Let’s Get Ready! Leading an Effective Access Services Team Through a Time of Transformation

Presented by:

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Context

Skills

No Brief Candle
The information landscape of the twenty-first century higher education is characterized by scholarship, digitization, and online access to content.

What are the critical functions of the research library in this changing landscape? How should we be reimagining the research library in a dynamic, rapidly changing landscape dominated by digital technology?

ARL 2030 Scenarios
Strategies to improve library operation, planning, and service.

- Reuse and Reduce
- Global Horizons
- Diversities

Diversity

The Future
Scenarios for the Future of the Book

- Thanks
- Rent an Agent
- Decline of textbook

ACRL Top 10 Trends
- Communicating value
- Mobile environments
- E-books
- User behaviors and expectations
- IT
- Staffing

2012 State of America's Libraries
Internet access
Funding
Innovation
New types of programming
Marcellus Turner
Seattle Public Libraries

• Libraries need to increase staff skill sets
• What matters is giving great experiences
• Access is what we are about now, not ownership
No Brief Candle

The information landscape of early twenty-first century higher education is characterized by ubiquitous, digitized, indexed online access to content.

What are the critical functions of the research library in this changing landscape? How should we be rethinking the research library in a dynamic, swiftly changing landscape dominated by digital technology?
Avoiding the Path to Obsolescence
By Steven Smith and Carmelita Pickett

Riches-to-rags tales in retail business hold survival tips for libraries

Posted Mon, 09/05/2011 - 16:59

Blockbuster was much in the news last fall, though not in the favorable light it once enjoyed. The cultural phenomenon and former stock market darling that once prospered through aggressive marketing, savvy exploitation of technology, and keen insights into customer preferences filed for bankruptcy in September 2010. Though some analysts thought the filing could give the franchise time to reinvent itself, others predicted that the onetime video-rental colossus is steps from the graveyard of retail obsolescence.

There is a lesson or two for libraries in this riches-to-rags story.

ARL 2030 Scenarios

Speculative fiction meets library strategic planning

Reuse and Recycle

Global Followers

Research Entrepreneurs

Disciplines in Charge
2012 State of America's Libraries

Internet access  Ebooks  Funding

With easy access to information via the Internet and the rise of ebooks will the purpose of libraries change?

Innovation

New types of programming
OCLC Report: Risk and Systemic Change

- lack of critical skill sets for managing data sets, engaging directly with research faculty, or retooling technological infrastructure
- an organizational culture that inhibits innovation
ACRL Top 10 Trends

- Communicating value
- Mobile environments
- Ebooks
- User behaviors and expectations
- IT
- Staffing
Scenarios for the Future of the Book

- Ebooks
- Print on Demand
- Decline of textbooks
In Access Services, we have strengths...
Communication

Internal

knowing how and when to share

deep listening skills

External
attention to detail

Technical Ability

digitization

systems
Organizational Relationships

Building relationships
Analyzing

Problem Solving

Critical Thinking

Troubleshooting
workplace changes

Adaptability

technological advances
Public Services

Technical Services

Broad Understanding
Take input
Make informed decisions
Nimbleness
Take action
Data interpretation

Assessment

Information Visualization

New methodologies for data gathering
Digital media production

makerspaces

Changing/expanding service models

streaming media

blended information services
Strategies and Tools

- Behavioral Interviewing
- Supporting Creative Thinking
- Multi-directional Communication
- Self Assessment
- Creating a Collaborative Work Environment
- Mentorship
- Training
- Appreciative Inquiry
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Photo Credits

The Future
http://jojoepesbarksandbites.wordpress.com/2012/10/20/to-the-future-and-beyond/

Future Library (Czech design winner)

The Librarian
http://www.loc.gov/pictures/item/det1994001136/PP/

Strength
http://www.flickr.com/photos/soozwhite/272775072/sizes/m/in/photostream/

Mayan Calendar
http://mayan-calendar.com/ancient_longcount.html

Bomb

Ebook
http://www.flickr.com/photos/43602175@N06/4070018828/sizes/m/in/photostream/

On Demand Book Printer