Access Services 2020: Envisioning the Future of Access Services

Chelle Batchelor, Coordinator for Access Services
University of Washington Libraries
Sources


Key Themes

- Books
- Mobile
- Space
- Community
- Collaboration
The book is changing...
Our users are changing...

Mobile

Sarah Houghton: "We know that our populace is demanding more and more information digitally. They want information in the formats they choose, on the devices they choose, accessible anywhere they want—home, work, school, and of course mobile."

Paschal, Zimmerman and Yehon

"Mobile technologies change users' behaviors...mobile moments occur at a point in time and space, when users pull out a mobile device to seek the information they need. Library patrons are bringing their behaviors and expectations about mobile technologies to their information seeking behavior in libraries. [They expect] information convenience—that is, finding what they want, when they want it, wherever they are by using mobile technologies."
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Publishing is changing...

creativecommons

SELF-Publishing
The Debate Is Over

OPEN ACCESS
"Access is no longer via a small number of physical gates but has diffused across many network resources."

Lorcan Dempsy
Space
Stephen Abram: "The library in 2020 will be everywhere. This has been the inexorable destination since the first Internet Big Bang."

Elisabeth A. Jones: "The library in 2020 will have been transformed by large-scale book digitization—for better or for worse". And on moving of physical books to offsite storage: "Though this may cause a bit of an identity crisis for some libraries—what are we if we are not the place where one goes to find books?—it is a crisis worth pushing past."
Libraries that used to look like this...

Will look like this
Heaven & Matthews: "As Libraries migrate from print-based collections to digital resources, more of them turn to web-based systems to manage these resources. Increasing attention is being paid to the provision of electronic information decades rather than ownership with much less attention being paid to what to do with the paper-based portions of the collection."
Hernon & Matthews: "As libraries migrate from print-based collections to digitized resources, most of them find themselves in a confusing state called the hybrid library. There is increasing attention being paid to the provision of electronic information (access rather than ownership) with much less attention being paid to what to do with the paper-based portions of the collection."
Community

Annoyed Librarian: "[Libraries] will become much more like community centers than most libraries are now. They might add food banks and postal services, like some libraries are already doing, but the main emphasis will still be on cultural products. With the commercial books, music, and movies gone, libraries will focus more on local creation. This might take the shape of so-called makerspaces or writers writing at library computers, but it’s just as likely to focus on local achievements that are exhibited in or loaned through libraries as created there."
Makerspaces and Active Learning Spaces

Kristin Fontichiaro: Adopting a makerspace culture diversifies libraries' long-outdated role as shushing book distributors. It redefines the library as a place of creation, not consumption, and it appeals across socioeconomic and geographical divides. And by doing so, it promotes entrepreneurship to jumpstart much-needed economic growth.

UW Research Commons

Krisellen Maloney: The success of the Learning Commons demonstrates that providing physical spaces that connect people with each other and with the resources and services they need creates an environment that is greater than the sum of its parts.

Westport Library, CT
Changing Library Facility

"As virtual collections replace their physical analogs, freeing up library space, we have an opportunity to rethink the role of the building as academic hub."

"It is reasonable to postulate that by 2024, many library buildings will have been transformed into an academic commons whose primary role is to host academic support services while also providing space for what remains of the library’s physical collection"

http://www.clir.org/pubs/reports/pub162/pub162.pdf
Collaboration / Consortia

There will also be very powerful forces toward centralization or reliance upon collectives of libraries because of the economies of scale and the need for high levels of technical skills for curating digital materials; public libraries will want to rely upon and share platforms for mounting, offering, and curating digital content. -Clifford A. Lynch

Memoranda of Understanding (MOUs) are becoming more common as a means to govern and structure decision making around shared/collective print collections, including guidelines on retention and last copies (Demas 2014, which builds upon Malpas 2009).

Two new ARL Spec Kits #337 (Britton and Renaud 2013) and the afore-mentioned #345 (Crist and Stambaugh 2014), focus on print retention policies and shared and collaborative print initiatives across numerous institutions and consortia. -ACRL Environmental Scan 2015
Reserves
Transitioning to Learning Management Systems
Impact of Open Textbooks
Consolidation with ILL

Stacks
Smaller print collections
Less stacks
More space for services
Weeding & Shifting

Circulation & Materials Processing

Information Services / Reference

Interlibrary Loan
Reserves

Transitioning to Learning Management Systems

Impact of Open Textbooks

Consolidation with ILL
Stacks

Smaller print collections
= Less stacks
= More space for services

= Weeding & Shifting
Circulation & Materials Processing
Interlibrary Loan
Information Services / Reference
Preparing for the future

Hard Skills
Technology Skills

Testing
Troubleshooting
Adapting
Soft Skills
Hernon & Matthews: "Previous chapters have suggested some of the abilities and skills librarians of today and tomorrow need. To that list, we would add the ability to solve problems and apply both evaluation and assessment (adaptive leadership); to engage in evidence-based decision making; to think critically; to teach and advance learning in multicultural settings; to engage in multitasking; to be people-centered, innovative, and entrepreneurial; to communicate in oral and written form with impact; and to be flexible (willing and able to assume new roles and responsibilities)."
Flexibility
Problem Solving
Adaptive Leadership
Innovation
Soft Skills
Interviewing for Soft Skills

Optimism:
- Describe a situation at work when others wanted to move forward on something and you didn't think it was a good idea. Why didn't you think it would work? What did you do?
- Give me a situation where you believed that something was going to be successful and it was

Flexibility and adaptability:
- Tell me about a time when something at work was changing. How have you adapted to the change? How did you feel about the change?
- Describe a time when you had to learn something new. How did you feel about that? How have you adapted to the new system?
Exploring Mindfulness

"These findings lend support to the notion that mindfulness involves cultivation of a “beginner’s mind”, and demonstrate that mindfulness practice reduces cognitive rigidity via the tendency to overlook simple novel solutions to a situation due to rigid and repetitive thought patterns formed through experience."

Reading & discussing professional literature
Making time for innovation

Megan Hodge: "This time must be managed somehow, and indeed there is a way. Google's 20 percent time is an inspiring model for allocating time for innovation at a sustainable level over the long term."
The Future Awaits!
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https://commons.wikimedia.org/wiki/File:Depiction_of_a_futuristic_city.jpg - Jonas de Ro