The Hyperlinked Library: The Anywhere Service Dynamic

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San Jose State University SLIS
http://slisweb.sjsu.edu
http://tametheweb.com
@mstephens7
Libraries are changing.
Library technology is changing.
How do we move forward?
There is much greater opportunity to bring service to wherever potential users of library service happen to be.

Michael Buckland

http://sunsite.berkeley.edu/Literature/Library/Redesigning/html.html
“Social aggregators that emerge from the Net when enough people carry on those public discussions long enough, with sufficient human feeling, to form webs of personal relationships in cyberspace.” (p. 5). Howard Rheingold (1993)
Any sufficiently advanced technology is indistinguishable from magic.

http://en.wikipedia.org/wiki/Clarke's_three_laws
http://www.flickr.com/photos/expressmonorail/2760562460/
Continuous Computing
BORN DIGITAL

UNDERSTANDING THE FIRST GENERATION OF DIGITAL NATIVES

JOHN PALFREY AND URS GASSER
“The way that many young people are using information technologies is changing the way the world works....”
Communities are human systems given form by conversations that build relatedness.

Peter Block
Television was a solitary activity that crowded out other forms of social connection. But the very nature of these new technologies fosters social connection—creating, contributing, sharing.

http://www.wired.com/magazine/2010/05/ff_pink_shirky/all/1
What is the new normal?
An evolving landscape of learning and experience.
Challenges

http://www.flickr.com/photos/flightlessxbird365/3740808686
“Every time people really like something, we get rid of it.”
We’ve always done it this way.

Books? Reading?

http://www.flickr.com/photos/polvero/3425248707/
Will we see more reading via PAGES or PIXELS?
Poll: Will we see more reading online?

- Paper - books: 18% (Code: 238225)
- Pixels - screens: 82% (Code: 238226)

Total Results: 199
alison_schmuckal, mstephens7, candychloeh

ekshenshaw Drinking bubbly and downloading books for vacation. This is how you pack.
I want to replace all librarians with tech people with great customer service skills and teaching ability. I want the library to have its own genius bar.”

http://librarian-shaming.tumblr.com/image/68672130972

http://lj.libraryjournal.com/2014/03/opinion/michael-stephens/a-genius-idea-office-hours/
Approaches to Change

http://www.flickr.com/photos/flightlessxbird365/3740808686
Cognitive Surplus: Creativity and Generosity in a Connected Age

Clay Shirky
As much chaos as we can stand
Traditionalist Approval
Negotiated Transaction

http://www.flickr.com/photos/vokakvklm/4522285839/
As much chaos as we can stand
Hyperlinked library services are born from the constant, positive, and purposeful adaptation to change that is based on thoughtful planning and grounded in the mission of libraries.

http://tametheweb.com/2014/07/16/serving-the-user-when-and-where-they-are-hyperlinked-libraries/
Hyperlinks are people too.
The library helps people make sense of the world.
Lifelong Learning

http://www.flickr.com/photos/lawrence_evil/145786038/
Learning Everywhere

http://lj.libraryjournal.com/2012/04/opinion/michael-stephens/learning-everywhere-office-hours/
Learning
Formal

What changes with ubiquitous access?
Informal

http://www.flickr.com/photos/mclibdotnet/2876371210/
Unexpected
Curiosity
Learning in the Warehouse
A New Generation of Learners
An evolving relationship with mobile technology.
“For many people, cell phones have become an extension of themselves, fully incorporated into the rhythm of their lives.”

Unplugging “suggests that the selves we are online aren’t authentic, and that the relationships that we forge in digital spaces aren’t meaningful. This is odd, because some of our closest friends and most significant professional connections are people we’ve only ever met on the Internet.”

http://www.newyorker.com/online/blogs/culture/2014/03/the-pointlessness-of-unplugging.html
“I want to take away the iPad and send them outside. They are not in the moment.”
It’s Complicated
the social lives of networked teens

danah boyd
danah boyd notes that “most teens are not compelled by gadgetry as such — **they are compelled by friendship.** The gadgets are interesting to them primarily as a means to a social end.”
Our 6th grade technology class in Iowa is conducting an experiment to see how far our message will reach in 48 hours. We know it can be dangerous to post inappropriate pictures on social media. To show our class how fast a picture can spread, please "like", SHARE $comment WHERE you are from. THANK YOU!!
People expect to be able to work, learn, and study whenever and wherever they want to.

