

**A HOP, SKIP, AND JUMP AWAY:
BRINGING NEW TECHNOLOGIES
TO YOUR LIBRARY**

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ABOUT ME

- Managed both staff and programs/projects at U-M Library
- Implemented lots of new technologies
- DIDN'T implement many others
- Spend lots of time thinking about new technologies in the library context

OVERVIEW OF TODAY

- Thinking about innovation: hopping or leaping?
- Foundation elements for you & your library
 - Identifying appropriate technologies...
 - ... that meet your community's needs.
 - Identifying your capacity...
 - ...working with your library's stakeholders.

ABOUT THE IDEA
TECHNOLOGY

LITA

lita

GUIDE

**The Top Technologies
Every Librarian
Needs to Know**

Edited by Kenneth J. Varnum

LIBRARY AND INFORMATION TECHNOLOGY ASSOCIATION

FIVE QUESTIONS

1. What is the technology?
2. Why does the technology matter in general, and to libraries in particular?
3. What are early adopters doing?
4. What does future trend look like?
5. Having embraced this technology, what would the library of 3-5 years away look like?

TWO EXAMPLES FROM THE BOOK

“The Future of Cloud-Based Library Systems,”
by Steven Bowers & Elliot Polak

<http://digitalcommons.wayne.edu/libsp/78/>

“Libraries and Archives Augmenting the World,”
by William Denton

<http://yorkspace.library.yorku.ca/xmlui/handle/10315/27527>

IT'S ABOUT SEEING THE PATTERNS THAT MATTER
UNDERSTANDING NEEDS



WE HEAR ABOUT NEEDS

Needs are not requests with answers

- There's the stated need...
- ...and there's the actual problem we can try to solve

TRANSLATE NEEDS TO POSSIBLE SOLUTIONS

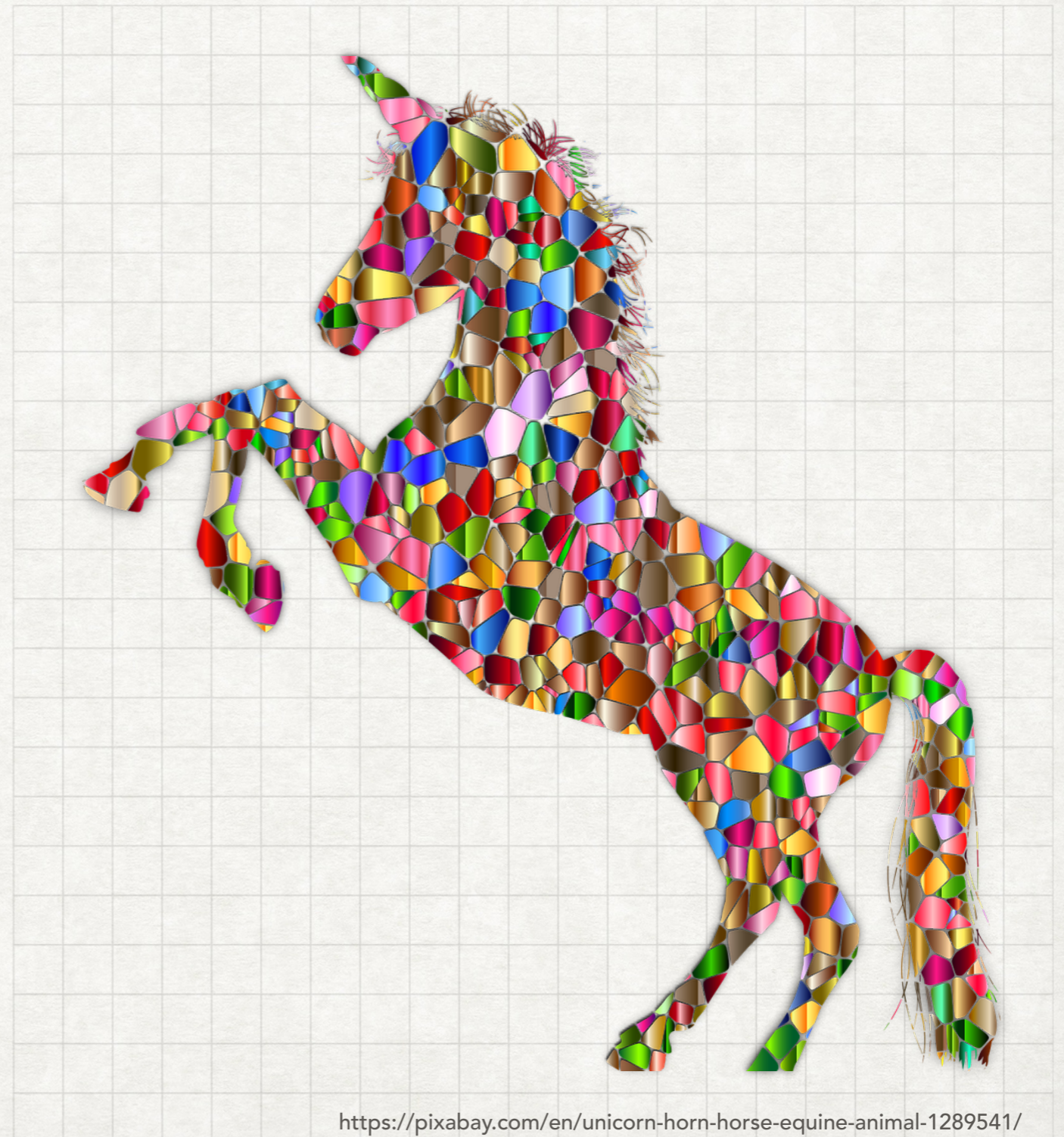
Involves constant observation and learning

