Library futures: Converging and diverging

Lorcan Dempsey

With Helene Blowers, Liz Morris and Constance Malpas. OCLC

ALIA National Conference, Adelaide, 30 August 2016

@LorcanD

@LorcanD

Overview

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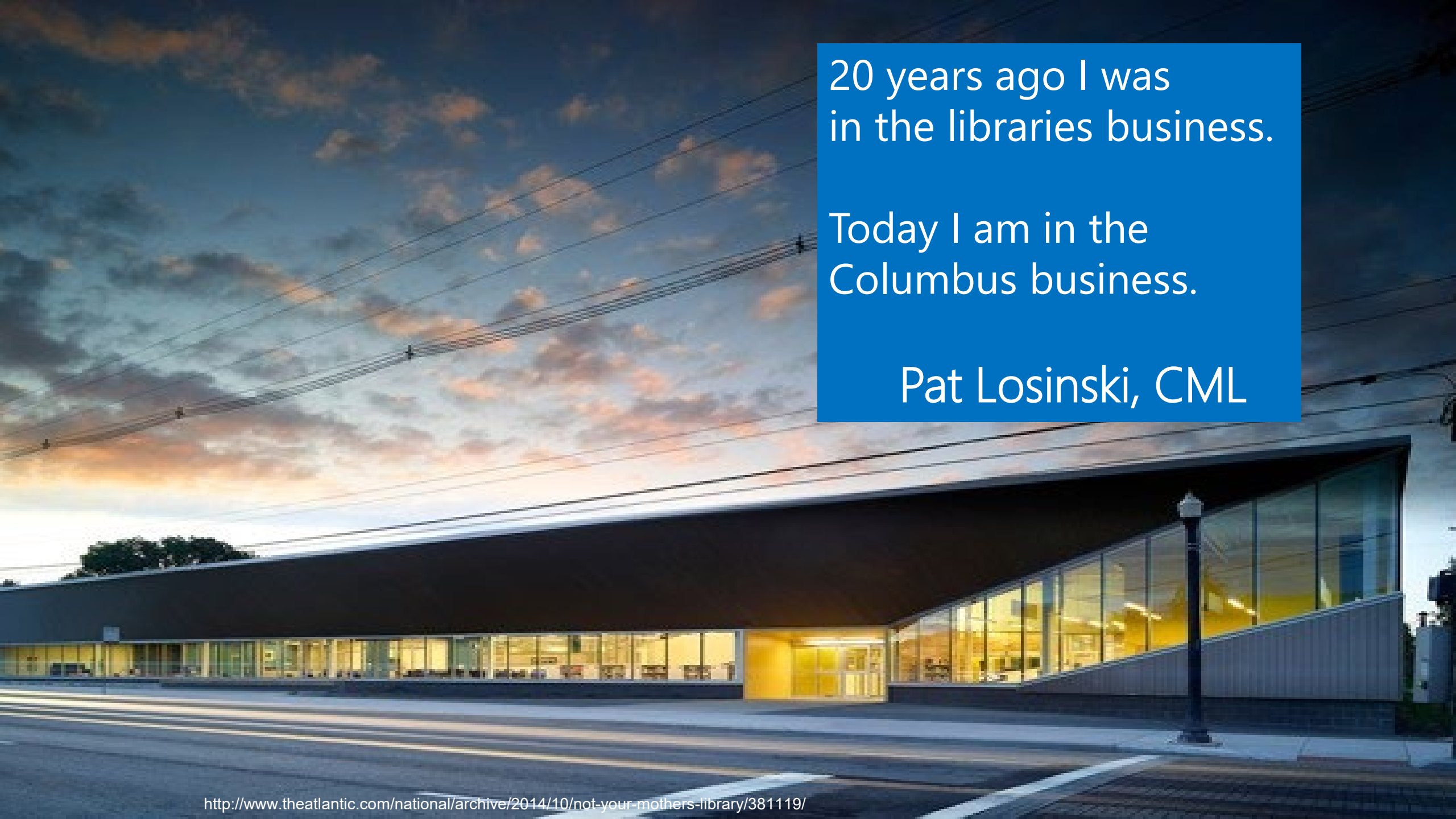
The library in the life of the user



http://www.theatlantic.com/national/archive/2014/10/not-your-mothers-library/381119/

https://library.osu.edu/blogs/osulstaff/2016/02/29/from-the-director-february-29-2016-drinking-from-the-fire-hose

... to be vital to the academic enterprise, the Libraries must position itself as an active, engaged participant in solving university-level problems (*Looking outside ourselves)*; ...

Look to where teaching and research within the academic disciplines and cultural acquisition are moving, and you will see the Libraries skating to the same puck, sometimes as partner, sometimes as leader, always engaged.

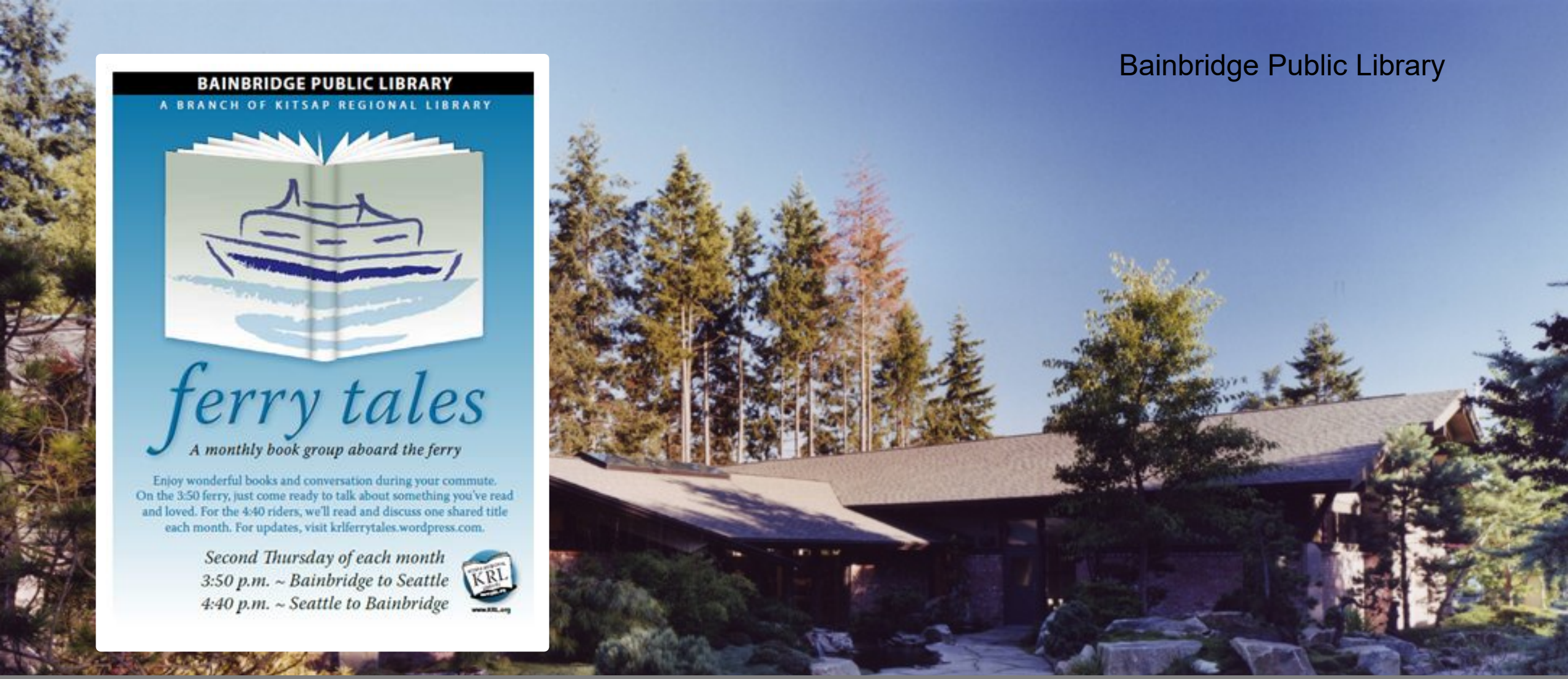
Damon Jaggars, The Ohio State University

http://www.yourlightingbrand.com/portfolio-posts/ohio-state-library/

Our traditional model was
one in which we thought of
the user in the life of the library

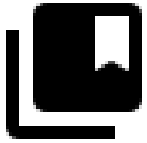
... but we are now increasingly
thinking about **the library**
in the life of the user

