

UX Design Thinking Learning Artefacts

Scenario 1: Underutilized Digital Resources

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How might we <context – what>

1. How might we make e resources

for <whom> **Faculty & students**

so that <their needs are satisfied>

it is useful for their study/teaching/research

taking into account <constraints/assumptions>

1. Digital literacy 2. Lack of promotion & comms fr. lib

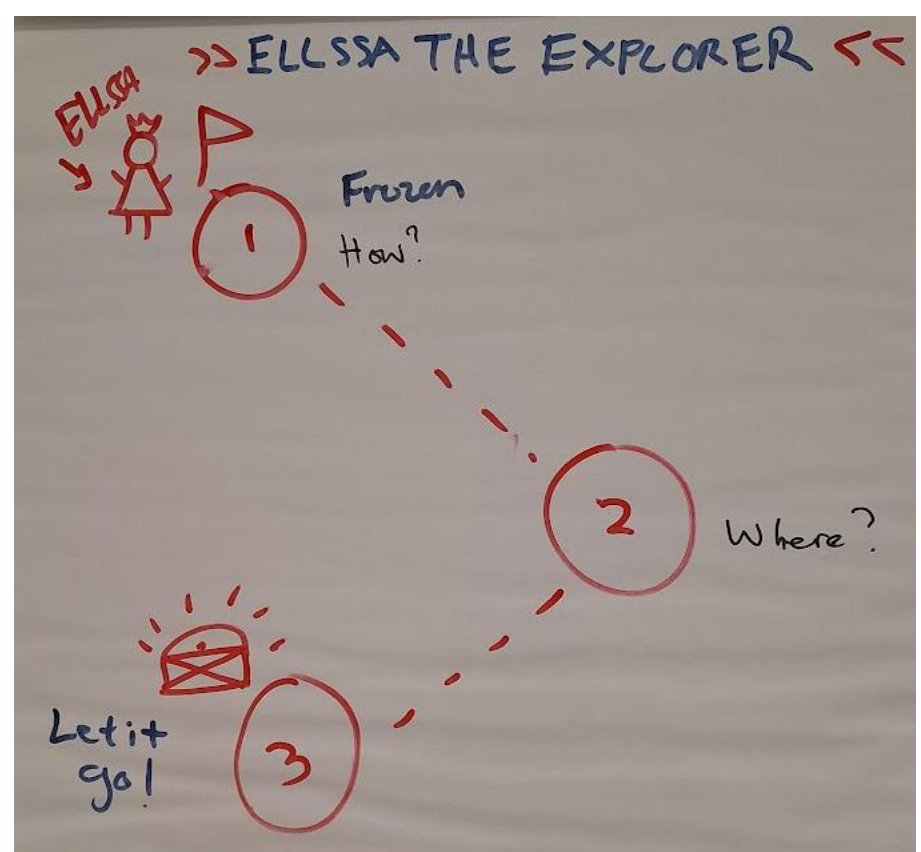
discoverable
user friendly
increase usage

Lib app
ELLSSA e explorer

Adventure 1: How to search.

Adventure 2: where to search

Adventure 3: Bingo!



Scenario 2: Resistance to New Technologies

"Library staff are hesitant to adopt new AI-powered cataloging systems due to fear of change and limited digital competencies."

