by Violet Fox   2 years ago

#critlib 2016-07-19: Value Sensitive Design

Archive of the July 19, 2016 #critlib chat on Value Sensitive Design, moderated by @metageeky. For more info about #critlib, including past and future chats, visit critlib dot org.

Jessica Schomberg
@schomj

So excited for today's #critlib on Value Sensitive Design by @metageeky, 6 pm Pacific. critlib.org/value-sensitiv...

2 YEARS AGO

Kate Deibel
@metageeky

Welcome all to tonight's #critlib. We'll be discussing Value Sensitive Design critlib.org/value-sensitiv...

2 YEARS AGO

Kate Deibel
@metageeky

I'm Kate, a library dev at the U of Washington in Seattle. I'm also your moderator. Thank you for joining us. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

As a reminder, I'll be asking questions labelled as Q1, Q2, etc. Be sure to include both A1, A2, etc. and the #critlib tag with your replies

2 YEARS AGO

Violet Fox
@violetbfox

For those joining in the #critlib conversation on Value Sensitive Design starting now, questions can be found at critlib.org/value-sensitiv...

2 YEARS AGO

Introductions

Kate Deibel
@metageeky

Let's get started with some introductions. Tell us a little about who you are. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

As I said, I'm a libtech from UW. I used VSD in my doctoral work on assistive tech adoption among adults with dyslexia #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Alan Borning was one of my advisors and I even took a VSD course directly from Batya Friedman #critlib

2 YEARS AGO

Hi #critlib, I'm an academic cataloger in central Minnesota, where I took this picture today. #summerinMN pic.twitter.com/syrzIScfMF

VIOLET FOX @VIOLETBFOX · 2 YEARS AGO

Jessica Schomberg
@schomj

Jessica, academic librarian w many hats, and I know very little about Value Sensitive Design--here to learn #critlib twitter.com/metageeky/stat...

🐦 2 YEARS AGO

Ryan P. Randall
@foureyedsoul

Hey #critlib! Ryan here. I'm a community college instruction & outreach librarian in Boise, ID (whose hills are currently on fire).

🐦 2 YEARS AGO

Ryan P. Randall
@foureyedsoul

I'm excited about tonight's #critlib as a way into VSD. The readings look *~fantastic~* but I haven't been able to do them yet.

🐦 2 YEARS AGO

Lisa Hubbell
@lisahubbell

Hi #critlib from an academic librarian in California. Had not heard about Value Sensitive Design, glanced at articles.

🐦 2 YEARS AGO

Kate Deibel
@metageeky

I guess everyone is being shy tonight (or really that "car accident" curious about the RNC). Let's get going into our questions. #critlib

🐦 2 YEARS AGO

Emily Drabinski
@edrabinski

Hi #critlib! Late due to little league. Academic nstruction librarian in Brooklyn! @metageeky

🐦 2 YEARS AGO

Q1. How would you define Value Sensitive Design?

Kate Deibel
@metageeky

Q1. How would you define Value Sensitive Design? #critlib

2 YEARS AGO

Violet Fox
@violetbfox

A1. I know it's probably difficult to distill to 140 characters, @metageeky, but do you have a succinct answer for Q1? #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

A1 Making design decisions based on your values?? (I did look at the materials a few weeks ago, I swear!) #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Kate Deibel
@metageeky

A1: To me, the key aspect is recognizing that society shapes how tech is used and tech usage shapes society. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

A1: VSD is about designing tech to try to ensure that new tech betters/does not cause harm #critlib

2 YEARS AGO

Kate Deibel
@metageeky

A1: And it does that by focusing on how to identify human values relevant to the tech that should be respected/promoted #critlib

2 YEARS AGO

Violet Fox
@violetbfox

A1. Q1 is proving difficult for me, it just seems so "common sense" that it's hard to determine underlying principles? #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox A lot of ethical design seems like it should be "common sense" but history shows we easily forget it. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox So many production systems go out, for example, completely forgetting about disability/accessibility standards #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox Or blatant ignorance at protecting user privacy #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox Actually, it's more than just the users, but the whole network of people with stakes in a system. #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

