


# UX in the GLAM sector

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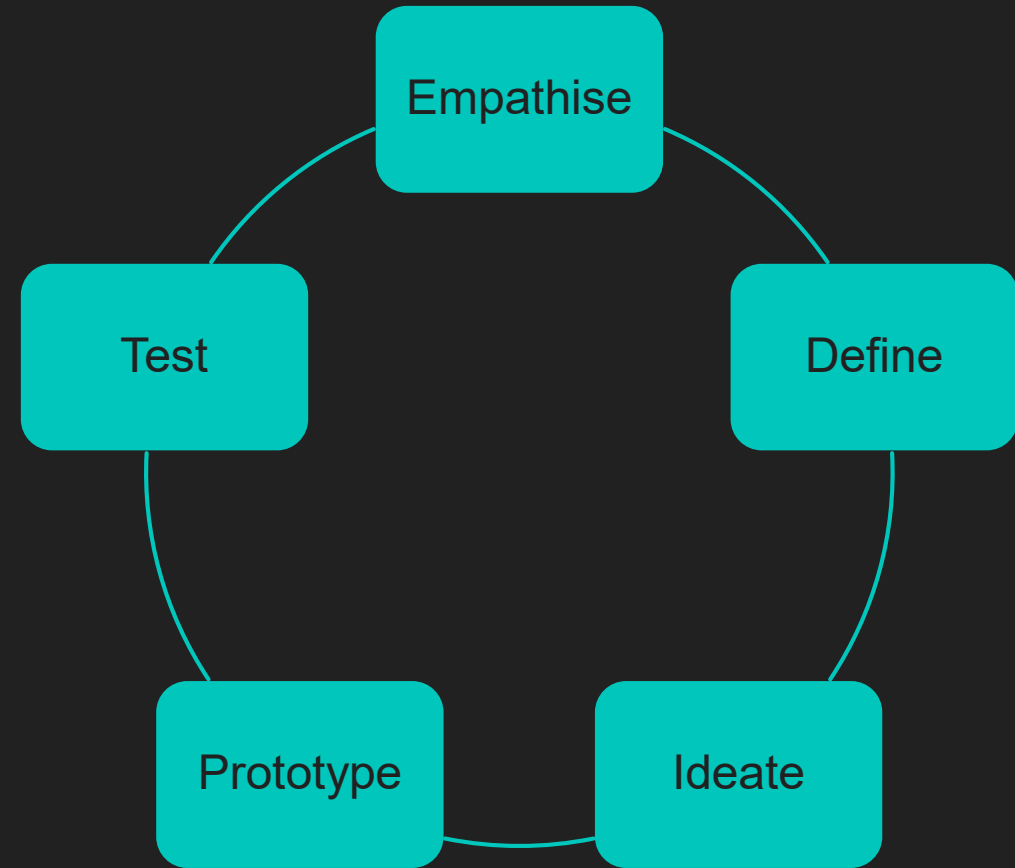


UX and the principles of design thinking could help find solutions to wicked GLAM problems

