YOU + LEGO = UX

REEXAMINING LIBRARY USER EXPERIENCE

Tim Kambitsch
Director Dayton Metro Library

David Schnee
Group 4 Architecture Research + Planning

Carson Block
Carson Block Consulting
CASE 1: GET DIRTY

You are walking by a local ceramic studios. You’ve never thrown a pot before and the tools are all new to you.

Model what draws you in and encourages you to get dirty and creative.

CASE 2: GET SMART

You are about to take a new course on a topic that has long interested you...

Model the environment/interaction in which you wish to engage in the course.

CASE 3: GET WELL

You have a headache. You are in China and you speak no Chinese. You step into an apothecary looking for something to make you feel better.

Model the environment/interaction in which you find what you need.
WRITE DOWN KEY WORDS & ANNOTATE YOUR MODEL

- Reading books on topic out on a table
- Tables for group work
- Parts (miniature) for exploring options
- Computer modeling option for exploring options like working
TWEET YOUR WORK
#PLAwesome
#PLA2016

Testing out an awesome #g4research workshop for PLA2016...I think it works...#PLAwesome @g4schnee
CASE 1: GET DIRTY

You are walking by a local ceramic studios. You have never thrown a piece of clay before and the techniques are all new to you.

Model what draws you in and encourages you to get dirty and creative.

CASE 2: GET SMART

You are about to take a break and go sit in the beautiful park.

CASE 3: GET WELL

You have a headache. You are in China and you are not comfortable with the Chinese. You go to an apothecary and the pharmacy to find something to help you feel better.

Model the environment/interaction in which you find what you need.

TWEET YOUR WORK
#PLA2016
#PLAwesome
CREATIVE

Inspirations for the UX in the library’s role in facilitating creativity and creation

CASE 1: GET DIRTY

You are walking by a local ceramic studios. You’ve never thrown a pot before and the tools are all new to you.

Model what draws you in and encourages you to get dirty and creative.
LEARNING

Inspirations for the UX in the library’s role in facilitating learning and education

You are about to take a new course on a topic that has long interested you...

Model the environment/interaction in which you wish to engage in the course.
SEARCH

Inspirations for the UX in the library’s role in facilitating exploring and finding what you need.
REEXAMINING LIBRARY USER EXPERIENCE
CASE STUDY DAYTON

DAYTON METRO LIBRARY

Nate Hill   Susan Kent
Dayton Design Collaborative
Serving 470,000 residents in City and County 21 locations
Strong community support secured a $187 million investment in our libraries, our communities, our economy, and our future.

Bond passes with 62% of vote
2016-2018
Strategies for Impact

The Dayton Metro Library will Inform, Inspire & Enrich our community.

**Inform**
- Access to Information
- Risk Collections
- Maker Spaces
- UCKLA Mini Library
- Contact
- Sundays
- Public Events
- Print & Digital Lending

**Inspire**
- Storytimes
- Consumer Testing
- Creative Writing Skills
- College Application
- Career Services

**Enrich**
- 3D Development
- Music Materials
- Local Authors
- Essential Digital
- Neon D.C.
- Book Advisory Councils

**Core Services WE WILL**
- Continuously improve the performance of our library services.
- Analyze programs, collections, technology and services to meet the evolving needs of our community.
- Provide superior customer services and support for all our library locations.
- Promote the development of new services and programs.
- Develop new partnerships.

**Resources & Support WE WILL**
- Ensure the Library System’s financial stability and its continuous ability to fund the needs of programs, initiatives, and operations.
- Develop partnerships and explore new funding sources.

**Partnerships WE WILL**
- Thoughtfully leverage Library resources to form strategic partnerships.
- Continuously establish and continue partnerships that support the strategic goals that form the Library's mission.

**Aspirations WE WILL**
- Continuously build on the achievements of libraries, programs, and collections.
- Capitalize on investments of our new facilities and existing branch libraries.
- Contribute to the community’s collective productivity through enhanced utilization of resources.
- Provide dynamic services that include digital literacy, access to technology, research and services.

**Measuring our Impact**
- This library is evaluated as a proxy for the library’s new buildings and tools in the community as a whole.
- The library is measured against similar libraries as an indicator of overall performance.

This library is evaluated against similar libraries as an indicator of overall performance.
REEXAMING CUSTOMER EXPERIENCE
- CUSTOMER EXPERIENCE
- CUSTOMER-STAFF EXPERIENCE
- PLACE
- ACTIVITIES
- TECHNOLOGY
REEXAMINED CUSTOMER EXPERIENCE
• Marketplace 2.0
• Children’s
• Teens
• Adults
• Meeting & Gathering
• Technology
• & more…
UX / DML BRAND AT DIFFERENT SCALES

large

medium

extra large
ROVING STAFF
24 HOUR LOBBY SMART RETURN AND BOOK LOCKER PICKUPS
OPPORTUNITY SPACE

- The Funk Hall of Fame
- Veterans Administration 150th Anniversary
- Sewing by County Extension Service
- Artist-in-Residence, Creative Pop-Ups
- Stationary bike promoting Link Dayton Bike Share
YOU + LEGO = UX

REEXAMINING LIBRARY USER EXPERIENCE

TWEET YOUR WORK
#PLAwesome

Tim Kambitsch
Director Dayton Metro Library
DaytonMetroLibrary.org
TKambitsch@daytonmetrolibrary.org

David Schnee
Group 4 Architecture Research + Planning
G4arch.com
DSchnee@g4arch.com

Carson Block
Carson Block Consulting
CarsonBlock.com
librarylandtech@gmail.com