- About your real world users
 - Library colleagues
 - Patrons
- Planning

AIM FOR UNICORNS

That is, the perfect product that ...

- ... meets everyone's needs...
- ... with the resources you have ...
- ... with little effort maintain it going forward.



<https://pixabay.com/en/unicorn-horn-horse-equine-animal-1289541/>

WHAT TO AVOID

Depending on your tolerance for risk:

- Being first, unless that's your jam
- Focusing on the technology, not the use
- Simply automating the old process

DON'T REANIMATE THE DEAD

If you're replacing a tool...

- Be careful not to simply recreate the old thing in a new system
- Think about what the value is and build to it
- But... always consider accessibility



<http://shirtminion.com/wp-content/uploads/2014/10/Zombie-Unicorn.jpg>

SET LIMITS

- Figure out up front where you're going
- Describe how you know when you get there
- Be conservative with expanding the scope along the way



https://upload.wikimedia.org/wikipedia/commons/b/b9/Kudzu_field_horz2.JPG

HOW MUCH CAN FIT THROUGH THE PIPELINE?

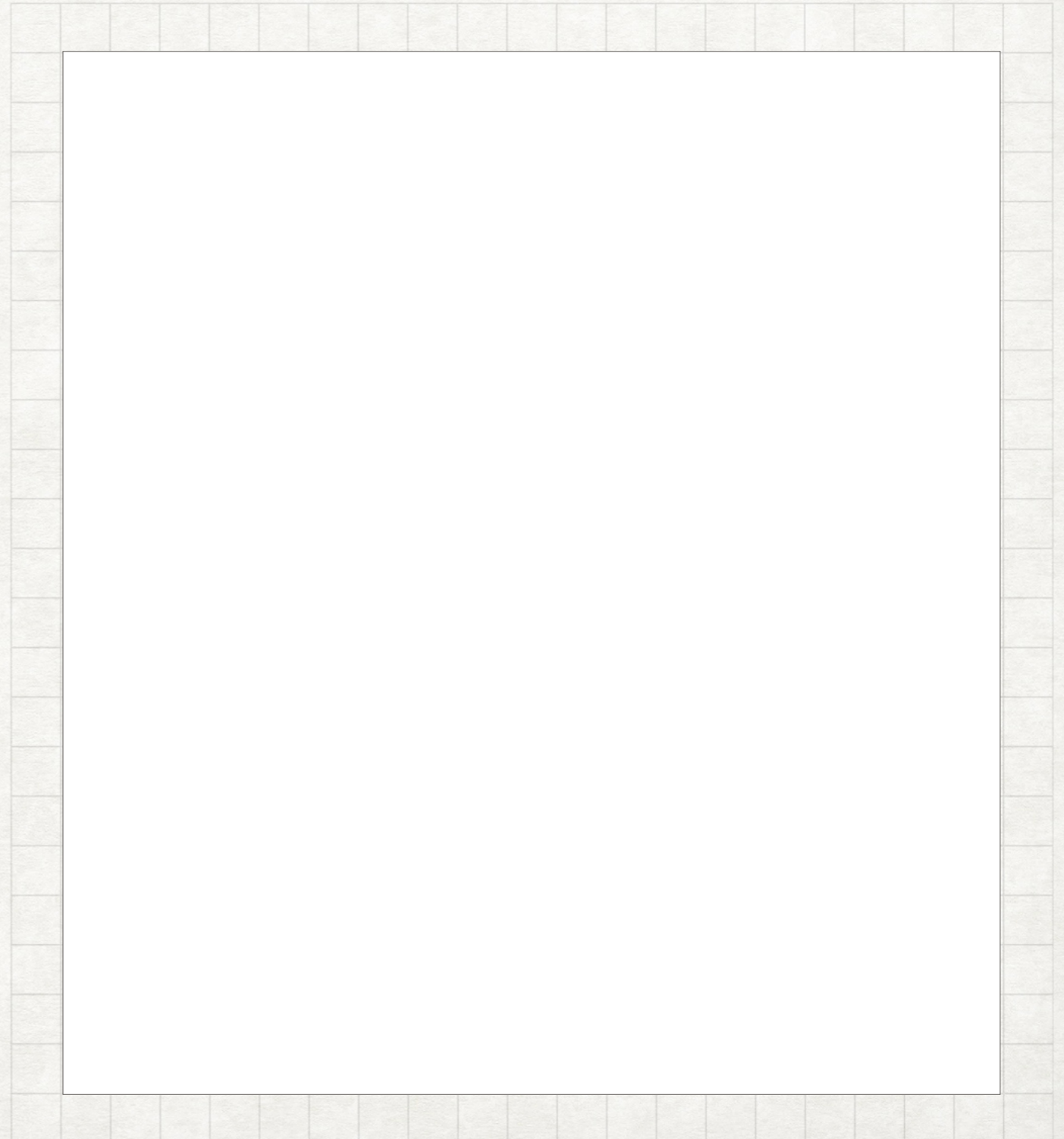
CAPACITY



<https://www.flickr.com/photos/remembertobreathe/4286095686/>

CAPACITY CONCEPT

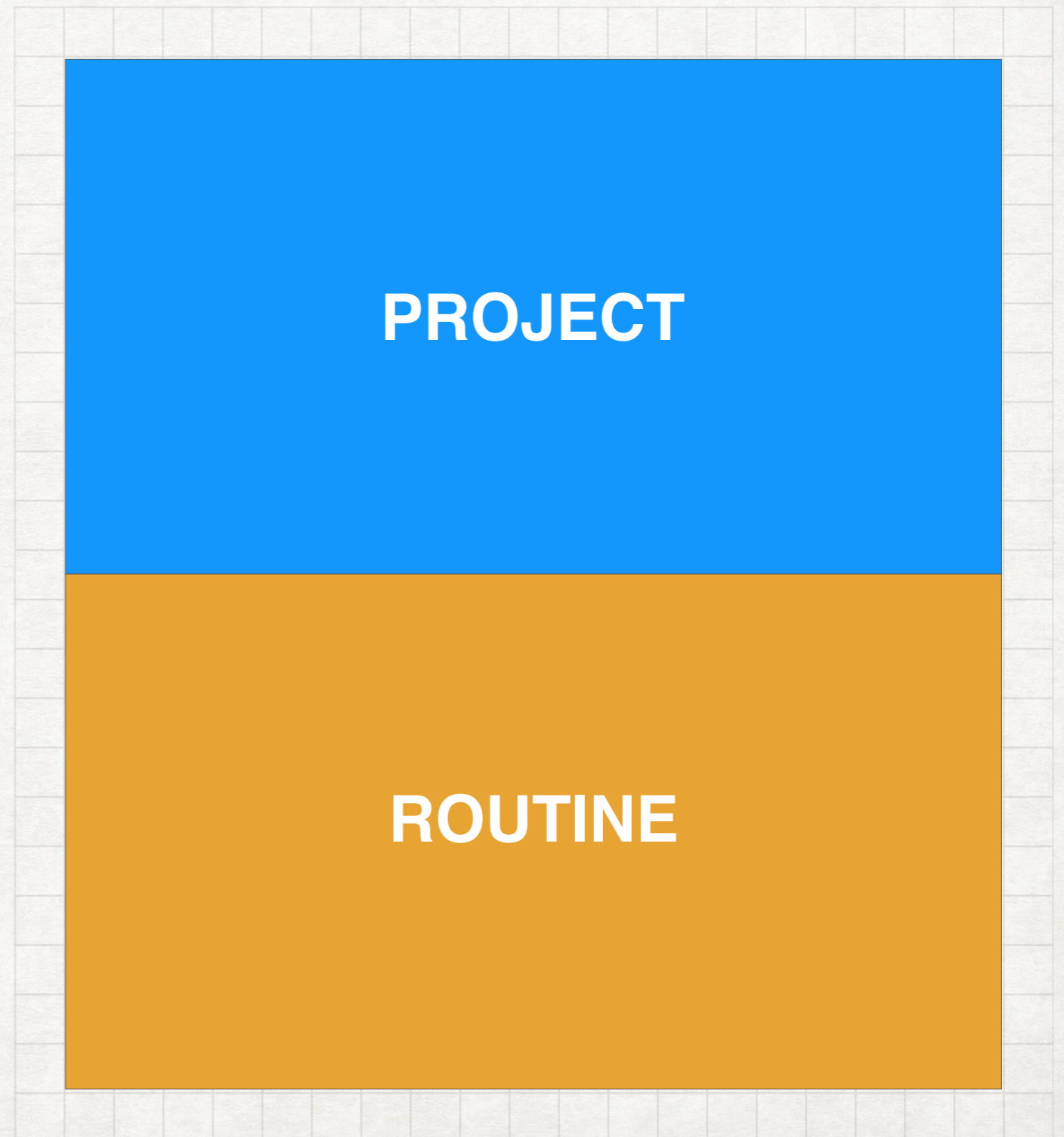
Your library's total capacity is the white box



