

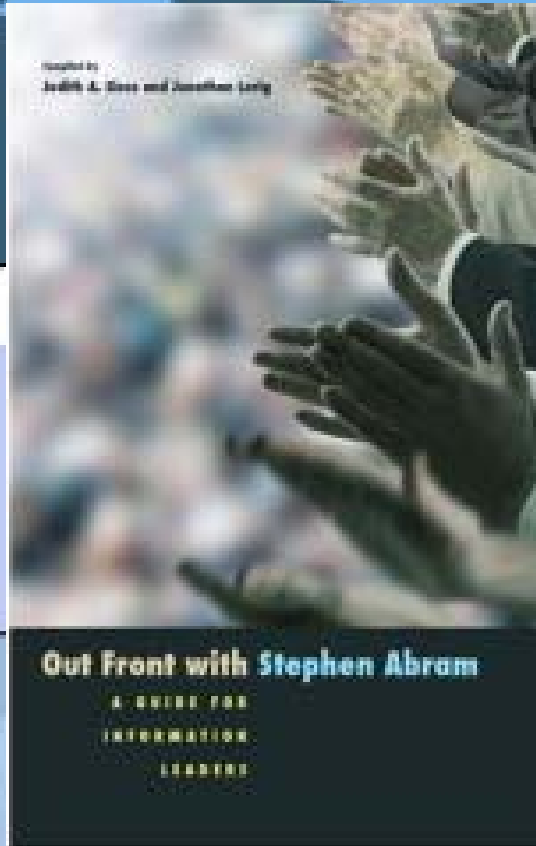


Social Libraries: Soaring to new Heights

**Pennsylvania Library Assn., Oct. 17, 2007
State College, PA**

**Stephen Abram
President-elect, SLA**

**Vice President, Innovation, SirsiDynix
Chief Strategist, SirsiDynix Institute**



Edited by
Judith A. Glass and Jonathan Long

Out Front with Stephen Abram

A GUIDE FOR
INFORMATION
LEADERS



Stephen Abram



**Isn't it just
FANTASTIC?!**



Nano, Light, BioTech, Genome, Web 2.0



What Does It All Mean, 2.0?

**CHANGED
PRIORITIES
AHEAD**



RED ROUTE

**No stopping
at any time**

JAEGER

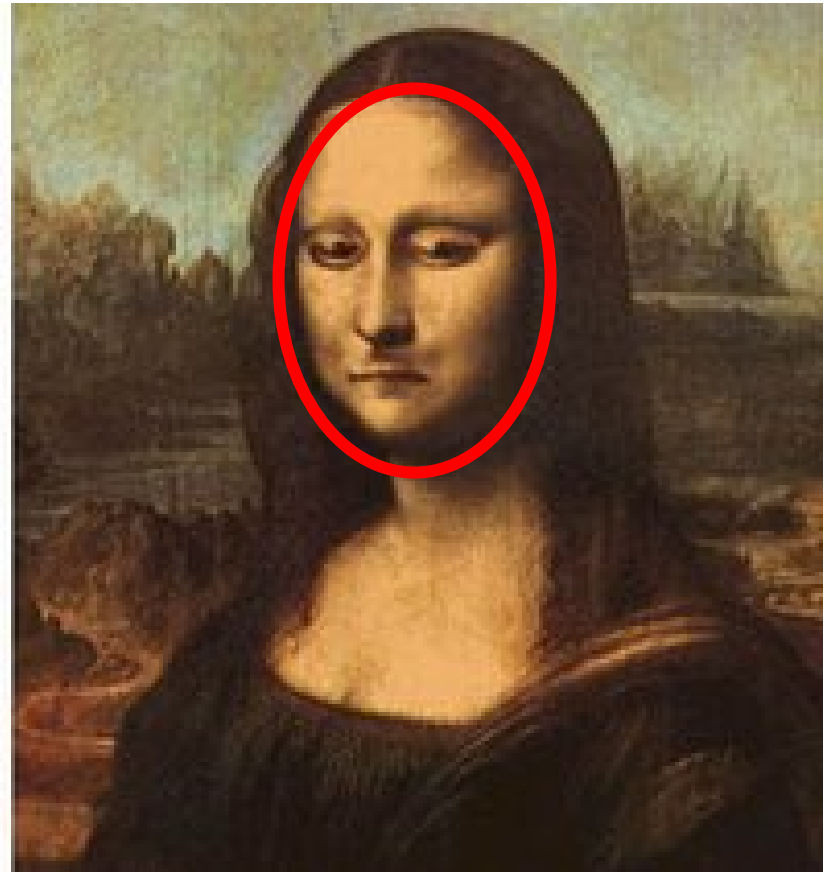


The Pattern Effect





Optical Illusions





Do Libraries Feel Too Poor?





Do we focus on the right things?





RISK





We librarians must learn that when we study something to death, *Death was not our original goal.*



Just do it

Millennials

\$\$\$\$

Wireless

Pockets

Ads

Ubiquity

Local

Speed

Social

Distractions

Sharing

Download

Chapters

User

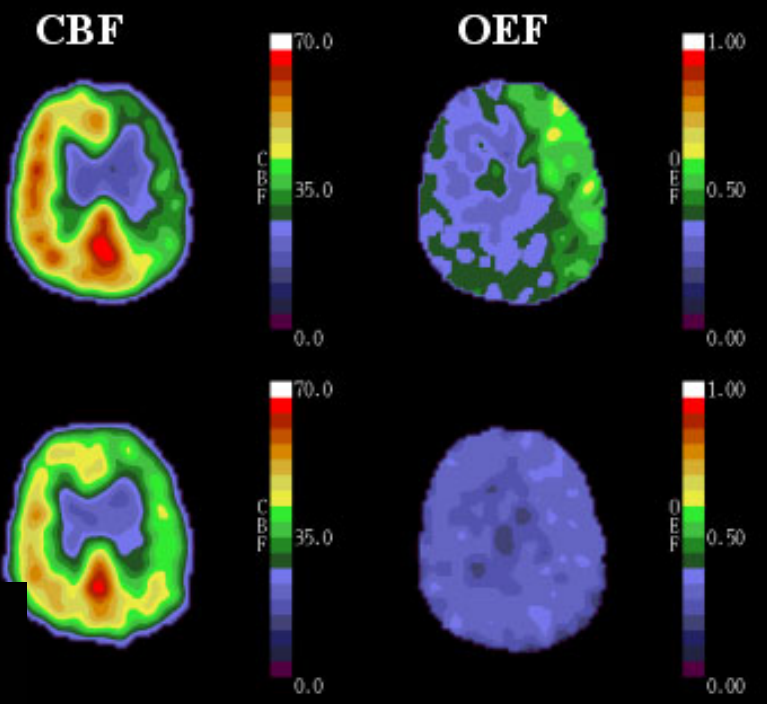
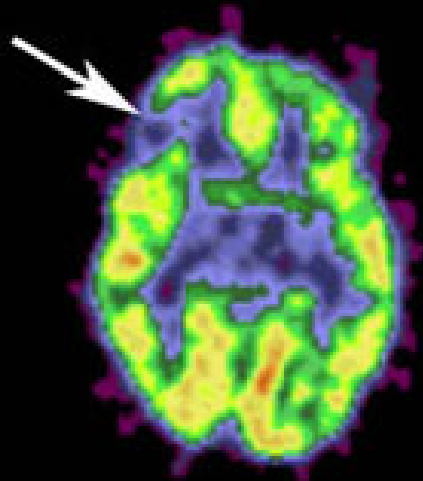
Experience

Bricks

Clicks

Tricks

Millennials



Millennial Behaviours

Principled / Values	More Friends	More Diverse	Respect Intelligence
Optimistic / Positive	Internet Natives	More Choices	Format Agnostic
Balanced Lives	Adaptive / Flexible	Civic Minded	High Expectations
Collaborative	Nomadic	Gamers	Experiential
Independent	Confident	Direct	More Liberal and more conservative
Multi-taskers	Inclusive	Patriotic	Entrepreneurial
Healthy Lifestyle	Family Oriented	Graphical	Achievement Oriented



INFOhio
 Ask A Librarian

US History

Explore A Subject

Check It Out!

Fun & Games

What's That?

Did You Know?

Learn More About...

Popular Topics

Tracking by Info

Report on the Usability and Effectiveness of SirsiDynix SchoolRooms for K-12 Students

In Quarter - 2006
 Conducted under the auspices of the
 Kent State University School of Library and Information Science and the
 Information Architecture/Knowledge Management Program (IAKM)
 by
 Dr. Jason Holmes, Assistant Professor
 School of Library and Information Science (SLIS)
 Dr. David Bokias, Assistant Professor
 Information Architecture/Knowledge Management Program (IAKM)
 Dr. Yin Zhang, Assistant Professor
 School of Library and Information Science (SLIS)
 Dr. Athena Salas, Assistant Professor
 School of Library and Information Science (SLIS)
 Dr. Greg Brysh, Assistant Professor
 School of Library and Information Science (SLIS)

May 22, 2006

INFOhio
 Ask A Librarian

US History

Explore A Subject

Original Inhabitants

How Do I...?

Founding Fathers

Try This!

Presidents

Scientists & Inventors

Writers

Artists & Musicians

Leaders

Immigrants

People in Sports

Did You Know?

Tracking by Info



Learning Styles

- Visual/Spatial (**P**icture Smart)
 - Verbal/Linguistic (**W**ord Smart)
 - Musical/Rhythmic (**M**usic Smart)
 - Logical/Mathematical (**N**umber Smart)
 - Bodily/Kinesthetic (**B**ody Smart)
 - Interpersonal (**P**eople Smart)
 - Intrapersonal (**S**elf Smart)
- Piaget, Bloom, Gardner, etc.



SCHOOLROOMS

EXPLORE
DISCOVER
LEARN

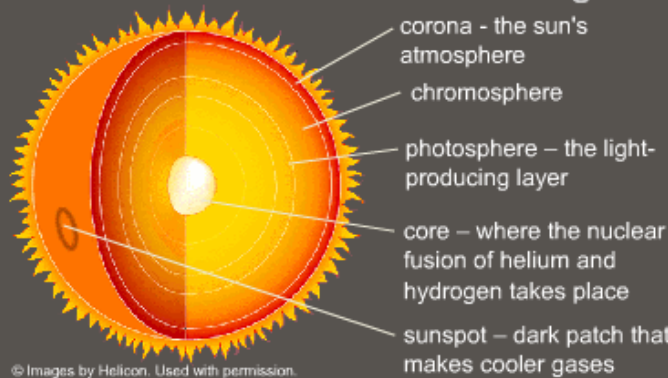
A NEW LEARNING PORTAL FOR THE K-12 COMMUNITY

Explore Learn

Discover More...

- What is SchoolRooms
- What's in SchoolRooms
- Who Uses SchoolRooms
- Why Students Like SchoolRooms
- How to Use SchoolRooms
- Events

Earth Science Room: The Amazing Sun



© Images by Helicon. Used with permission.

