Innovation and Libraries

What is at the Heart of Libraries?

Stephen Abram, MLS, FSLA
New York City: SirsiDynix User Group
Oct. 2, 2009
Extended Slides available soon at Stephen’s Lighthouse blog
How Do You Capture Ideas?

And Cultivate and Nurture Them?
METABOLISM

The slower it gets, the faster it catches up with you.
Figure 1. Hype Cycle for Emerging Technologies, 2009

- **Technology Trigger**
  - Human Augmentation
  - 3-D Flat-Panel Displays
  - Quantum Computing
  - Context Delivery Architecture

- **Peak of Inflated Expectations**
  - Public Virtual Worlds
  - Home Health Monitoring
  - Video Search

- **Trough of Disillusionment**
  - Mobile Robots
  - Behavioral Economics
  - Augmented Reality

- **Slope of Enlightenment**
  - Social Software Suites
  - Cloud Computing
  - E-Book Readers

- **Plateau of Productivity**
  - Speech Recognition
  - Location-Aware Applications
  - RFID (Case/Pallet)

**Years to mainstream adoption**:
- ○ less than 2 years
- ● 2 to 5 years
- ● 5 to 10 years
- ▲ more than 10 years
- ● before plateau

Source: Gartner (July 2009)
• You can’t wait for everyone to change at once.
Bricks, Clicks and Tricks
Are we going to a totally build it yourself world?

Imagine IKEA merging with GM...
Newspapers: Assemble them yourself.
Re-imagine the textbook, coursepack, etc.
Yes, this is ancient marketing/sales wisdom: they aren't buying your hammer, they are buying the deck of their dreams. Help them build it.
Will Reading Matter?
Are your staff confusing books and reading?

Audiobooks, Cengage and eBooks . . . And Google
What does your best borrowed report look like?

Is your Community different?

http://www.flickr.com/photos/blu_blue/262096844/in/pool-booksandportraits
What does your book and article recommendation blog/RSS feed look like?

Who is your star recommender?

http://www.flickr.com/photos/matthk/2054262239/
How do your community content reviews do?

Who is your best teen reviewer?

http://www.flickr.com/photos/cjanebuy/340249608/in/pool-booksand
How are your web based communities doing?

How many dozen are there?

http://www.flickr.com/photos/mthiesson/17
Do your users like your video author interviews?

Your YouTube DVD trailers?

http://www.flickr.com/photos/lori_an/319433801/
Do you offer podcasts?

Do you record every story time?
Every lecture?
Are you making sense of your collections in a community context?

• BiblioCommons
• ChiliFresh
• LibraryThing for Libraries
• Delicious
• Digg
• YouTube

http://www.flickr.com/photos/lorian/319433802/in/photostream/
Can you circulate books from anywhere?

Like the parking lot, lecture hall, classroom, sidewalk sale, or nursing home?

http://www.flickr.com/photos/library_mistress/525385533/
The thing about success, is that it’s not about things.
Make a list of your last 10 projects. Now describe them in terms that they only solved an end user problem – NOT a library problem.

By any chance do you prioritize your needs over end users?
What problems do you solve?
Are they librarian or end user problems?

Solve a Problem for Your Readers
Draw a 1 to 7 scale.

1___2___3___4___5___6___7

Plot all initiatives on it.

One: Solves end-user problems from the end user’s perspective

Seven: Solves library staff problems and pain points?
What do libraries want?

Relevance

Making a Difference
Can you describe end user pain points and dreams and desires in their terms? What are their real goals? Search results? HA HA HA!
Observe Your Users
OK – Now let’s ask ourselves what our users really, REALLY want.
Self-Service Web Portal
Context is King,
not Content.
Do we truly understand their goals?
Can we at least agree that they don’t want whiz bang widgets, gadgets, shiny new tools or any other raw technology?

Let’s address the human condition.
Discovery & Ideas
Completed in 2003, the Human Genome Project (HGP) was a 13-year project coordinated by the U.S. Department of Energy and the National Institutes of Health. During the early years of the HGP, the Wellcome Trust (U.K.) became a major partner; additional contributions came from Japan, France, Germany, China, and others. See our history page for more information.

