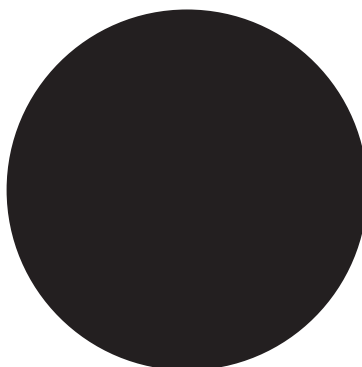


Space



Materials



Actions



F L E X
B O O K

How to plan a Flex session

Option 1 1-Day Workshop

Space, Materials, Actions (4-5)

Option 2 2-Day Workshop

From beginning to end

Option 3 Lengthy Project

Identify problem
+
Field Study
+
Select relevant worksheets
+
Space
+
Materials
+
Actions

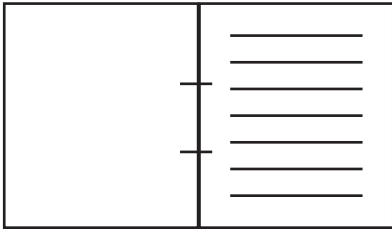
Order of concepts

Using this Flexbook / p.1
Frilux for Librarians / p.3
The Frilux Approach / p.5
Issues / p.7
The SMA=RT Model / p.9
Space / p.11
Materials / p.13
Actions / p.15
Problem / p.16
Ecosystem / p.18
Design Ethnography / p.20
Affinity Mapping / p.22
Personas / p.24
Sketching / p.26
Brainstorming / p.28
Storyboarding / p.30
Teams, Roles and Competencies / p.38
Planning / p.39
SMA=RT Metrics / p.40
Worksheet / p.41
Field Guide / p.42

Remember, even (p.2, p.4, p.6, ... p.n) pages are for you to do free thinking.

Using this Flexbook

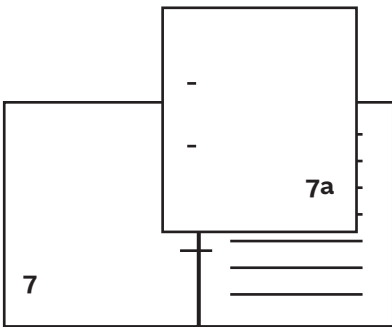
It's semi-structured



Even pages are to be treated like free canvases. Odd pages are to be treated like directive canvases.

Flexbook is designed keeping in mind the philosophy of Frilux, which is to have as much free play with the structure as possible. Participants are encouraged to modify or recreate the structure based on the type of problem they are solving. Even pages are for you to build your thoughts, ideas, methods or tools.

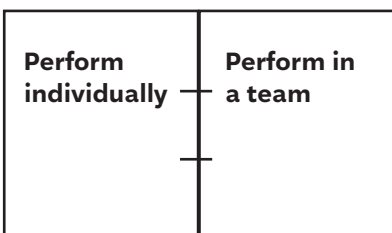
It's modular



Add in pages as you seem fit. For instance, if you add a page after page 7, you can number the new page as 7a.

Flexbook is designed keeping in mind the nature of Frilux, which is to have a sense of iterativeness to every element of Flex workshops. Participants can make Flexbook their own by adding inputs such as notes, reference materials, photographs, and mindmaps. Ideally, Flexbook should be presented within a 2-hole punch folder.

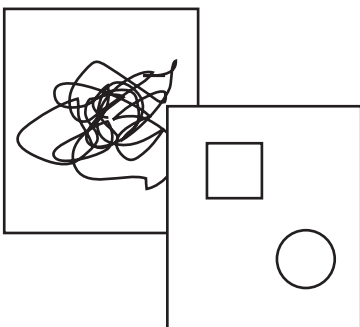
It's adaptable



Use it individually or in a group. It is built for hybrid styles as well, where the process is introspective (self) and collaborative (group).

Flexbook is designed keeping in mind the format of Frilux, which is not to limit the style of thinking or to enforce a certain way of thinking. Participant or participants, Flexbook works well irrespective of team composition. Flexbook suggests when to be self-involved and when to be collaborative, right through the workshop.

It's diverse



Multiple variations of Flexbook will emerge out of the workshop and that brings diversity in data recording and process documentation.

Flexbook is designed keeping in mind the content of Frilux, which is to see problems and solutions from as many vantage points as possible. Participants are encouraged to treat Flexbook as their personal piece of document. Flexbook belongs in a world where homogeneity is far less valued than diversity. Power to you!

Frilux is an approach, not a process.

Frilux for Librarians

Frilux is a design approach for librarians to enhance services in their own context. We don't expect librarians to be designers as they only need to be in a UX state of mind. By applying Frilux approach in any kind of library setting, librarians can deliver knowledge, which has wider impact on culture. Frilux aims to deliver value to Libraries by making UX an important tool to solve problems.

You may want to express your expectations from the Flex workshop here.

A large grid of dotted lines for writing, consisting of 20 columns and 30 rows of small dots.

The Frilux Approach

It's open

The core value of Frilux is to be as open and free as possible.

Having an open approach to library UX design is key to see libraries evolve with time. A defined process may become irrelevant with time and therefore not recommended by Frilux. Instead, it recommends librarians to have the creative confidence to build contextual tools and methods to solve their problems in real-time, without the need of design experts or external consultants.

It's participative

The primary form of Frilux is to be as participative as possible.

The Nordic way of design has always been participative in nature, where all participants sit, think and decide freely. The lack of roles being important or not is irrelevant. Ideas come from strangest of places, diverse experiences and unlikely individuals. By collaborating, every participant finds himself/herself directly responsible for making libraries effective. This, in turn, affects the way knowledge is exchanged at libraries.

It's iterative

The desired nature of Frilux is to be as iterative as possible.

Great experiences are built with iterations. Frilux is based on a philosophy that refinement is more important than novelty. Having the mindset to iterate enables the system to evolve. Libraries, around the world, have stagnant systems and the librarian who iterates will be valued more and he/she will have the power to make reflexive transformations. You may have heard this several times: change is the only constant.

It's adaptable

The Flexbook can be reused, adapted and changed to suit your library.

True to the core values of Frilux, the flexbook is free for non-commercial reuse, sharing and adaptation under the creative commons (CC BY-NC-SA 4.0) license. This gives you the freedom to "copy and redistribute the material in any medium or format" and "remix, transform, and build upon the material" as long as you share your contributions back with the community and credit the University of Oslo Library for the initial version.

You may want to add more details to defend the issues you are raising.