Lorcan Dempsey

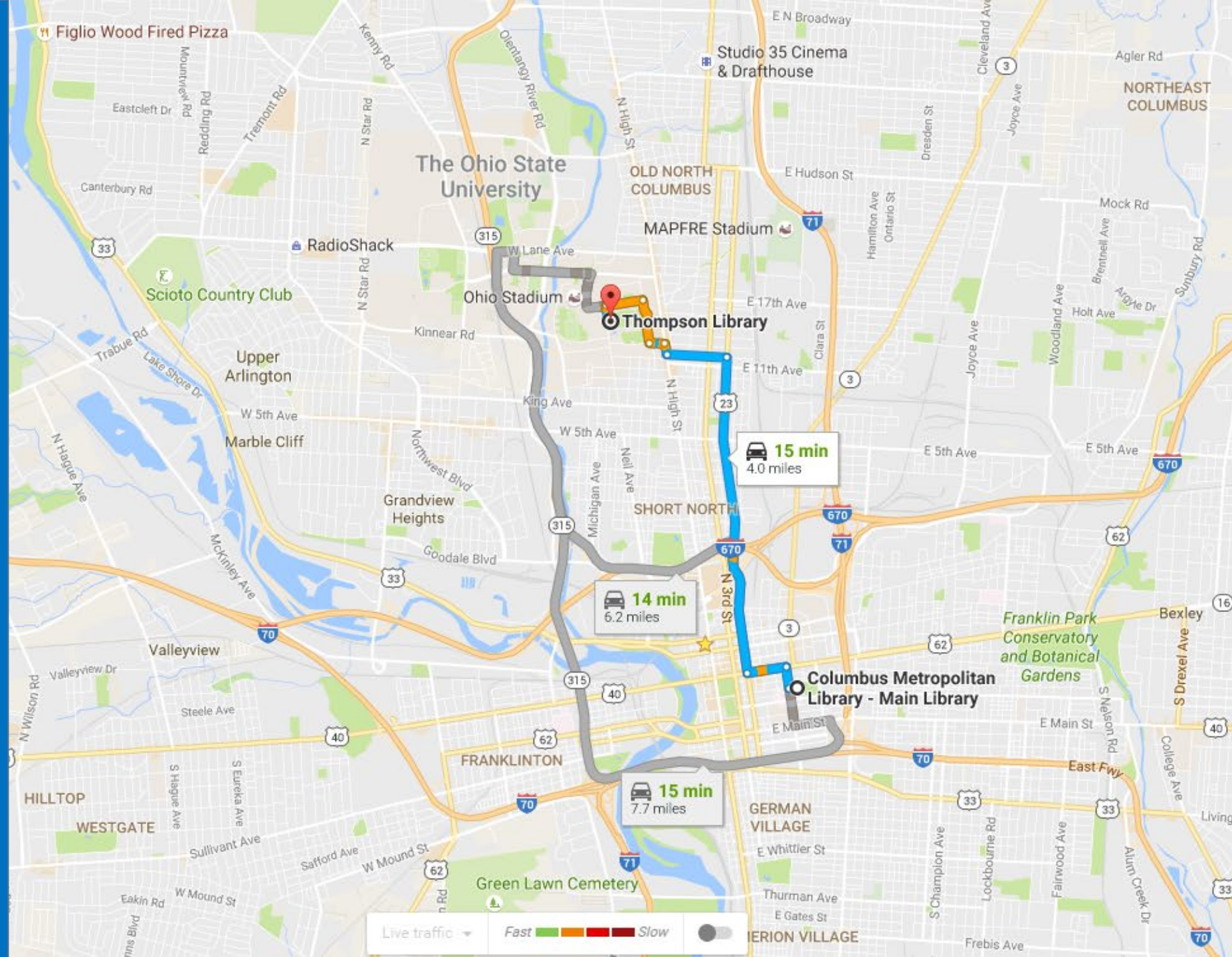


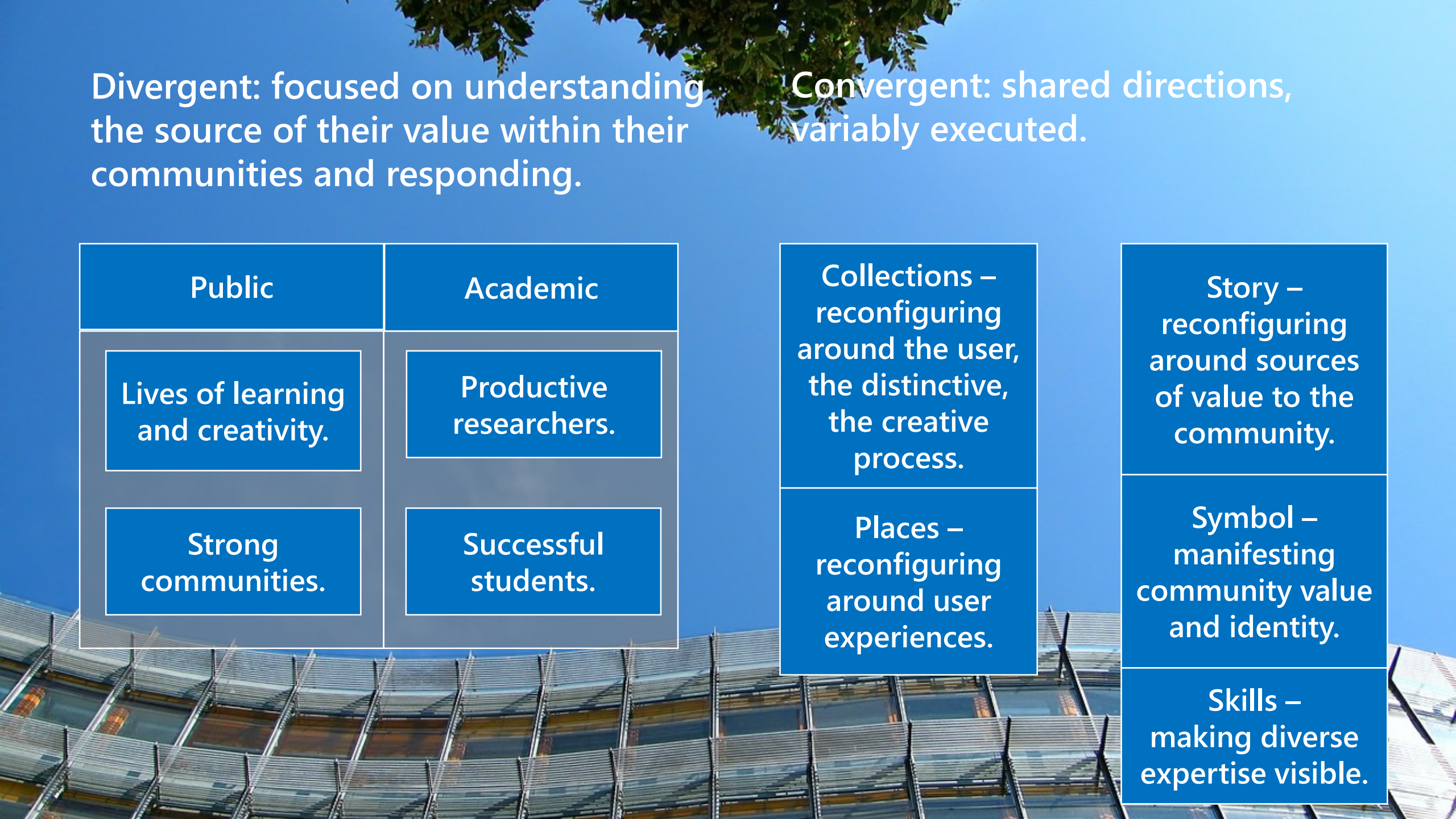
Bainbridge Public Library

Library learning happens anytime, *everywhere*

Collections		Print logic. Just in time.	Network logic. Reconfigured around the user, the distinctive, and the creative process.
People		Anonymous. Neutral.	To be seen as expert, your expertise has to be visible. Partner and advocate.
Systems		Managing the collection	Managing workflows and relationships. CRM, digital scholarship, social.
Place		Configured around collections	Configured around user experiences.
Model of organizational excellence		Bureaucracy – Stable and known	Enterprise – understanding sources of value and being nimble and adaptive.

Convergence and Divergence





Divergent: focused on understanding the source of their value within their communities and responding.

Public	Academic
Lives of learning and creativity.	Productive researchers.
Strong communities.	Successful students.

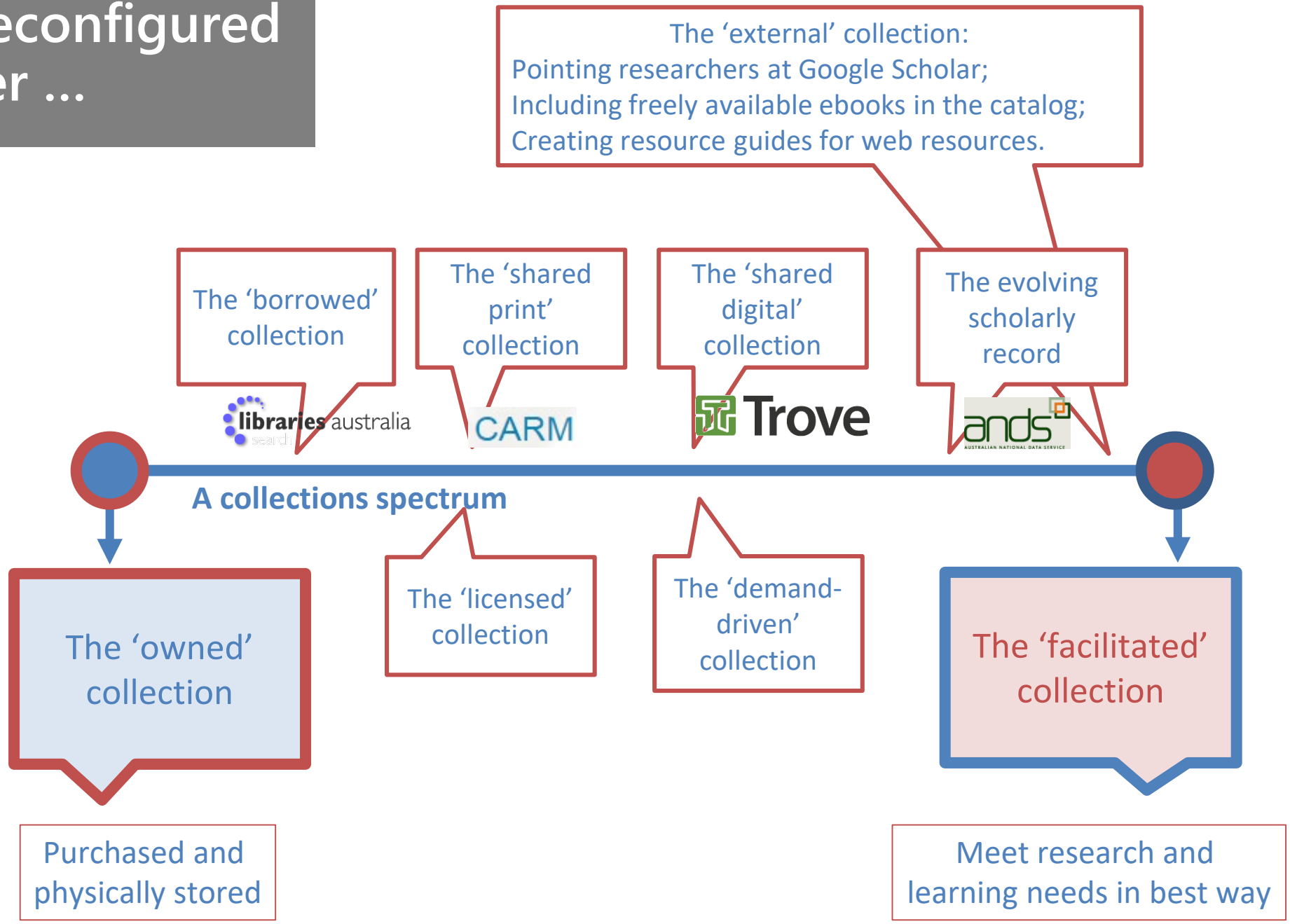
Convergent: shared directions, variably executed.