Explore a new learning portal for the K12 community



SchoolRooms™ by SirsiDynix is a **new online portal** that encourages K-12 students to **explore, discover, and learn anywhere. anytime.**

Designed to meet students' needs and to be a tool for **parents** who play an integral role in helping their children continue learning outside the classroom.

Using SchoolRooms, **students can search** (all at once!):



Best of Web™

Results from high-quality, certified Web sites hand-picked by teachers and librarians. Search databases at the same time and find related articles. Learn more about BOW. [Explore More...](#)



News & Events

Catch up on the [news](#) about SchoolRooms. Check out the next place you can [see SchoolRooms in action](#) and find out more about how SchoolRooms can provide your students with an unparalleled learning experience. [Discover More...](#)



Case Study:
[Boston Public Library](#)
Discover how **Boston**

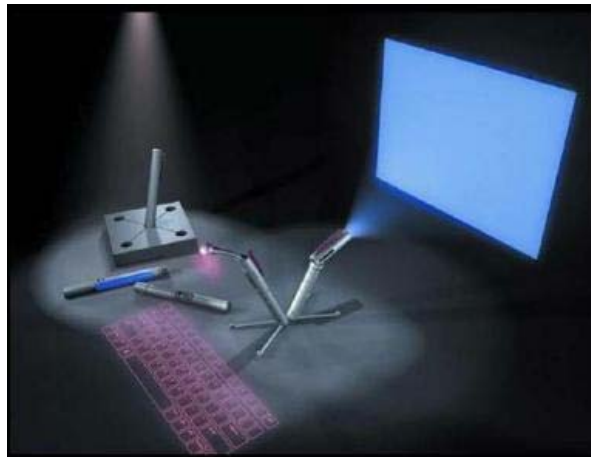
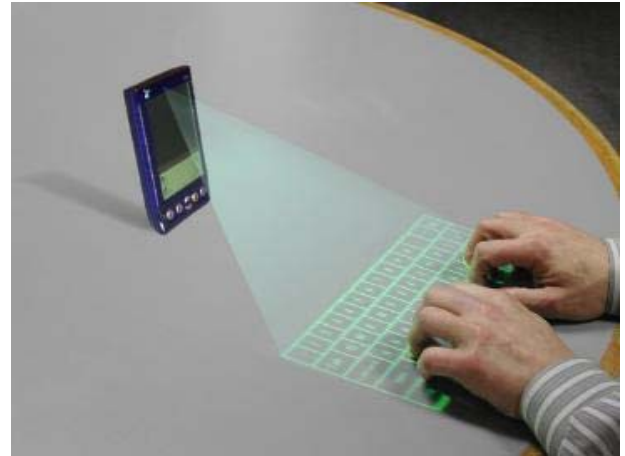
Ohio
Boston +
Philadelphia
Delaware
California
South Carolina
Australia
etc.

Pockets



2020 Prediction from Peter Kaufman

- By 2020, iPod size devices will hold:
 - 1 year's worth of video (8,760 hours) by **2012** (5 years from now)
 - ALL the commercial music ever created by **2015** (8 years), and
 - ALL the content ever created (in all media) by **2020** (13 years).