Issues: Describe issues at your library and prioritize them

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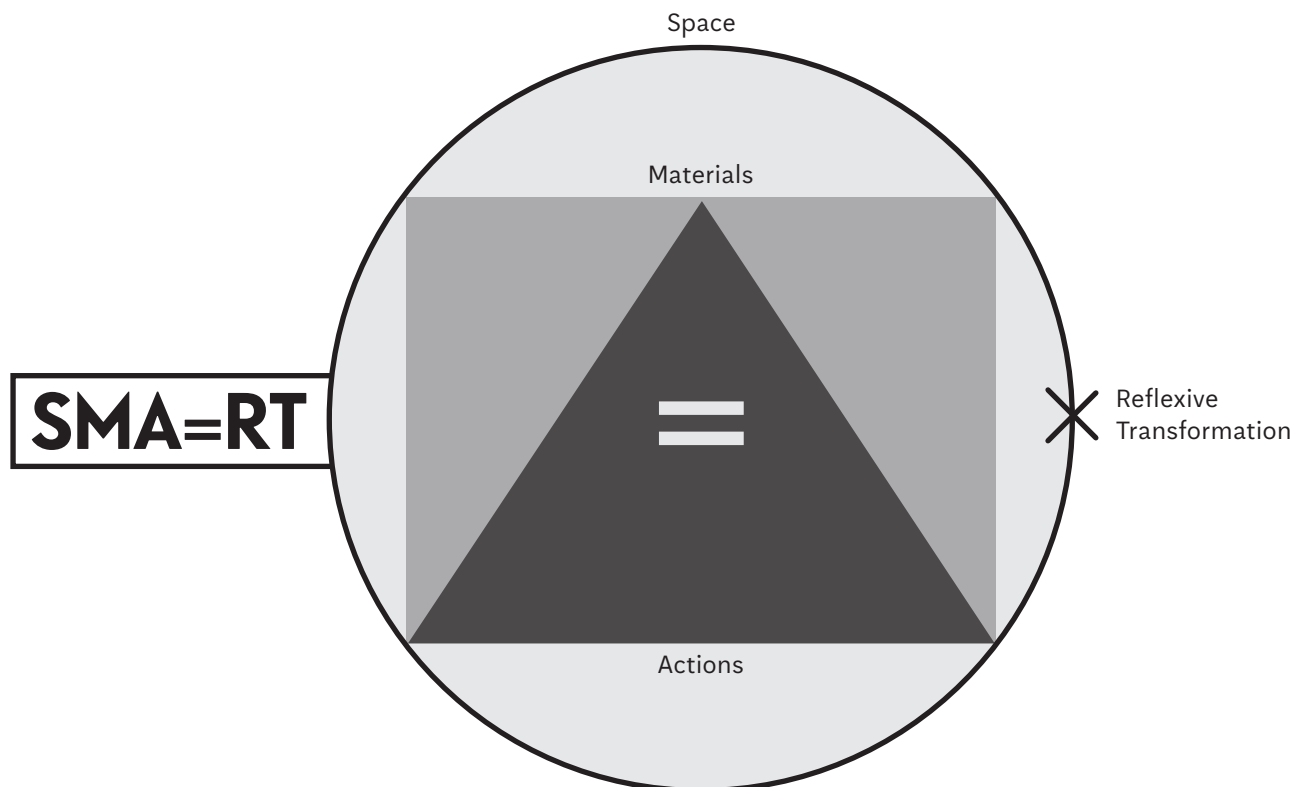
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Build your own SMART model, as your mind would like to remember.

The SMA=RT Model

Frilux is a SMA=RT way to:

1. Create an open Space.
2. Provide variable Materials.
3. Perform participative Actions.
4. Initiate Reflexive thinking.
5. Sustain flexible Transformation.

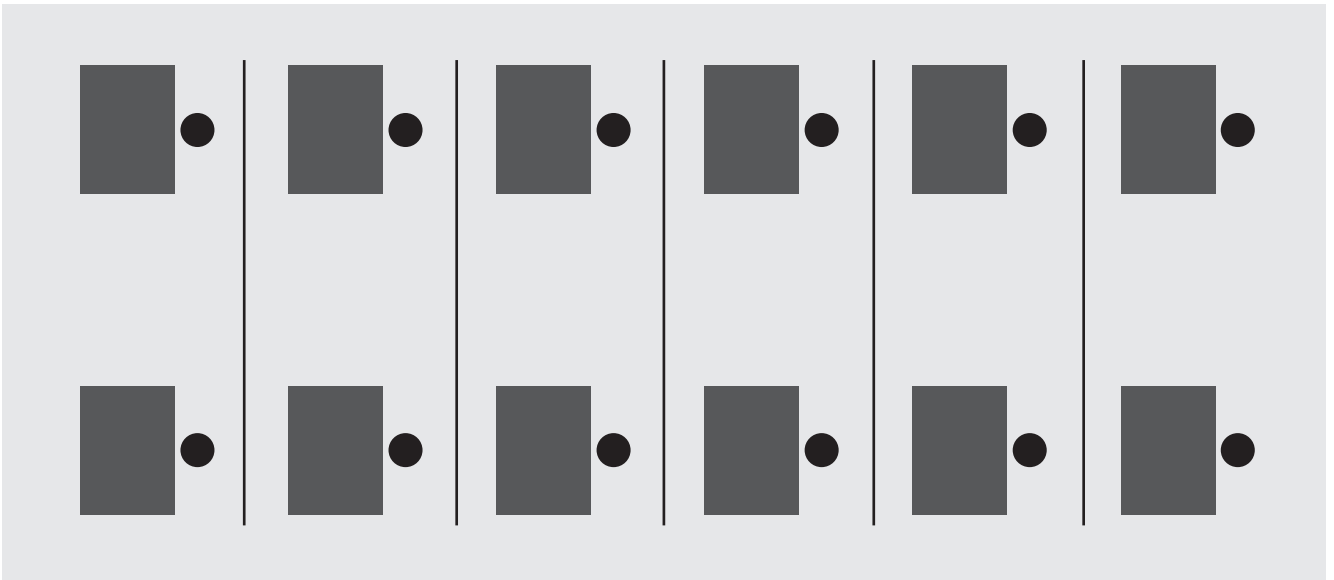


Element 1: Rediscover Space.

Sketch the Flex Space / Where would you think alone / Where would your team brainstorm / Where would you share / Where are the materials

A large grid of dots for sketching, consisting of 20 columns and 30 rows of small, evenly spaced dots.

Space: Create an open space for free movement with access to personal and shared surfaces?