Collections – reconfiguring around the user, the distinctive, the creative process.
Places – reconfiguring around user experiences.

Story – reconfiguring around sources of value to the community.
Symbol – manifesting community value and identity.
Skills – making diverse expertise visible.

Collections – reconfiguring around the user, the distinctive, the creative process.

Collections – reconfigured around the user …



People should think not so much of the books that have gone into the National Library but rather of the books that have come out of it.
Seán O'Faoláin

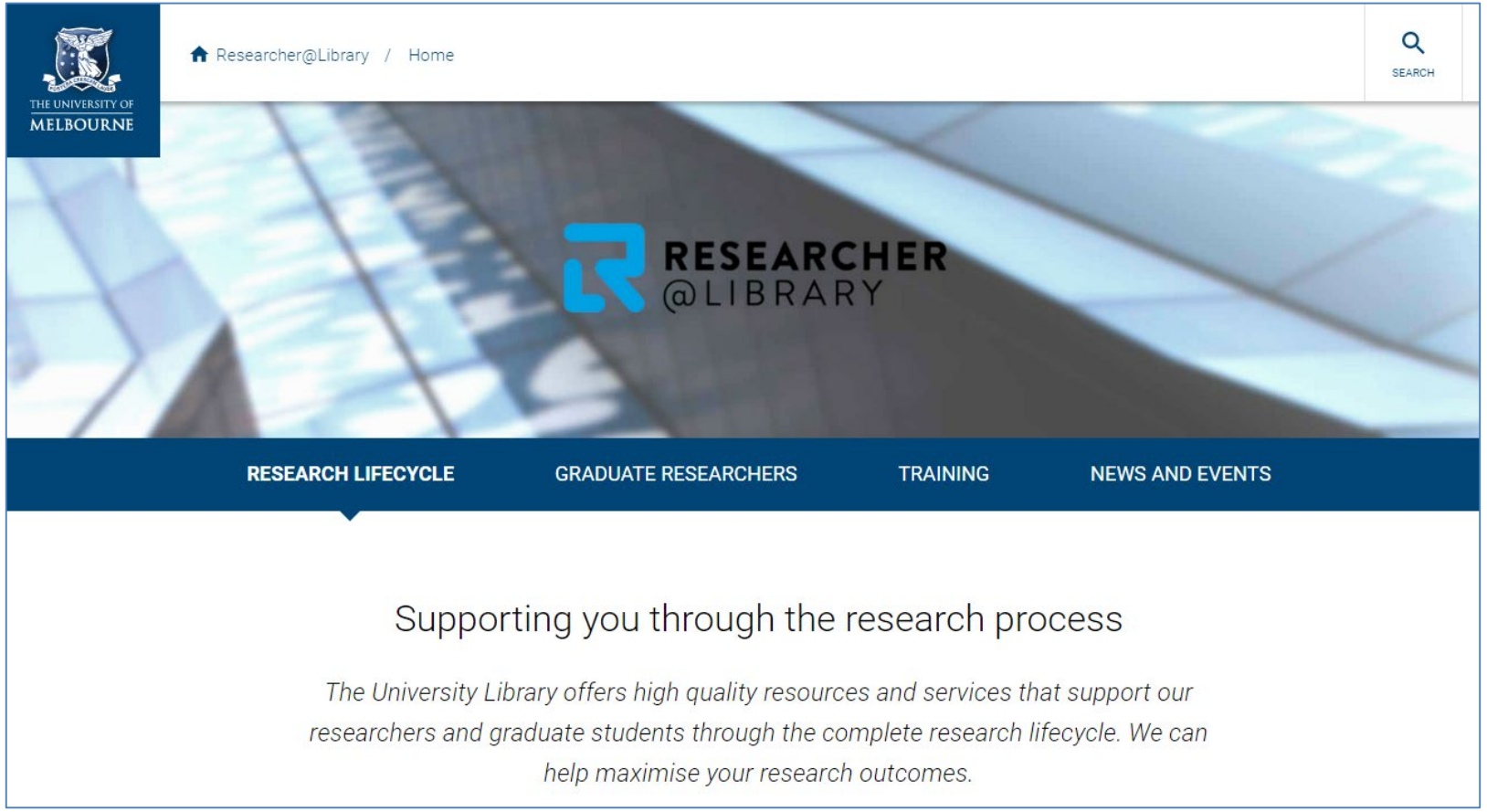
My professional mission as a librarian is this:
Help people build their own libraries. That's it. That's all I care about.
Dan Chudnov

A scholar is just a library's way of making another library. *Daniel Dennett*

Because the purpose and result of absorbing information is always finally to produce further information … the function of the library must be understood as one that **assists members of the community both in taking particular positions and in recognizing and assessing the positions taken by others**.
Ross Atkinson

http://orweblog.oclc.org/defining-the-library-reflexively/

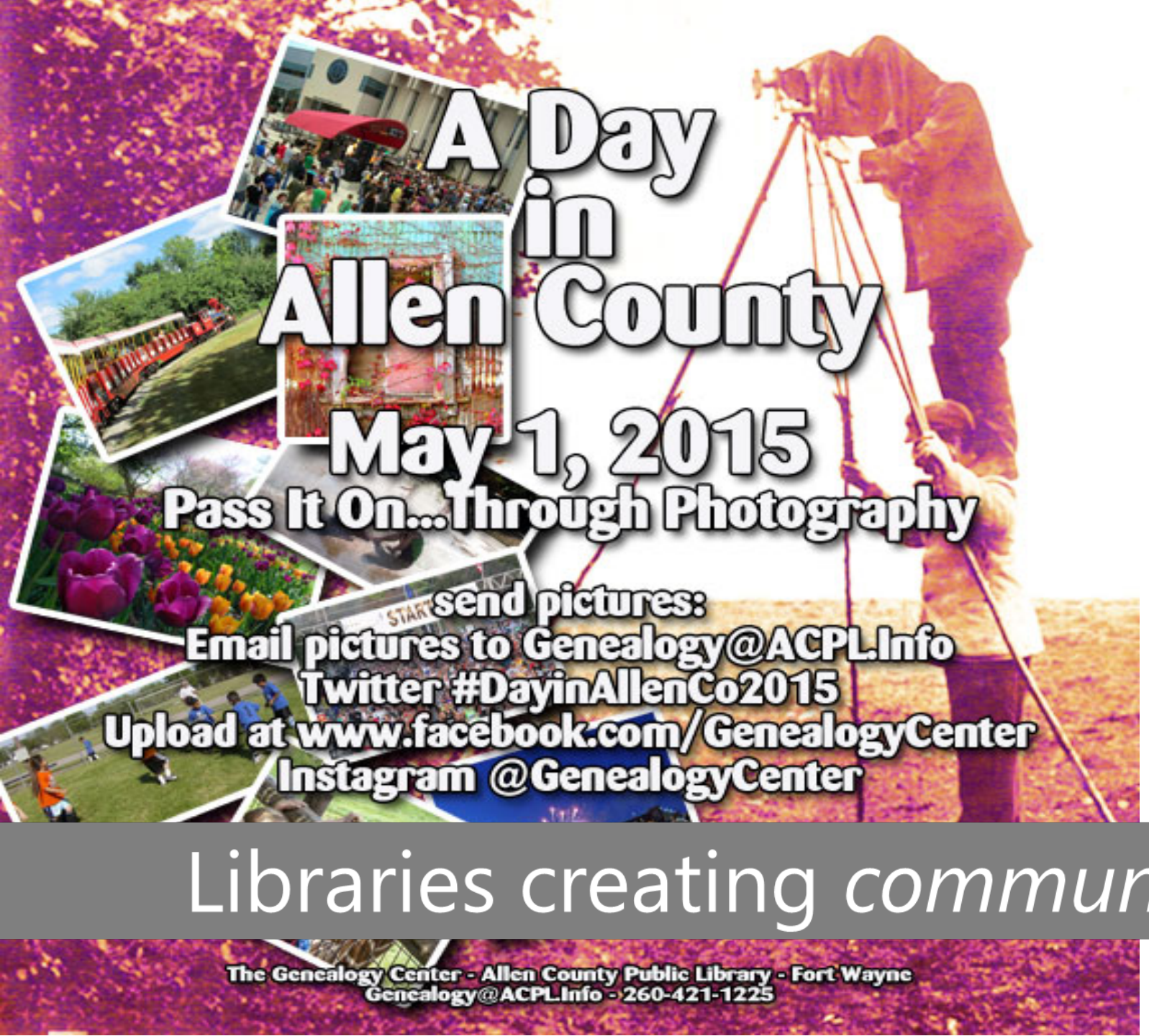
Collections – reconfigured around the creative process …



From consumption to creation:

- Support process as well as product, making as well as taking
- Workflow is the new content..
- Support for publishing and digital scholarship.
- An inside out perspective increasingly important.

Libraries supporting *local authors*



Libraries creating *community awareness*

Library spaces for HOMAGO: *Hang out, Mess around, Geek out*

Teen Central
Boston Public Library

[The technology is] deeply, deeply **democratic**. All sorts of people can create, publish, share... the role of the Library is to be a **custodian** of knowledge, but more importantly it is to be **enablers**, and to help citizens **embrace digital literacy**.