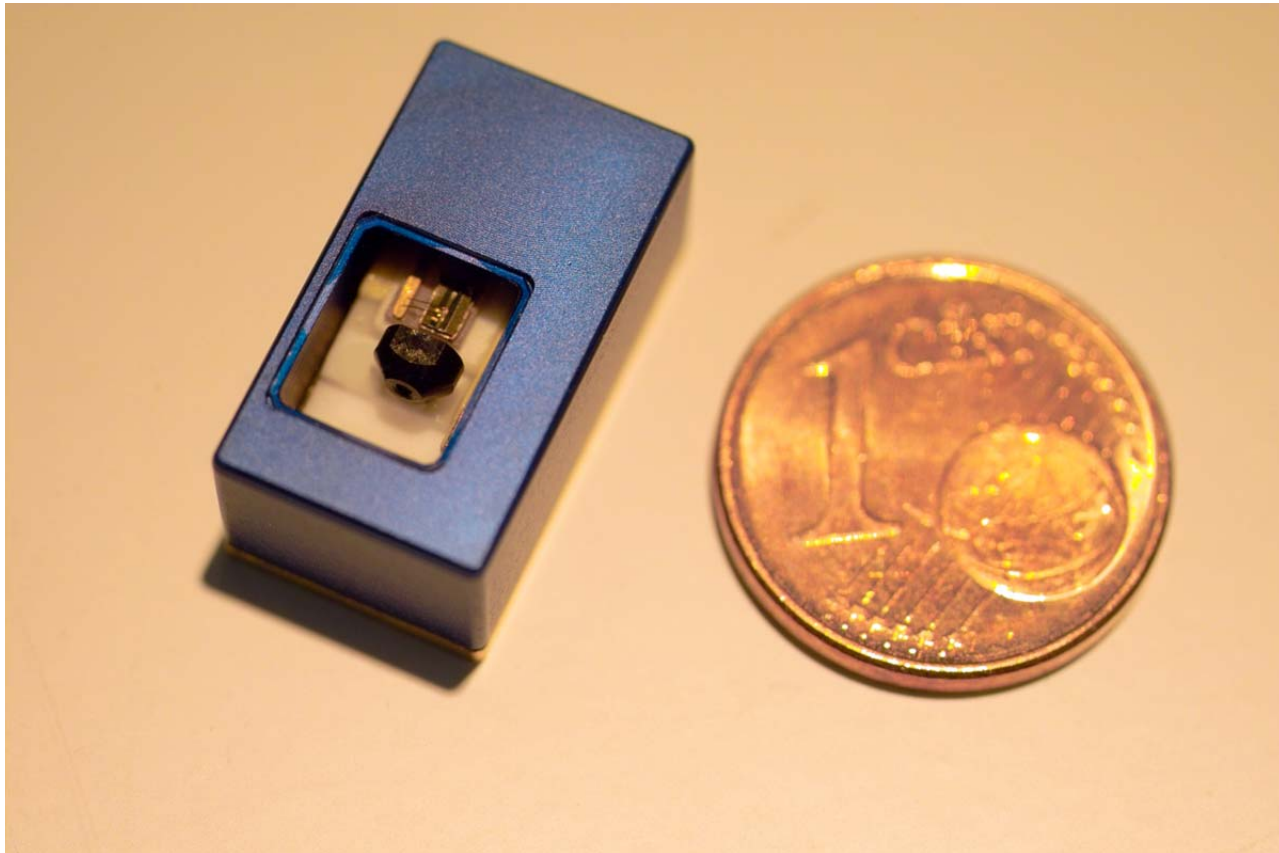


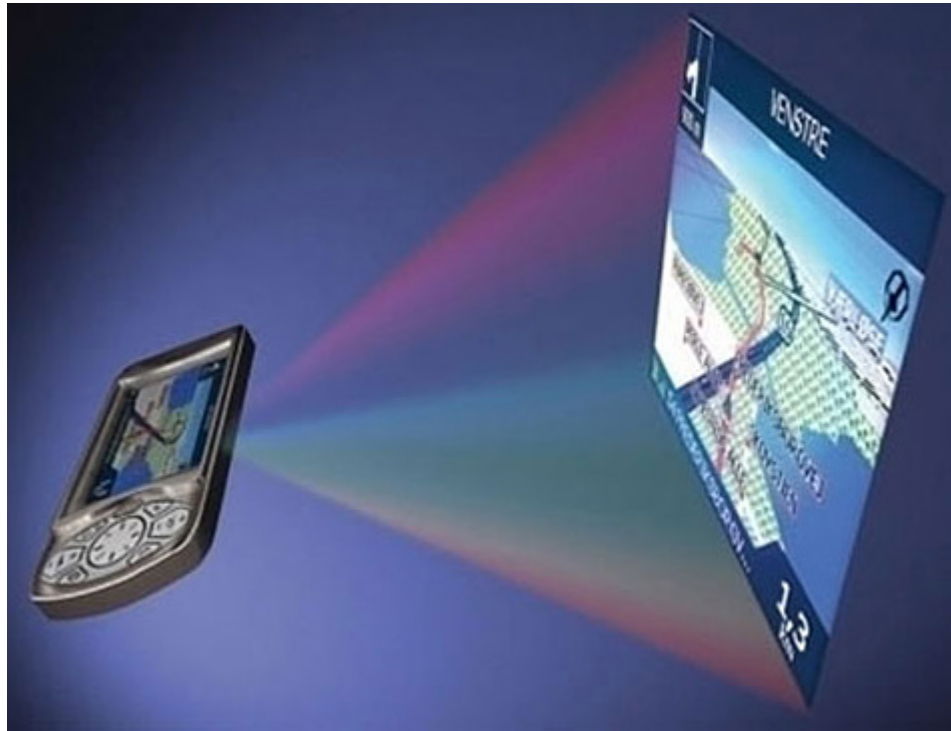


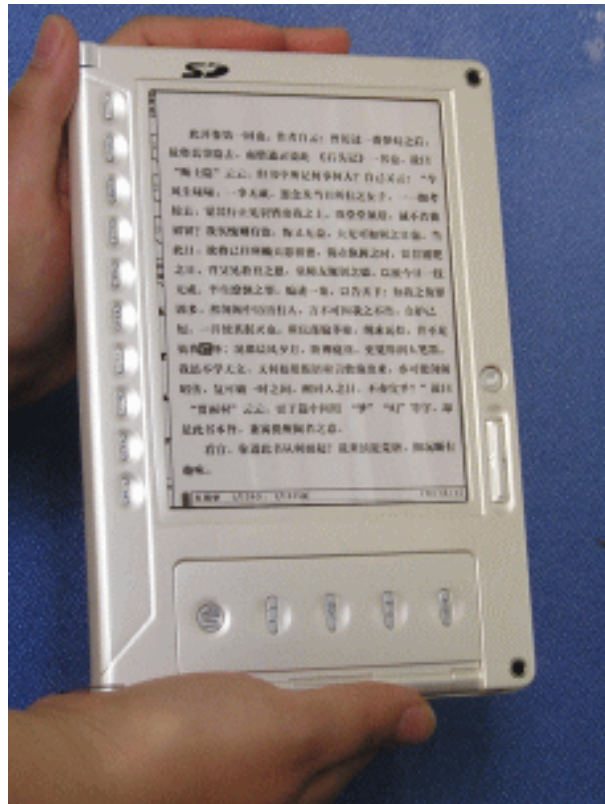




A projector the size of a sugar cube









Everything's getting smaller




Local
Ads



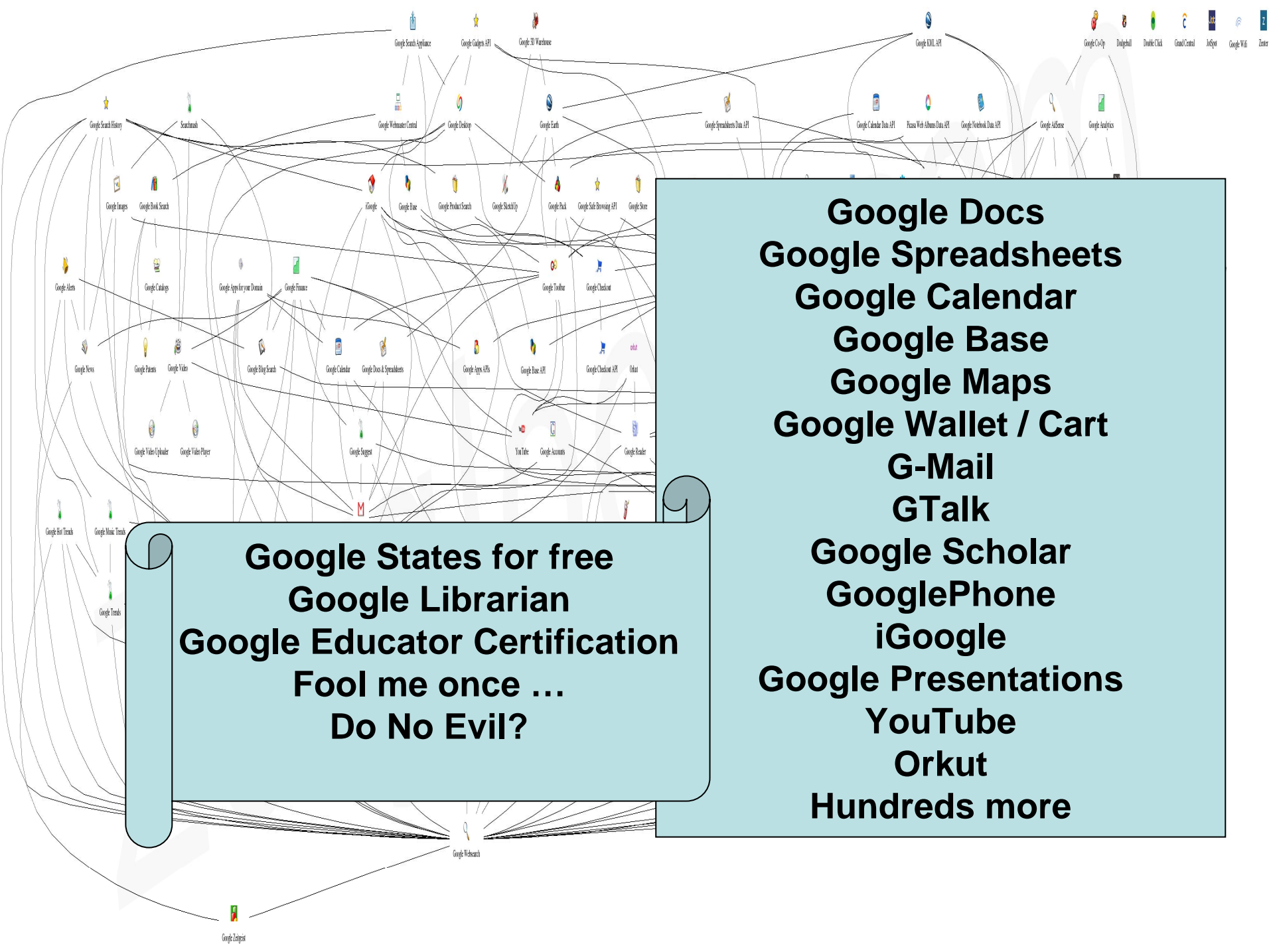
Transformation





**Do no
evil...or,
Search,
Ads and
Apps**

**I ♥ my
customers**



Google States for free
Google Librarian
Google Educator Certification
Fool me once ...
Do No Evil?

Google Docs
Google Spreadsheets
Google Calendar
Google Base
Google Maps
Google Wallet / Cart
G-Mail
GTalk
Google Scholar
GooglePhone
iGoogle
Google Presentations
YouTube
Orkut
Hundreds more

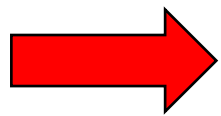
What
Where



When



Why
Who




How



Chapter 1





**Articles and
Chapters ...
99¢ rentals...**

Suppose there are 125,000,000 online in less than 4 years? Or
125,000,000 online in less than 4 years?
How does that compare to your libraries?





Emergent Federated Discovery

Getting from Grade 3 to High
School over the next 5 years

Wireless

Ubiquity





Google invests in wired ...