How might we <context – what>

Remove the fear of change - adopting new tools/technology

for <whom>

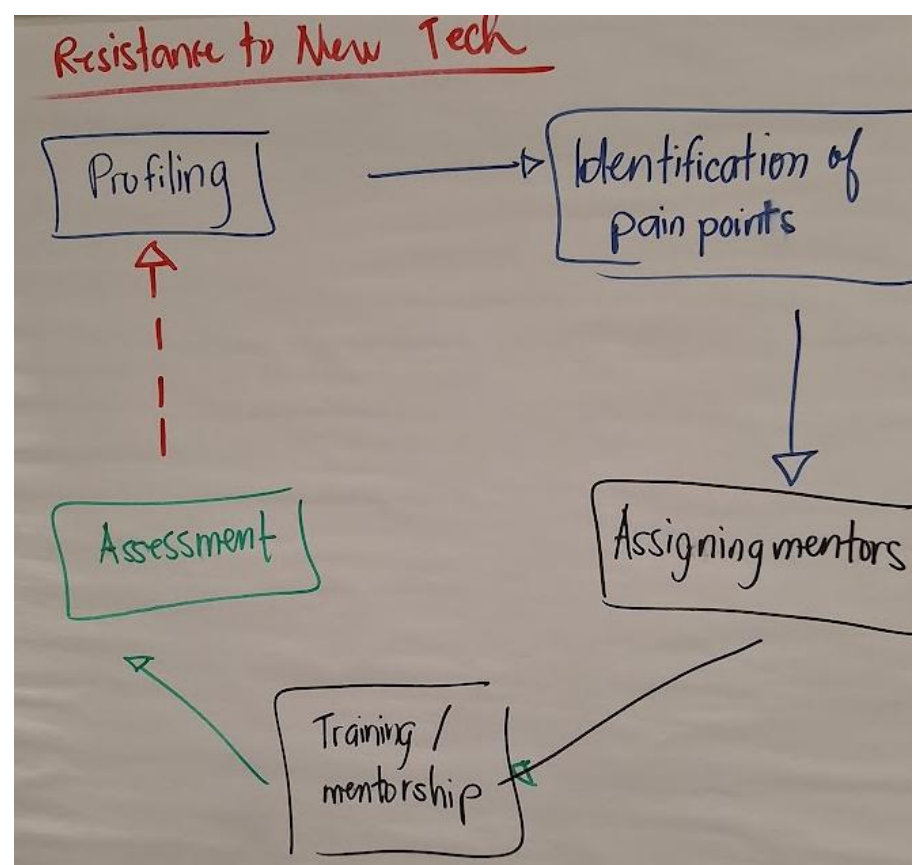
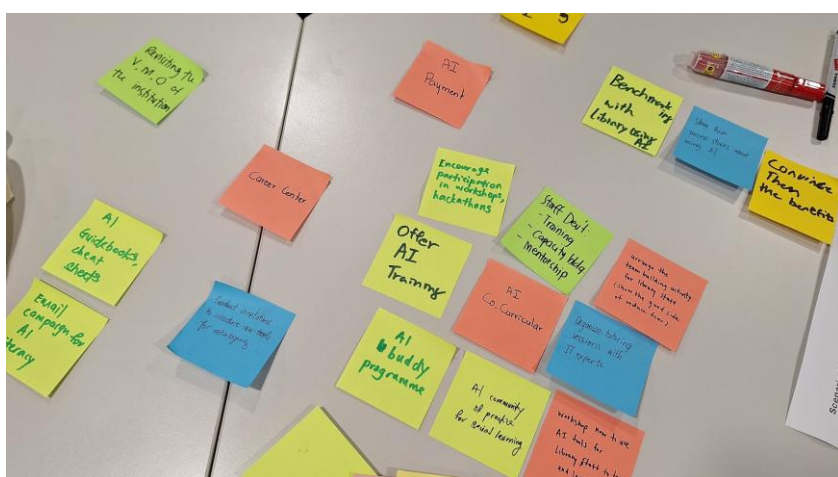
library staff, particularly cataloguers