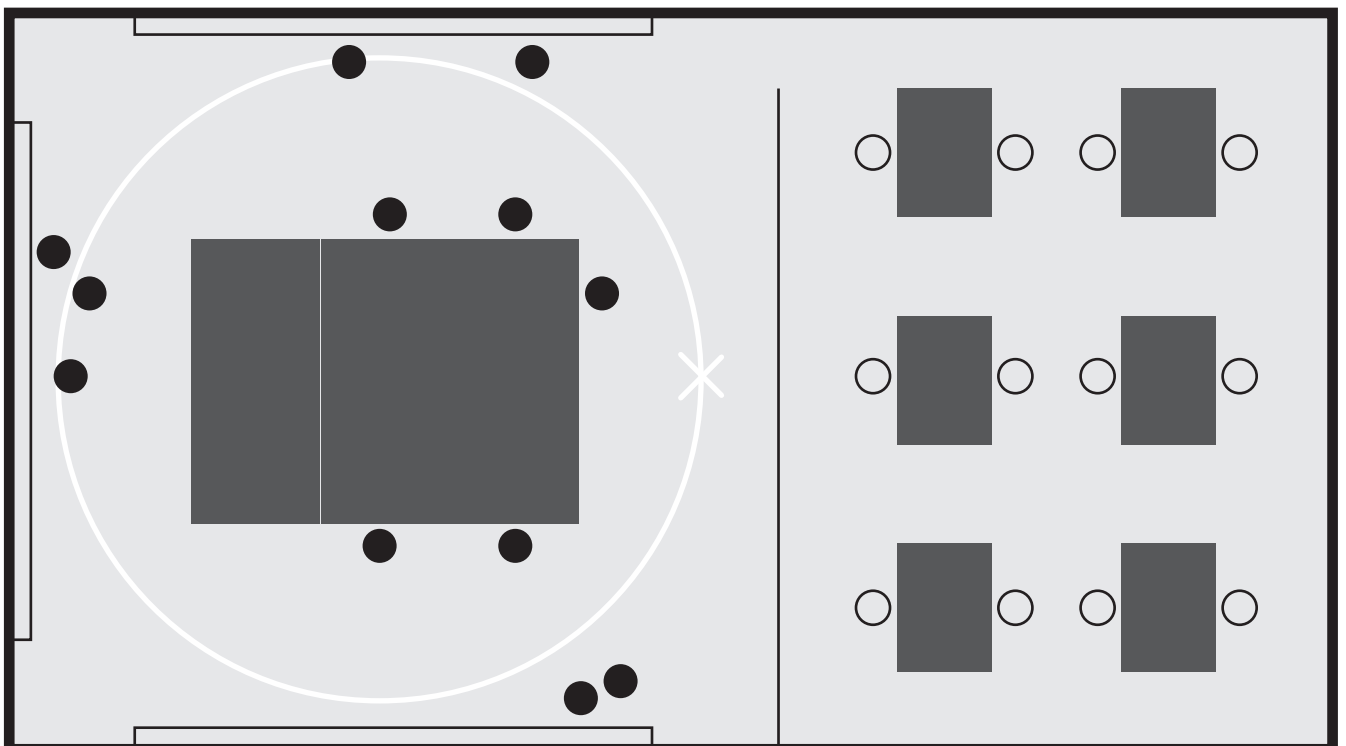


Problem

Familiarity with the context and routines of the workplace offers greater opportunities of improvisation and appropriation. A lab-like environment (shown above) is completely removed from everyday practice.

Solution

We propose a hybrid environment (shown below) for the workshops that borrows elements from both the lab and the field. The physical setting of these environments is altered to resemble a design studio.



Element 2: Redefine Materials.

If you are recommending a new way of thinking (ideas, inspirations, templates, methods or stories), draw and share it with your team.

A large grid of dots for drawing and sharing ideas. The grid consists of 20 columns and 30 rows of small, evenly spaced dots, providing a space for sketching and visual communication.

Materials: Provide access to a variety of materials for use as catalysts during exploration?

Stuff

Workshop environments should be equipped with a wide variety of stationery. We also propose semi-structured tools and templates, only when it aids improvisation. Avoid tools that limit thinking.



Element 3: Introduce Actions.

Build your own process. Pick and choose what you require.

A large grid of small dots, intended for writing a process or actions. The grid covers most of the page area below the title and above the footer.

Actions: Encourage active collaboration and participation within and across groups?



1. Problem Definition

- Identify the problem area.
- List common goals.
- Define project vision.



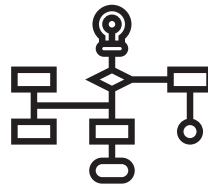
2. Ecosystem Mapping

- Explore process.
- Map the understanding.
- Visualize the system.



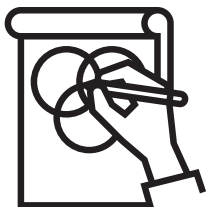
3. Design Ethnography

- Understand user habits.
- Record user's perspectives.
- Map user context.



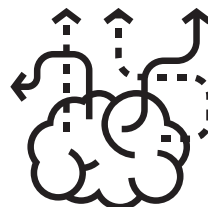
4. Affinity Mapping

- Sort data.
- Identify relationships.
- Map relationships.



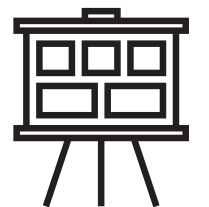
5. Sketching

- Build rough sketches.
- Represent quickly.
- Produce visual vocabulary



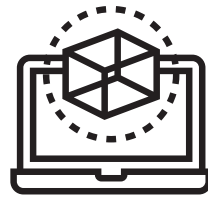
6. Brainstorming

- Think aloud in group.
- Generate ideas.
- Build on ideas.



7. Storyboarding

- Visualize where and how.
- Build visual narratives.
- Present stories.



8. Rapid Prototyping

- Create low-fidelity prototypes.
- Simulate prototypes.
- Mock and hack

Problem

Vision

Collage

Problem

PROBLEM

What is the problem your
are trying to solve?

Identify



Inspire

What inspires you?

COLLAGE



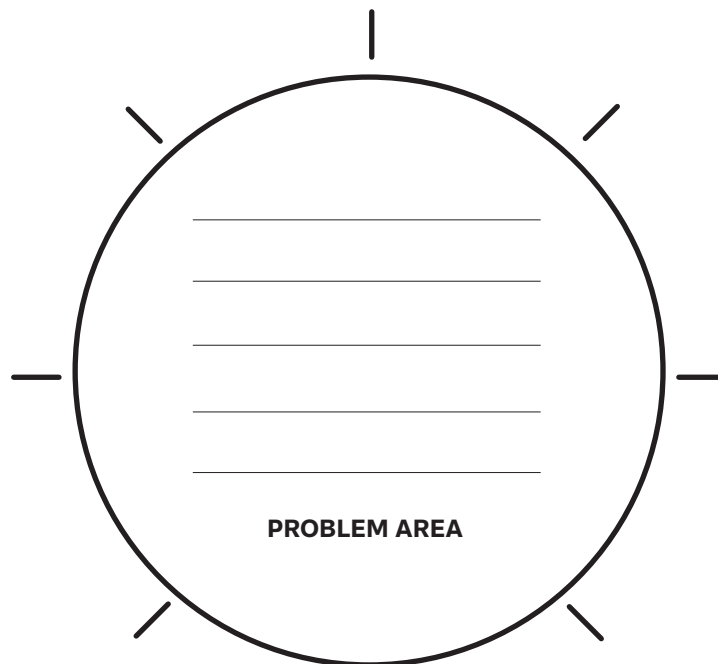
Imagine

What do you hope this will be?

