

## Masaryk University Staff Training Week

### MUST Week

Central Library of the Faculty of Arts

September 2—6, 2019

Masaryk University, Faculty of Arts, Arne Nováka 1, 602 00 Brno

#### PRELIMINARY PROGRAMME

Participants of MUST Week will take part in lectures and workshops focused on understanding the needs of users in academic libraries. Our approach is based on the principles of service design as a tool for user-oriented problem-solving and improving the experience of both users and employees.

The programme follows the [Libdesign](#) process, consisting of four phases: Exploring, Analysis, Design, and Testing. Each day covers best practices, introductory lectures, and hands-on workshops.

By the end of the week, the participants should be able to work independently at their organisation and apply the service design tools as needed.

	Focus of the day	Timetable
<b>Monday</b>	Define & Social event	10:00–16:00/18:00–20:00
<b>Tuesday</b>	Exploring	9:00–17:00
<b>Wednesday</b>	Analysis	9:00–17:00
<b>Thursday</b>	Design & Testing	9:00–17:00
<b>Friday</b>	Implementing knowledge	9:00–12:00

Monday September 2	Programme	Location
10:00 – 12:00	Opening session	MUNI Faculty of Arts
12:00 – 13:00	Lunch break	
13:00 – 14:30	Lecture	
14:30 – 15:00	Coffee break	
15:00 – 16:00	Lecture	
18:00 – ...	Social event	

Tuesday September 3	Programme	Location
09:00 – 10:30	Participants' presentations	MUNI Faculty of Arts
10:30 – 11:00	Coffee break	
11:00 – 12:00	Lecture	

12:00 – 13:00	Lunch break	
13:00 – 15:00	Workshop	
15:00 – 15:30	Coffee break	
15:30 – 17:00	Workshop	

<b>Wednesday September 4</b>	<b>Programme</b>	<b>Location</b>
09:00 – 10:30	Participants' presentations	MUNI Faculty of Arts
10:30 – 11:00	Coffee break	
11:00 – 12:00	Lecture	
12:00 – 13:00	Lunch break	
13:00 – 15:00	Workshop	
15:00 – 15:30	Coffee break	
15:30 – 17:00	Workshop	

<b>Thursday September 5</b>	<b>Programme</b>	<b>Location</b>
09:00 – 10:30	Participants' presentations	MUNI Faculty of Arts
10:30 – 11:00	Coffee break	
11:00 – 12:00	Lecture	
12:00 – 13:00	Lunch break	
13:00 – 15:00	Workshop	
15:00 – 15:30	Coffee break	
15:30 – 17:00	Workshop	

<b>Friday September 6</b>	<b>Programme</b>	<b>Location</b>
09:00 – 10:30	Week review	MUNI Faculty of Arts
10:30 – 11:00	Coffee break	
11:00 – 12:00	Closing session	

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