so that <their needs are satisfied>

we can streamline manual work processes

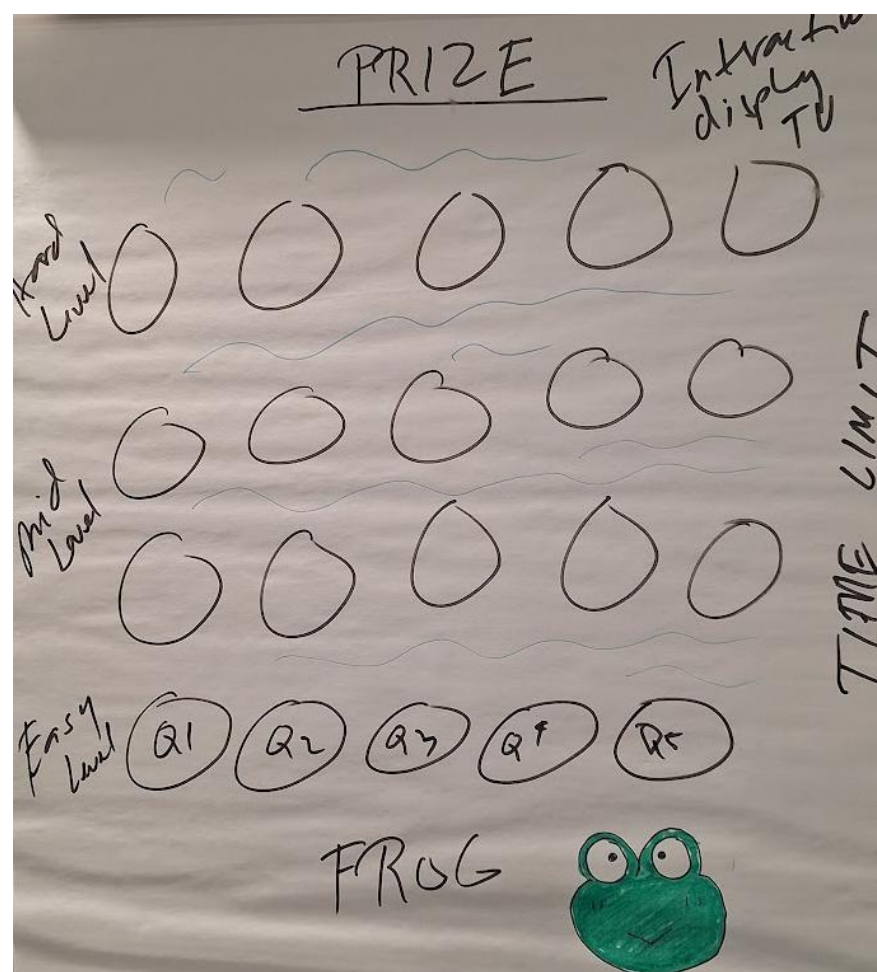
