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WHAT IS DESIGN THINKING?

Design thinking is a flexible problem solving process that can be used in a variety of settings. While design thinking may be traditionally associated with fields such as product development, it is increasingly being used as an innovative approach to instructional design and training.

Design thinking is a non-linear process that seeks to transcend predetermined conceptions of both problems and solutions. Design thinking emphasizes gathering perspectives to truly understand learners and then brainstorming potential solutions in order to create an effective learning experience.

WHAT ARE THE PHASES OF DESIGN THINKING?



You can't understand the problem and design a solution without understanding your project's stakeholders. What are their needs and experiences?



Determine the problem you are trying to solve with instruction. Are there assumptions that aren't well supported?



Design thinking requires designers to consider a number of possible ways to address problems, not just a predetermined solution. What are potential



Develop potential solutions for testing. What potential solutions can be easily prototyped?



Obtain feedback and make adjustments for future iterations. Do your solutions meet learner needs and achieve instructional goals?

HOW DOES THIS APPLY TO LIBRARIES?

Libraries are environments that require training experiences that are tailored to the needs of its employees. Their employees bring a range of experiences to their work. Design thinking as applied to instructional design is an inclusive approach that seeks to understand the experiences of learners and make them partners in the training design

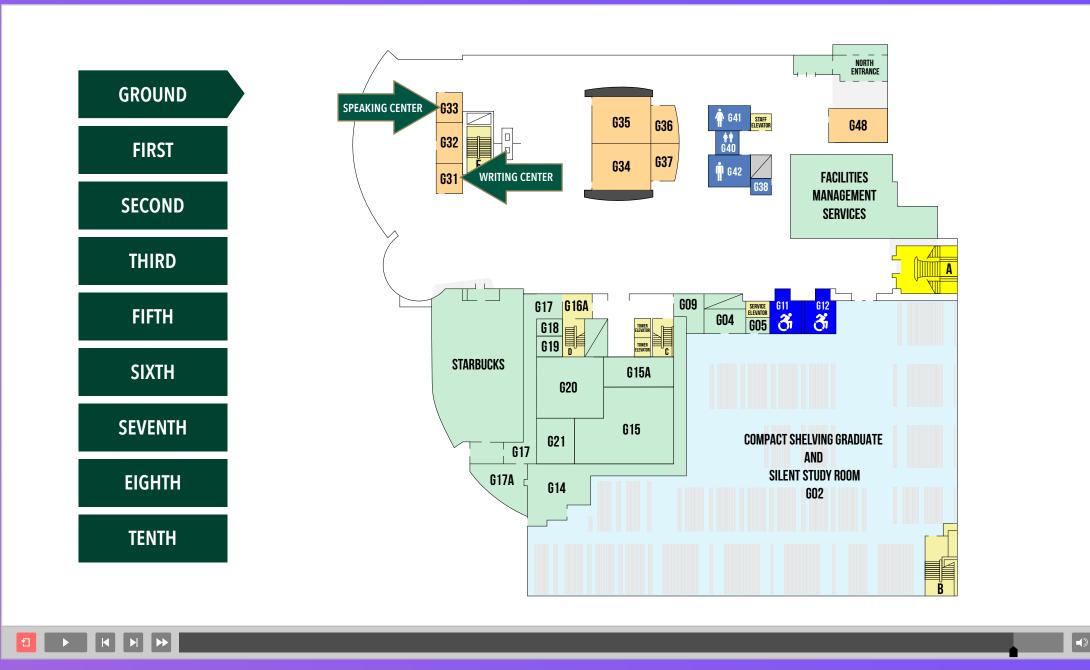
MAJOR LIBRARY USER GROUPS





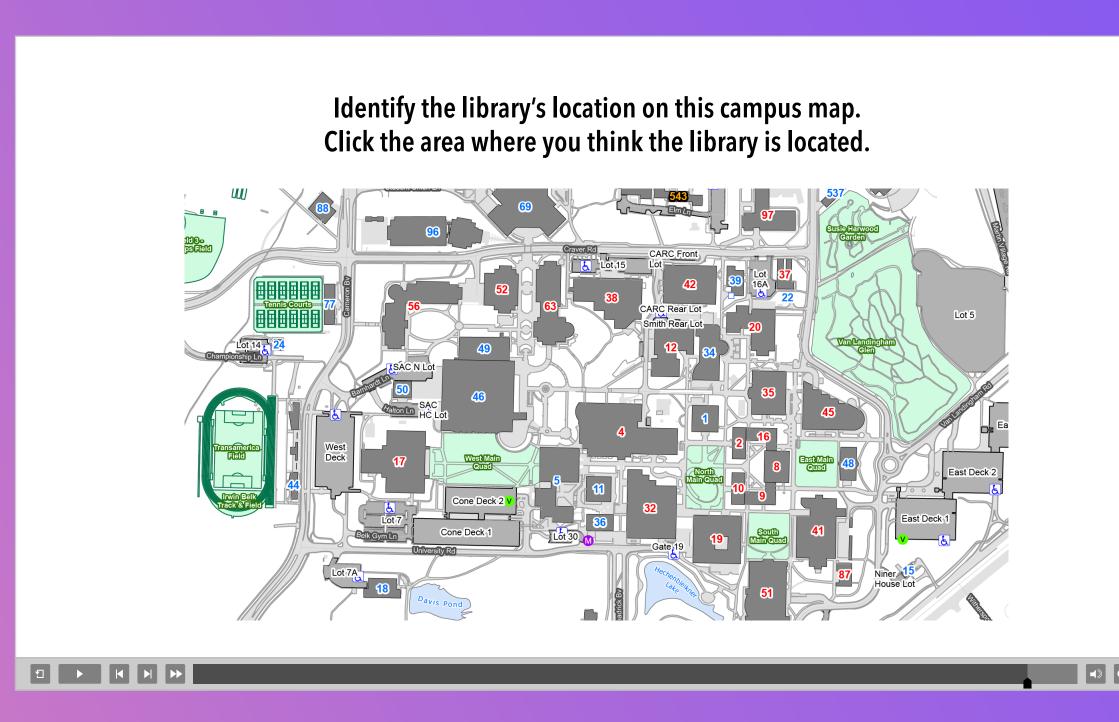






FILL-IN-THE-BLANK desk mainly checks out materials such as books to library users and answers questions about the library.

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Interactive online training modules train new student workers to assist library users. Training is asynchronous to accommodate student workers'

Interactions such as quizzes and hotspot maps provide learners with an opportunity to practice the skills they learn during the modules.

SCENARIO

Atkins Library employs students to provide selected services at public services desks. These include answering basic questions, checking out technology to library users, and providing printing instructions. Training students quickly is integral to their success in these positions.

DESIGN PROCESS



The designer focused on gaining perspectives from all project stakeholders through surveys and interviews.



The major content areas and instructional objectives were defined.



Potential training solutions were identified.



Initial training solution was developed.



Feedback from potential learners was obtained.

Design thinking is iterative and focuses on learning as an ongoing journey rather than an event-based process. The initial solution developed for this training scenario were interactive online learning modules created with the Adobe Captivate e-learning authoring program.

Online modules were developed as a solution due to students' busy schedules and the need to quickly train them to provide high quality library services. Based on feedback from the test phase, future iterations will consolidate content and focus on connecting online training with in-person learning for a comprehensive learning experience.