VISION

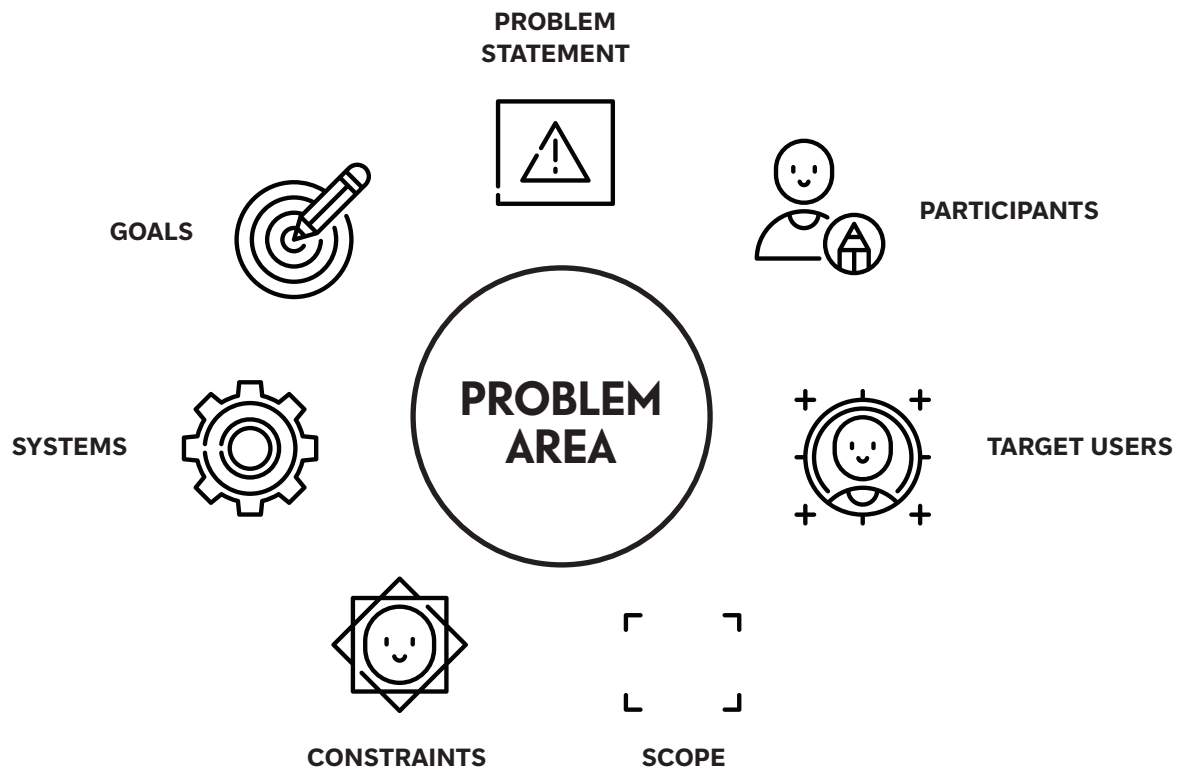
Map your understanding of the problem area before discussing it with the team.

Problem Statement
Participants
Target Users
Scope
Constraints
Systems
Goals



Ecosystem: Map your understanding of the problems collectively with your team

Discuss and map each of the above on a big sheet of paper. Work together. Write more, talk less.



Write down some things about the user you'd like to find out

- **Use AEIOU to frame some areas of enquiry**
- **Avoid Yes/No questions** (Eg: Do you use x?)
- **Avoid leading/Presumptive questions** (Eg: Where do you use x?)
- **Practice makes perfect**

Write down some things you think that you most definitely know about the user

STATEMENTS

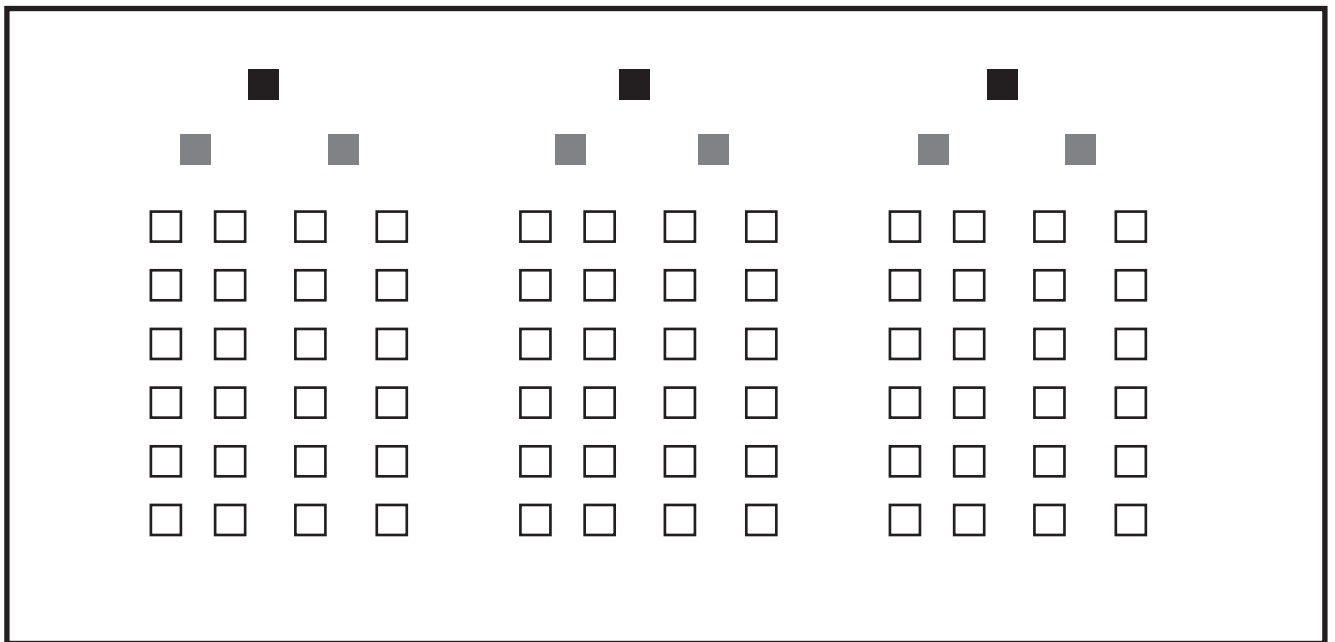
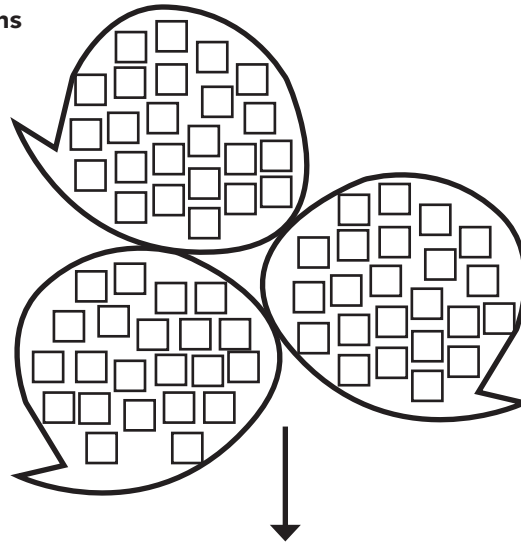
TURN STATEMENTS INTO QUESTIONS

Head to a board/wall! Pick up some post-its and felt pens. Jot, sort and map data.