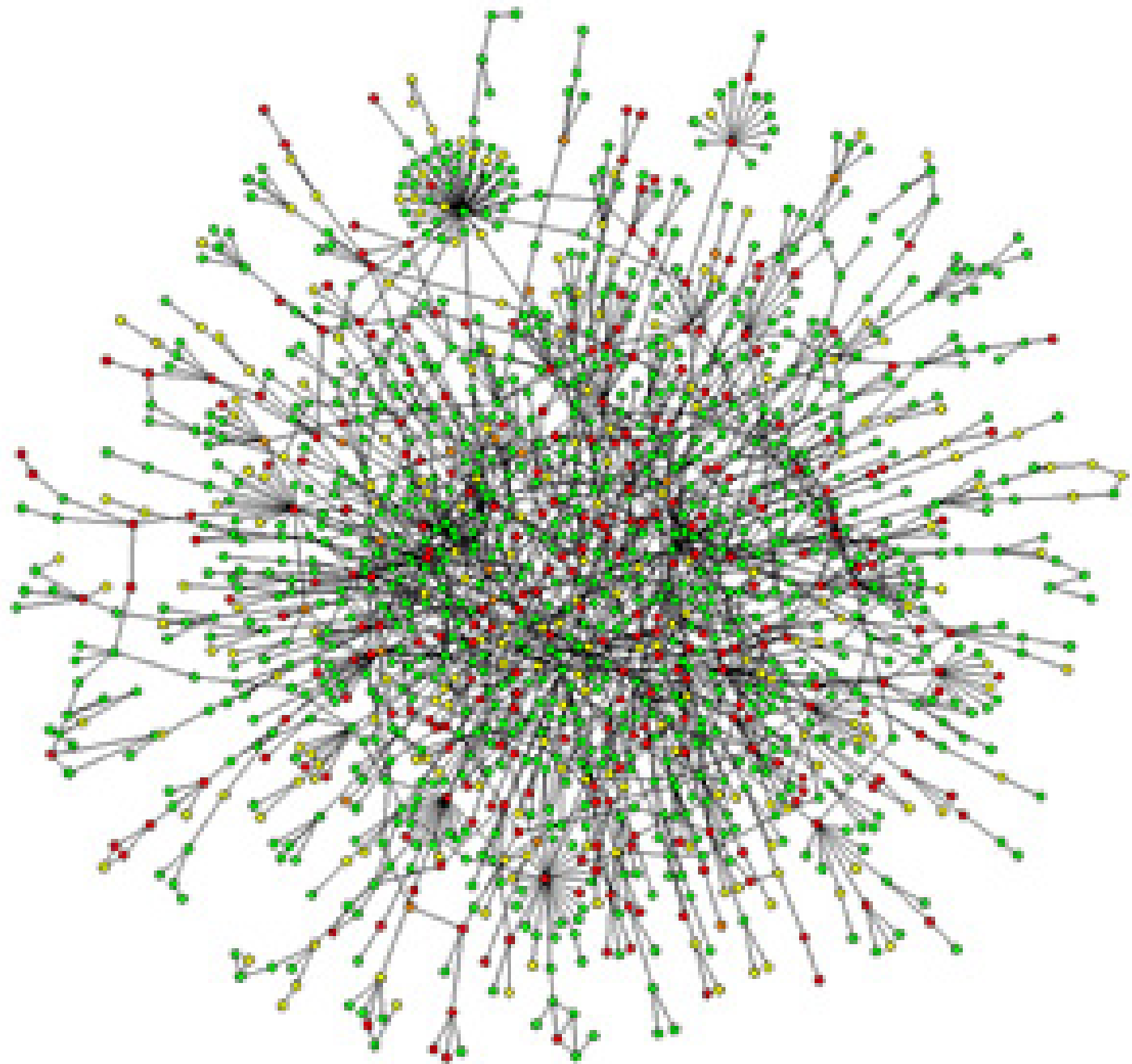
Bidirectional wireless module



**Hydro Broadband,
Satellite,
Wimax, WiFi, etc.**

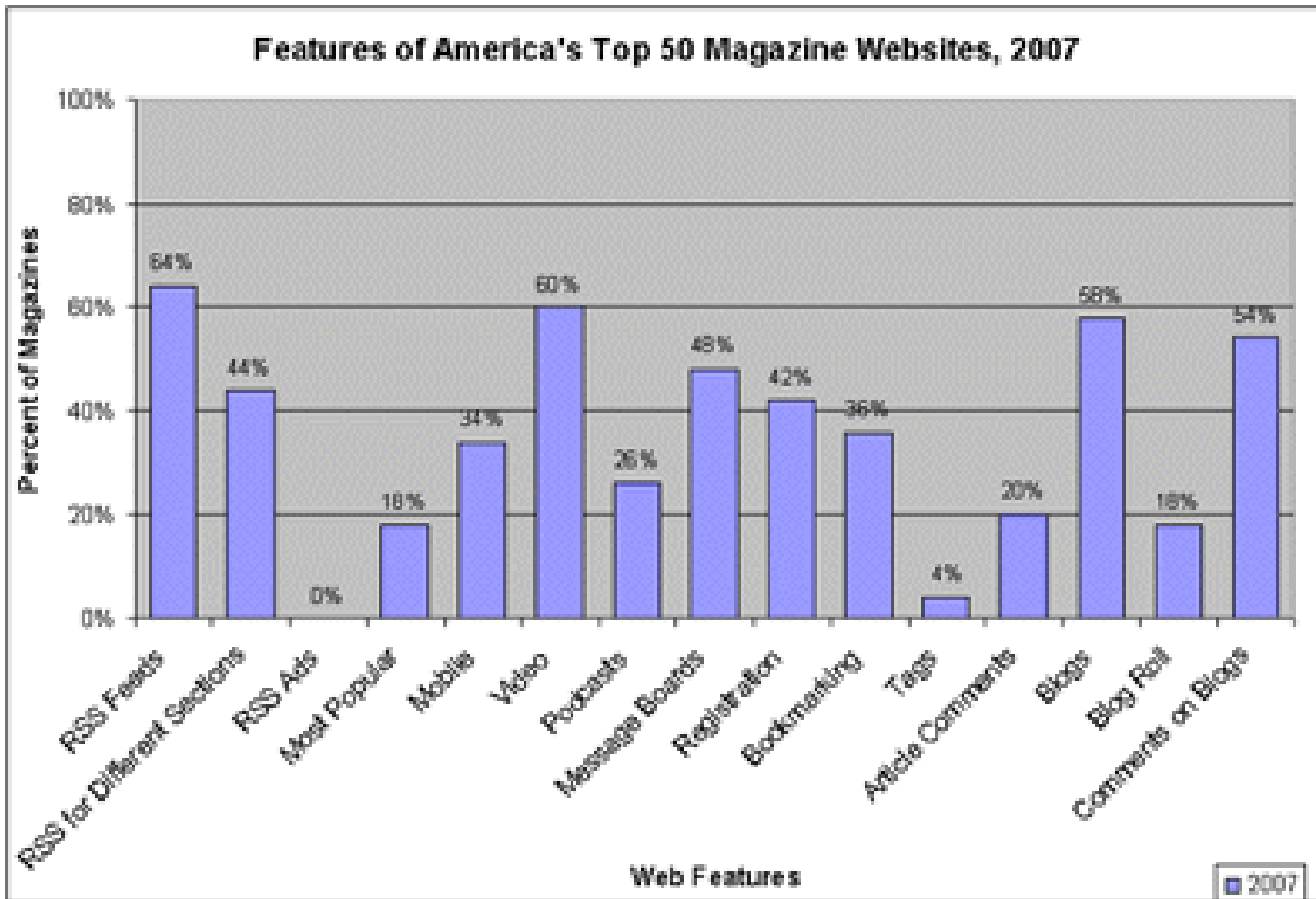


Social





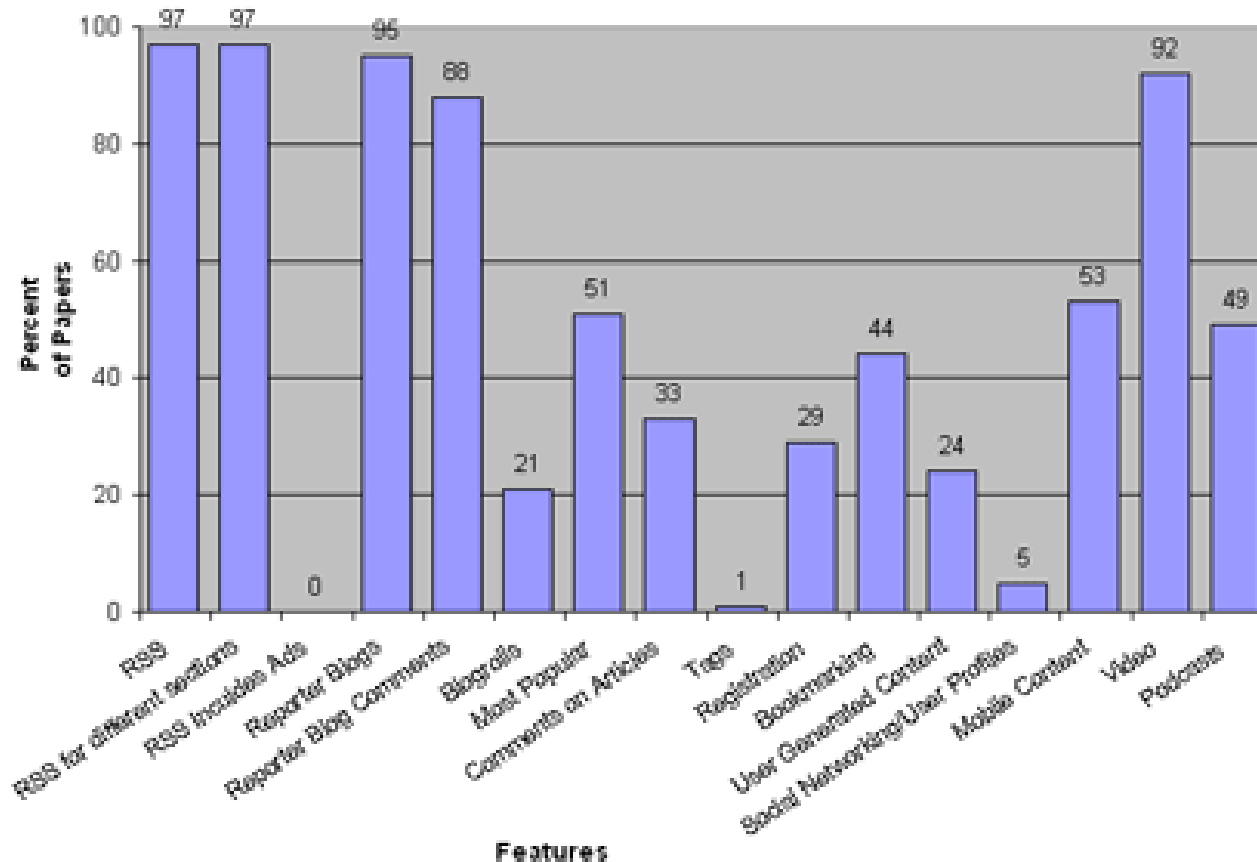
Magazine Content Goes Social





News Content Goes Social

Online Features of America's Top 100 Newspapers, 2007



What people are doing

Who participates (U.S. online users)



Data: Forrester Research

CHART BY ARNO GHELFI

myspace[®] a place for friends

VONAGE
vonage.ca

Premium Unlimited
\$39.99
/month

Unlimited local & long-distance throughout Canada & the U.S.
VoIP 9-1-1 service has certain limitations versus traditional 9-1-1. See vonage.ca for details.

Save now

Home | Browse | Search | Invite | Rank | Mail | Blog | Favorites | Forum | Groups | Events | Games | Music | Classifieds

Cool New People

Virginia



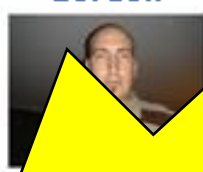
Katrina



Kendall



Gordon



Member Login

E-Mail:

Password:

Remember my E-mail

LOGIN

SIGN UP!

Forgot your password?

Blogs
Browse
Chat Rooms

Classifieds
Filmmakers
Forums

Groups

**Reminder:
300,000 plus
Per Day!**

advertisement



**Open an ING DIRECT
Investment Savings
Account.**

START SAVING

MySpace Music



Two Gallants

Indie
San Francisco, CA

Two Gallants bring us an infusion of body-knuckled punk energy to storytelling epics and tear-in-your-eyes honky-tonk. They've crafted a surprisingly original sound out of their timeworn influences.

» [Listen Now](#)

MySpace Specials

MySpace URL:
<http://www.myspace.com/hennepincountylibrary>

- Hennepin County Library's Interests**
- General** [library](#), [css](#), [rss feeds](#), [books](#)
 - Music** Check out the [new music CDs](#) on order or recently arrived at the library.
 - Movies** Want to reserve the [new dvds](#) at the library? How about [teen dvds](#)? We update them daily as we order them.
 - Books** We've got lots of [new teen fiction](#). Not sure what to read next? Take a look at our [book lists](#).
 - Groups:** [Teen Lit, YA/Teen Books Discussion Group](#)
[View All Hennepin County Library's Groups](#)

Hennepin County Library's Details

Status: Single

Zodiac Sign: [Capricorn](#)

Smoke / Drink: No / No

Hennepin County Library's Blurbs

About me:

Library Search

Find books & more **go**

[add Hennepin County Library Catalog search to your MySpace!](#)

[26 libraries](#) in suburbs of Hennepin County, MN.

Check out the [blog](#) on our [TeenLinks website](#).

[Need homework help?](#)

Love books? So do we! [Find the next good book you're going to read, share a book review & more.](#)

College? Dating? Health? [Get sound advice.](#)

Question? [Ask us online 24/7.](#)
hennepin county library

Who I'd like to meet:

[Library Users](#), [Authors](#), [Volunteers](#), [Teens...](#)

Hennepin County Library's Friend Space

Hennepin County Library has 293 friends.

- [eVolver](#)
- [I can't take my eyes off you](#)
- [:Steen:](#)
- [Charbonneau](#)



A sustainable social network for life.

Use F8

95% of students in clients like U of Toronto, NCSU, Stanford, etc.

Over 80% of all college and University students in North America.

My Privacy



University of Phoenix™



Study where you want.

View More Photos of ...

View All Zachary's Friends

Send Zachary a Message


Poke Him!

Friend Details [edit](#)

You are friends with Zachary.

Mutual Friends

21 friends in common. [See All](#)



Personal Info

Political Views:

Activities:

Interests:

Liberal

Assistant Op...

Cinemas (I get...

Coordinator for t...

Hockey Club est. 20...

the model United Nati...

I have two hobbies that I e...

collect rare photographs... I have...

Houdini locking his keys in his car... the o...

rare picture of Norman Rockwell beating up a child.

Also, I have a vast seashell collection that I keep

home search social net invite help logout

Toronto

Locked ABC Check AutoLink AutoFill Options

Toolbar Update Mail My Yahoo! Mother's Day Answers Games

Options Pop-ups Allowed Hotmail Messenger My Page News

Search

- My Profile edit
- My Friends
- My Photos
- My Shares
- My Notes
- My Groups
- My Events
- My Messages
- My Mobile
- My Account
- My Privacy

IQ QUESTION:
Which does not belong in the group?

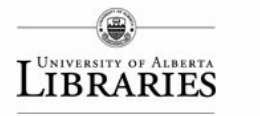
- 
- 
- 

facebook home search browse invite help logout
Engineering Information & Reference Service - U Alberta Alberta

Information

Group Info
Name: Engineering Information & Reference Service - U Alberta
Type: Organizations - Academic Organizations
Description: The Engineering Librarians at the University of Alberta are available to help all engineering students, staff, and professors in the Faculty of Engineering with their research and information needs. If you are working on an assignment, paper, design project, thesis or dissertation, tracking down a hard-to-find paper, please feel free to contact us for help.

Contact Info
Email: randy.reichardt@ualberta.ca
Website: http://www.library.ualberta.ca/scitech/index.cfm
Office: 1-26 Cameron SciTech Library
Province: Alberta



View Discussion Board
Report Group

Share +

Recent News

Need help searching Compendex (Engineering Index)? Please check our narrated and non-narrated screencasts:

Narrated: http://www.library.ualberta.ca/screencast/engineerin g/compendex_narrated/compendex_narrated.html

Non-narrated: http://www.library.ualberta.ca/screencast/engineerin g/compendex_nonnarrated/compendex_nonnarrated.html

- Officers**
- Diane Clark (Alberta)
Engineering Librarian (Civil Environmental Mining Petroleum)
 - Jerry Kowalyk (Alberta)
Engineering Librarian (Mechanical, Electrical/Computer)
 - Randy Reichardt (Alberta)
Engineering Librarian (Chemical/Materials, Nanotechnology)

- Related Groups**
- The Engineers
Student Groups - Academic Groups
 - U of A Comprehensive
Student Groups - General
 - U of A MatE's
Student Groups - Classes & Departments
 - The legendary UofA Facebook
Kegger Xperiment (FKX)
Student Groups - Social Groups



Library 2.0

This network is for Library 2.0 Stuff

- Main
- My Page
- Members
- Videos
- Photos
- Forum
- Invite

This network is for librarians and others interested in Library 2.0.