A1. @metageeky Readings sound like Value Sensitive Design focuses on design of objects. Can it also apply to exhibits, instruction? #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@lisahubbell Great question! VSD does come from engineering, so it's more focused on tangible things #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@lisahubbell However, it has been used for intangible concepts like developing privacy policies for web browsers. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@lisahubbell My doctoral work was less about designing a system but more about sociological investigation/developing design policy #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@metageeky And I liked the examples in your presentation that it could be applied to representing identities in cataloging. #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

A1 What interested me in this #critlib chat was the relationship between VSD and accessible design/disability rights twitter.com/metageeky/stat...

2 YEARS AGO

Kate Deibel
@metageeky

@schomj I only wrote a dissertation about that. :D #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@metageeky I used to be a museum exhibit evaluator, and had colleagues who worked on prototyping for visitors w disabilities. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Let's take a different tach and talk about values with the next question. #critlib

2 YEARS AGO

Q2. What are some explicitly-supported values in library work?

Kate Deibel
@metageeky

Q2. What are some explicitly-supported values in library work? #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Q2: You can also attempt to define what a value is (or is not). If you do, you get a PhD in philosophy and a candy bar #critlib

2 YEARS AGO

Jennifer Dekker
@jayeldee

hey, academic librarian in Ottawa interested in the #critlib conversation, but not sure if I have much to add ...

2 YEARS AGO

Jessica Schomberg
@schomj

A2 Well, there are the ALA core values, which are explicitly stated. Tho I don't see explicit $$ support #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Kate Deibel
@metageeky

@schomj I'm not a librarian, so I'm unfamiliar with those. Care to elaborate? #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@schomj Obligatory link to ALA Core Values statement #critlib ala.org/advocacy/intfr...

2 YEARS AGO

Jessica Schomberg
@schomj

ALA core values are a list of 11 library values ala.org/advocacy/intfr... #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Emily Drabinski
@edrabinski

I like an explicitly-stated value! Helps make an argument for $$, maybe? #critlib @schomj @metageeky

2 YEARS AGO

Kate Deibel
@metageeky

@edrabinski @schomj Explicitly stating a value also helps identify bias. For example, I'm big on disability pride, so IDENTITY was #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@edrabinski @schomj key in my thesis work. However, that could cause tension with my user pop. who wanted privacy to avoid stigma #critlib

2 YEARS AGO

Ryan P. Randall
@foureyedsoul

A2 By "values" in tonight's #critlib, do we mean libraryland things like accessibility? Material/economic accessibility & disability a11y?

2 YEARS AGO

Kate Deibel
@metageeky

@foureyedsoul A lot of those fall under the value called ACCESS. However, it has many aspects one can focus on/ignore. #critlib

2 YEARS AGO

Ryan P. Randall
@foureyedsoul

.@metageeky So like: One might focus on making mobile-first websites for less $$ users (on mobile) but ignore doing a11y work? #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@metageeky A2. Respect is embedded in the question. Also diversity, equity, access. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Q2: If it helps, let's look at the example of cataloging to respect identities. As a cataloger, what values would matter? #critlib

2 YEARS AGO

Violet Fox
@violetbfox

@metageeky A2 "Neutrality," of course. Consistency. Accuracy. User-centeredness. #critlib

2 YEARS AGO

Violet Fox
@violetbfox

@metageeky A2 (cont.) Efficiency. Collaboration. #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

Hmm... how to state this. Helps to get a one-time check or a line added to library objectives but doesn't #critlib twitter.com/edrabinski/sta...