CAPACITY CONCEPT

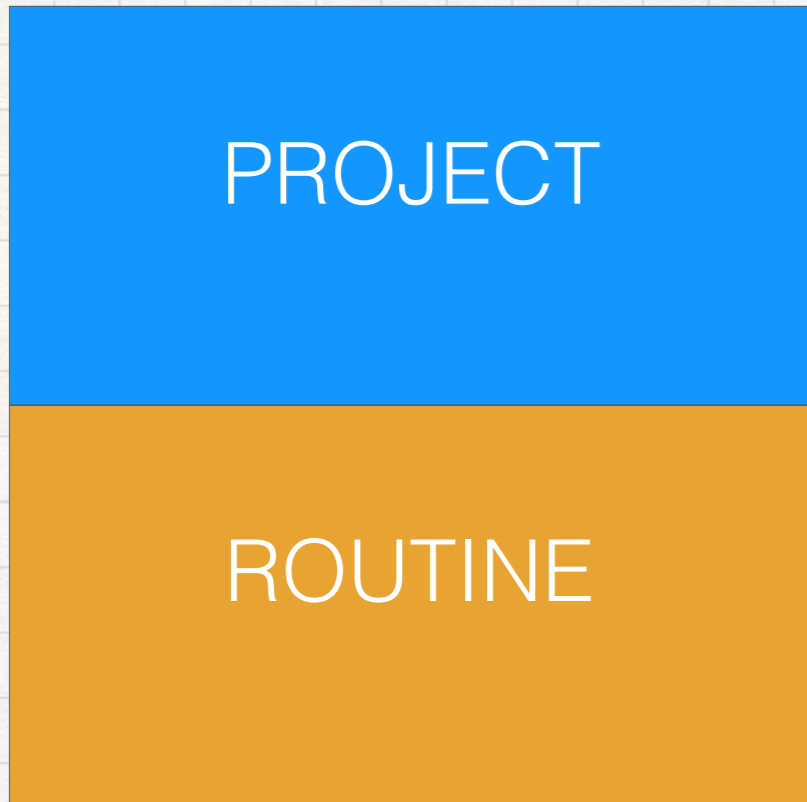
You want capacity to do projects (blue)

But you must spend a portion of your time "keeping the lights on" (orange)