LibWorm Search

- L2 Feeds via SuprGlu
- [More on ning and the library 2.0 network](#)
 - [Bibliotek 2.0, in stockholm](#)

Welcome:

Welcome to Library 2.0. Once you join, please introduce yourself by going to the [Introductions Topic](#) in the forum or clicking on the link.

[Pop-Up for Library 2.0 Chat](#)

Library 2.0

Welcome to this chat. Please enter your **nickname** to continue.

Get your own chat at [Chatcreator.com](#)

- Hello, [Stephen K Abram](#) (sign out)
- [My Friends](#) (Invite More)
 - [Edit My Profile](#)
 - [Change My Profile Photo](#)
 - [Email & Privacy Settings](#)

Ads by Goooooogle

Future of Libraries
Visionary Futurist - Thomas Frey Keynote
Speaker - Library Trends
www.davinciinstitute.com

Microsatellite Libraries
Enrichment for four motifs include 100 sequences and primer design



Your World. Your Imagination.

Resident Login | Join

WHAT IS SECOND LIFE? SHOWCASE BUSINESS PARTNERS DEVELOPERS COMMUNITY

- Resident Links -

FREE MEMBERSHIP JOIN NOW!

MEMBERSHIPS, LAND, & PRICING
BUY AND SELL WITH LS
REFER-A-FRIEND



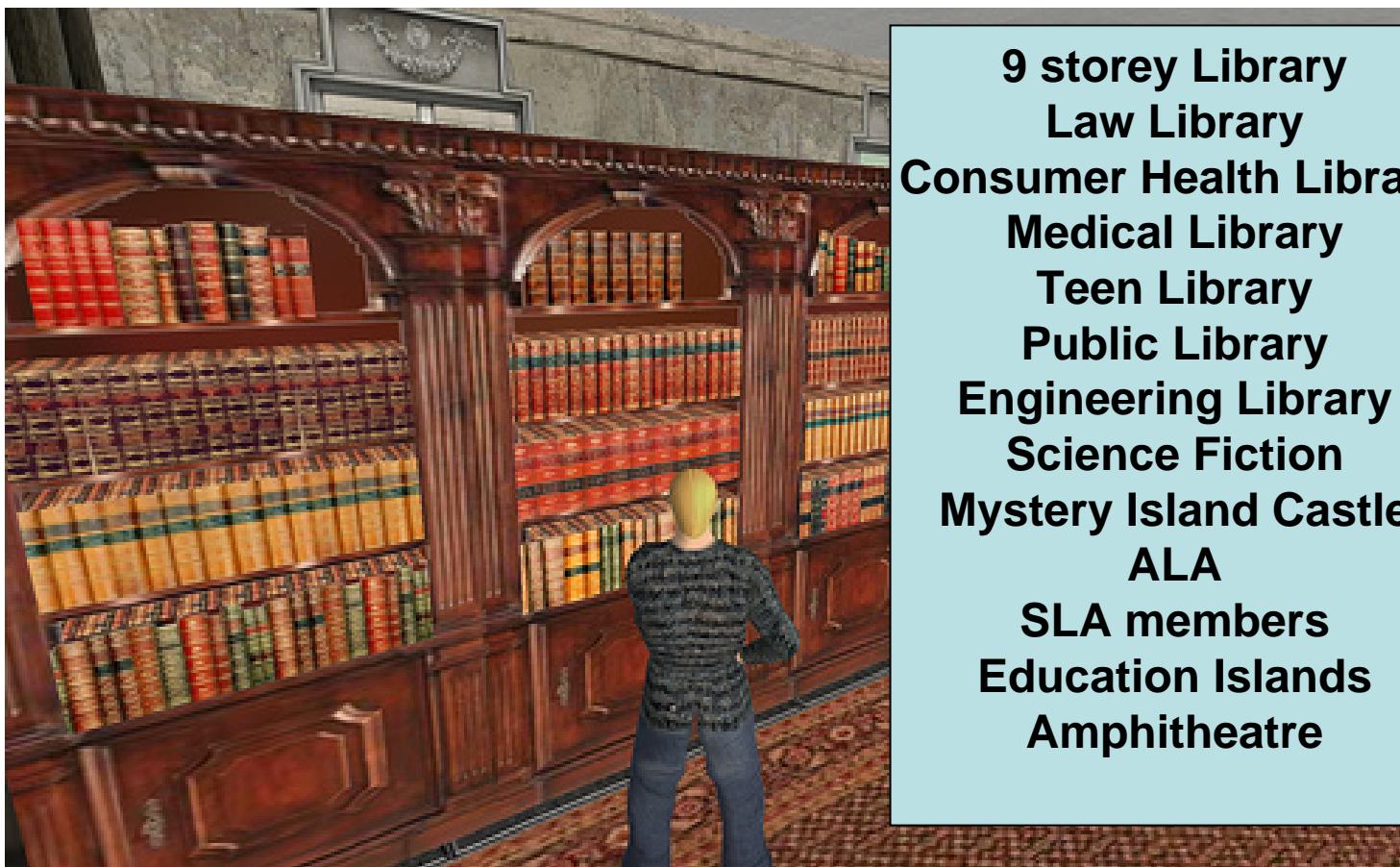
Alliance,
Charlotte,
San Jose SU
Europe (2X)
McMaster

Second Life
www.infoisland.org
L!brary
Another innovation from the Alliance Library System

Land For Sale view larger map

ab

Second Life Library eBooks



**9 storey Library
Law Library
Consumer Health Library
Medical Library
Teen Library
Public Library
Engineering Library
Science Fiction
Mystery Island Castle
ALA
SLA members
Education Islands
Amphitheatre**



**5,000 Library
visits every
night!**

Me



ZACK MORTAL HOSTED A class titled "Introduction to Library Research" yesterday at the new Second Life Library 2.0. The class covered the fundamentals of using real-life online library resources. Mortal covered how to use library catalogs, subject headings to improve searches; use research databases to locate articles and more. - COURTESY PHOTO.

Reading is virtually fundamental in SL

By **KATT KONGO**
Staff writer

While most Second Life residents are aware of the variety of ways in which SL is used, from educational classrooms to treatment of mental illnesses, most would be surprised to learn that SL is now being used by an institution most think of as conventional — a library.

To be more exact, the Alliance Library System (ALS) is currently providing select services to the residents of SL. Initial services have, so far, consisted of book discussions and programs, such as one held Friday on the topic of "Getting Along with IT staff for Librarians and Educators."

ALS, which is based in East Peoria, Ill., will team up with Online Programming for All Libraries (OPAL) and utilize the programs, currently offered online to librarians and libraries, within SL. The two entities eventually hope to offer a plethora of library services.

In a telephone interview, Kitty Pope, executive director for the ALS, said the goal of their programs within SL is to reach people who might not otherwise go to a library. In giving background information about the ALS, Pope said the organization

provides services to 286 libraries and is partially funded by the state of Illinois.

She added that ALS is one of the most innovative organizations, technologically speaking, and their philosophy is to mine new technologies to spread the gospel of library usage. "Innovation equals risk, innovation equals growth," she stated.

Loni Bell, the ALS's director of innovation, read about SL in the blog of a librarian who was already a resident. She created an account, logged on with her avatar, Lorelei Junot, and saw a population of almost 200,000.

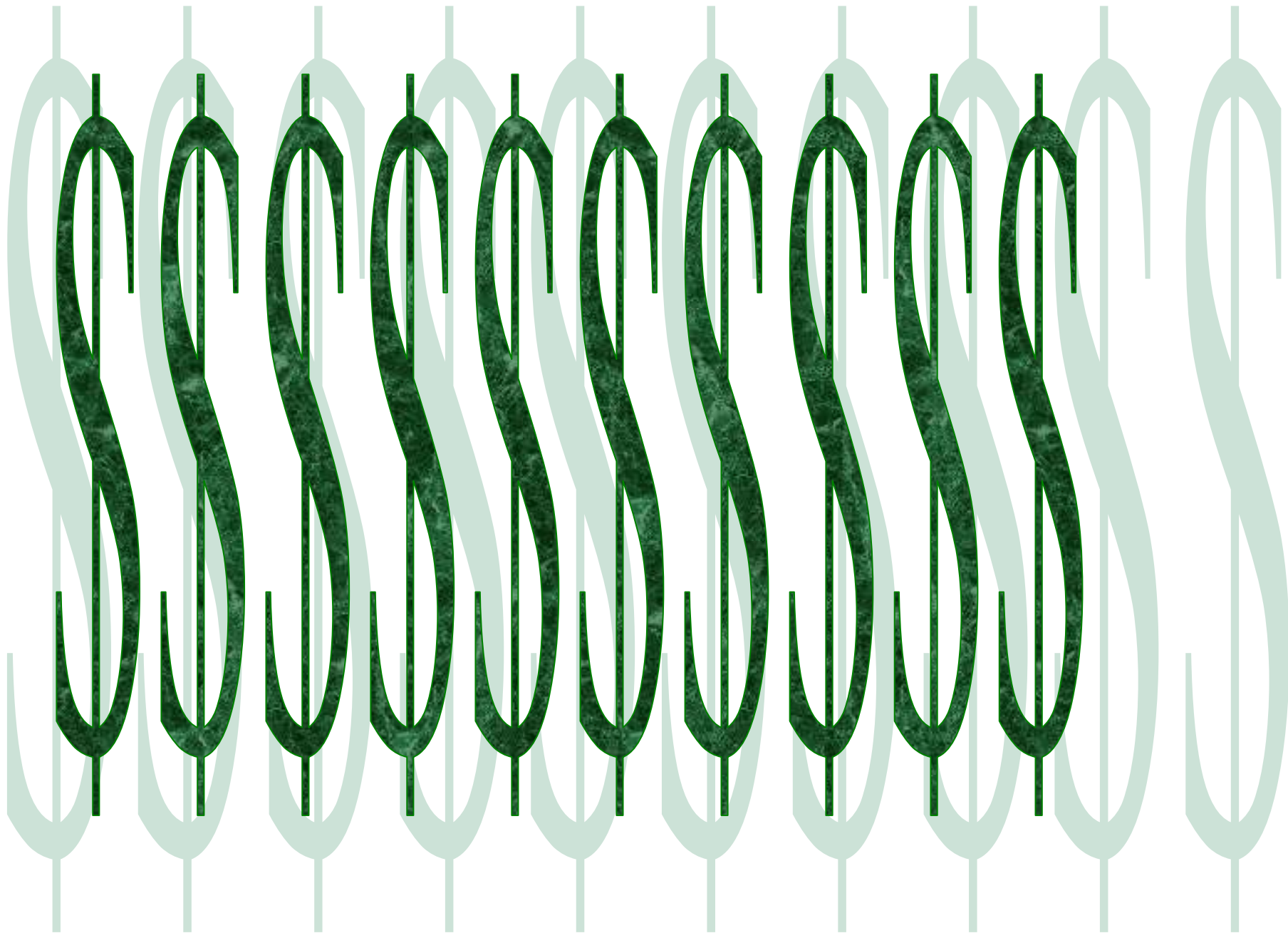
She found that SL had a few libraries, such as Wandering Yaffle's [_blacklibrary](#), but thought that library services could be expanded. "Since there is web programming through OPAL, why not offer that in SL?" she said.

