

# Redesign one part of your library—for your partner. Start by gaining **empathy**.



## 1 Interview

8 min ( 2 sessions x 4 mins each)

Notes from your first interview

Switch roles & repeat Interview 2.

## 2 Dig Deeper

8 min ( 2 sessions x 4 mins each)

Notes from your second interview

Switch roles & repeat Interview 2.



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<http://dschool.stanford.edu/dgift/>. "These resources are free for you to use and share – and we hope you do!"

# Reframe the problem.



## 3 Capture findings 3min

**Needs: Things they are trying to do\***

\*use verbs

**Insights:** New learnings about your partner's assessment of patron feelings and worldview to leverage in your design\*

\*make inferences from what you heard

## 4 Define problem statement 3 min



\_\_\_\_\_

Partner name/description

Needs a way to \_\_\_\_\_

User's need

**Surprisingly // because // but...**

[circle one]

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

insight

# Ideate: generate alternatives to test.



**5 Sketch at least 5 radical ways to meet your user's needs.** 4min



Write your problem statement above

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**6 Share your solutions & capture feedback.** 8min (2 sessions x 4 minutes each)

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Switch roles & repeat sharing.

**Iterate** based on feedback.



**7 Reflect & generate a new solution.** 3min

Sketch your big idea, note details if necessary!

# Build and test.



## 8 Build your solution.

Make something your partner can interact with!

[Not here—use materials!]

10 min

## 9 Share your solution and get feedback.

+ What worked...

- What could be improved...

? Questions...

! Ideas...

8 min (2 sessions x 4 minutes each)