Alan Smith

Collections –
reconfigured
around the distinctive

Maison de la littérature,
la Bibliothèque de Québec

Slide via Martha Whitehead
Queen's University, Canada

Retain our values: supporting local cultures in a global knowledge commons

OAK PARK PUBLIC LIBRARY

VISIT | COLL | SERVICES | EVENTS

Books & Audiobooks | Movies & Music | Magazines & Newspapers | Online Res | Make a Request

earch... Catalog Website

OAK PARK CREATES

Are you a self-published author? A musician who just recorded some songs? A filmmaker working on a new project? Oak Park Creates is your opportunity to share your published work—your book, your music, your movie—and have it become an item in a unique and growing "local creators" collection. Learn more and find materials in the SWAN catalog.

Special Collections

Home >> Collections & Download >> Special Collections

Digital Archive | Steiner Index | Hacking Hemingway

We curate specific cultural and heritage collections that reflect the unique values and enduring legacies of Oak Park. We are a member of Chicago Collections and employ a full-time Curator for Special Collections. Explore the

MEMBER OF CHICAGO COLLECTIONS

"We create specific cultural and heritage collections that reflect the unique values and enduring legacies of Oak Park."

Edgar Rice Burroughs

Edgar Rice Burroughs first moved to Oak Park in 1910 and lived here for most of the decade. Early in his tenure here, he completed the first of his Tarzan and his Martian stories, and by 1918 the first of the Tarzan

Curated Collections

Bought
Licensed

Outside, in

Library as broker
Maximise efficiency

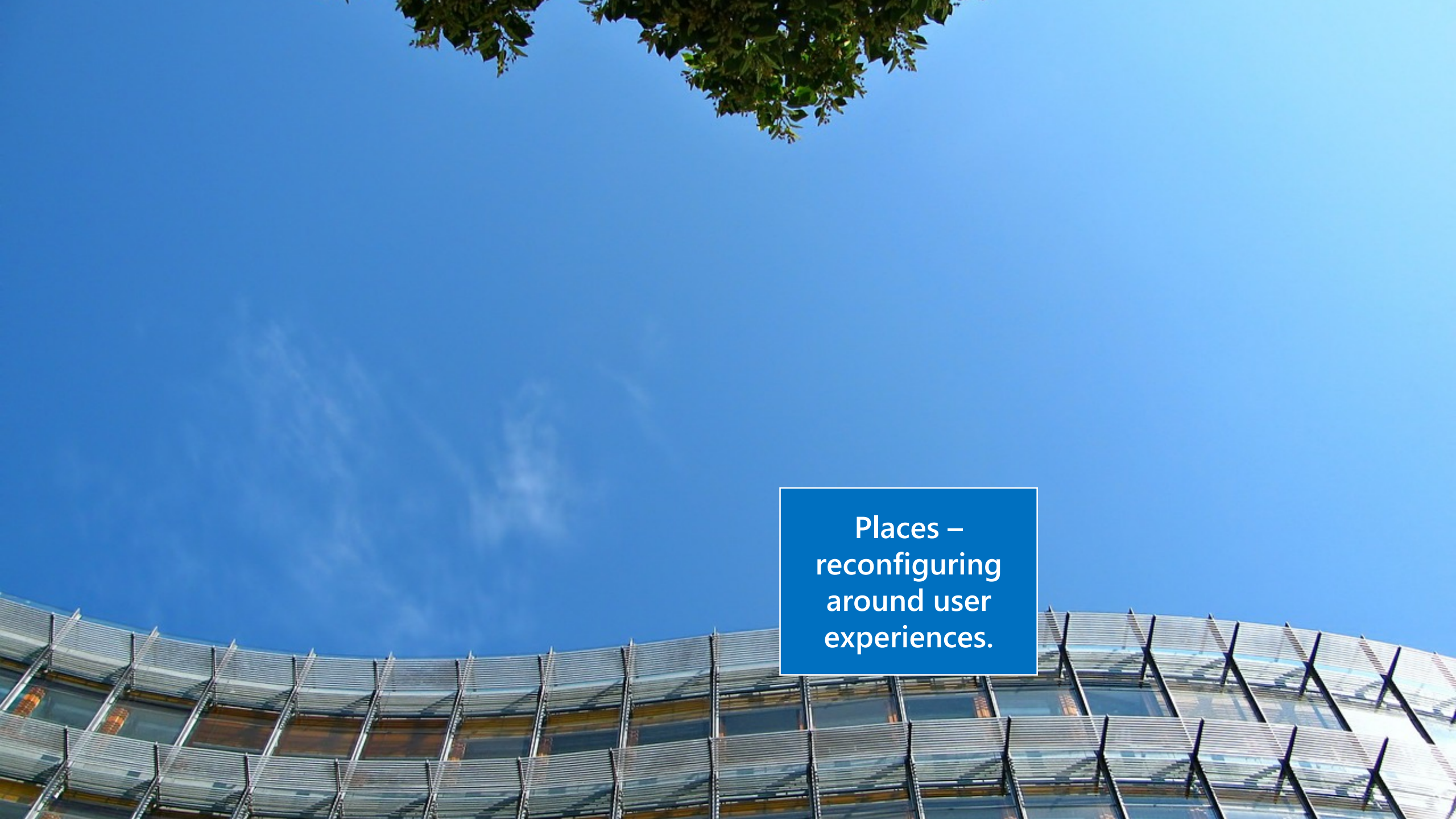
Generally available

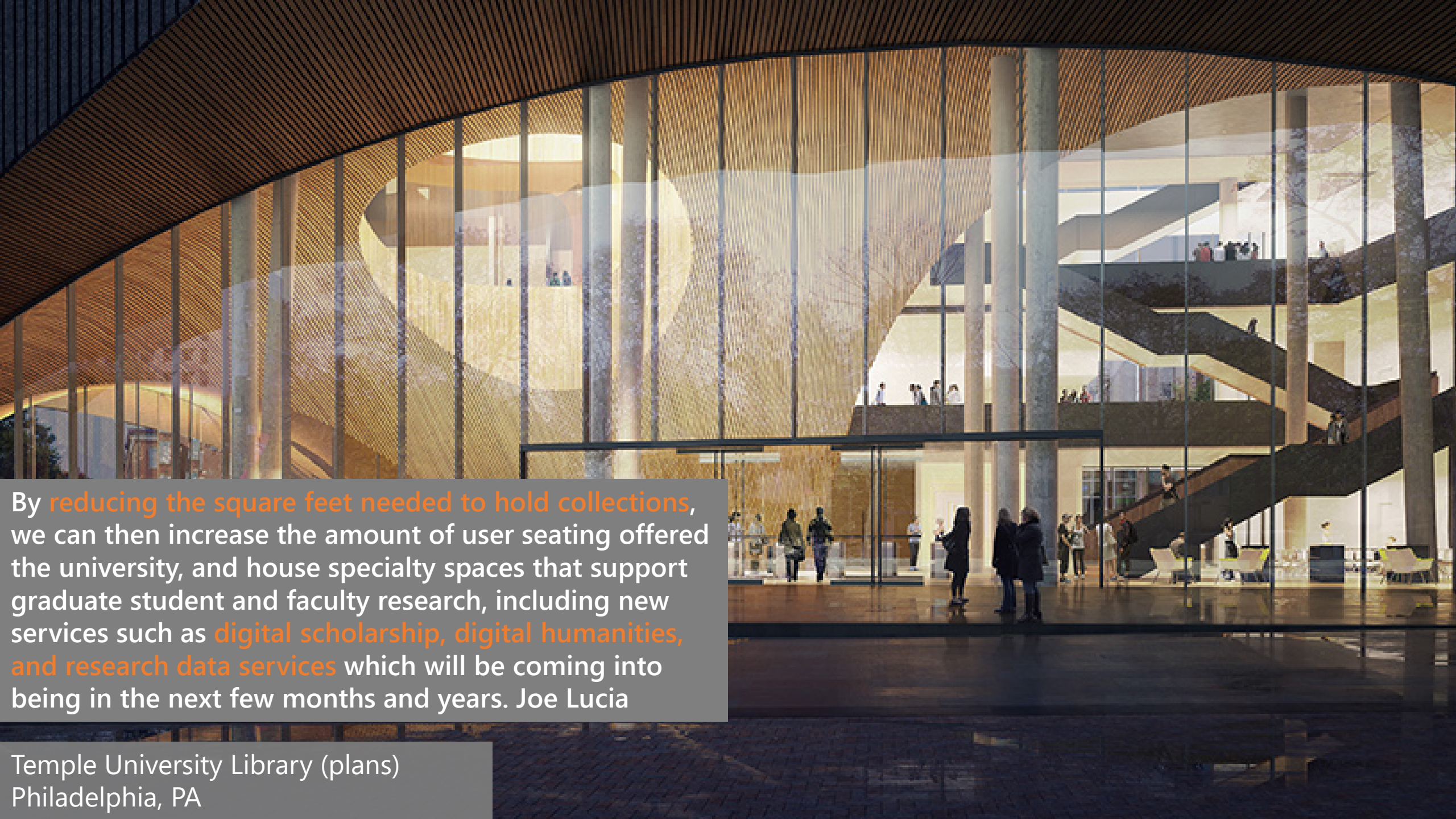
Distinctive

Library as provider
Maximise discoverability

Inside, out

Expertise
Special collections
Research and learning materials


Places –
reconfiguring
around user
experiences.