Librarians from all over the country are gathering in SL to assist in setting up the virtual library. In fact, Pope expected criticism from many library blogs, but instead has found those in the field to be immensely excited about the possibilities afforded by SL.

Bell concurred, saying, "The response has been enthusiastic. People are volunteering and doing a

See BOOK, Page 20

Pages
Attachments
Comments





Trends

- US National debt increases (affecting every international economy)
- Mortgage and Equity Capital changes
- \$4 gallon gas in US messes with biggest consumer economy (\$150 barrel)
- Google (Search, Ads, & Apps) dominance combined with new social and local competitors for Google, MS, Yahoo, Ask, etc.
- Generations turtle with user behaviour changes driving demographic value
- Mergers and Alliances (Reuters/Thomson, Dow Jones/MySpace, Gale, MS/Yahoo/Facebook, Reed?, Textbooks, etc.?) increase in Information sector
- Multi-type Consortia increase of necessity

Download
Speed



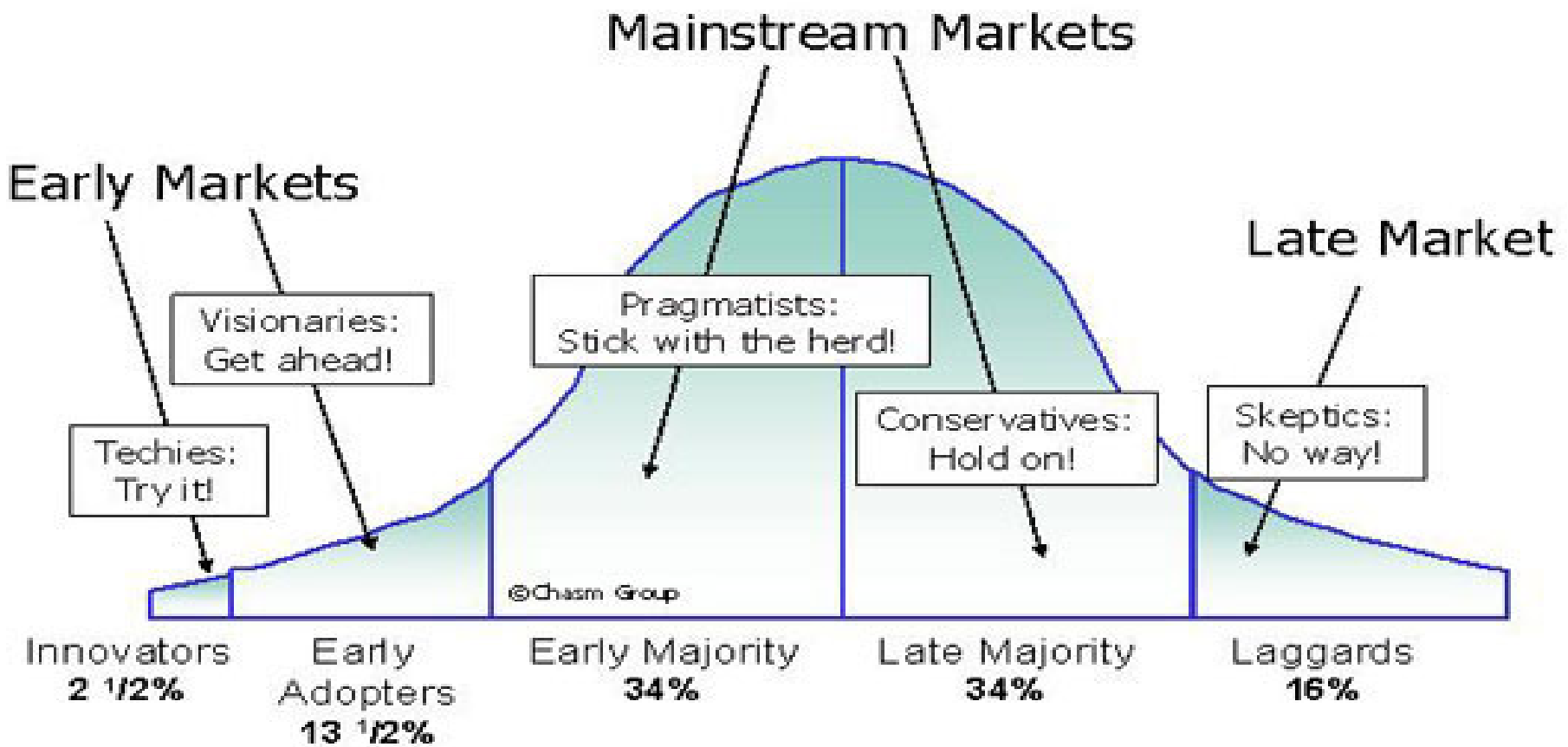
Pew 2020 Predictions

- Very low cost, ubiquitous and fast global network
- Humans remain in charge of technology in the near term but automated “smart agents” will proliferate
- Virtual reality will be compelling enough to enhance worker productivity (Gartner predicts that by 2012 80% of Internet users will use an avatar.
- Technological addiction problems will arise
- Tech “refuseniks” will emerge as a cultural group
- Privacy will emerge as a more balanced issue
- What about DRM?