How can the library **ALWAYS** be within reach?
How can the librarian ALWAYS be within reach?
Learning Everywhere

http://lj.libraryjournal.com/2012/04/opinion/michael-stephens/learning-everywhere-office-hours/
A NEW CULTURE OF LEARNING
\[\text{Cultivating the Imagination for a World of Constant Change}\]

Douglas Thomas and John Seely Brown
“Play is the basis for cultivating imagination and innovation.”

Thomas & Brown
Creation & Participation
Tame the Web | Michael Stephens | SJSU SLIS | Creative Commons Attribution-Noncommercial-Share Alike 3.0

An effective if rudimentary system, TADL provides paper, pencils, and a suggestion box in the lobby of the museum (Main) Branch. Each week, TADL director, Metta T. Lansdale reviews each suggestion with management. Each suggestion is appreciated and many, if not most, are acted upon.

We have it! Currently TADL has two copies of "Posttopica: the Official Guide" by Tracey West.

"Remember if an item you want isn't on the shelf, you can place a hold at any TADL location!" www.tadl.org. Items placed on hold at one branch can be picked up and dropped off at any other TADL location (Main, East Bay, and Branches). Your phone call or email will be a great help.

"You should add Posttopica Official Guide to your collection."

I think there should be a specific check out line for quantities of books more than 20 or so. Really slows up the line.

With the implementation of express checkout we hope to eliminate lines at the circulation desk and repurpose staff so we can provide patrons with readers' advisory, reference assistance, and continued quality customer service.

Patrons will be able to scan their library card, scan an entire stack of materials (books, CDs, DVDs, even puppets), and they are done! The express checkout stations will be fast, conveniently located, and easy to use.

Visit www.tadl.org/express for details on express checkout and other exciting service improvements.

"For the convenience of our patrons, could the tax forms be on the first floor next year?"

The tax forms are located on the second floor near the adult reference desk because that is where our tax guru is stationed. The reference desk staff can assist with additional forms. The second floor can also be accessed by the stairwell or public elevator located in the lobby.

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plastic bags back? 

To save money and reduce our our impact on the environment, the Traverse Area District Library (TADL) is transitioning from plastic bags to reusable bags. Reusable bags sold at the local stores come in two styles and are available for purchase. For $2, we will take the plastic bags when current items are depleted. In the meantime, if you need a plastic bag, simply ask for one. We will continue to offer reusable plastic bags while supplies last.

I think the colored bags are beautiful.

You are welcome! We have more than 25 different titles available as a Book Club Kit. Depending on the title and size of the book, kits can include anywhere from 4-12 copies per kit. To reserve a Book Club kit, please contact Brice at 932-8516 or bka@tadl.org.

You are welcome! We have more than 25 different titles available as a Book Club Kit. Depending on the title and size of the book, kits can include anywhere from 4-12 copies per kit. To reserve a Book Club kit, please contact Brice at 932-8516 or bka@tadl.org.

Great atmosphere!

This library is THE BEST! Keep up the good work!

the Library needs a pet turtle named Scruffy.

Never close.
Library

Your service is wonderful to everyone, but maybe you could have a little bigger Teen services?  
-16 year old 
M.G.H

This library is THE BEST!  
Keep up the good work!
We want to hear from YOU!

Collection Suggestion: [ Book * Music * Movie * Video Game * E-Resource * Program * Other ]

Comment:
The addition of all the "check-out" machines was wonderful! Thank you!

Date: __________________________

Name & contact info (optional): __________________________
so far this year, 62,165 books, 45,010 children's books, 51,629 movies, 26,007 albums, 3,499 magazines, 6,425 audiobooks and 482 puppets circulated.

14,420 public computing sessions by 3,417 users, totaling 12,281 hours.

15,030 wireless sessions by 4,669 unique devices.

812 new user accounts created. 12,837 questions answered.
Mobile Learning

http://www.flickr.com/photos/expressmonorail/2760562460/
The Hyperlinked Library offers collections & access anywhere.
This is a miniature version of a world map commissioned by Henry III in the 1230s for his bedchamber in the Palace of Westminster.

This picture was probably created before the original was destroyed in the early 1260s. Some of the details, for instance the River Nile (bottom right) or Cornwall (bottom left), are so small they are virtually invisible to the human eye.