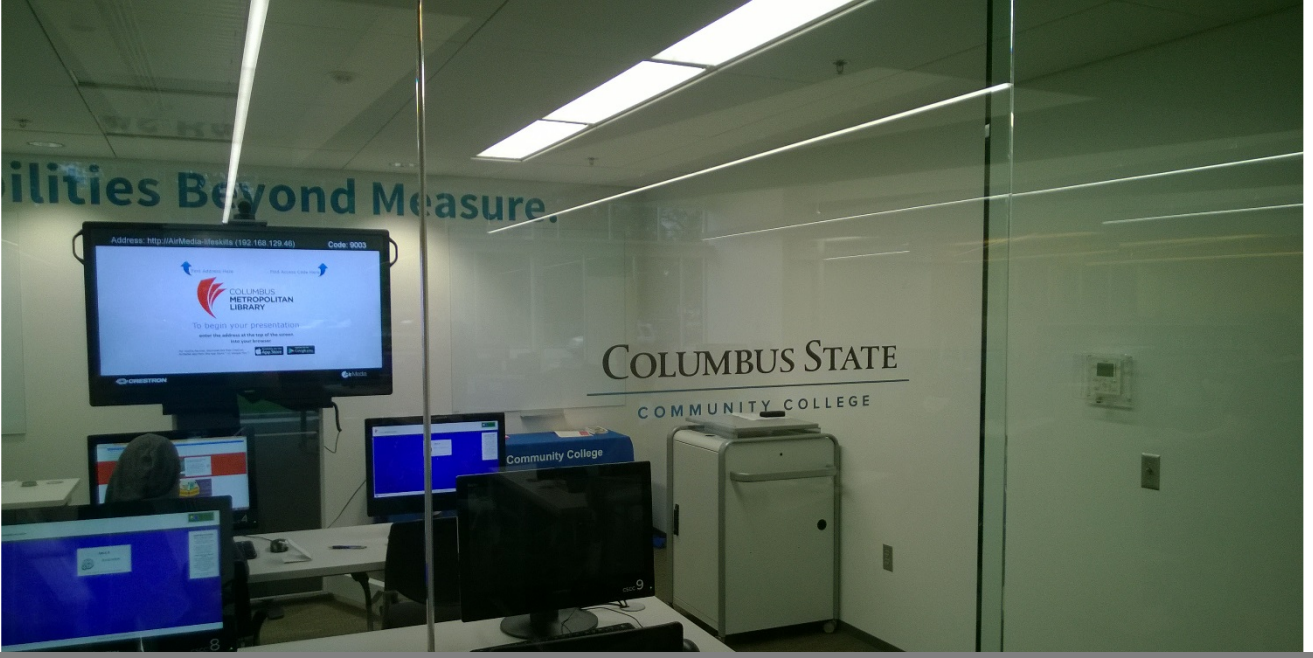


By reducing the square feet needed to hold collections, we can then increase the amount of user seating offered the university, and house specialty spaces that support graduate student and faculty research, including new services such as digital scholarship, digital humanities, and research data services which will be coming into being in the next few months and years. Joe Lucia

Temple University Library (plans)
Philadelphia, PA

A place for connection and learning

Almere Public Library,
The Netherlands



A place for connection and learning

Clark Library

About the Clark Library
Staff Listing
Stephen S. Clark
Blogs
Third Thursday Open House
Exhibits

Collections
Map Collections
Digital Map Collections
Map Collection Highlights
Government Information Collection
Highlights of the Government Information Collection
ClarkData Geospatial Data Server

Services
Spatial and Numeric Data Services (SAND)
Consultations and Appointments
Reference
Workshops

Resources
SAND North

Home > Libraries and Departments > Clark Library

Stephen S. Clark Library

Harlan Hatcher Graduate Library
913 S. University Avenue
Ann Arbor, MI 48109-1190
(734) 764-0410 (p)

clarklibrary@umich.edu

Staff Listing
Maps, Directions & Accessibility
Blog: Graticule

Hours this week:

Sunday	Closed
Monday	**08:00 AM - 7:00 PM**
Tuesday	08:00 AM - 7:00 PM
Wednesday	08:00 AM - 7:00 PM
Thursday	08:00 AM - 7:00 PM
Friday	08:00 AM - 7:00 PM
Saturday	Closed

Hours this Month

The Clark Library combines our map collection, government information center, and spatial and numeric data services. It is a rich and unique resource, where students and scholars from every discipline--as well as those working across disciplines--can find the materials, tools, and expertise to meet their research needs.

This library is a congressionally designated guaranteed by public law. (Title 44 United States Code)

Blog

Mapping Black Central Europe
Posted: May 2, 2016
The University of Michigan class "Germany and the Black Diaspora," taught by Professor Kira Thurman, worked over the course of the Winter 2016 semester to create a map of Black Central Europe. Each student identified important figures, events or objects to research and create pins for; the pins were then combined into one, larger map. A central theme guided the class: "making the invisible visible."

We are delighted to announce the awardees of the Library Data Grants, a new program to acquire commercially available data by request

High value space: Specialist Expertise, Exhibition, Equipment

Some 19 universities have either moved into a new library or refurbished an existing one in the past two years, according to a report by the Society of College, National and University Libraries (Sconul), which represents about 170 higher education institutions in the UK and the Republic of Ireland....

"The quality of light, furniture and general ambience is now very different in university libraries – students want inspirational spaces to learn," explains Mara Maricevic, head of higher education at the British Library, where students regularly queue in the morning for entry all the way down Euston Road.

How campus libraries became the place to read, pray, learn

Transparency became an architectural theme at many levels, allowing an inviting and welcoming building that is accessible and open to public view. At the same time it was important that the building was not merely 'transparent', or only expose what is accommodated within, but that it represented and embodied the values of the community. Accessibility, openness, transparency and sustainability were key values as was a general sense of aspiration.

Surry Hills Library and Community Centre / FJMT

Let there be Light!

University of Helsinki Main Library
Helsinki, Finland

Successful students.

	Recommendation	Commencement Priority
R1.	*The Libraries will give priority to serving our current students and staff first, then alumni and future students, followed by other universities and institutions, and finally industry and the broader public.*	Immediate
R2.	*The Libraries will regularly re-engineer processes to ensure maximum service efficiency and effectiveness across all future library functions and teams.*	Medium
R3.	*The Libraries will ensure service transformation and reinvention via ongoing co-creation with its community to ensure optimal online and face-to-face experiences.*	Medium
R4.	*The Libraries will lead and partner in the development of our students' advanced digital literacy skills embedded in the curriculum.*	Immediate
R5.	*The Libraries will lead and partner in the provision of access to open educational resources for learning and teaching.*	Immediate
R6.	*The Libraries will lead and partner on learning enhancement and innovation, including in the areas of curriculum design, pedagogical development, creation of new digital learning resources, and professional support and development for academic staff.*	Medium
R7.	*Library staff will be appropriately skilled to lead and support new University learning and teaching initiatives and directions.*	Medium
R8.	*The Libraries will use our unique position to support student engagement, retention and success.*	Medium
R9.	*The Libraries will re-align research support to ensure appropriate skills exist to serve evolving research needs.*	Medium
R10.	*The Libraries will actively promote the use of its information assets in global research; including increasing presentation of University research data.*	Immediate
R11.	*The Libraries will consider a research hub that incorporates spaces, technology and services required by researchers across our varied disciplines.*	

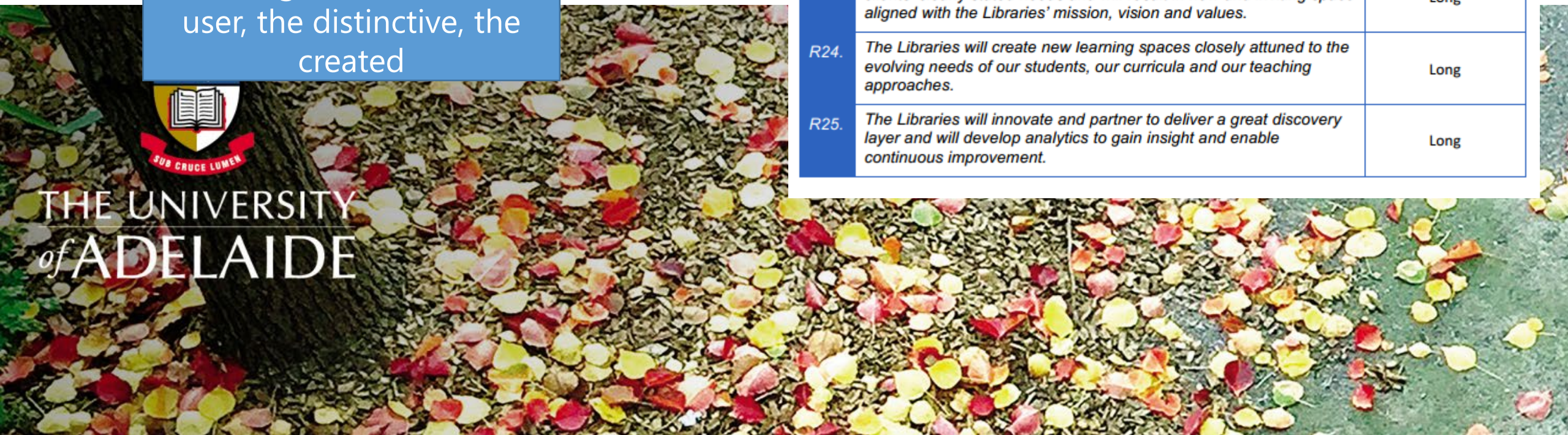
Productive researchers.

