: Best for marking up an existing web page

1. One person can share their screen, with the web page you want to change
2. In the top menu bar, click **Annotate** – everyone in the group can annotate

3. Use any of the tools to mark up the page
4. **Be sure to save when you are done**, clicking **Save** in the annotate tools menu – you can also take a screen shot!

Email to tara@swanlibraries.net when you are done, since the images will just save to the screen sharer's desktop.

4. Share your prototype (15 minutes)

We'll reconvene, and the spokesperson from each group will have 2 minutes to present your group's prototype.

Ideally, we'll have time for group input on what you'd like to see in the next iteration of the prototype, e.g. "I really like the button to call a librarian 24/7, should we test out if that should be in the bottom right of the screen or in the header?" If time is short, we'll add our ideas in the chat!