Where else do you think you could use this mapping technique?

Affinity Mapping

Turn findings into insights or opportunities and find patterns within the collected data.



A process of collaborative sense making and structuring data usually in 3 steps.

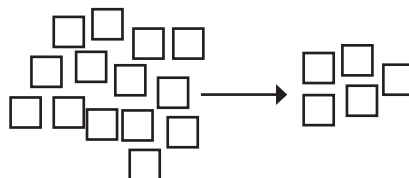
Jot

Note down all your findings and information about the domain/system.

1. Findings from users
2. Your insights/past experience

Sort

Put similar or related findings together by going through them all and discussing what's **on a wall**.



Map

Label all the categories that have emerged and highlight commonly occurring issues, ideas and constraints

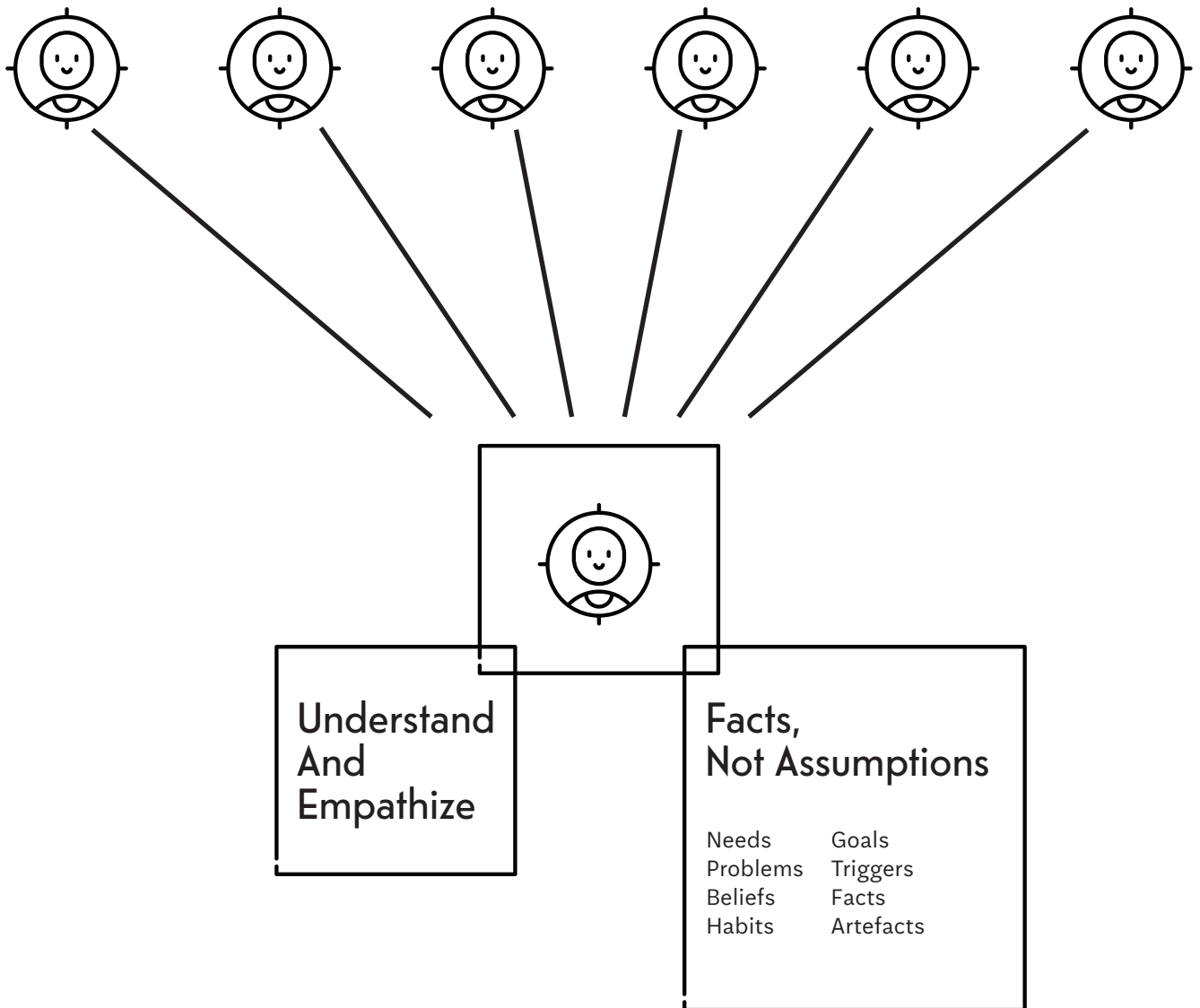
See if some categories seem to be related and group them together. Avoid super general categories such as 'library' or 'service'.

Build User Personas based on your research findings

Examine your vision, intent and assumptions based on your personas.

Personas

Building a collective and shared understanding of your users based on observations, insights and research.



