

# CAPTURING THE VALUE *of* Design Thinking *to our* PRACTICE AS LIBRARIANS

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Staying true to our  
profession

Adapting 21st century skills  
and thinking as designers

Finding solutions to  
problems that existed



## LIBRARY

- Fosters creativity & innovative ideas
- Building robust collaborative library culture
- Librarians become problem - solver

## PATRONS

- Human-centred
- New ways to connect with users
- User experience satisfaction

## Value of Design Thinking for Librarians

Solving  
Problems

## IMPACT Medical Sciences Library

Services	Improved communication & technology
Spaces	New content, resources needed physical / virtual
Programs	Act like 'something'
Systems	Integrating services for impact

**DESIGN  
MATTERS**

## Abstract

Design thinking is a human-centred approach to innovation that appeals from the designer's toolkit to integrate the needs of people, opportunities of technology and the requirements for business success.

According to Kelley (2014) there is a methodology; enables one to find a solution that nobody has before, by applying IDEO's Design Thinking for Libraries Toolkit. Staying true to our practice, librarians are trendsetters with a vision of 21st century skills, shaping our environment. The design that is creative and practical solutions to any eventual existing problems. Many libraries today are turning to design thinking to tackle the complex challenges they face.

The poster presentation will highlight and usher in design thinking as a panacea to transform The Medical Sciences Library (MSL) University of the West Indies (UWI) St Augustine. Furthermore, applying design will capture the value for librarians using a designer's lens and can yield benefits for library and patrons.

### Library

- Fosters creativity and innovative ideas
- Strategic decision-making and risk-taking
- Robust collaborative library culture
- Librarians can become problem solvers

### Patrons

- User-centred approach
- Patron satisfaction
- New ways to connect with users
- Place for advocates and loyalists

Results indicate that the implementation of design thinking framework will help cultivate skills, change the way we work and think. Design thinking has the power to move the needle of the MSL to become a collaborative hub. Breathing new life in the MSL and delivering unique solutions, that provide deep patron value. Additionally, embracing innovation with design is the backbone to delivery of quality services.

## References

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