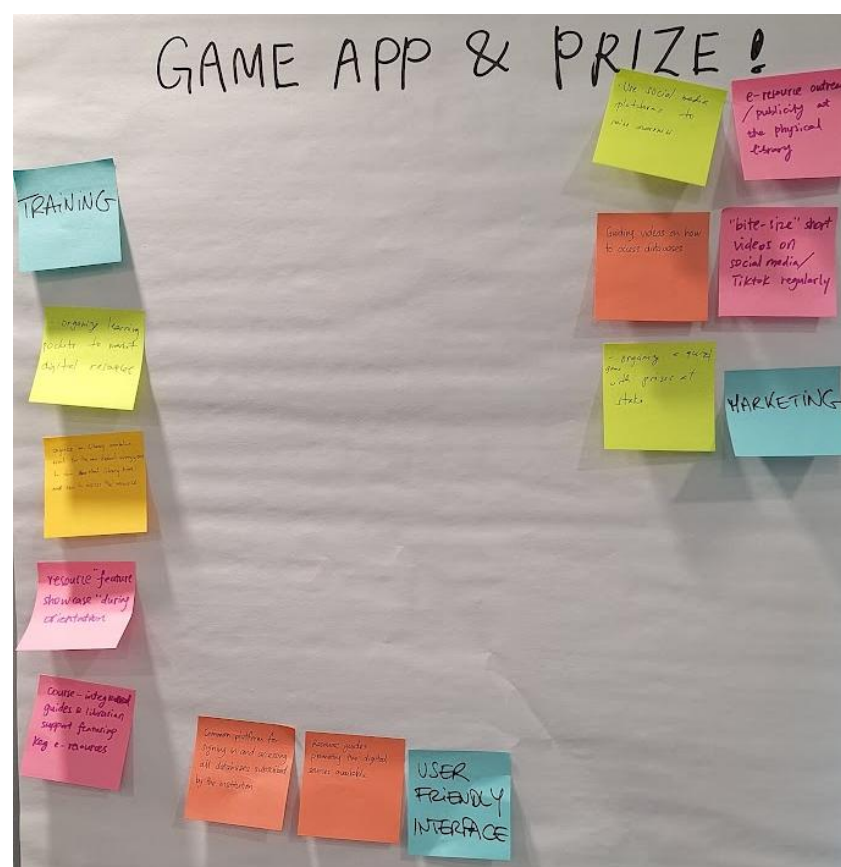
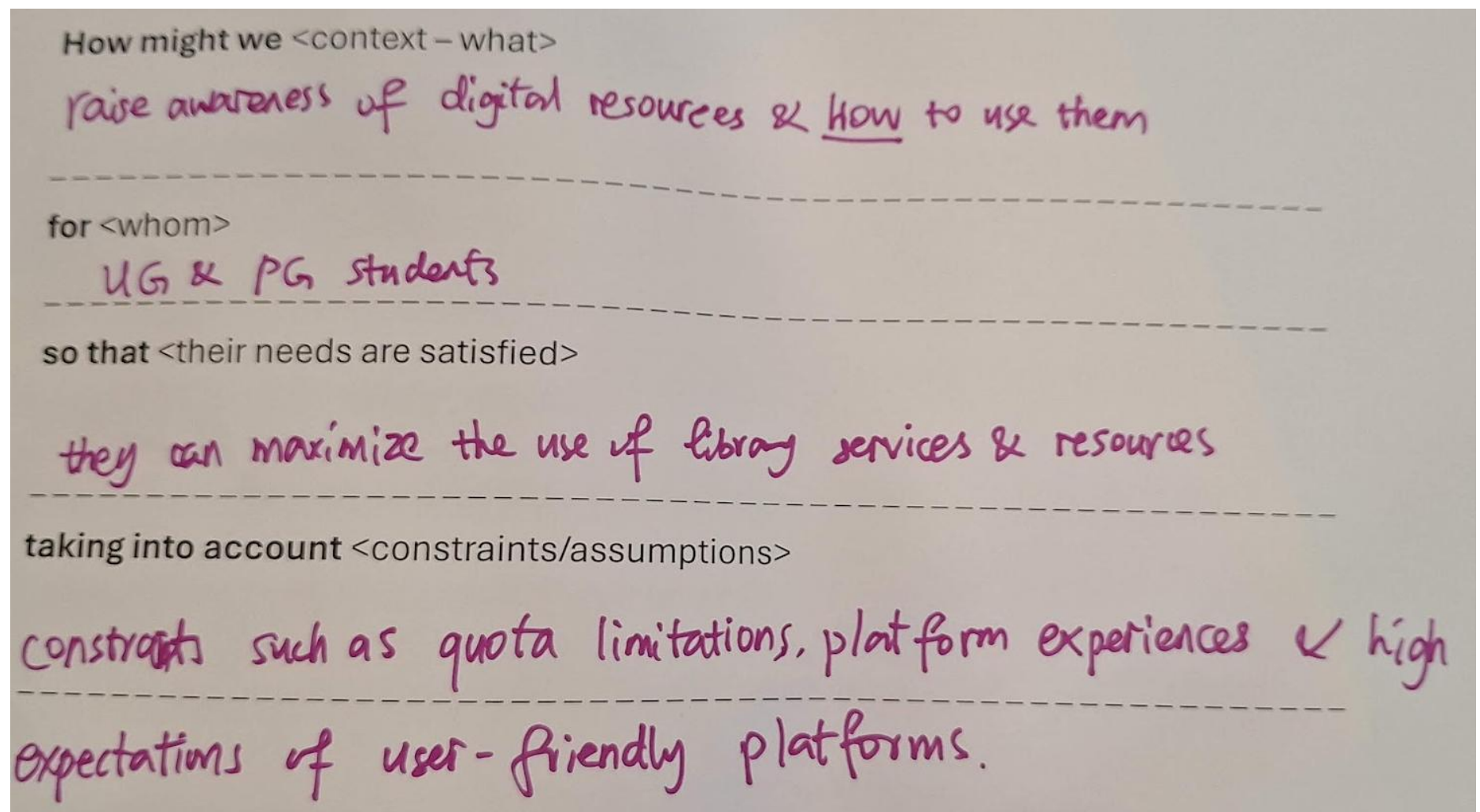
taking into account <constraints/assumptions>