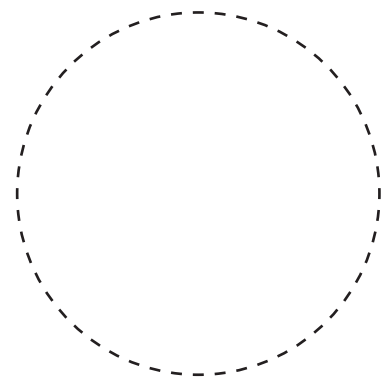
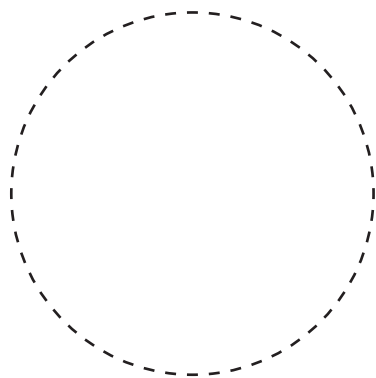
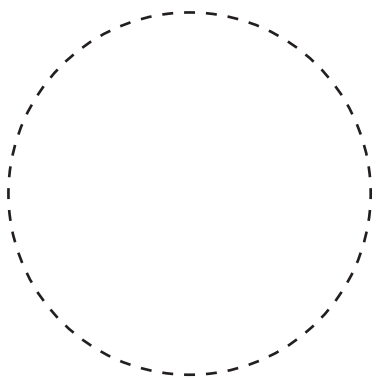
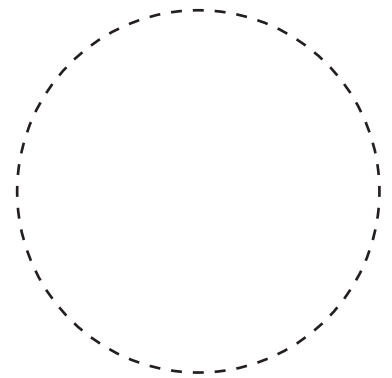
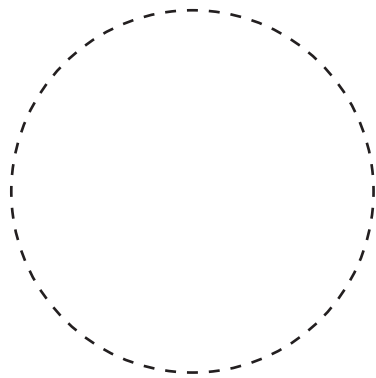
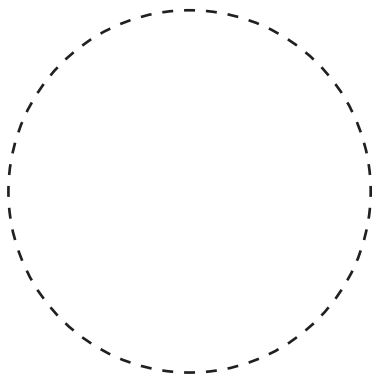
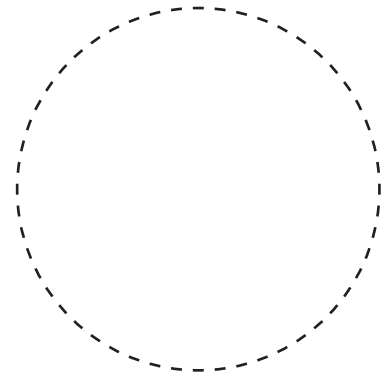
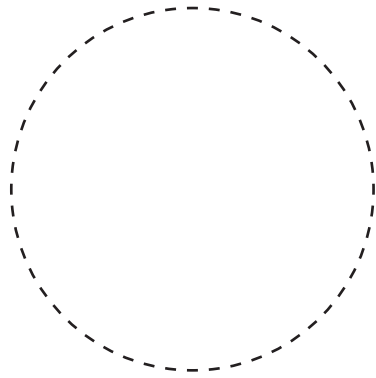
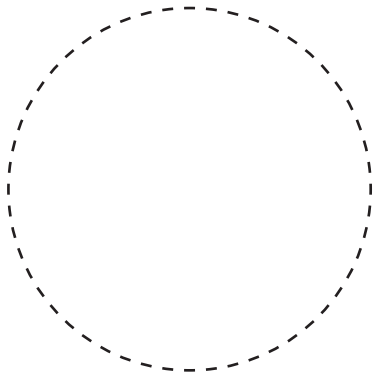
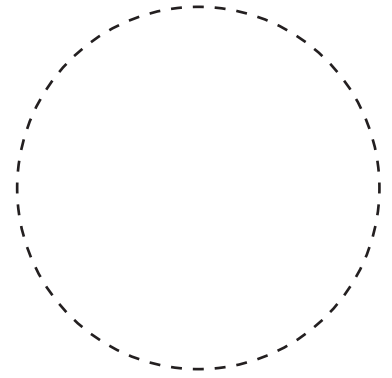
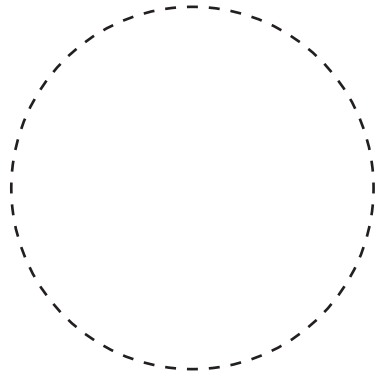
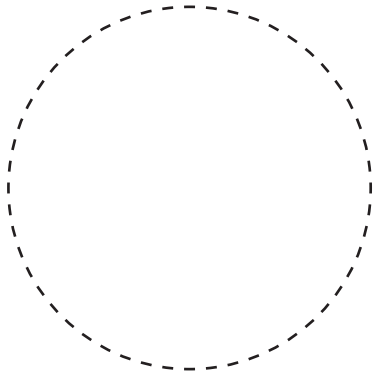
Who are we designing for?