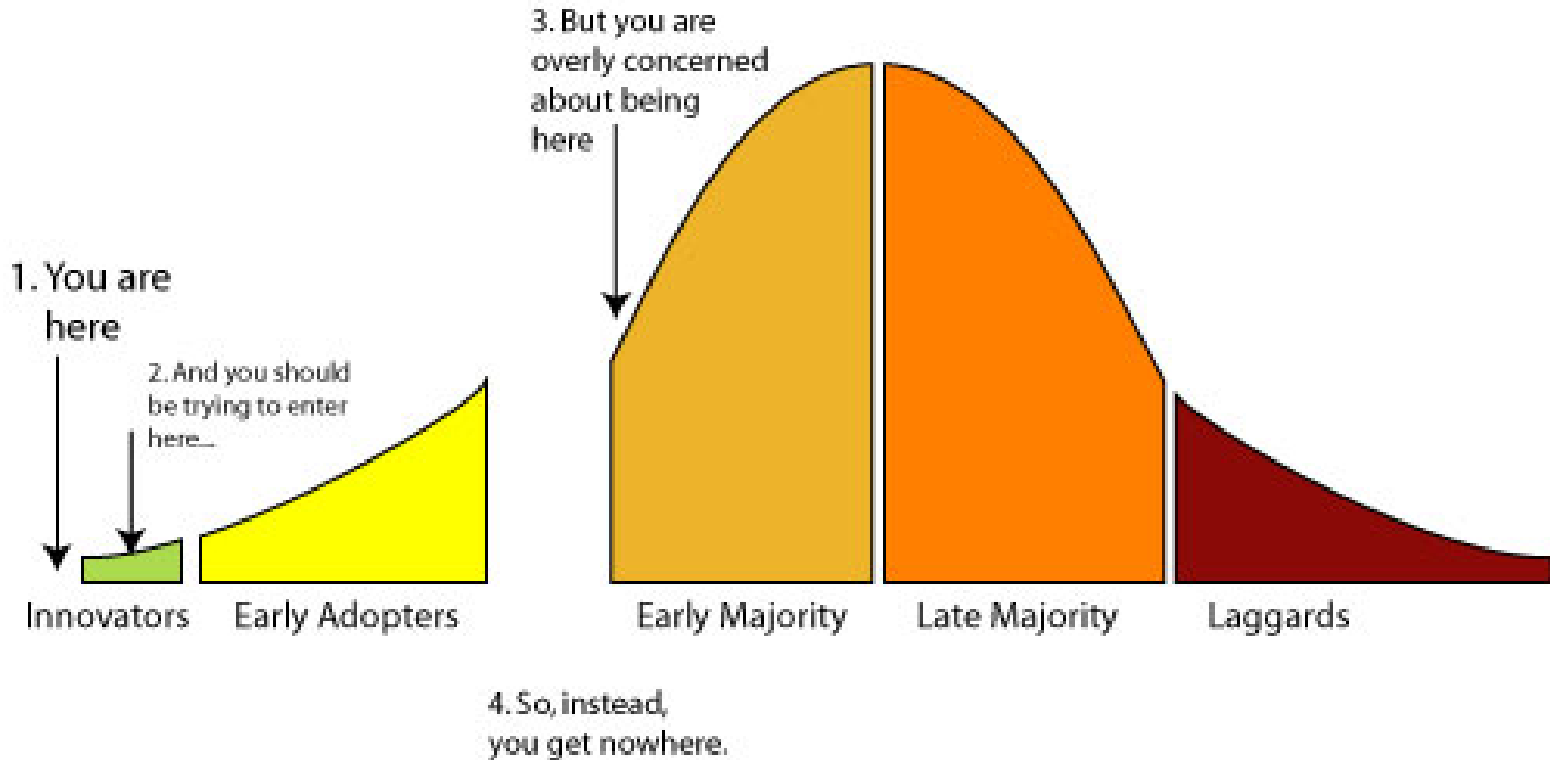
Technology Adoption Life Cycle

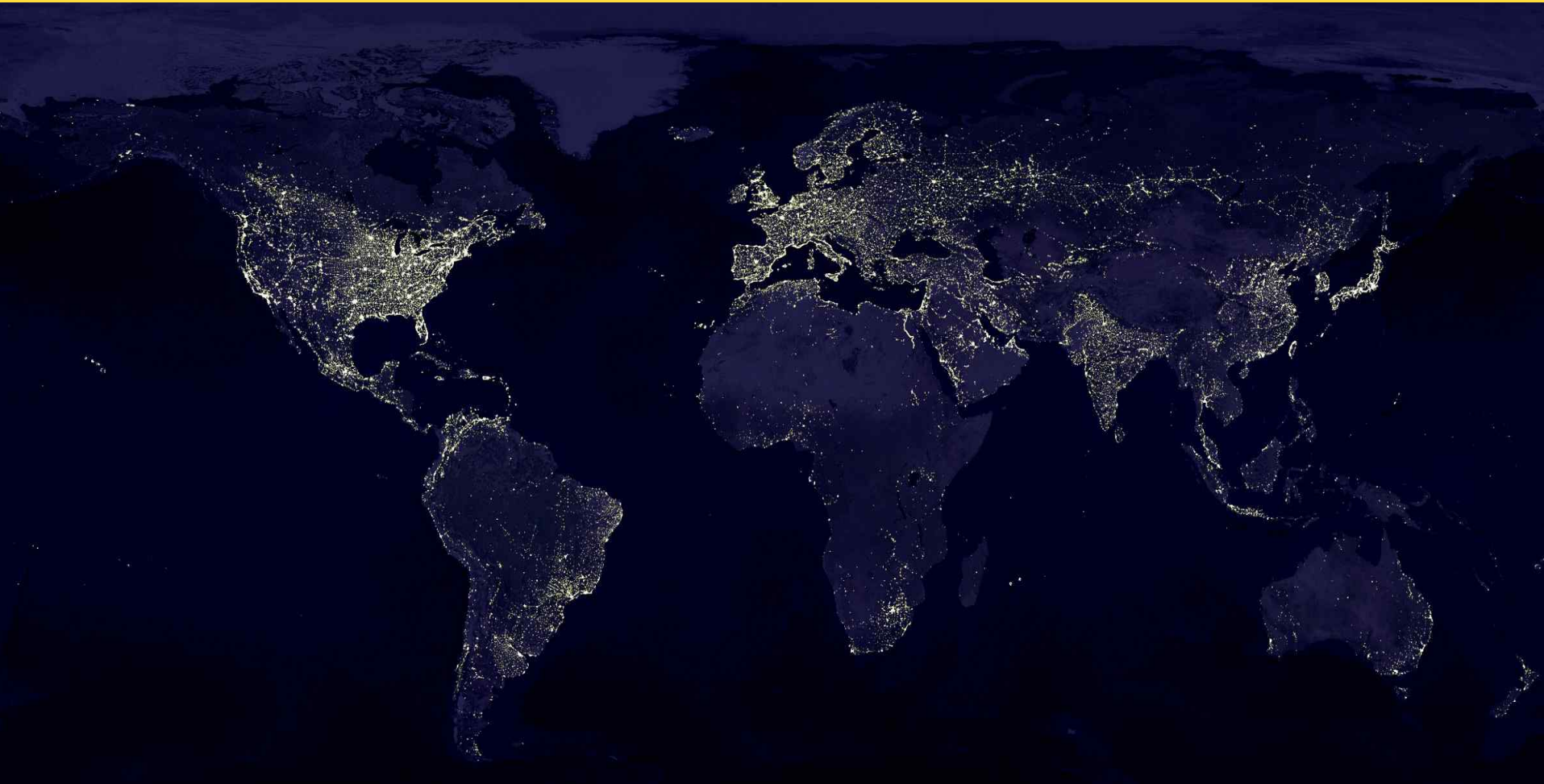
Groups are distinguished from each other based on their characteristic response to discontinuous innovations created by new technology





Adoption Ambiguity





Global Change (China, India, EMEA)

Knowledge

Information



*Context is
King,
not Content.*



What is the Magic Sauce?

YouTube, Blogger, MySpace,
Facebook, Bebo, Flickr,
Wikipedia, etc.

Sharing



*" **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 Presence =



• Shared Pictures =

WIKIPEDIA



• Shared Knowledge =



• Shared Bookmarks =



• Shared News =

• Shared Videos =



• Shared Everything =





Flickr: Photos from abram_stephen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.flickr.com/photos/7280861@N07/

Signed in as **abram_stephen** (1 new) Help Sign Out

flickr Home You Organize Contacts Groups Explore Search your photos Search


Your photos

12 photos / 0 views

[Sets](#) [Tags](#) [Archives](#) [Favorites](#) [Popular](#) [Profile](#)

PLEASE READ THIS IMPORTANT SECURITY NOTICE.


Stephen-stripped



click here to add a description

© This photo is **public**. [Change?](#)
Uploaded on Mar 10, 2007 | [Delete](#)
0 comments


StephenFull-HiRes



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StephenFull-by



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Uploaded on Mar 10, 2007 | [Delete](#)
0 comments

**40%
Tag
7%
Daily!**

start iTunes Flickr: Photos from ab... Microsoft PowerPoint ... Search with Google 7:22 PM

facebook

LibraryThing BETA



amazon.com



AJAX



OVERDRIVE



ELF - keeping tabs on your library material









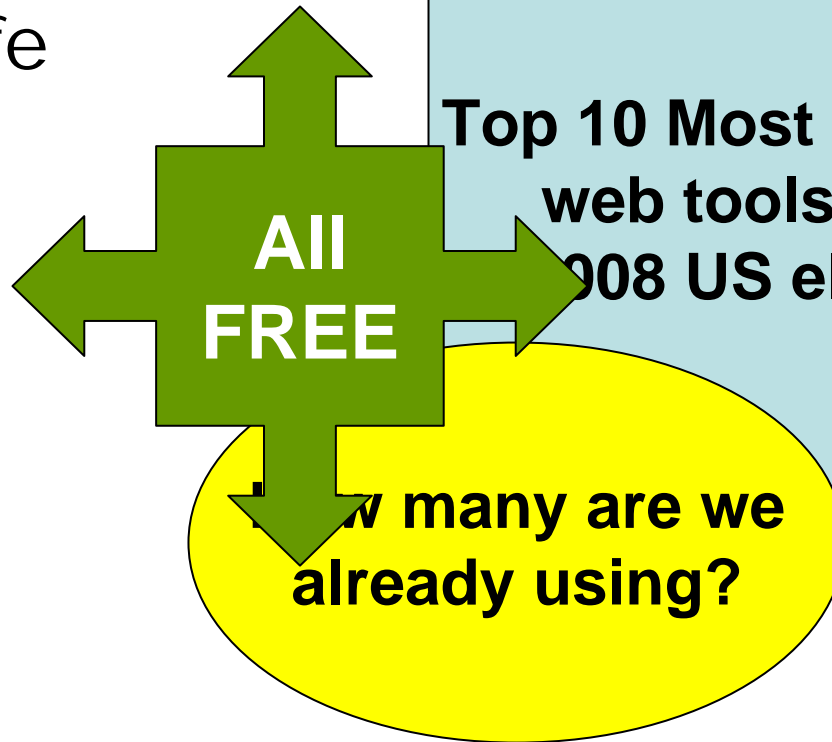
Top 13 2.0 Apps for Librarians

- 1. Google Suite
- 2. Meebo/Chatand
- 3. Wikipedia
- 4. Worldcat.org
- 5. Amazon.com
- 6. Del.icio.us
- 7. Bloglines
- 8. Zotero
- 9. Facebook
- 10. Wordpress
- 11. MediaWiki
- 12. Ning
- 13. Twitter



2.0 Influencers

1. YouTube
2. Second Life
3. MySpace
4. Facebook
5. Wikipedia
6. Ning
7. Twitter
8. Mozes
9. NowPublic
10. MyBlogLog



**Top 10 Most Influential
web tools for the
2008 US elections**

User/Learner

Experience

Real Change?

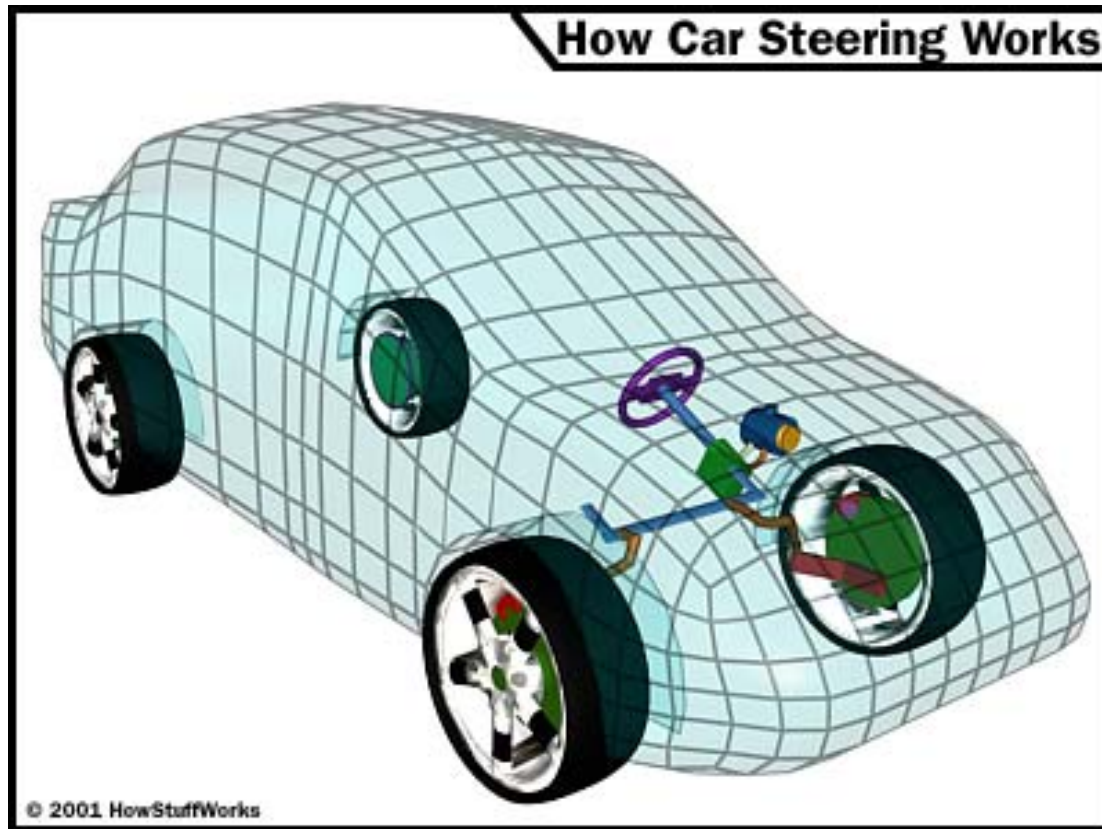




Over Focus?



User Focus?







Libraries Need Strategic Focus

- Our *real* goals:
- Our community mission and vision
- Entertainment is not trivial
- Cultural preservation and use/re-use
- Learning, Scholarship, Recommendations
- Homework support & the Question economy
- Bridging the divide – all of 'em
- Decisions and action /policy
- Discovery, Creativity, Invention, Innovation

A FUTURE based on respecting the past



Are we really ready to meet the needs of the end user?

Count the time all staff spend in user interaction activities?

Do your main projects meet pains of library staff or user needs?

Are you training the next generation?

Be honest.

Live Meeting - Web Collaboration Solutions for Business Communication - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://main.placeware.com/

Microsoft Office Live Meeting
A PlaceWare Service

our services demos & seminars training & resources ordering info customer support

Get Live

Even better collaboration and improved Microsoft Office a new standard in web co

Business Collaboration - Video and online interactive web conferencing from WebEx - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.webex.com/home/default.htm

GET LIVE FREE 30 DAY TRIAL! Sign up 30 days

Daily Quick

start Michla

webex

About WebEx | Interactive Services | Global Network | News & Events

Welcome to WebEx, providing the global network that powers all of your multimedia business communications needs.

Attend a FREE WebEx Online Seminar

One Button. Infinite Power.