Project goals were to

- identify all the approximately 20,000-25,000 genes in human DNA,
- determine the sequences of the 3 billion chemical base pairs that make up human DNA,
- store this information in databases,
- improve tools for data analysis,
- transfer related technologies to the private sector, and
- address the ethical, legal, and social issues (ELSI) that may arise from the project.
This page provides an up to the minute summary of data currently available in the database. Parameters reported include minimum and maximum reported genomes sizes (in picograms), mean genomes sizes with standard error (SE), total number of species assayed, and the methods, cell types, and standards used for all available records. Note that the statistics reported here are based on all records in the database -- for maximum reliability, you are encouraged to evaluate the data for your particular group of interest directly. Note also that these C-value summaries do not currently account for instances of polyploidy (though this will be updated in the future).

Because these statistics refer to the database as a whole, they must be cited as follows if used in a publication:


Please select your group of interest from the list:

Entire Database (i.e., all animals)
All Chordates | Amphibians | Birds | Fishes | Mammals | Reptiles
All Invertebrates | Annelids | Arachnids | Crustaceans | Echinoderms | Flatworms | Insects | Molluscs | Nematodes
Methods, Cell Types, and Standard Species

(Other invertebrate groups are insufficiently represented for summary stats)

Entire Database

| Number of species/subspecies available: 4890 (3191 Vertebrates, 1699 Non-Vertebrates) |
| Smallest animal genome size: 0.02pg, Pratylenchus coffeae, Plant-parasitic nematode |
| Largest animal genome size: 132.83pg, Protopterus aethiopicus, Marbled lungfish |
Welcome!

Who We Are
The Organization for Human Brain Mapping (OHBM) is the primary international organization dedicated to neuroimaging research. The organization was created in 1995 and has since evolved in response to the explosion in the field of human functional neuroimaging and its movement into the scientific mainstream. One of the primary functions of the organization is to provide an educational forum for the exchange of up-to-the-minute and groundbreaking research across modalities exploring Human Brain Mapping. It does this through a growing membership and an annual conference, held in different locations throughout the world.

The 15th Annual Meeting of the Organization for Human Brain Mapping
June 18-23, 2009 in San Francisco, California

Dates to Remember:
Deadlines
Advance Registration – May 15, 2009
Hotel Reservation – May 29, 2009

Important Notices:
Don’t forget to renew your membership for 2009!
Poster and Oral Session acceptance notification has been sent out. Please visit the
The Future Discovered

- Stem Cells
- fMRI and The Brain
- Cloning
- Wind and other energy
- Nanotechnology
- Robotics
- Book Digitization
- Music
- Streaming Media
- Seed Bank
Imaging techniques allow us to see which areas of the brain control these functions.
Eye Movement Changes
Learning Styles

- Visual/Spatial (Picture Smart)
- Verbal/Linguistic (Word Smart)
- Musical/Rhythmic (Music Smart)
- Logical/Mathematical (Number Smart)
- Bodily/Kinesthetic (Body Smart)
- Interpersonal (People Smart)
- Intrapersonal (Self Smart)

— Piaget, Bloom, Gardner, etc.
Yes, Stephen did just say Lizard Spit
Luck / Opportunity
Community
Conversations
Relationships
Community Networks
Life
Alerts
Connection
Personalization
Personalization
Personalization
I am unique.
Understand me.

It’s personal.
Don’t limit me!
Who are you to limit me?
How many dead ends in your library?  
On your website?  
In your OPAC?
Publishers! Writers!
Shelf Check Presents:
Nonexistent Books
That, If Written, Should
Be Wildly Popular with
the Public, Given
the Number of Failed
Library Catalog Searches
On Their "Titles"...

...Exhibit A!

Dairy of a Wimpy Kid
Comfort
Simplicity
Learning
Literacy

- Reading literacy
- Numeracy
- Critical literacy
- Social literacy
- Computer literacy
- Web literacy
- Content literacy
- Written literacy
- News literacy
- Technology literacy
- Information literacy
- Media literacy
- Adaptive literacy
- Research literacy
- Academic literacy
- Etc.
Growing up from books,
Extending the experience
Where and When They Want It
Who Are Your Staff Stars?

Do Your Users Know Their Names?
Information Engagement Levels

- Stimulate/Live
- Present/Teach
- Argue/Defend
- Act on/ Discuss
- Read/View

Energy & Engagement

Dr. Thomas Davenport
Culture

Conservation and Protection
These are exciting times.