Describe Users

Define who they are

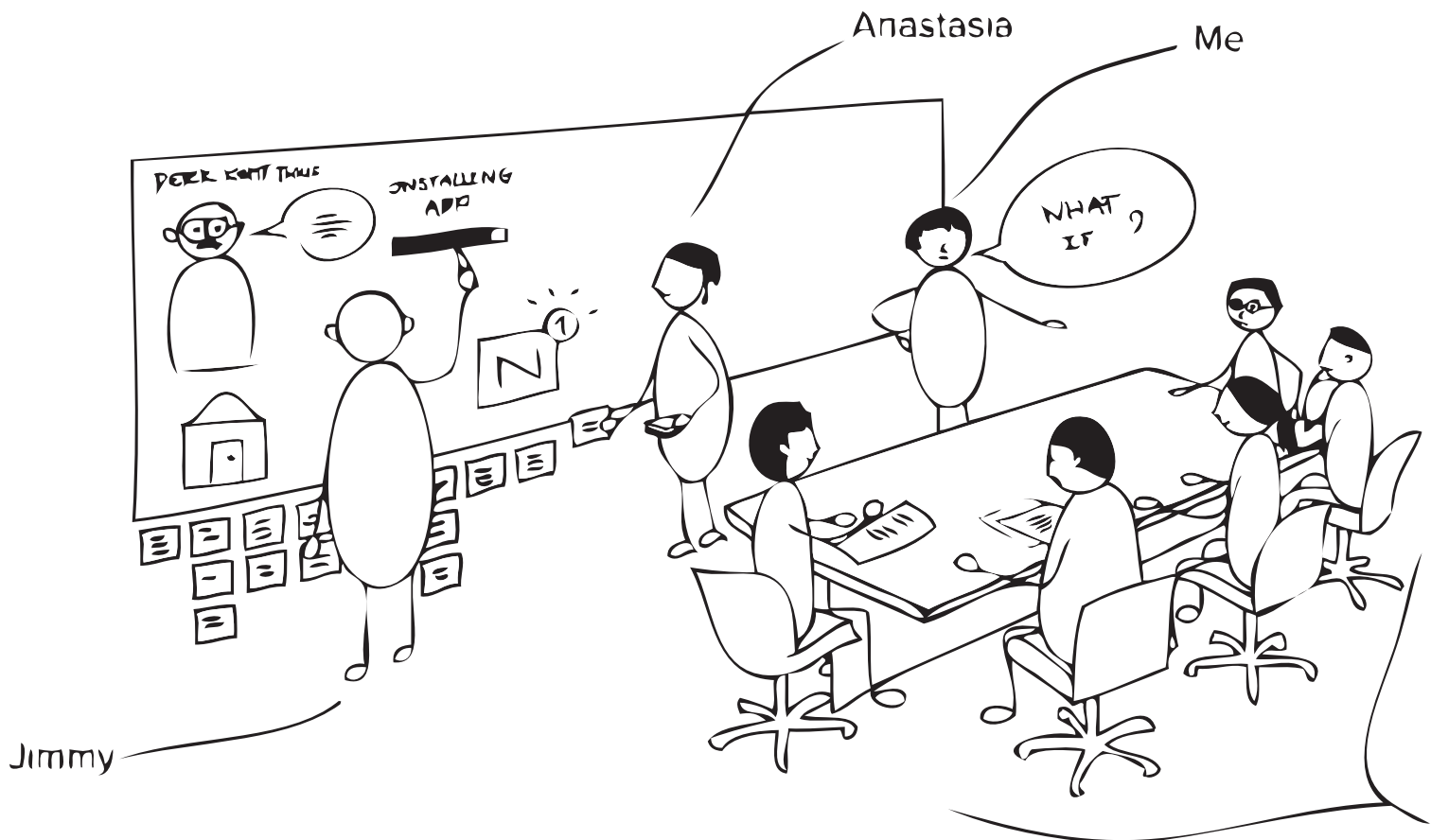
Prioritize

Sketch your teammates



Sketching

Sketching and visual representation is one of the most fundamental design skills. It is a technique for faster ideation. When done well, it reflects common understanding and visual language.



VISUAL REPRESENTATION OF IDEAS

Each one of you would have your own way of representation, much like how we speak using our own vocabulary and tone of voice. Here you speak with sketches, but this does not mean you need to become an artist. Your story, your style and your language.

Speak with sketches



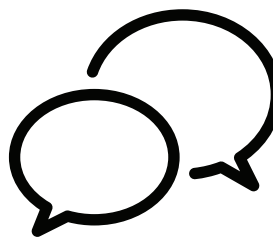
Brainstorming

It is NOT group thinking or group talking. It is a combination of unfiltered individual thinking and collective deliberation and constructive criticism.

is not group thinking

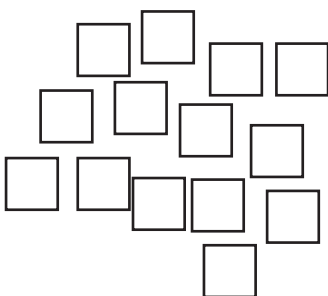


is not group talking



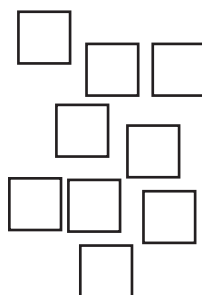
Think

Think of as many ideas as possible alone. Look back at opportunities and problems identified with affinity mapping.



Discuss

Listen to each others ideas and discuss how ideas can be improved and/or merged together. Focus on constructive criticism rather than rejection.



Prioritize

Categorize ideas in terms of the time frame for implementation and identify the most feasible ideas.



Sketch the story of your product and service in action.

Like any good story, this has a beginning, a middle and an end. The middle is usually the magic moment and where you should start your thinking and sketching.

But like any good story, the beginning and the end are equally important.

BEFORE			
--------	--	--	--

MAGIC MOMENT			
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START HERE 

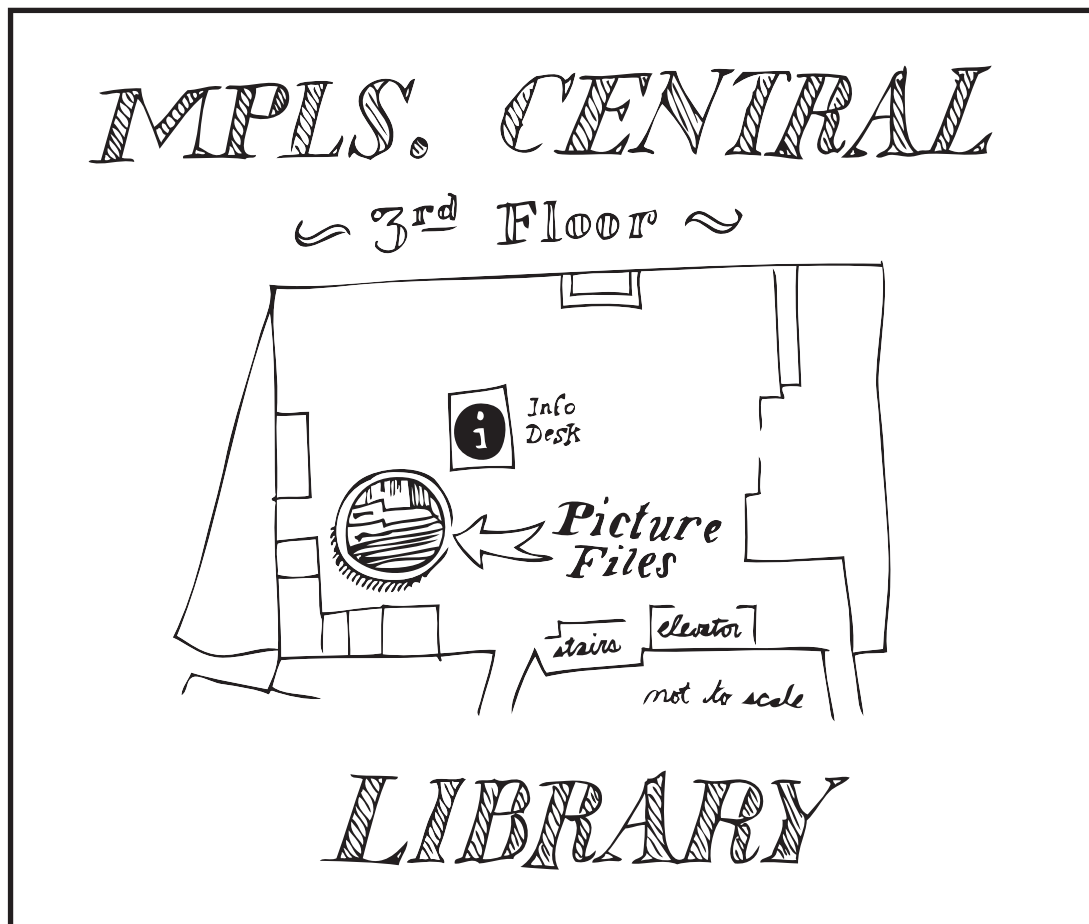
AFTER			
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Storyboarding

Magic Moment in one frame:
The right information/resource
at the right time using the right
service/product

When + Where + How

does it happen?



