

X-LIBRIS: Addressing Changes in Libraries

Workshop Program

5-6 February 2015

Hacettepe University, Ankara, Turkey



your journey

5

THE METRO MINUTE MAP

100%
intense
& practical

AM

GO
COFFEE
20'

ALIGNMENT

(a) You check your
alignment skills

GO TO
LUNCH
60'

70'
USER
SERVICE
DESIGN

65'
5 NEW
SMART
Definition

INSIGHTS
20' Give your insights

FOLLOW

UP

NEXT
DAY

30'
SOCIAL MEDIA

(a) Impacting Librarians
(b) Impacting the user connection.
(c) Impacting education services:
(d) New service definition

48'
QUESTIONS

You meet your colleagues.
Library INNOVATION
starts

DT

15'
Avoiding SCARF
Understanding your
mission

5'
EMPATHY
MAP
We feel in.

1

15'
YOU ARRIVE & START
Put your Polaroid on the wall and get connected

mission 1.2

WHO YOU
ARE

Let's find out.

DW

mission 1.1

your journey

6

THE METRO MINUTE MAP

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THE METRO MINUTE MAP

Depicting the idea in the Metro fashion: This is ingenious. This is a perfect match for the illustrious John Sweller and his "Cognitive Load Theory and Instruction Design". The project idea, although complex per se is depicted with a re-presentation of a sub-way network. In this way the observer knows that the difficulties in managing new concepts (learning) will be overcome, as he/she is guided through the different stations. In addition the map is offering a good chance for roving around the concepts: one picked up at a time, does not eliminate the value of the other "stations", and more important the map is the assistance tool for orientation. So the observer/traveler feels secure, as he/she knows that he/she may process the map gradually. As everyone knows what a metro map is, the metaphor which is 100% successful, as it lowers the extraneous load to zero, so that parallel processing of the working memory is kept at the accepted 250 millisecond. In addition the germane load (new stations, that require learning), is served by the different station boxes. Short term memory is very well addressed through the color combination and the guiding metro line. Long term memory helps reducing mental efforts as it uses prior knowledge (metro map) to master the concept map.

So instead of presenting the workshop program in a traditional way of timing we give the participants the Metro Minute stops and explain their triple inner journey. The Metro line is in fact the Journey Map of the workshop where the participants get to:

- .know who they are
- .learn new methodologies (because if they want to innovate they need to learn new things)
- .design new services (they play the role of service designers not librarians)

Why we have to put the emphasis on service design?

We've progressed from a society of farmers to a society of factory workers to a society of knowledge workers. Now we're progressing yet again—to a society of creators and empathizers, of pattern recognizers and meaning makers. We've moved from an economy built on people's backs to an economy built on people's left brains to what is emerging today: an economy and society built more and more on people's right brains.