	Recommendation	Commencement Priority
R12.	*The Libraries will sharply reduce low-use onsite collections and rationalise the use of off-site storage facilities.*	Immediate
R13.	*The Libraries will enhance e-resources to continuously support the University academic program and research strengths. The Libraries will lead the promotion of digital content.*	Medium
R14.	*The Libraries will collaborate in leading-edge initiatives that maximise Open Access and/or 'best value' for licencing agreements and purchased materials.*	Medium
R15.	*The Libraries will promote access to and facilitate the discovery of our unique special collections.*	Medium

Collections: Reconfigured around the user, the distinctive, the created

Place: Reconfigured around experiences

	Recommendation	Commencement Priority
R21.	*Investment priority will be the refurbishment of the Barr Smith Library.*	Long
R22.	*The Libraries will relocate the Music Library and continue the changes already planned and underway in the Law Library, while the Waite and Roseworthy Libraries need operational and space usage reviews.*	Long
R23.	*The physical space investment priority will be based on library clients' clearly stated needs and will result in new and inviting space aligned with the Libraries' mission, vision and values.*	Long
R24.	*The Libraries will create new learning spaces closely attuned to the evolving needs of our students, our curricula and our teaching approaches.*	Long
R25.	*The Libraries will innovate and partner to deliver a great discovery layer and will develop analytics to gain insight and enable continuous improvement.*	Long



UNIVERSITY OF WESTMINSTER

ABOUT US CAREER OPPORTUNITIES

Director Libraries & Curriculum Support
Ref. 50045680

Salary: Competitive Salary and Rewards package

Apply | Back to List

Department: Registrar & Secretary

Location: Central London

The power of learning... The presence to lead

From Alexander Fleming to Vivienne Westwood, The University of Westminster has always inspired students to make the most of their talents. This new role will play a major part in ensuring our students continue to have access to high quality learning resources and support and enjoy excellent employment prospects.

Your role

Our learning support and employability services are vital to our students, enabling them to make the most of the facilities and learning we provide. That's why we've created this new role, managing these services and ensuring our students enjoy the best possible experience at the university.

As a strategic leader, you'll help develop our plans for a variety of student support and learning resources and play a key role in delivering the University's vision. At the same time, you'll identify, develop and lead a range of initiatives to help improve the overall academic experience for students. This will include creating and implementing strategies for our libraries and e-learning support, integrated learning development and employability services, research support, archives and records management

Your skills and experience

With a background in libraries, e-learning, archives or career development and employability, you'll have proven experience of managing, developing and delivering effective professional support services and hold a relevant qualification. Evidence of your ability to develop and deliver effective strategies and lead change will be essential, together with the presence to gain the respect of people at all levels. You'll also have an appreciation of the needs of both students and academic staff, alongside the ability to play a significant role in our senior management group.

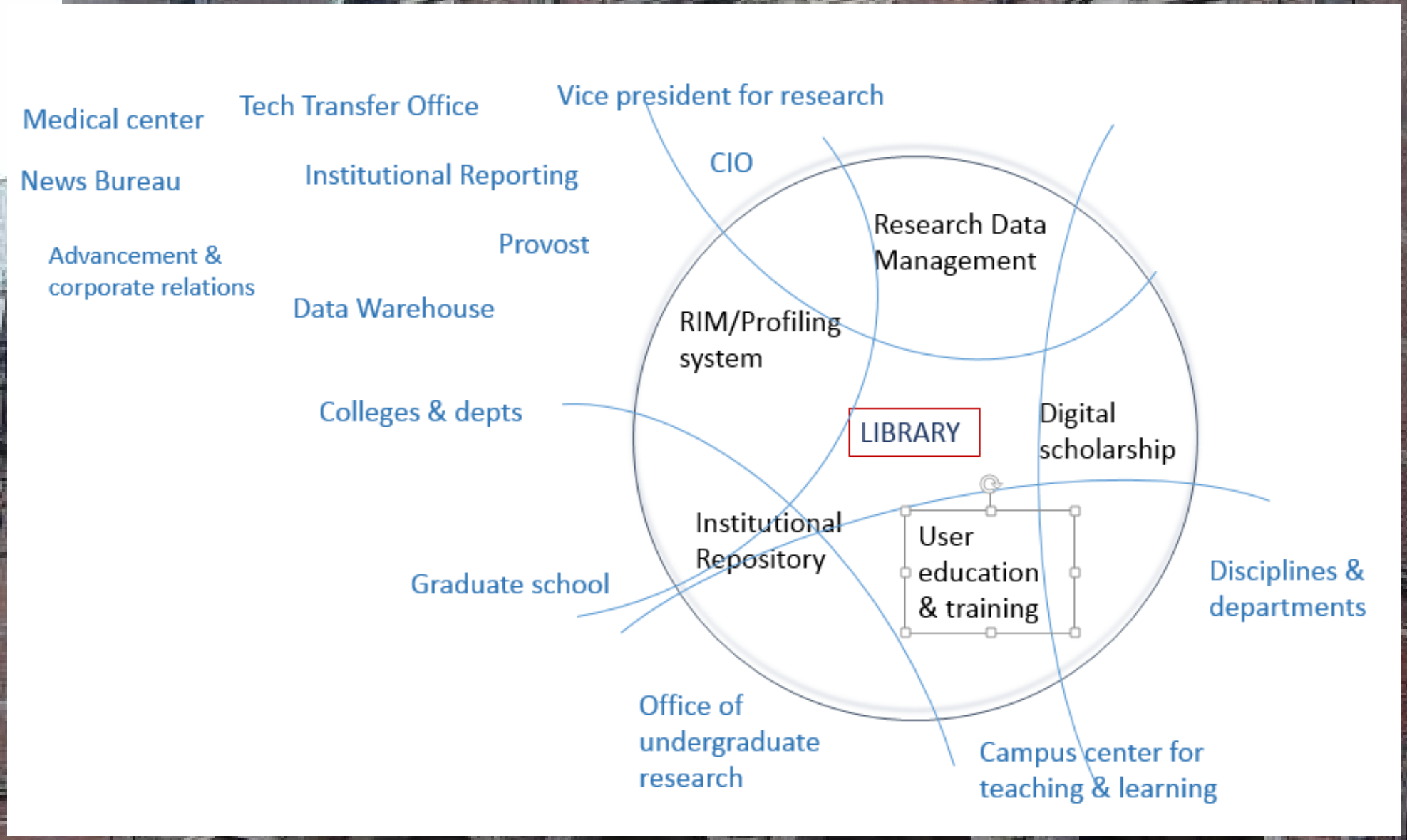
Why work with us

Develop your career in one of our schools or departments.

For corporate services

putting the Customer First® | Stonewall DIVERSITY CHAMPION | INVESTORS IN PEOPLE | Athena SWAN Member

A cooperative enterprise: research support in the US research university



Graphic by Rebecca Bryant, OCLC Research

Public
Lives of learning and creativity.
Strong communities.
MakeX is a mobile makerspace created by the Palo Alto City Library that was created *by teens* for teens.

THE IMPACT OF LIBRARIES AS CREATIVE SPACES

CRITERION 1 ACCESSING RESOURCES

Providing assistance and enabling access to information and materials such as craft supplies, historical records and digital media.

CRITERION 2 IDEA BUILDING

Exposing the public to new ideas and facilitating the development of curiosity, experimentation and risk taking.

CRITERION 3 CIVIC ENGAGEMENT

Engaging the public in democracy, citizenship, rehabilitation and collaborative work with other public and private institutions.

CRITERION 4 COMMUNITY DEVELOPMENT

Providing a place for community development to happen by encouraging cultural diversity, equality, equity and social capital where appropriate.

CRITERION 5 CULTURAL PARTICIPATION

Facilitating public culture by organising and delivering formal and informal events that allow people to participate in diverse ways.

CRITERION 6 HEALTH AND WELLBEING

Providing relaxation, entertainment and leisure activities that promote physical and mental wellbeing.

CRITERION 7 EDUCATIONAL ATTAINMENT

Making possible, through creative practice, continuous learning and informal approaches to education that offer an alternative to formal institutions.

CRITERION 8 ECONOMIC PRODUCTIVITY

Enabling access to mentoring and networking for business and occupational purposes, and generating income through creative practice.

TABLE 1
Outline of Creative Spaces Impact Framework Criteria

URBAN LIBRARIES COUNCIL

INSPIRING LIBRARIES. TRANSFORMING COMMUNITIES.

Events | Newsroom | Publications | Contact Us

GO

ABOUT US | MEMBER RESOURCES | INNOVATIONS | INITIATIVES | JOIN | MEMBERS ONLY

- 2016 Innovations Initiative Categories
- Top Innovators Publications
- 2015 Innovations
- 2014 Innovations
- 2013 Innovations
- 2012 Innovations
- 2011 Innovations
- 2010 Innovations

2016 INNOVATIONS INITIATIVE CATEGORIES

The Innovations Initiative divides library members' innovations into ten categories that demonstrate the value and impact of public library service in the 21st century. Read the descriptions below:

Learning: Birth thru Teens
Innovations in child/parent/family learning; sensory and early childhood literacies; STEM/STEAM; summer learning; learning labs; maker spaces; partnerships for children's education.

Learning: Adults
Innovations in reading and all literacies; GED/high school diploma; ESL, cultural enrichment; partnerships for adult education.

Collections
Innovations in the curation and/or creation of print and digital content; approaches for measuring use of collections.

Customer Experience
Innovations in reaching new users; enhancing the customer experience. New approaches to organizing the library's staff and/or space to better meet user needs.

Positioning the Library
Innovations in sharing the library's value including communications and marketing strategies; partnerships that enhance awareness of the library's role in the community's strategic priorities.

Workforce and Economic Development
Innovations that increase individual work/job skills; digital training. Innovations that support entrepreneur and small business development through resources, programs, services co-working space.

Race and Social Equity
Innovations in promoting social and racial equity within the community; ensuring equal access, equitable opportunities, treatment, impacts and outcomes for all.

Civic and Community Engagement
Innovations that support civic engagement and a strong democracy.

Health, Safety, and Sustainability
Innovations for advancing community health priorities; addressing access to health care and promoting critical health outcomes, participating in community public safety and local sustainability goals.

Organizational Change and Strategic Management
Innovations in the library organization and staff; qualitative and quantitative approaches to measure impact and outcomes.

WebJunction®
The learning place for libraries.

… the Libraries must become more sophisticated in how it identifies and presents its stories of success and impact to external stakeholders (*Success enables success*).

Damon Jaggars, The Ohio State University

Story – reconfiguring around sources of value to the community.

Creating **value** for our host systems always involves three things:

1. Librarians must understand their host systems;

2. **they must understand the source of their claim to being a legitimate part of their system**;

3. and they must do their work well so the system is better because they are there.