God is shown blessing the world. His orb is a miniaturised globe. The world, surrounded by the
Unique collections

http://www.flickr.com/photos/rogersmith/2561732838/
Peninsula Historical Postcard Collection

Description
This collection of postcards features Old Mission Peninsula, Traverse City, Michigan. Scenes indicative of the Peninsula, including cherry orchards, views of both East and West Grand Traverse Bay, and prominent structures such as the Old Mission Lighthouse, make up the bulk of these images. The bulk of the postcards date from the early to mid 20th century. Many were published by Orson W. Peck, Traverse City's legendary photographer and postcard creator.

Collector(s)
- Peninsula Community Library, Traverse City, Michigan

View all items in Peninsula Historical Postcard Collection »

Items in the Peninsula Historical Postcard Collection Collection

Peninsular Road, West Side, ca. 1911
Photographic postcard of Peninsular Road, now Peninsula Drive, which follows the western coastline of the peninsula. The image features two ladies in a one-horse buggy, and a quiet dirt road. Trees and shrubs grow unhampered on either side of the...

Birchwood Road, East Bay, ca. 1914
Photographic postcard that features an image of Birchwood Road, a dirt lane which has since become East Shore Drive, a major road on Old Mission Peninsula that follows the eastern shore of the Peninsula. Date is derived from the postmark on the back...
Moccasin, Montana - Wikipedia, the free encyclopedia

Moccasin is an unincorporated community in Judith Basin County, Montana, United States. The community was named for the nearby Moccasin mountain range.

Images for Moccasin, Montana

More images for Moccasin, Montana

Moccasin, MT - Moccasin, Montana Map & Directions ...

Get directions, maps, and traffic for Moccasin, MT. Check flight prices and hotel availability for your visit.

moccasinmontana.com


Best Places to Live in Moccasin (zip 59462), Montana

Moccasin, Montana

Moccasin is an unincorporated community in Judith Basin County, Montana, United States. The community was named for the nearby Moccasin mountain range. Although it is unincorporated, Moccasin has a post office, with the ZIP code of 59462. Wikipedia

Weather: 41°F (5°C), Wind W at 17 mph (27 km/h), 49% Humidity

Local time: Friday 3:58 PM

Population: 10 (2010)
Promoting Creativity

http://www.flickr.com/photos/expressmonorail/2760562460/
http://conservethis.tumblr.com/post/138156359369/bodleian-library-wants-you-to-color-their

Bodleian Library wants you to color their collections!

The University of Oxford's famous Bodleian Library has just released a free coloring book featuring images from their collection. You can download a PDF of the coloring book here.
31 Day Challenge for Libraries

1. Library Photo #citystate #libraryname
2. Staff #Shelfie (Latergramme.com)
3. #letmelibrarianthatforyou #repost @originaluser (iconosquare.com)
4. #Bookface
5. #LibraryDisplay
6. #Local #Patron
7. #QandAWednesday
8. #FollowUs #SocialMedia
9. #Newbooks #NewBookSmell
10. #Local #Schools and #Businesses of Instagram
11. Spotlight: #Librarian
12. #MagMonday
13. Advertise #Event
14. #MoreFollowers
15. #ThrowBackThursday (Gramblr.com)
16. #BookClub
17. #LocalAlerts #Repost (IFTTT.com)
18. #Books for Every #Day
19. #whereIread
20. #Awesome #Reposts #Lit
21. #CoverCrush
22. #DiverseBooks
23. #Bookstairs #BookRainbow #BookSpinePoetry
24. #TagUs
25. #Caturday #Books
26. #Emojis
27. #LibraryCrafts
28. Search #CityState, #Repost
29. #Shoutout #Please
30. #Stats for #More Reach
31. #Halloween #HappyEverything

#5MinLibChallenge
Visit http://www.5minlib.com/2015/09 for more details and preselected hashtags!

http://www.5minlib.com/2015/09/31-days-of-instagram-challenge.html
Connected Learning

http://www.flickr.com/photos/expressmonorail/2760562460/
The Hyperlinked Library gives users a way to learn & connect.
MOOCs
Total Enrolled Participants: 363

15% completed the requirements for the certificate

Certificates Awarded
76% of survey respondents indicated that they felt successful.
NYPL and U. Penn Partner for In-Person MOOC Support

By Lisa Peet on September 8, 2014

Poets through the ages have managed very well without institutional backing. The study of poetry, on the other hand, requires a little more infrastructure. This fall, the New York Public Library (NYPL) will team up with the University of Pennsylvania's Kelly Writers House (KWH) to provide a physical space for participants in Professor Al Filreis's popular massive open online course (MOOC), Modern and Contemporary American Poetry—"ModPo" for short—to meet and discuss class content.