Discuss what make it magical?
What can make it horrible?

Sketch it

Start with the magic moment and
identify when, where and how it happens.





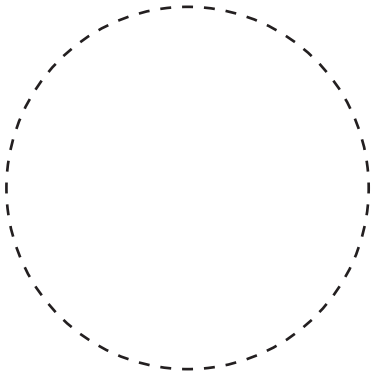


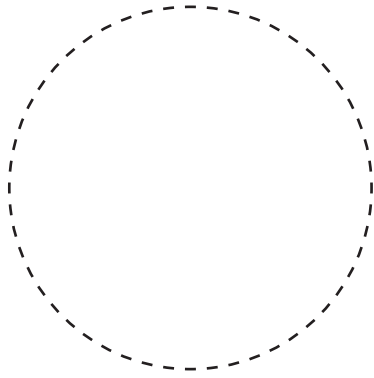


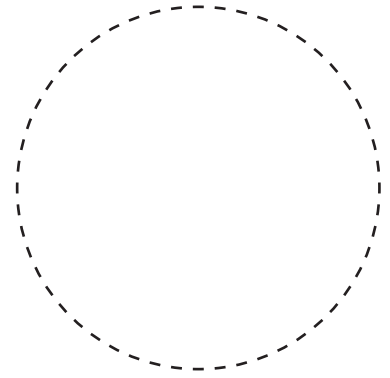


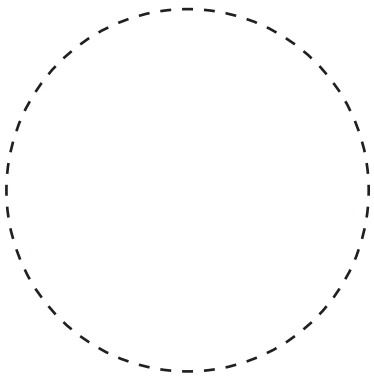


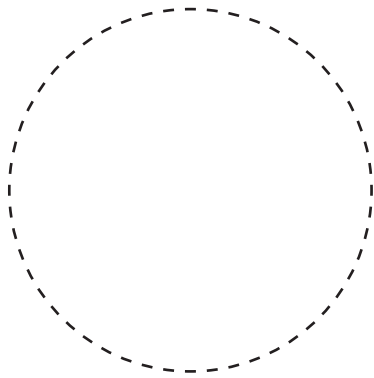
Teams, roles and competencies

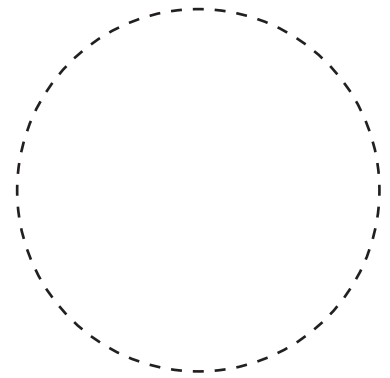


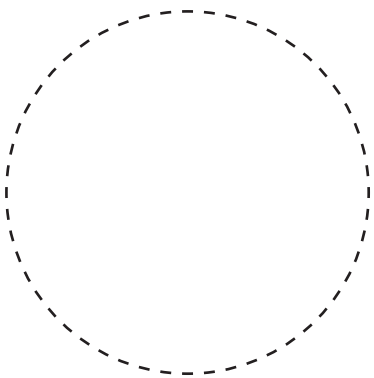


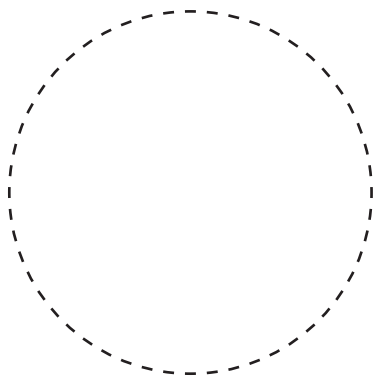


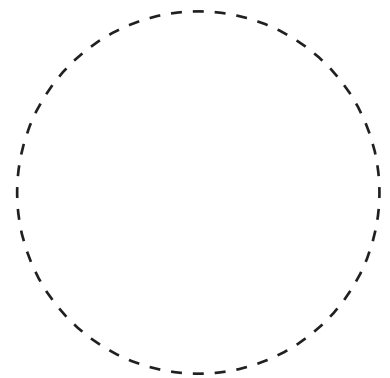












SMA=RT Metrics

1=None, 2=Few, 3=Some, 4=Many, 5=Lots

Structures broken

1 2 3 4 5

Mistakes made

1 2 3 4 5

Actions taken

1 2 3 4 5

Reconfigurations done

1 2 3 4 5

Thoughts and ideas flexed

1 2 3 4 5

Worksheet

Highlight what is most important

Findings

What would you like to find out?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

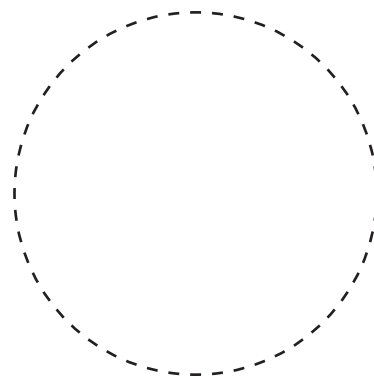
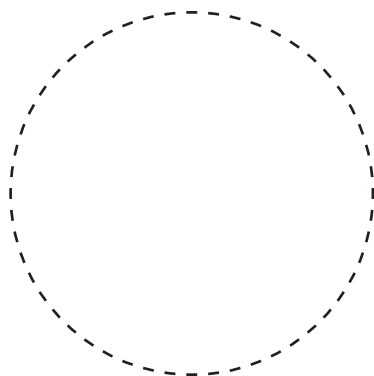
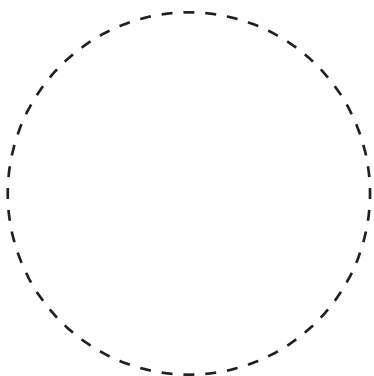
Assumptions

Identify assumptions

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Field Guide

METHOD NAME	DURATION
IDEAS OF THINGS TO DO	



AGE

AGE

AGE