It's usually far more a matter of asking and listening than it is of telling and pleading.

Eleanor Joe Rodger

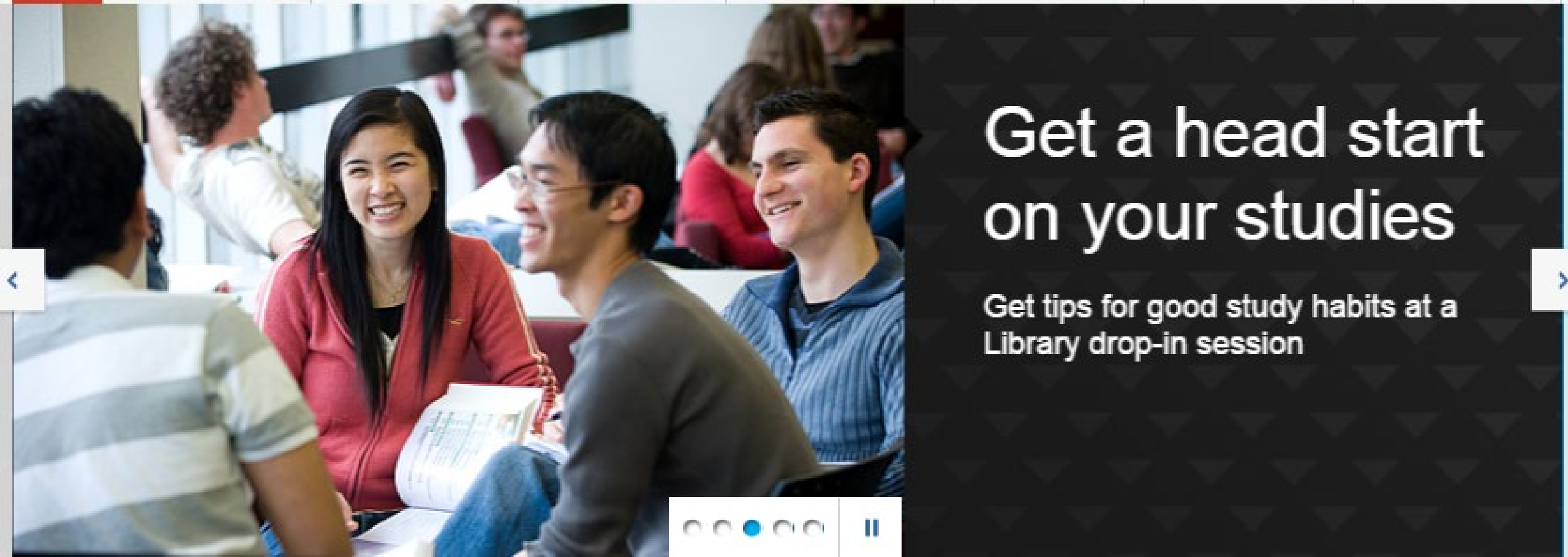
Value?

ROI?

Assessment?

TO EXTERNAL AUDIENCES:

STRATEGIC FOCUS		INVESTMENTS		OUTCOMES
YOUNG MINDS Encouraging learning and growth	+	**Ready for Kindergarten** • Home Visits/SPARK • Ready for K Spaces • Storytimes • Book Lessons **Third Grade Reading** • Reading Buddies • Summer Reading Club **High School Graduation** • VolunTeens • Homework Help Centers • YouMedia • Developmental Assets • Career and College Prep	=	A foundation for a successful life
MY LIBRARY Creating the next generation library	+	**My Way** • 24 hours through columbuslibrary.org • 14-Member Library Consortium • 2020 Vision Plan • Mobile App • Customer Call Center **My Content** • High Interest, Popular Collections • Local Digital Collections • eResources • eBooks • Streaming Content	=	A library that works for me
LIFE SKILLS Embracing challenges and providing opportunities	+	**Prepared for Life** • GED • Financial Literacy • ESOL **Prepared to Work** • Columbus State Partnership • Computer Classes	=	A community that reaches its potential


Get a head start on your studies
Get tips for good study habits at a Library drop-in session

Outstanding scholarly resources

Special collections

Maps to multimedia, Slavic to Chinese, physical to digital, our special collections draw interest from scholars around the world.

Explore our special collections

Exhibitions

Exhibitions showcase the breadth and quality of our collections and are presented both phyically and online.

Explore our exhibitions

Developing critical and creative scholars

Digital learning seminar

Educators are invited to attend a free seminar on future applications of digital learning at universities, this July.

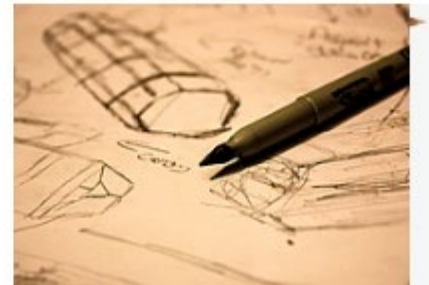
Research & Learning Online

Your gateway to the Library's online materials.

Data collection, storage and dissemination

Benefits of data planning

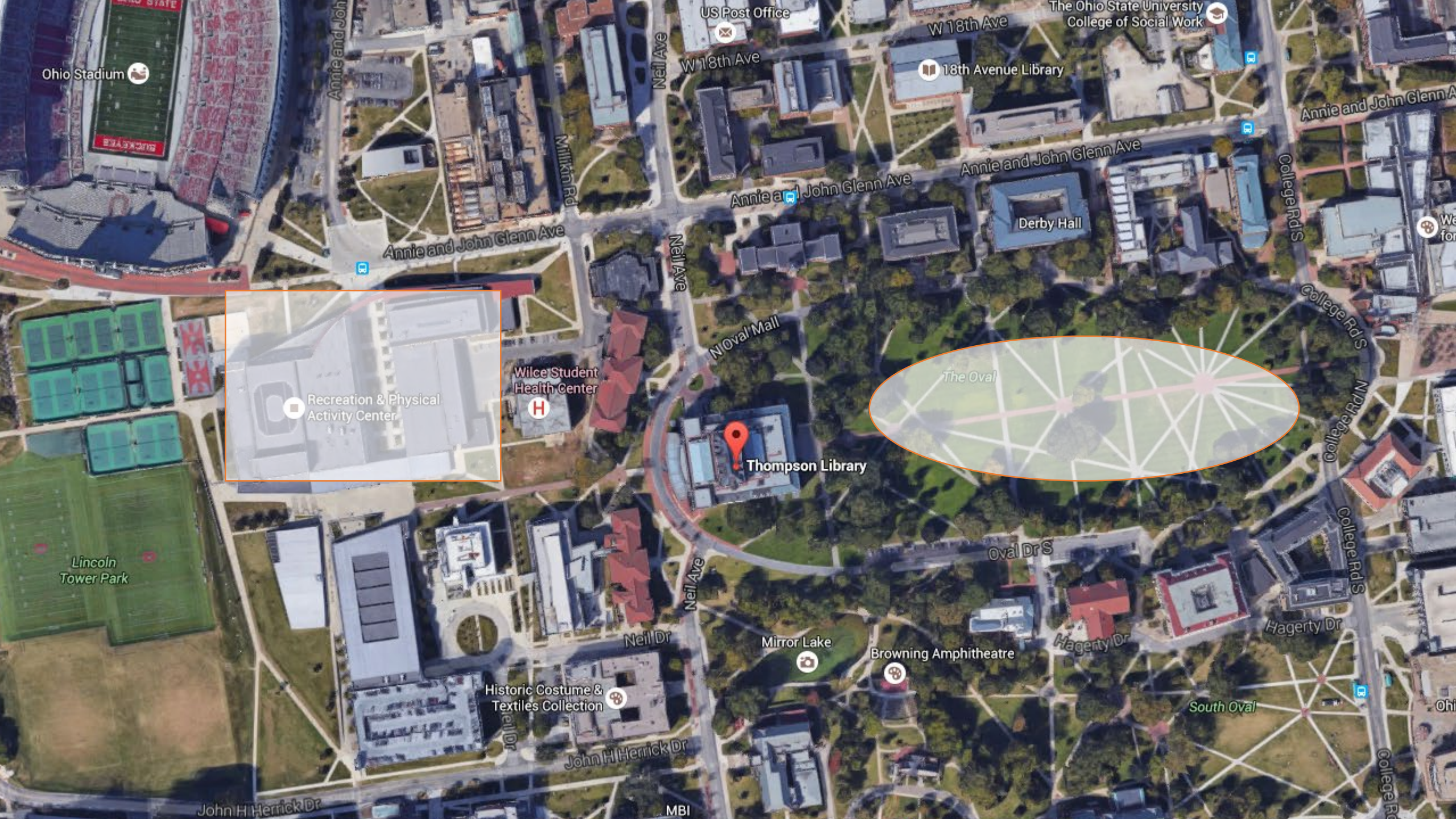
Find out more



Data management at Monash University

Find out more

Symbol – manifesting community value and identity.


Ohio Stadium
Annie and John
Neil Ave
US Post Office
W 18th Ave
The Ohio State University
College of Social Work
18th Avenue Library
Annie and John Glenn A
Millikin Rd
Annie and John Glenn Ave
Annie and John Glenn Ave
Derby Hall
College Rd S
Annie and John Glenn Ave
Neil Ave
N Oval Mall
Recreation & Physical
Activity Center
Wilce Student
Health Center
The Oval
College Rd S
Thompson Library
N Oval Mall
Lincoln
Tower Park
Oval Dr S
Neil Ave
College Rd S
Neil Dr
Mirror Lake
Browning Amphitheatre
Hagerty Dr
Hagerty Dr
Historic Costume &
Textiles Collection
South Oval
Neil Dr
John H Herrick Dr
John H Herrick Dr
MBI

"You might think that the library is at the intersection of Frederick and George Streets, but it is actually at the intersection of scholarship, innovation, creativity and collaboration. And that's the road to our future."