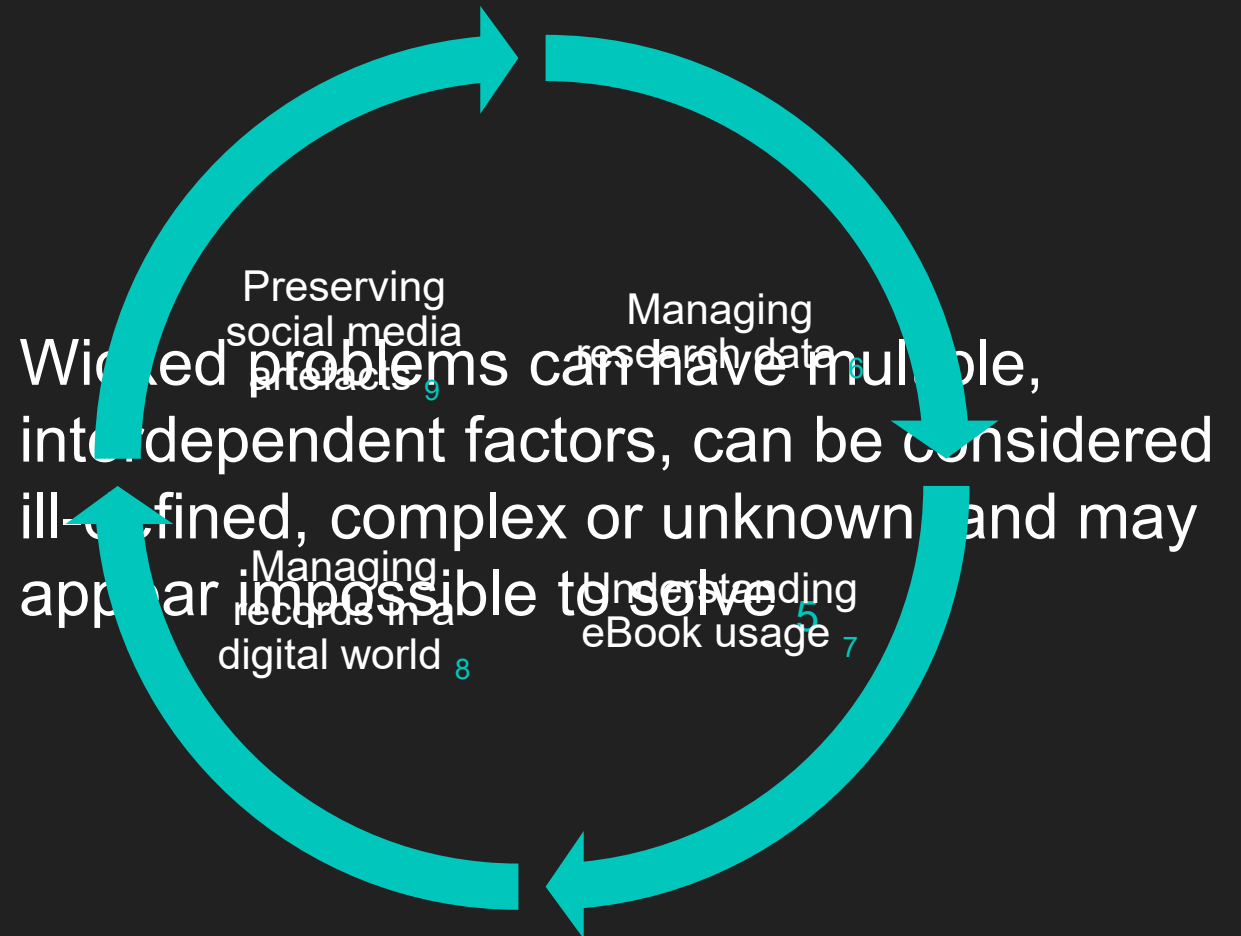
UX design is focused on understanding the needs and behaviours of users in order to create an experience which is both useful and useable – this can be applied to services, systems, and products <sup>1,2</sup>



Design thinking is  
human-centred and  
iterative <sup>3</sup>



The design thinking process <sup>4</sup>



**UX  
RESOURCES**

Interaction  
Design  
Foundation

Usability.gov

UXLIBS

Design  
Thinking for  
Libraries

Weave  
Journal of  
Library User  
Experience

Library User  
Experience  
Community

Do you think you could apply UX and design thinking to your information organisation? How would you do it?



# References

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- 4 Dam, R., & Siang, T. (2018). What is Design Thinking and why is it so popular? Retrieved from <https://www.interaction-design.org/literature/article/what-is-design-thinking-and-why-is-it-so-popular>
- 5 Interaction Design Foundation. (n.d.). Wicked Problems. Retrieved from <https://www.interaction-design.org/literature/topics/wicked-problems>
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- 7 Wilkin, S. & Underwood, P.G. (2015). Research on e-book usage in academic libraries: ‘tame’ solution or a ‘wicked problem’? *South African Journal of Libraries and Information Science*, 81(2), 11-18. <https://doi.org/10.7553/81-2-1560>
- 8 McLeod, J. (2014). Reinventing archival methods: reconceptualising electronic records management as a wicked problem. *Archives and Manuscripts*, 42(2), 193-196. <https://doi.org/10.1080/01576895.2014.911687>
- 9 Nathan, L.P. & Shaffer, E. (2012). Preserving Social Media: Opening a multi-disciplinary dialogue, *Memory of the World in the Digital Age: Digitization and Preservation*. Retrieved from [http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/mow/VC\\_Nathan\\_Shaffer\\_27\\_B\\_1140.pdf](http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/mow/VC_Nathan_Shaffer_27_B_1140.pdf)