User-Experience Design and Human-Centered Design
A Reading List

About Design and UX:

Buley, Leah. *The User Experience Team of One: A Research and Design Survival Guide*
An ideal book for the Guerilla UX practitioner with plenty of advice and tips.

Cooper, Alan. *About Face: The Essentials of Interaction Design*
This solid reference book goes through moves the classic issues of interaction design.

Covert, Abby. *How to Make Sense of Any Mess.*
Covert has a seven-step process to help people learn to make sense of information architecture.

Garrett, Jesse James. *The Elements of User Experience: User-Centered Design for the Web and Beyond*
One of the most used books about user-experience that helps those looking to understand the basics.

Gothelf, Jeff and Josh Seiden. *Lean UX: Applying Lean Principles to Improve User Experience*
This book gives a clear look at agile UX, and then draws useful connections between processes and decision-making.

Krug, Steve. *Don't Make Me Think*
This book helps you understand why some interfaces work and some don't, based on psychology and common sense.

Norman, Don. *The Design of Everyday Things*
This seminal book from 1982 gives a look at the basics of design and its importance.

Spencer, Donna. A Practical Guide to Information Architecture
This commonly cited book goes through scores of IA case studies.

Weinschenk, Susan. *100 Things Every Designer Needs to Know About People*
This useful reference book offers many useful insights on human behavior and design.

Lidwell, William, Kritina Holden and Jill Butler. Universal Principles of Design.
Useful encyclopedic reference book with all sorts of useful issues from 80/20 rule to Occam's razor.

Useful but not Specifically UX Design:

Csikszentmihaly, Mihaly. *Flow*.
Psychologist Csikszentmihaly explores how a positive, fluid state, flow, occurs and how experiences can be modified to optimize flow.

Dalio, Ray. *Principles*.
Entrepreneur Dalio shares advice and tips on success and quality decision-making by seeing systems and patterns in work.

Doorley, Scott and Scott Withoft. *Make Space.*
This book offers tools, insights, and examples of how modifications to space can transform work situations, particularly team-work.

Duhigg, Charles. *The Power of Habit.*
Duhigg explores how habit can transform people's lives, like by freeing up mental space for creative thought, for example.

Dweck, Carol S. *Mindset*.
Dweck explores how one's thinking processes can affect all areas of your life.

Eyal, Nir. *Hooked: How to Build Habit-Forming Products.*
Drawing on design and psychology, Eyal points out specific elements that make products addictive.

Harmon, Katharine. *You Are Here: Personal Geographies and Other Maps of the Imagination.*
Presents a variety of maps that help people make meaning of space, imagined or real.

Graeber, David. *The Utopia of Rules: On Technology, Stupidity, and the Secret Joys of Bureaucracy.*
An exploration of the ubiquity of bureaucracy and its effects on creativity, productivity, and success in contemporary society.

Grant, Adam. *Give and Take*.
Wharton professor Grant explores how collaborating (or being a giver as he calls them) can lead to personal success while transforming organizations.

Heath, Chip and Dan Heath. *Switch*.

This book draws on psychology, sociology, and management theory to show the best ways to lead transformational change.

Lauwaert, Maaike & Francien van Westrenen (eds.) *Facing Value: Radical Perspectives From the Arts.*
A useful anthology exploring many aspects of life and work.

Kahneman, Daniel. *Thinking, Fast and Slow.*
This book focuses on the decision-making process. This book is particularly useful in consider user-research and interviews.

Kegan, Robert and Lisa Laskow Lahey. *An Everyone Culture.*
A deep and radical look into workplace transparency with a focus on how people can bring their humanity to the workplace.

Kelley, Tom and David Kelley. *Creative Confidence: Unleashing the Creative Potential Within Us All.*
Strategies and approaches that help everyone unleash their creative potential in life and work as a way to be more productive and successful.

Kelley, Tom. *The Art of Innovation.*
Insights and tools that help decision-makers lead more innovative, successful teams.

McChrystal, Stanley. *Teams of Teams*
General McChrystal uses experience from the complex world of military campaigns to give advice to better run organizations.

Prelinger, Megan. Another Science Fiction: Advertising the Space Race 1957-1962.
A look at the ways that marketing, cold war hysteria, and the culture of science came together to create an influential visual language.

Ries, Eric. *The Lean Startup.*
Drawing on iterative design processes, Ries sets up a system for entrepreneurs to be agile and successful through constant testing, learning, and improvement.

Robinson, Ken. *Out of Our Minds.*
Explores what it means to use one's imagination in service of creativity and how to apply creative thinking to an innovation process.

Saval, Nikil. *Cubed: A Secret History of the Workplace.*
An exploration about how the workspaces and work cultures of the white-collar world has changed over time.

Schwartz, Barry. *The Paradox of Choice: Why More Is Less.*
Schwartz illustrates the psychology of decision-making and choice-points. This book is useful when analyzing user research.

Wilkinson, Karen and Mike Petrich. *The Art of Tinkering.*
An active workbook crossed with creativity bible from the team of the Exploratorium that will jumpstart anyone's creativity.

Whitaker, Amy. *Museum Legs*.
A collection of essays exploring the reasons why museums matter.

Essential Websites and Links:
IDEO's *Human Centered Design Toolkit*

Interaction Design Foundation's User Research

Nielsen Norman Group's When to Use Which User-Research Methods

Stanford's "virtual crash course in design thinking."

Office of Personnel Management Survey of Human-Centered Design Processes & tools to gauge the maturity of your organization in adopting UX principles

Fabrique HCD Workshop's brainstorming activity

FedGov Tech Consulting Group's a suite of HCD tools.

Adaptive Path's Guide to Experience Mapping

Visualization of Service Design Tools

Storyboarding How-To

D.school K12 Lab's Equity-Centered Design Kit

Google's Design Sprint Kit

18F Design Method Cards

Harvard Business Review regularly publishes articles on organizational design and workplace psychology

Sources from SIG Members

Dana Mitroff Silvers (Tw: @dmitroff) runs a resource site for practitioners: Design Thinking for Museums

Seema Rao (Tw: @artlust) blogs about User Experience among other topics about museums

Samantha Diamond's Culture Connect includes many hands-on Tools