Interactive Services powering business communications. Contact Sales to learn more

Meeting Center OnStage OnCall Training Center

WebEx provides multimedia business communications services that enable Web conferencing, video conferencing, teleconferencing—all accessed through your browser. 9239

Sakai

Bb

Blackboard

Centra Provides Web Conferencing, Virtual Classroom, Web Meeting Software and ASP Services for eL - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.centra.com/

Site Search Language Select Language DEMO CENTER

Centra® Powering the Real-time Enterprise

Web Meetings Virtual Classrooms Web Conferences Knowledge Portals

Solutions for...

Increasing Sales Productivity Finding and Keeping Customers Accelerating Application Deployment Redefining Training and Learning Universities and Scholars

CentraOne Web Collaboration Platform

Customer Success

Now Available ASP and Network Solutions

May 29, 2002 Centra Enhances Worldwide Communication at Siemens AG. more

April 8, 2002 Centra Unveils CentraOne 6.0. more

eLearning Evolves to ASP Model ASPnews

Centra Release 6.0

Digital Collaboration - New White Paper! Learn how to develop an enterprise collaboration strategy for your

http://www.centra.com/products/emeeting/index.asp



Opportunities

- E-Learning
- SaaS or ASP – Hosted Solutions
- Information Commons, Learning Commons
- Meta-Learning Metadata
- Community Integration
- CRM and partnerships
- True Experiences

LIBRARY 2.0 MATRIX

Resource Environment

Library 2.0 user

Library catalogue - MARC compliant

Web 2.0 platform 24/7

- adaptable user interface

Information services

- Online, Virtual Learning spaces

Blended digital Web Collections

Blended digital repository

Digital access for personal organisation

- E-reserve
- Borrower loan access

Digital access for licensed collections

- e-books, videos & multimedia, images, learning objects, etc
- specialist online databases

Federated searching

- Z39.50

Taxonomy - supported by global metadata standards

Web 2.0 as Platform

Library 2.0 user

E-learning 2.0 environment

- LMS, ELGG, LAMS etc.

Social Networks

- MySpace/Facebook
- Blogs & Wikis
- Read/Write web functionality
- Social Bookmarking
- Images & multimedia sharing
- Podcasting & vodcasting

Folksonomy

- Tagging for personalisation

Searching

- Browser and desktop API
- Blogs & social networks
- Visual & metasearch engines

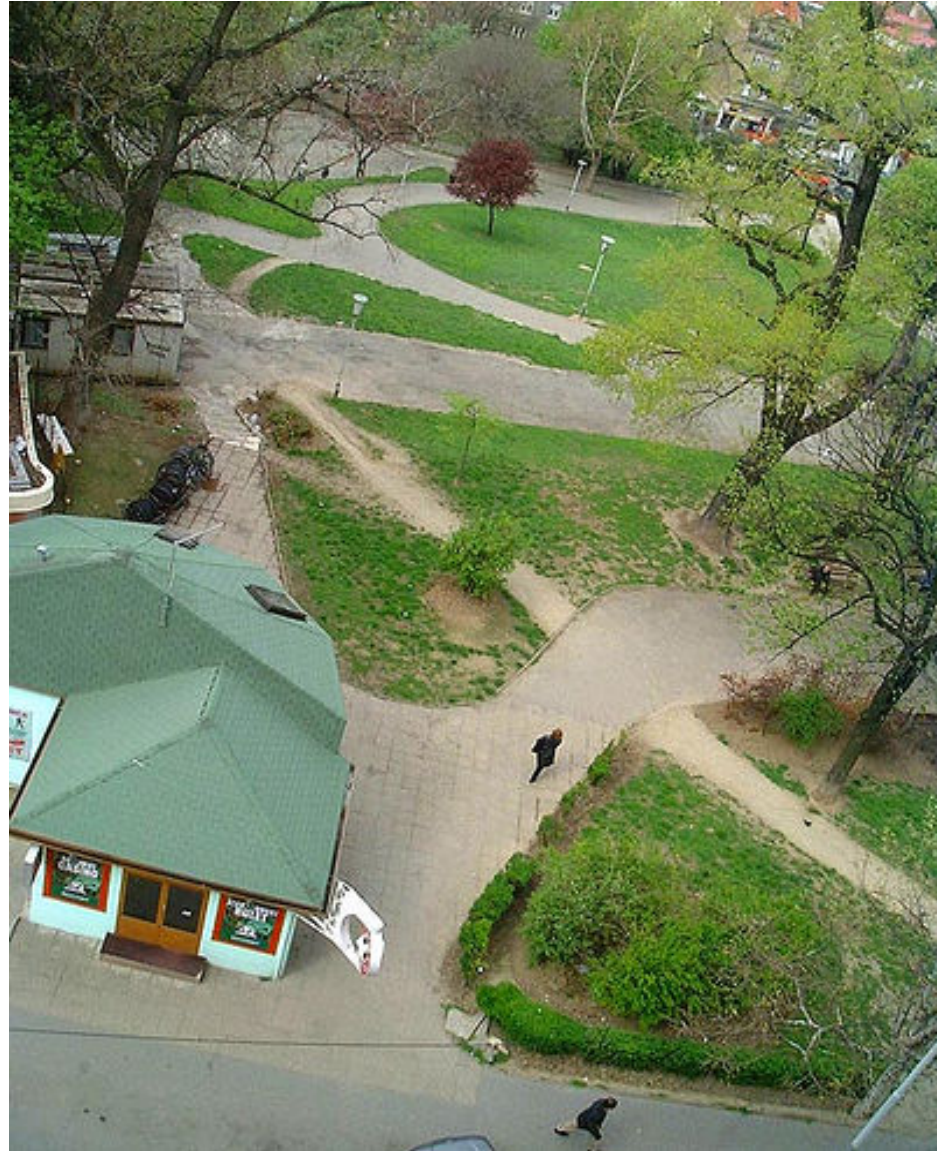
Mobile computing

RSS feeds and Mashups



Intention Paths







Understand JSR168, Portlets and RSS

**Adopt API's, AJAX, Java
J2EE, widgets, gadgets, mashups,
Oracle, etc.**

**Get on the Visual, OpenURL and
Federated Search Wagon**

**Use Open Source & Open Access
wisely**

Bricks

Clicks

Tricks



2.0 is about *play*

Doing an Intervention



Expanding Minds, Empowering Individuals, Enriching the Community

PLCMC



Learning 2.0





23 Things Learning 2.0

- *Week 1: Introduction*
- *Week 2: Blogging*
- *Week 3: Photos & Images*
- *Week 4: RSS & Newsreaders*
- *Week 5: Play Week*
- *Week 6: Tagging, Folksonomies & Technorati*
- *Week 7: Wikis*
- *Week 8: Online Applications & Tools*
- *Week 9: Podcasts, Video & Downloadable audio*



Learning 2.1
Technology Petting Zoos
Technology Scholars
5 Weeks to a Social Library
The Internet Can Change Your
Life
SirsiDynix Institute,
WebJunction, OPAL, etc.



Play



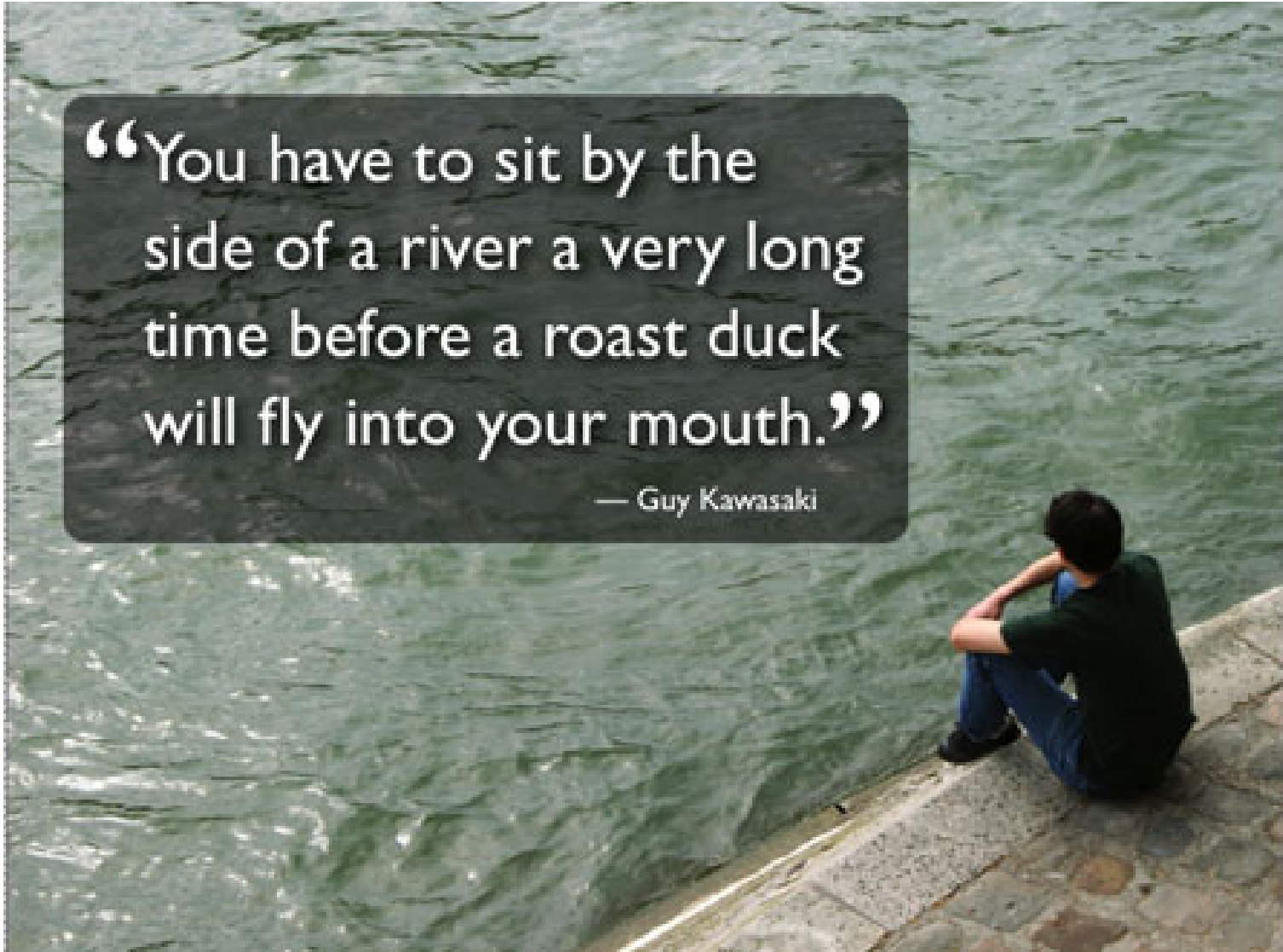






“You have to sit by the side of a river a very long time before a roast duck will fly into your mouth.”

— Guy Kawasaki







Libraries core skill is not
delivering *information*

Libraries improve the
quality of the *question*
and the user experience

Libraries are about learning
and building communities

Slides

- These PPT slides will be at my blog 'Stephen's Lighthouse'

<http://stephenslighthouse.sirsidynix.com>



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