2 YEARS AGO

Emily Drabinski
@edrabinski

@metageeky Always this tension with naming, visibility comes with a cost. #critlib @schomj

2 YEARS AGO

Kate Deibel
@metageeky

@edrabinski @schomj Exactly! And it can also conflict with notions of accuracy. Do you track name changes among trans creators? #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

A2. @metageeky preso definition: "A value is a concept or aspect that a person or group of people judge as important in life." #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

IME, translate to staffing or other resources, or standing firm when something is "controversial" #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

Like we're all down for disability rights until it comes to intersectionality or going the extra mile for a coworker w disabilities #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

@metageeky @edrabinski And how to even do that meaningfully with genderfluid people or enbies? #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

@metageeky @edrabinski (Thinking of coding gender in name authority records for that last point) #critlib

2 YEARS AGO

Vernica Downey
@vmdbks

Hi, #critlib--joining late. Academic metadata librarian in Cambridge, MA. No experience with this topic but curious.

2 YEARS AGO

Ian Beilin
@ibeilin

Hi #critlib, Ian here lurking from the subway on the way home from work.

2 YEARS AGO

Lisa Hubbell
@lisahubbell

A2. ...and I'm intrigued that this doesn't try to be universal. Could be values of individual users, staff, admin. Who decides? #critlib

2 YEARS AGO

Jennifer Dekker
@jayeldee

@lisahubbell i think that's super interesting...institutions make values visible. A2 #critlib

2 YEARS AGO

Jennifer Dekker
@jayeldee

and if it's not clear, i think libraries are institutions :) A2 #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Since a lot of you in attendance are not that familiar with VSD, I'm going to go off the rails and break from the planned Qs. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Unless anyone objects, let's take a look at how VSD might work with one of the classic examples. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Scenario: designing a user database for a hospital. It will be used by doctors and nurses. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Under most user-centered design approaches, we'd focus just on the medical staff. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

VSD says look at stakeholders, not just direct users. Who will the database impact? #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Clearly, patients will be impacted even though they won't use it. Insurance companies. Hospital admins/management. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

For each stakeholder group, we can ask what values matter to them? Patients clearly want privacy for medical records. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Admins and med staff might want faster access. Those values could be in tension. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

To go back to Q1, VSD is about trying to manage all these potential conflicts by raising them up from conversation day 1. #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@metageeky So the first part of your question refers to users of the tool being designed, not users of the whole service. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@lisahubbell Exactly. Tech influences more than just the people who push the buttons. #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

Sidetracking from the example provided to think about the client side of our ILS and laughing bitterly #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Jennifer Dekker
@jayeldee

@schomj i know, right? what does the ILS say about our values? #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

The confusing layouts, the ridiculous amount of clicking involved, the tiny fonts. Can't imagine using a screenreader with it #critlib

2 YEARS AGO

Kate Deibel
@metageeky

This is a brilliant question and one I encourage people to ask more #critlib twitter.com/jayeldee/statu...

2 YEARS AGO

Jessica Schomberg
@schomj

@jayeldee It says we don't want to learn what our systems could do and/or that WE aren't valued enough to finance appropriately #critlib

2 YEARS AGO

Jennifer Dekker
@jayeldee

@schomj all i know is i had an exhausted student in for 2 hours today who said she can't make heads or tails of the ILS.

2 YEARS AGO

Jessica Schomberg
@schomj

@jayeldee Understandably so. It's a Frankenstein monster.

2 YEARS AGO

Jennifer Dekker
@jayeldee

@schomj i thought they were supposed to make finding things easy. seems the complete opposite.

2 YEARS AGO

Jessica Schomberg
@schomj

@jayeldee I think part of it may be that we can't prioritize what we want as a profession so our vendors do it for us? IDK

2 YEARS AGO

Jennifer Dekker
@jayeldee

@schomj i don't want to be overly critical even in a #critlib chat, but i don't disagree.

