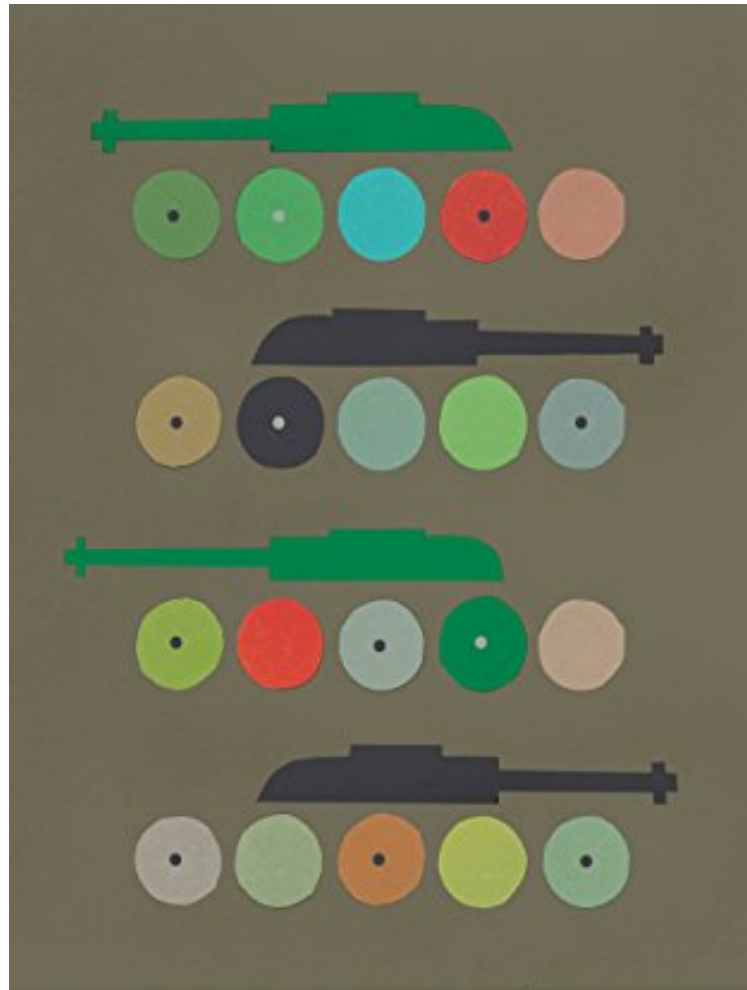


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# Doorbells, Danger, and Dead Batteries: User Research War Stories

*Steve Portigal*

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DOORBELLS, DANGER, AND DEAD BATTERIES

User Research War Stories

by STEVE PORTIGAL Foreword by Allan Chochinov

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**Steve Portigal : Doorbells, Danger, and Dead Batteries: User Research War Stories** before purchasing it in order to gage whether or not it would be worth my time, and all praised Doorbells, Danger, and Dead Batteries: User Research War Stories:

0 of 0 people found the following review helpful. Finally a relatable book on the realities of doing researchBy Patricia WangWe need more researchers like Steve writing about what is actually going on in the world - and as always he

writes in a relatable way. rarely do we talk about what happens when things get hairy, get dangerous, and treading on major ethical boundaries. This is a rare gift where that space is not only acknowledged, but seen as part and parcel to doing research. This is a great and necessary text for course work and for those working inside the industry. 0 of 0 people found the following review helpful. Humans talking to each other By A Customer This book does an excellent job of humanizing user research. Ultimately, we are all just humans talking to each other. 0 of 0 people found the following review helpful. Five Stars By Sarah Fathallah This book is made out of 100% metaphorical nuggets juice.

User research war stories are personal accounts of the challenges researchers encounter out in the field, where mishaps are inevitable, yet incredibly instructive. *Doorbells, Danger, and Dead Batteries* is a diverse compilation of war stories that range from comically bizarre to astonishingly tragic, tied together with valuable lessons from expert user researcher Steve Portigal.

*Doorbells, Danger, and Dead Batteries* is a fascinating, sometimes hilarious, and very revealing peek behind the curtain of user research. Read this book to understand the lengths to which researchers go to get the critical insights that today's businesses desperately need. --Denise Lee Yohn, author of *What Great Brands Do* These behind-the-scene stories of researchers at work will enlighten and inspire you. --Scott Berkun, author of *The Myths of Innovation* The stories Steve Portigal knits together here have an extraordinary and immediate intimacy, like listening in on 66 researchers' bedtime prayers. Anne Lamott says there are essentially three kinds of prayers: help, thanks, and wow! *Doorbells, Danger, and Dead Batteries* covers the whole range, with humor and wisdom. --Dan Klyn, information architect, co-founder of The Understanding Group (TUG) About the Author Steve is the founder of Portigal Consulting. In the past 15 years he's interviewed families eating breakfast, rock musicians, home-automation enthusiasts, credit-default swap traders, and radiologists. His work has informed the development of music gear, wine packaging, medical information systems, corporate intranets, videoconferencing systems, and iPod accessories. He's an accomplished presenter who speaks about culture, innovation, and design at companies such as eBay, Adobe, Nokia, Hewlett-Packard, and Dolby Laboratories. Steve has lectured at Stanford University, Institute of Design, California College of Art, and UC Berkeley, and writes regularly on topics from interaction design to pop culture for *Interactions*, *Core77*, *Ambidextrous*, and *Johnny Holland*. He has a graduate degree in human-computer interaction from the University of Guelph and is an avid photographer who has a Museum of Foreign Groceries in his home.