Choose between achieving a dynamic and exciting future vision or longing for a nostalgic past.
What is at the heart of libraries?

Learning
Interaction
Community
Innovation
Passion
Progress
No Quick Fixes
“You have to sit by the side of a river a very long time before a roast duck will fly into your mouth.”

— Guy Kawasaki
What’s Your Experience Look Like?
What’s Your Experience Look Like?
What’s Your Experience Look Like?
What changes with ubiquitous access?
Is it Frozen in Time?
Can libraries keep up with change?
Can libraries keep up with change?
The BIG Assumption

“The Internet has now progressed to its infancy”

Search, Social Networks, Learning, Commerce
The Next 17 Slides

“Detail that can be reviewed later online”
(Not a complete survey. Sizes based on best figures I could find, but involved some guesswork. Do not use for navigation.)

Spring 2007
Social Graph Platform Wars

Google / Open Social
("The Empire"?, "Coalition of The Willing")

Facebook
("Rebel Alliance"?)

MySpace
("Clone Army"?)

Photobucket

★ = announced Platform / API
★★ = unannounced Platform / API

& AMAZON

Platforms Wars insanity: Dave McClure, 12/12/07
The new Web 2.0 era distribution models remain largely untapped

Potential Reach Power and Network Effect
(Lowest Cost Per Customer/Partner)

* = estimated

The Sharing Economy
“Web 2.0 generally refers to a second generation of services available on the WWW that lets people collaborate and share information online.” Wikipedia

- Shared Pictures: flickr
- Shared Bookmarks: del.icio.us
- Shared News: Technorati
- Shared Videos: YouTube
- Shared Everything: myspace.com
Get Good at The Cloud
Science Info on the Go: Enhancing Traditional Sci-Tech Library Services w/ Mobile Devices
- Joe Murphy - Yale Science Libraries - joseph.murphy@yale.edu

Mobile devices help libraries meet the evolving information needs of the sci-tech community by expanding traditional services and exploring new opportunities.

<table>
<thead>
<tr>
<th>Enhancing / Expanding Services</th>
<th>New Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mobile Reference</strong> = Answers on the go</td>
<td><strong>Text Messaging Reference</strong></td>
</tr>
<tr>
<td>Mobile librarians to meet the diffuse information needs of our specialized clientele.</td>
<td>- Answers from anywhere by SMS</td>
</tr>
<tr>
<td>Email</td>
<td>- Expert assistance at point of need</td>
</tr>
<tr>
<td>Instant Messaging</td>
<td><strong>Social Networking</strong></td>
</tr>
<tr>
<td>Phone</td>
<td>Mobile devices facilitate library 2.0 and social networking initiatives.</td>
</tr>
<tr>
<td>In person and outreach</td>
<td><strong>twitter</strong></td>
</tr>
<tr>
<td><strong>Considerations</strong></td>
<td><strong>facebook</strong></td>
</tr>
<tr>
<td>• Choosing a technology</td>
<td><strong>flickr</strong></td>
</tr>
<tr>
<td>• Identifying New Workflows</td>
<td></td>
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<tr>
<td>• Establishing Management Models: Staffing, Training</td>
<td></td>
</tr>
<tr>
<td>• Exploring Best Practices for a Quality Service (shifting communication styles and user expectations)</td>
<td></td>
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</tbody>
</table>

Joe Murphy  Yale Science Libraries  joseph.murphy@yale.edu
ACRL/LS Poster Session 6/30/2008
Be Where Your Users Are

orkut  facebook  bebo

mixi  myspace.com™  a place for friends

plaxo  Ning  LinkedIn®

knol™  A unit of knowledge.

MySpace Developer Platform  a place for developers

opensocial
Groups include consumers participating in at least one of the indicated activities at least monthly.

- **Creators**
  - Publish a blog
  - Publish your own Web pages
  - Upload video you created
  - Upload audio/music you created
  - Write articles or stories and post them

- **Critics**
  - Post ratings/reviews of products or services
  - Comment on someone else’s blog
  - Contribute to online forums
  - Contribute to/edit articles in a wiki

- **Collectors**
  - Use RSS feeds
  - “Vote” for Web sites online
  - Add “tags” to Web pages or photos

- **Joiners**
  - Maintain profile on a social networking site
  - Visit social networking sites

- **Spectators**
  - Read blogs
  - Listen to podcasts
  - Watch video from other users
  - Read online forums
  - Read customer ratings/reviews

- **Inactives**
  - None of the above
What people are doing

Creatures publish Web pages, write blogs, upload videos to sites like YouTube.

