

MUST Week, September 2-6, 2019

[Speakers' presentations](#)

MONDAY, SEPTEMBER 2

Time	Title	Speaker
9:00–10:00	Registration	Denisa Fóldešiová
10:00–11:00	Opening session	Jan Pavlík, Igor Hlaváč
11:00–12:00	Participants' introduction	Igor Hlaváč
12:00–13:30	Lunch	
13:30–16:00	Libdesign process introduction	Ladislava Zbiejczuk Suchá
18:00–20:00	Social event	

TUESDAY, SEPTEMBER 3

9:00–10:00	Participants' presentations	Julia Gauthier, Paraskevi Kontou, Afaf Abu Sirhan, Serhan Ahmed Al-Tawalbeh
10:00–10:30	Case study – The Importance of Being Curious	Tomáš Štefek
10:30–11:00	Coffee	
11:00–11:30	Lecture – introduction to exploring	Tomáš Štefek
11:30–12:00	Central library case study – gathering feedback	Pavla Martinková
12:00–13:30	Lunch	
13:30–17:00	Workshops – World café, and Interviews	Pavla Martinková, Roman Novotný

WEDNESDAY, SEPTEMBER 4

9:00–10:00	Participants' presentations	Efthymia Matraki, Gloria Santos Blanco, Carmen de Miguel-Murado, Janina Szadkowska, Iwona Osmulska
10:00–10:30	Case study – Beyond Academic Support: Using a CRM System to Enhance the Value of Academic Services and Improve Internal Training	Alena Chodounská, Alex Ryzhkov
10:30–11:00	Coffee	
11:00–11:30	Lecture – introduction to analysis	Pavla Martinková, Roman Novotný

11:30–12:00	Central library case study – Card Sorting	Zuzana Kunová
12:00–13:30	Lunch	
13:30–17:00	Workshops – Personas, HMW, and Ideation	Zuzana Kunová, Pavla Martinková, Roman Novotný
THURSDAY, SEPTEMBER 5		
9:00–10:00	Participants' presentations	Kira Boikova, Ilona Grauda, Ewa Witkowska, Katri Rintamäki, Klára Urbánková
10:00–10:30	Case study – Libdesign: 35 Methods for Better Services	Pavla Martinková
10:30–11:00	Coffee	
11:00–11:30	Lecture – introduction to design and testing	Zuzana Kunová
11:30–12:00	Central library case study – user testing	Zuzana Kunová, Pavla Martinková
12:00–13:30	Lunch	
13:30–17:00	Workshops – Story boards, and User testing	Zuzana Kunová, Tomáš Štefek
FRIDAY, SEPTEMBER 7		
9:00–9:30	Recap of the week	Igor Hlaváč
9:30–10:30	Implementation of the solution via project management	Zuzana Kunová
10:30–11:00	Bubbles – what did and did not work?	Markéta Bočková, Igor Hlaváč
11:00–11:30	Coffee	
11:30–13:00	Reflection / What's next?	