2 YEARS AGO

Kate Deibel
@metageeky

So let's get back to the cataloging application. Who are some stakeholders (direct and indirect)? #critlib

2 YEARS AGO

Violet Fox
@violetbfox

@metageeky IT, cataloging staff, end users, reference librarians, vendor staff, developers... #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox End users is a bit vague and dehumanizing? Library patrons? Researchers? Casual readers? #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

Library employees are often direct backend users (though we have some who refuse to touch the client side) #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Tina
@aboutness

@violetbfox @metageeky ...authors, publishers... #critlib

2 YEARS AGO

Kate Deibel
@metageeky

Yes! I was looking for these important stakeholders #critlib twitter.com/aboutness/stat...

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@schomj Right. Or a discovery layer that prioritizes speed over recall. Doesn't serve research needs, but who even knows? #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@lisahubbell @schomj ACCURACY versus EASE OF ACCESS. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@lisahubbell just made me realize an interesting value in library world: accurately recognizing creator efforts. #critlib

2 YEARS AGO

Violet Fox
@violetbfox

So VSD is about identifying values of all parties & identifying conflicts. Does it give guidance on how to evaluate conflicts? #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox There are some tools for this. One is to make that tension visible. In the UrbanSim project, they used Habermas #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox and his theory of legitimation to inspire tools that allowed for transparency of assumptions in the simulator #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox Other times, the value conflict might just have to come down to a decision call where you make clear your reasoning #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@metageeky @violetbfox That would be one of the linked #critlib readings: vsdesign.org/publications/p...

2 YEARS AGO

Kate Deibel
@metageeky

Moving on, let's assume that you're sold on the idea that VSD is a good thing, how do we put it into practice? #critlib

🐦 2 YEARS AGO

Kate Deibel
@metageeky

In order to understand values, you need some expertise in ethics, phil., law, etc. Studying intergroup dynamics implies social sci. #critlib

🐦 2 YEARS AGO

Kate Deibel
@metageeky

And then if you want to apply any of it to actual tech or policy, you need to understand how engineering/policy making/etc. work #critlib

🐦 2 YEARS AGO

Kate Deibel
@metageeky

Sounds like a challenge, right? Pretty cross disciplinary? #critlib

🐦 2 YEARS AGO

Lisa Hubbell
@lisahubbell

@metageeky @violetbfox This goes back to @edrabinski re making case for $$. What about real-world decisions where values clash? #critlib

🐦 2 YEARS AGO

Tina
@aboutness

I think it would be useful to think through an illustration of values in conflict in the cataloging example. Gender in NARs maybe? #critlib

🐦 2 YEARS AGO

Kate Deibel
@metageeky

Please do. I only know a little of cataloging, so I'll answer what I can. #critlib
twitter.com/aboutness/stat...

2 YEARS AGO

Tina
@aboutness

That has been discussed and written about a lot, so maybe using it as an example would just mean viewing it through a VSD filter. #critlib

2 YEARS AGO

Violet Fox
@violetbfox

@aboutness Stakeholders: subject of the NAR, creator of NAR, cataloger's coworkers/supervisors, researchers, readers... #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@aboutness This sounds very promising. I've only glanced at the literature a little. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox @aboutness The potential conflict between the subject's wishes and accuracy/historicity is so interesting. #critlib

2 YEARS AGO

Tina
@aboutness

Another facet is creator's wish for privacy vs. desire to facilitate user searchers for "women poets from X" and suchlike #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

What nonsense is this? Who signed that? I am full of ?!?!?!? right now #critlib
twitter.com/jayeldee/statu...

🐦 2 YEARS AGO

#critlib pic.twitter.com/QrqGi16DXp

🐦 JESSICA SCHOMBERG @SCHOMJ · 2 YEARS AGO

Kate Deibel
@metageeky

Q6: How do we emphasize to vendors that we have certain values that are higher than profit?
#critlib twitter.com/lisahubbell/st...

