

# X-LIBRIS: In-service training- Users service design

2-6 March 2015

Radviliškis District Municipality

Educational and Sport Service Centre

LITHUANIA



# PARTNERS

## MANAGEMENT MEETING

2

NEXT DAY

Give your insights

9

100%  
intense  
& practical

8

IO1  
XLIBRIS  
MATRIX

# your journey

3

## IN-SERVICE TRAINING

100%  
intense  
& practical

AM

GO  
COFFEE  
20'

15'

### ALIGNMENT

(a) You check your  
alignment skills

60'

### IN-SERVICE TRAINING

GO TO  
LUNCH  
60'

15'

### HR SKILLS

70'  
USER  
SERVICE  
DESIGN

65'  
5 NEW  
SMART  
Definition

GO  
COFFEE  
30'

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

3

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

2

mission 1.2

### WHO YOU ARE

Let's find out.

DW

mission 1.1

48'

### QUESTIONS

You meet your colleagues.  
Library **INNOVATION**  
starts

# your journey

4

## IN-SERVICE TRAINING

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# your journey

## USER DESIGN APPROACH

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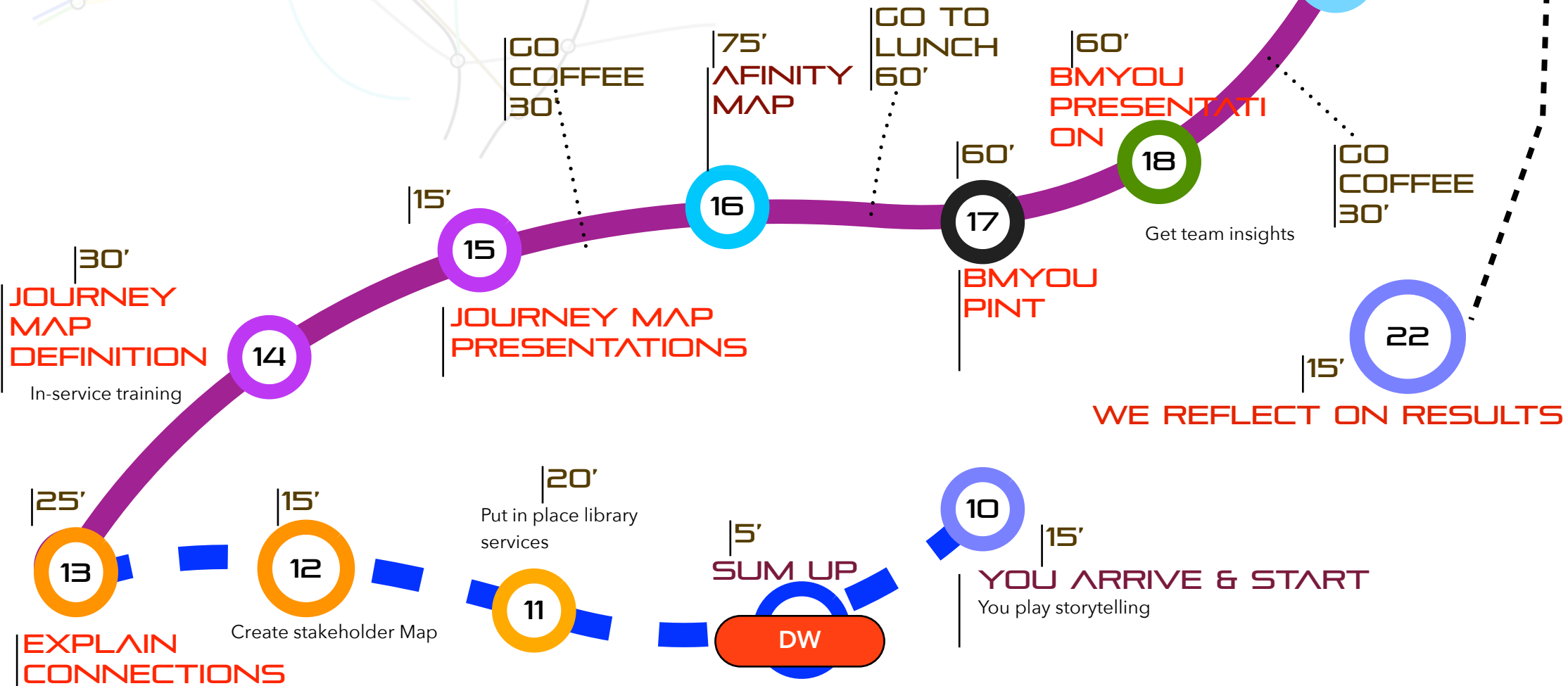
8

# your journey

6

## USER DESIGN APPROACH

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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.