that they cannot be replaced by new technologies; they will feel empowered
~~lack of confidence with new technology~~



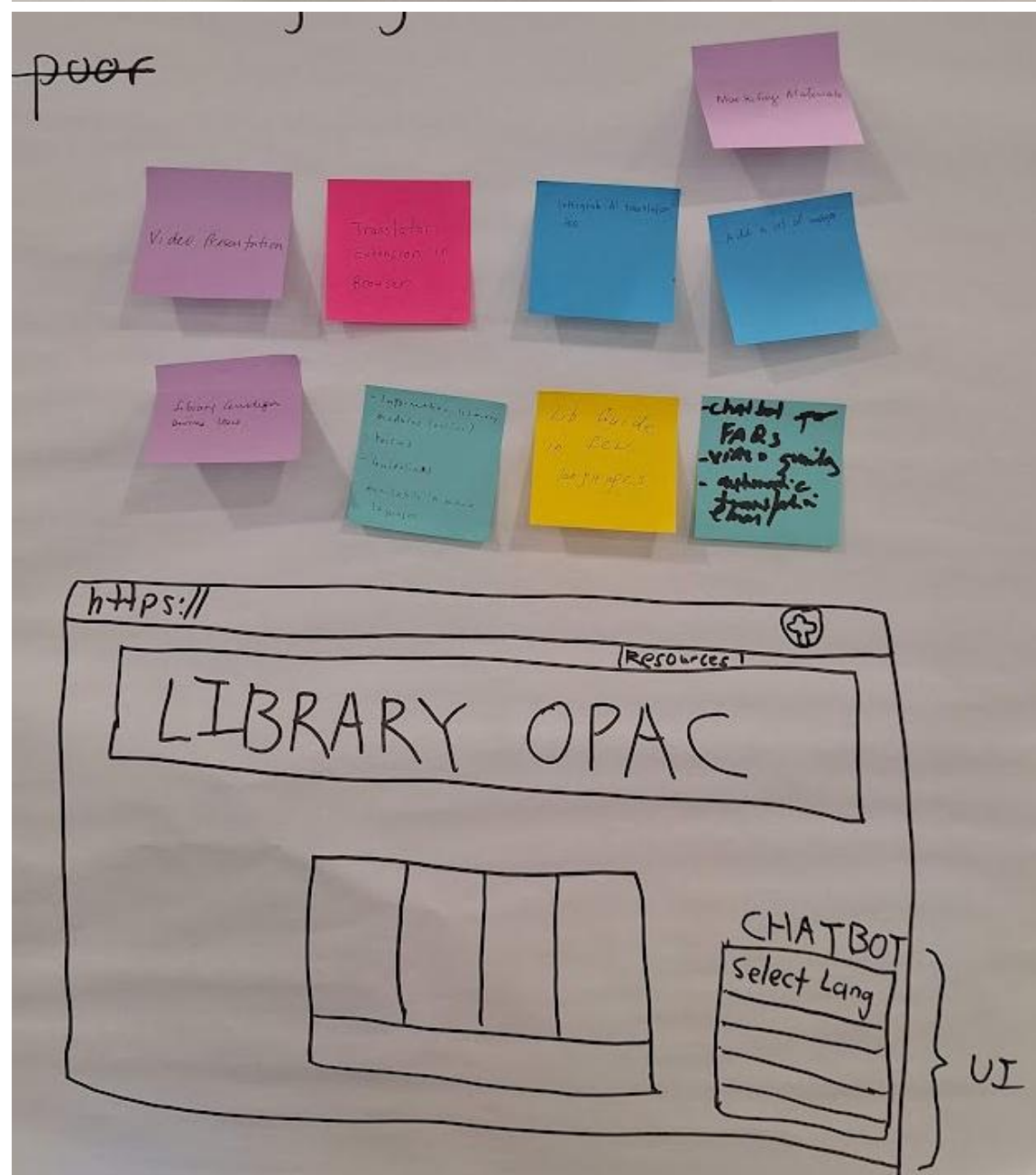
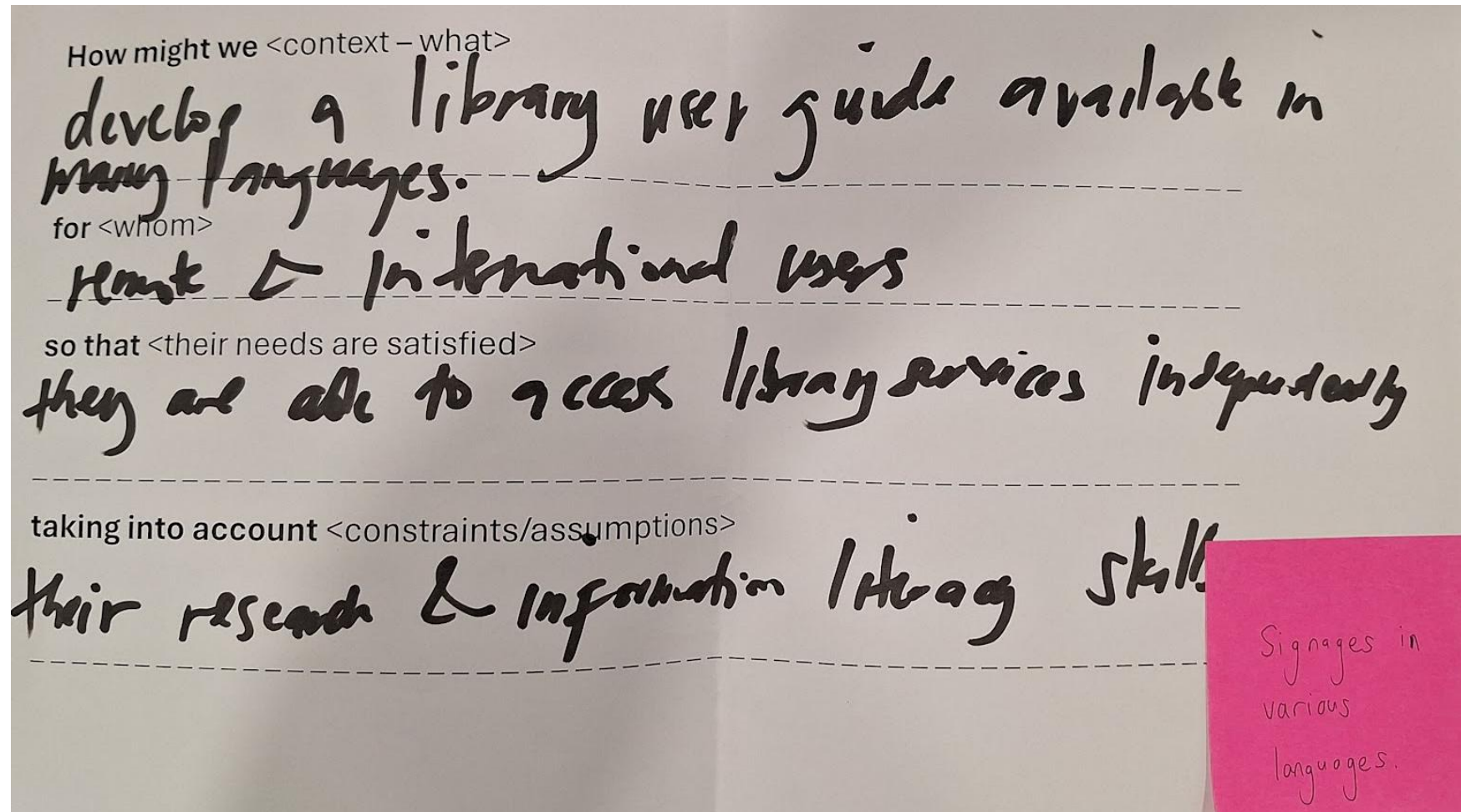
Scenario 3: Disconnect Between Physical and Digital Services