🐦 2 YEARS AGO

Violet Fox
@violetbfox

@metageeky By being willing to pay more, presumably. #critlib

🐦 2 YEARS AGO

Kate Deibel
@metageeky

@violetbfox Ironic. #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

Thinking with my cataloger hat again, I wonder if it's even possible to do this alone? (Institutionally) #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Kate Deibel
@metageeky

@schomj Well, I can say that I wrote a 3x long thesis on my own due to insomnia and no social life. #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

But maybe it would be possible within a consortium or cooperative? #critlib

2 YEARS AGO

Violet Fox
@violetbfox

@schomj Or a like-minded group of catalogers *cough* #critcat *cough* #critlib

2 YEARS AGO

Kate Deibel
@metageeky

@schomj I believe it is possible within small groups. VSD is really strong about adopting good practices, so anyone can contribute #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

@metageeky Yeah, cataloging standards are usually developed by lots of small groups. Hmm.
#critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

#critlib VSD discussion brings to mind a preso at #ccli on the mindsets of teachers in diff
disciplines and how to sell them on #infolit

2 YEARS AGO

Lisa Hubbell
@lisahubbell

Preso was at #ccli205 by @debbieabilock & Susan Smith on threshold concepts in disciplines
#critlib cclibinstruction.org/ccli-2015-spea...

2 YEARS AGO

Jessica Schomberg
@schomj

But if I take off my cataloger hat, could you do with instructional design? Or design of collection
space? #critlib twitter.com/metageeky/stat...

2 YEARS AGO

Kate Deibel
@metageeky

@schomj Values/stakeholders are more about centering discussion. How and what you do relies
on the strengths/knowledge you bring in #critlib

2 YEARS AGO

Jessica Schomberg
@schomj

@metageeky Trying to think of some process that I have control over to test this out on
#critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

@schomj Lots of architecture & exhibit design done in groups. Might be easier w curriculum based on certain theories or frames. #critlib

2 YEARS AGO

Kate Deibel
@metageeky

For a concept that evolved in an iSchool, VSD hasn't seen much in library work (insert snark here), but I think it has promise. #critlib

2 YEARS AGO

Jennifer Dekker
@jayeldee

@metageeky by taking matters into our own hands?

2 YEARS AGO

Kate Deibel
@metageeky

Absolutely! VSD is ripe for new generational approaches and I'm hoping to be part of it. #critlib twitter.com/jayeldee/statu…

2 YEARS AGO

Kate Deibel
@metageeky

We're getting close to the hour, so we'll have to end soon. Although this convo went differently that my expectations, thank you. #critlib

2 YEARS AGO

Violet Fox
@violetbfox

What a great #critlib chat--so grateful to @metageeky for explaining and everyone who chimed in tonight. Any volunteers to archive/Storify?

2 YEARS AGO

Kate Deibel
@metageeky

Thank you all again and please tweet me with more questions or if you want to discuss some papers/ideas. #critlib

2 YEARS AGO

Lisa Hubbell
@lisahubbell

Many thanks to @metageeky for new ideas & shifting gears to orient #critlib to Value Sensitive Design. Articles at critlib.org/value-sensitiv...

2 YEARS AGO

Ryan P. Randall
@foureyedsoul

Really looking forward to having the brain power & attention to take in the VSD readings! Thank you @metageeky & all in tonight's #critlib.

2 YEARS AGO

Kate Deibel
@metageeky

Also, if you take in any of the readings, I highly recommend the Latour article. One of my fave papers of all time. #critlib

2 YEARS AGO

Andrew Preater
@preater

RTs of my favourite bits from #critlib this morning (2 AM BST), likely to be of interest to systems folk.

2 YEARS AGO

Andrew Preater
@preater

Particularly good, #critlib recommended background reading is this awesome #Latour chapter: x.preater.com/2aaIcAV

2 YEARS AGO

FIMS GRC
@FIMS_GRC

Interested in the topic of the value of sensitive design? Review yesterdays #critlib for some stimulating tweets!

2 YEARS AGO

barbara fister
@bfister

@lisahubbell @metageeky Sorry I missed it but thanks for the great resources!! #critlib

2 YEARS AGO