

Essential Resources for Design Thinking & User Experience

Prepared by Steven J. Bell

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Contact Information

Steven Bell, Associate University Librarian for Research and Instructional Services
Temple University
<mailto:bells@philau.edubells@temple.edu> <http://stevenbell.info>

User Experience (UX)

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Garrett, Jesse James. Customer Loyalty and the Elements of User Experience. Design Management Review, Winter 2006.

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>

Knemeyer, Dirk. Defining Experience: Clarity Amidst the Jargon. UX Matters. April 12, 2008 <http://www.uxmatters.com/MT/archives/000277.php>

Design Thinking

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Brown, Tim. 2005. Strategy by design.. *Fast Company* 95 (June): 52-54
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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

Nussbaum, Bruce. *Nussbaum on Design*. A blog from BusinessWeek's in-house expert on design and innovation.

<http://www.businessweek.com/innovate/NussbaumOnDesign/>

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)

Rae-Dupree, Janet. Design is more than packaging. *New York Times*. Oct. 4, 2008.

http://www.nytimes.com/2008/10/05/business/05unbox.html?_r=1&ei=5070&emc=eta1&oref=slogin

Other Sites of Interest

Seth Godin's "This is Broken" presentation

<http://video.google.com/videoplay?docid=-4101280286098310645&q=seth+godin&hl=en>

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/>

ACRLog <http://www.acrlblog.org>

The Blended Librarians Web Site

<http://blendedlibrarian.org>

Designing Better Libraries (Design Thinking, Innovation, User Experiences)

<http://dbl.lishost.org>

Kept-Up Academic Librarian <http://keptup.typepad.com>

Steven Bell's Keeping Up Web Site

<http://stevenbell.info/keepup>

See also: Design/UX section of Steven Bell's website

<http://stevenbell.info/design>

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