Critics comment on blogs and post ratings and reviews.

Collectors use Really Simple Syndication (RSS) and tag Web pages to gather information.

Joiners use social networking sites.

Spectators read blogs, watch peer-generated videos, and listen to podcasts.

Inactives are online but don’t yet participate in any form of social media.

Who participates (U.S. online users)

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Young Teens (12 to 17)</th>
<th>Youth (18 to 21)</th>
<th>Generation Y (22 to 26)</th>
<th>Generation X (27 to 40)</th>
<th>Young Boomers (41 to 50)</th>
<th>Older Boomers (51 to 61)</th>
<th>Seniors (62+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creatures</td>
<td>34%</td>
<td>37%</td>
<td>30%</td>
<td>19%</td>
<td>12%</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Critics</td>
<td>24%</td>
<td>37%</td>
<td>34%</td>
<td>25%</td>
<td>18%</td>
<td>15%</td>
<td>11%</td>
</tr>
<tr>
<td>Collectors</td>
<td>11%</td>
<td>16%</td>
<td>18%</td>
<td>16%</td>
<td>15%</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>Joiners</td>
<td>51%</td>
<td>70%</td>
<td>57%</td>
<td>29%</td>
<td>15%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>Spectators</td>
<td>49%</td>
<td>59%</td>
<td>54%</td>
<td>41%</td>
<td>31%</td>
<td>26%</td>
<td>19%</td>
</tr>
</tbody>
</table>

Data: Forrester Research
How to Survive and Thrive in Business Today with 2.0

Innovation

Leveraging Innovation
- Product Incubators
- Open Supply Chains
- Product Development 2.0
- Some Rights Reserved

Fostering Innovation
- Internal Innovation Markets
- Open innovation
- Database of Intentions

Change Management
- Transformation Communities
- 2.0 Education
- Capability Acquisition

Business Remodeling and Restructuring
- BPM 2.0
- Employee Communities
- Cloudsourcing
- Pull Systems

Growth

Creating new rapid growth online products powered by:
- Peer Production
- Jakob’s Law
- The Long Tail
- Blue Ocean
- Network Effects

Reinventing the customer relationship to drive revenue:
- Customer Communities
- Customer Self-Service
- Marketing 2.0

Driving costs down through less expensive, better 2.0 solutions:
- Lightweight IT/TOA
- Enterprise mashups
- Expertise Location
- Knowledge Retention

Current Business State

Transforming and Improving productivity and access to value:
- Enterprise 2.0
- Open APIs
- Crowdsourcing
- Prediction Markets

Cost Reduction

What are the Real Challenges?

• Scalability (and this doesn’t mean web scale)
• Retreading our colleagues - quickly
• Prejudice about users & Disrespect of users
• Demographic Mosaic Change
• Lack of Accountability and Urgency to Act
• Demand for Reproducibility and Proofs
• Coordination and Sharing
• Vision
• Leadership
• Financial Resources (excuse vs. reason)
The BIG PICTURE Changes

What is at the core of usability?
(Hint – It’s not about clickthroughs.)
Are we ready for the post book world?

http://www.flickr.com/search/?q=book+sculpture&page=44
Can we get our heads out of book-centric experiences?
Inventing the Future

• How much time do you spend having a clear view of it?
• How is it shared with your colleagues and clients?
Libraries
Creating the Third Path...
What is the scariest scenario for libraries? I have an archaeology background . . .
Re-Energizing Libraries
The world is going to change with or without you... get ready.
What is at the heart of libraries?

Is it you?
Stephen Abram, MLS, FSLA
President 2008, SLA
VP Innovation, SirsiDynix
Chief Strategist, SirsiDynix Institute
Cel: 416-669-4855
stephen.abram@sirsidynix.com
http://www.sirsidynix.com
Stephen’s Lighthouse Blog
http://stephenslighthouse.sirsidynix.com