"Students still prefer using physical resources and spaces despite the library's growing digital offerings."



Scenario 4: Accessibility for Remote & International Users

"Remote and international students struggle to access library services due to language barriers, time zones, or poor system integration."



UX Design Thinking Exit Ticket / Reflection

- List one (1) action you plan to take using UX/design thinking in your library

lead an observation project of my learning spaces to understand student study patterns

Creating Cultural Space

mentorship and gamification

Chatbox

Design the ARDB Library websit

User journey mapping

Emphasizing with various user groups, especially low-intent users, to see if there are any opportunities to engage them

Promote library e-resources creatively for students

Behavioural Mapping about the use of library facilities

Involve them to know what they really need

Interactive website

Revamp of library space- to retain more physical materials, or provide more spaces for users?

Increase user engagement with our media and communication archives

Use UX thinking to design and improve our LIB002 research learning object

Promote the database

Patrons evaluate

Redesigning library space based on user experience

Gamifying the information of the library's resources and services that is appealing to the general public

Review and revisit how we take action or address all received/reported concerns in the library. This will ensure the best CX experience for our stakeholders.

Come up to a solution to solve resistance to change with my staff.

Ideate gamification for my staff development plan

Rethink about our library space

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Design of user spaces in the new MDIS Resource Hub at MDIS@Changi