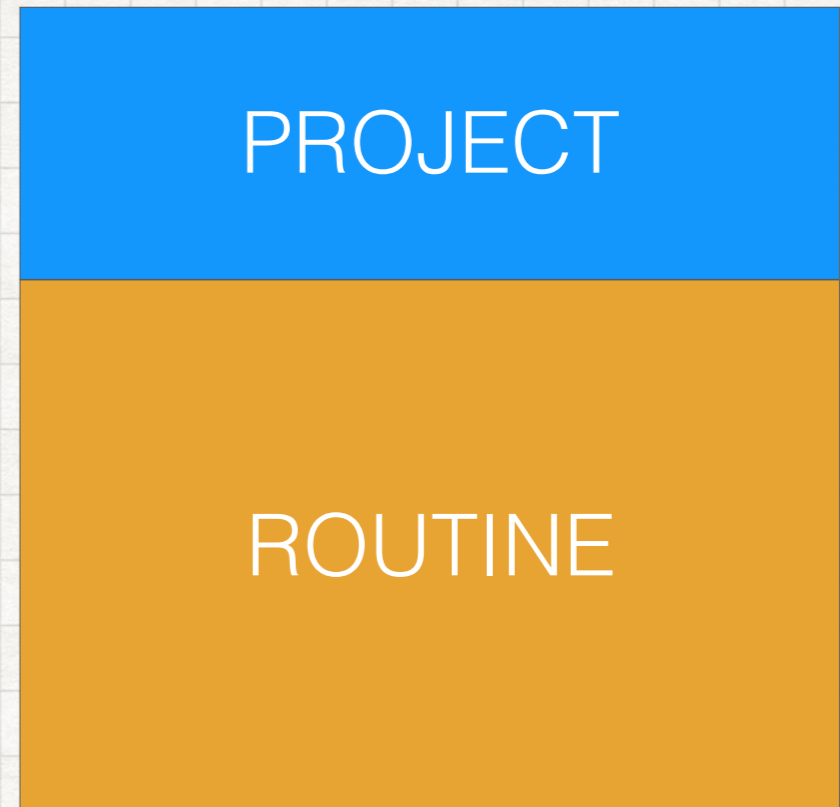


CAPACITY

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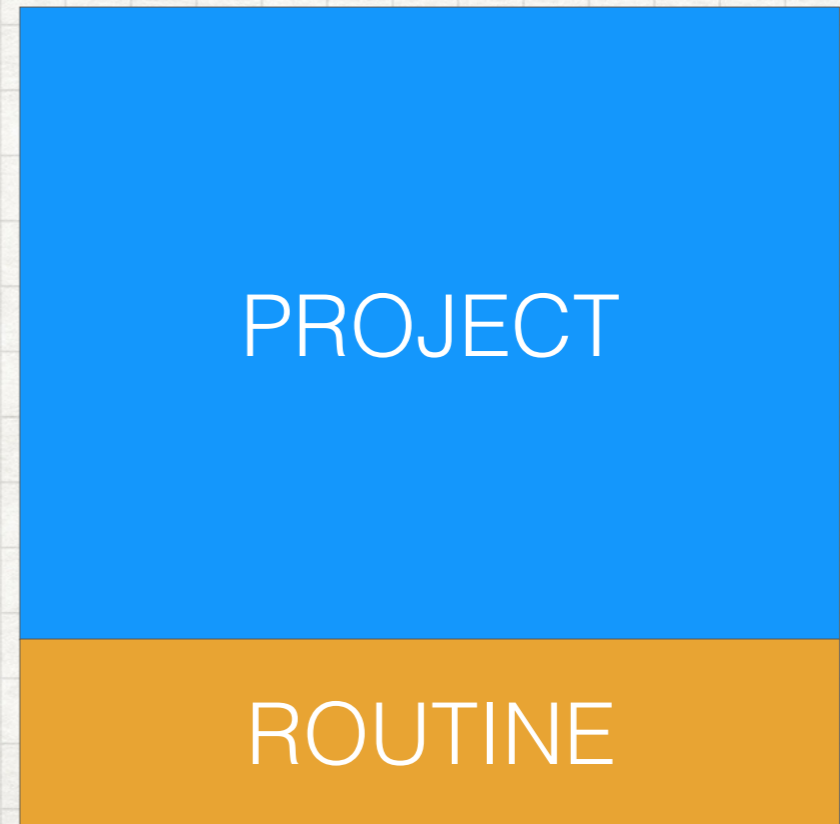
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B



D



CAPACITY CONSTRAINS SOLUTIONS

- Your capacity is a constraint, often overlooked
- It defines the scope of what you can take on
- You need to understand it up front

GETTING BUY-IN
STAKEHOLDERS



<https://www.flickr.com/photos/thegabec/16543623013>

YOUR STAKEHOLDERS ARE PART OF THE PROCESS

Bring your stakeholders in from the start

- They are a natural focus group
- The better the “back-end” stakeholders understand “front-line” pressures, the better

Keep your stakeholders involved

- They're **busy** — find small ways to engage
- They're **invested** — find ways to show success

WORKING WITH STAKEHOLDERS (1)

Defining the solvable problem

- What is the problem, and the need it represents?
- Describe the context; what will solving the problem change?
- Enroll the stakeholders in the process; it is also their problem, at some level of money, staff, or time

WORKING WITH STAKEHOLDERS (2)

Working in chunks (Agile Methodology)

- Define project in bite-sized chunks
- Figure out the Minimum Viable Product (MVP)
 - The simplest set of functions that will satisfy the basic need
 - NOT a stopping point (necessarily)
- Something to build on for the next sprint
- Enable stakeholder participation

WORKING WITH STAKEHOLDERS (3)

Demonstrate Continual Progress

- Show how the first phase made a difference
- Low investment -> some result; continue
- Progress is stakeholders', too — not just yours
- Keep the stakeholders at the table

A FINAL JUMP

CONCLUDING THOUGHTS



<https://www.flickr.com/photos/jsorbie/3635055541>

THANK YOU – ANY QUESTIONS?

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