President Francine McNairy, Millersville University
Convocation Address, 2010

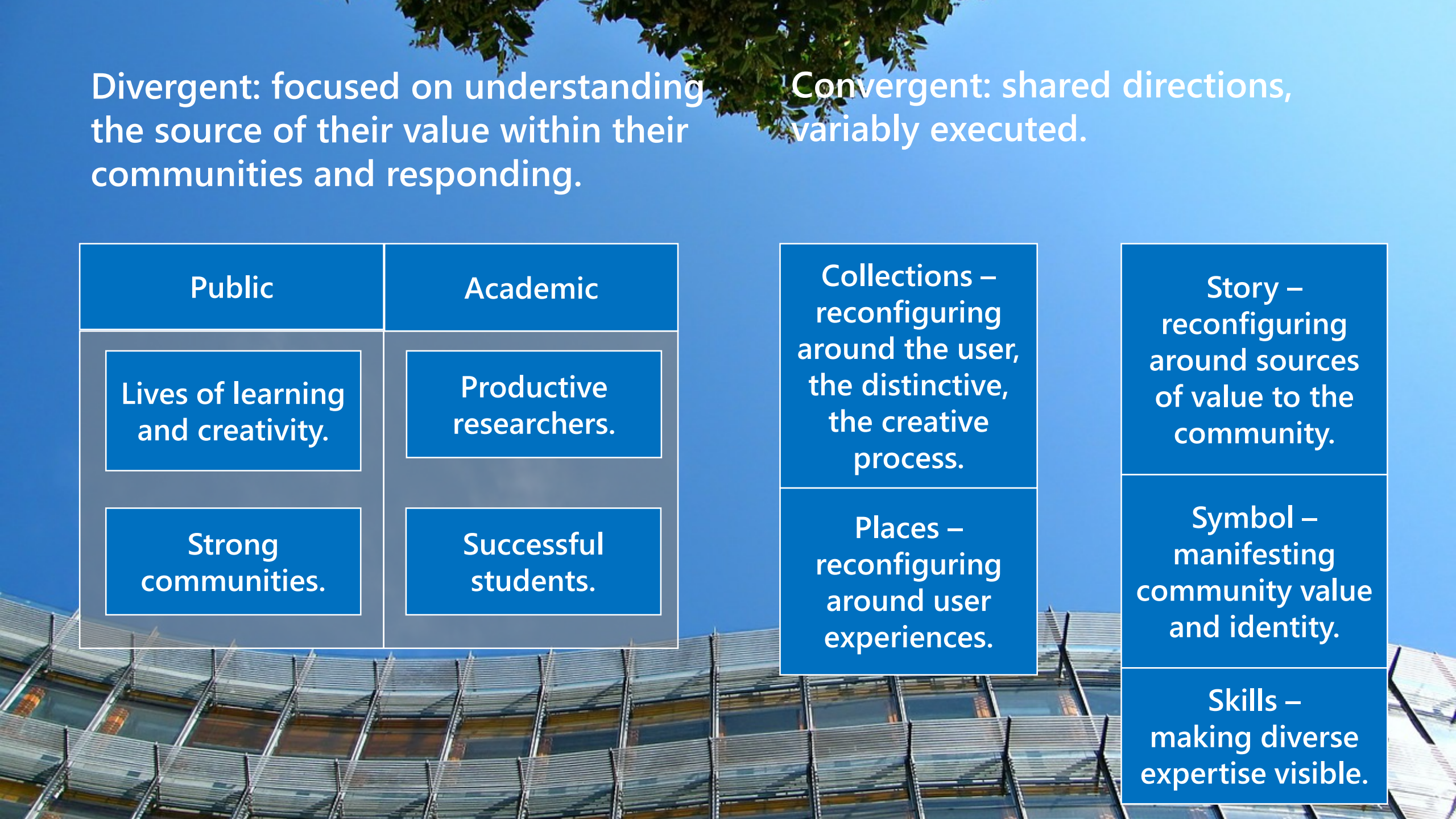
Libraries projecting, preserving community identity

Renton Public Library
Renton, WA

Wrangler
Guide
Concierge
Rangeview District libraries, Colorado

Skills –
making diverse
expertise visible.

New skillsets & new services to serve new populations



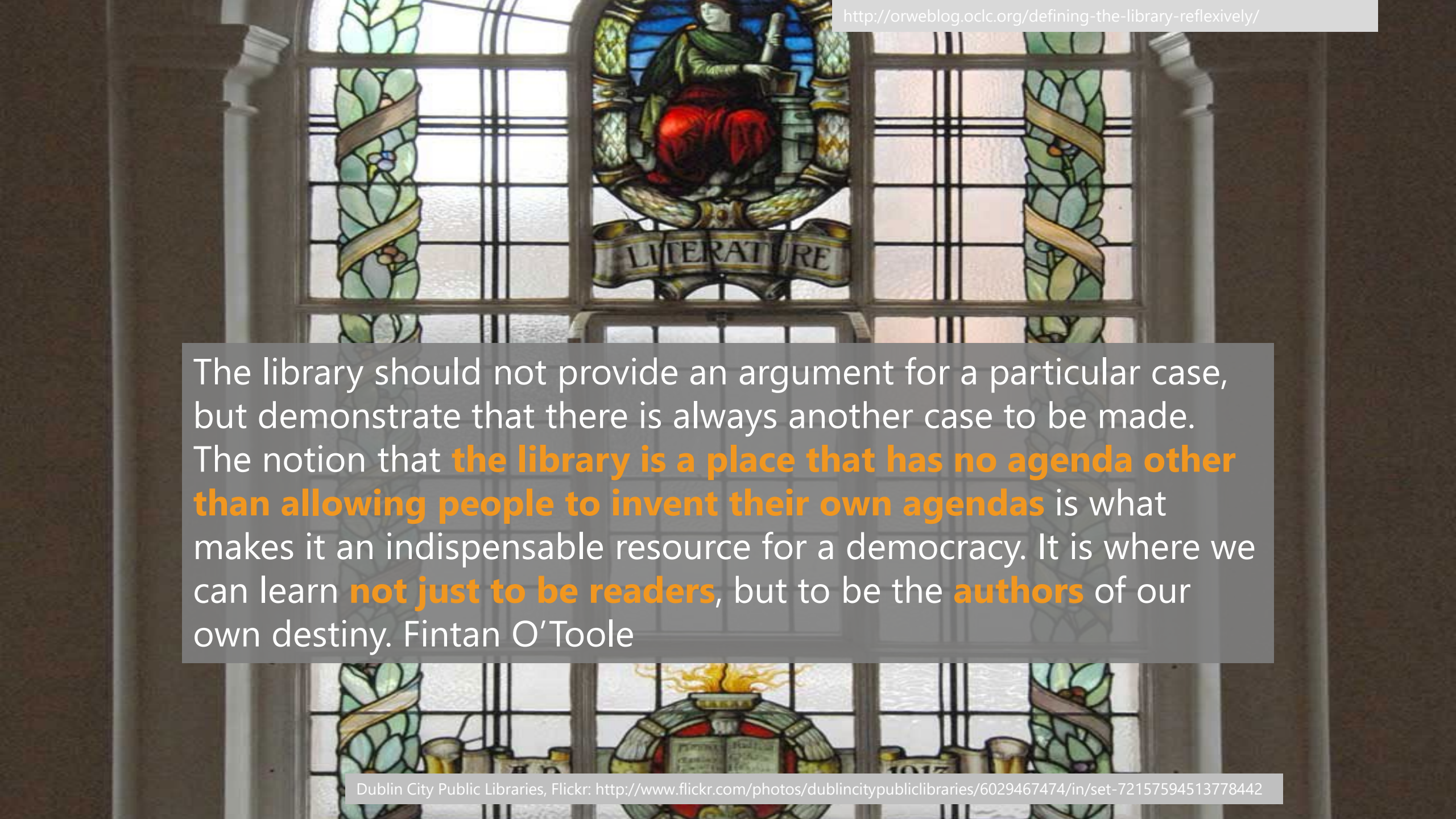
Divergent: focused on understanding the source of their value within their communities and responding.

Public	Academic
Lives of learning and creativity.	Productive researchers.
Strong communities.	Successful students.

Convergent: shared directions, variably executed.

Collections – reconfiguring around the user, the distinctive, the creative process.
Places – reconfiguring around user experiences.

Story – reconfiguring around sources of value to the community.
Symbol – manifesting community value and identity.
Skills – making diverse expertise visible.



http://orweblog.oclc.org/defining-the-library-reflexively/

The library should not provide an argument for a particular case, but demonstrate that there is always another case to be made. The notion that **the library is a place that has no agenda other than allowing people to invent their own agendas** is what makes it an indispensable resource for a democracy. It is where we can learn **not just to be readers**, but to be the **authors** of our own destiny. Fintan O'Toole

Dublin City Public Libraries, Flickr: http://www.flickr.com/photos/dublincitypubliclibraries/6029467474/in/set-72157594513778442

The library agenda ....

To be an advocate and a partner in the learning, creating and remembering lives of their users.

"... the Linen Hall Library was the only institution in Belfast which could provide an impartial collection of books on the conflict upon which we reporters could rely. ... No politician, no government can conceal the sins and omissions of the past or conceal the possibilities for the future when an ordinary member of the public can walk into the Linen Hall Library and find the record of what all sides said in 1969 or 1974, 1989 or today."
Robert Fisk, Journalist

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dallaspubliclibrary They protect, we collect. Some of the patches left at the Dallas Police Department fallen officers' memorial. They're just a part of the many items library staff will be cataloging & preserving.

#DallasStrong @dallaspd @dallaspubliclibrary

Libaries and anamnesis

Photo: Jo Giudice, Dallas Public Library

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Thank you ...

dlr LexIcon, Dun Laoghaire, Ireland

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Created with a lot of help from my friends at OCLC: Helene Blowers, Liz Morris and Constance Malpas.