Filreis, the Kelly Professor of English in Penn’s School of Arts & Sciences and the founder and Faculty Director of KWH, the university's literary salon and gathering place, has been teaching the course in various forms for 30 years. It started out as a traditional class, but he began incorporating online material in 1994. By 1999 the class was fully online as a series of live webcasts, much of which originated with KWH. KWH, founded in 1995, has been recording poetry readings since 1997—thousands of hours of video that, as Filreis says, "All I had to do was curate." He still uses some of that material for ModPo.

Penn is strongly committed to its Open Learning Initiative, offering the public access to high-quality courses and expanding the university's reach beyond its campus. The University was an early adopter of MOOCs—and in 2012 began collaborating with the online education technology company Coursera. The university has invested $2 million in equity in the company; in turn, the partnership allows instructors to design their own open courses through Penn’s Center for Teaching & Learning. This fall 34 courses taught by Penn faculty will be available through Coursera, including the latest incarnation of ModPo.
User Focused EVERYTHING
Learning Everywhere

http://lj.libraryjournal.com/2012/04/opinion/michael-stephens/learning-everywhere-office-hours/
It starts with us.
How do we navigate these virtual landscapes?
Curiosity

http://lj.libraryjournal.com/2015/07/opinion/michael-stephens/color-me-curious-office-hours/
Zero Sum Librarian
“Where imaginations play, learning happens...”
Then we teach everyone....
...how to make sense of the world...
The Library as Classroom

http://www.flickr.com/photos/clearlyambiguous/82776199
Learning by creating.

Learning by exploring.

Learning by playing.

Peer to peer collaboration
Emotional intelligence
Empathy
Across all types of libraries, the librarian as community learning connector might support learners on platforms that offer endless opportunities.
The Future of Libraries

Idea Bank

The idea bank is a public forum for sharing ideas and starting a conversation about the future of libraries. Submit your ideas via the idea bank form or if you prefer to email the task force directly, please do at future-lib@mit.edu.

Move the books somewhere else
Math undergrad student | October 13, 2015
The MIT Libraries have enormous potential to be a center of scholarly work, studying, and collaboration. Taking... (more)
Support this idea 2 people have voted.

More welcoming library environment, especially with a café
Math undergrad student | October 6, 2015
A more welcoming environment would be greatly appreciated because it would attract the student body to actually want... (more)
Support this idea 3 people have voted.

Have all textbooks available in great quantities
Matthias von Andrian | October 13, 2015
Required textbooks should be available in the library in big quantities and one should be able to

https://future-of-libraries.mit.edu
I want to replace all librarians with tech people with great customer service skills and teaching ability. I want the library to have its own genius bar!
It’s a call to arms to continue thinking strategically about our spaces, our services, and learning.

http://lj.libraryjournal.com/2014/03/opinion/michael-stephens/a-genius-idea-office-hours/
The key?
Reflective practice

http://www.flickr.com/photos/vgm8383/2381791019

http://lj.libraryjournal.com/2014/01/opinion/michael-stephens/reflective-practice-office-hours/
John Dewey Reflective Action

Open-mindedness
Responsibility
Wholeheartedness

http://lj.libraryjournal.com/2015/01/opinion/michael-stephens/actions-and-answers-office-hours/
quiet

The Power of Introverts in a World That Can't Stop Talking

SUSAN CAIN

http://lj.libraryjournal.com/2015/03/opinion/michael-stephens/the-power-of-quiet-office-hours/
“We must never forget that the human heart is at the center of the technological maze...”

-Stephen Barnes
The team at Christchurch City Libraries share exciting content and interesting stuff.

Christchurch New Zealand
christchurchcitylibraries.com
 Joined September 2010

Sad to hear of the death of Colleen McCullough. I loved her First Man in Rome series, lost myself in history.
christchurch.bibliocommons.com/search?q=%23ColleenMcCullough&search_type=all&search_query=first+man+in+rome&track_type=author&track_query=Colleen+McCullough&track_result_in=results&search_type=all&search_query=history&track_type=author&track_query=history&track_result_in=results

MT @LIANZAPresident: Sad news about the passing of Colleen McCullough ab.co/1K8Nmmq
Staff

Administration

Angie Lightfoot
Chief Financial Officer
More Info

Bonnie Young
Interim Executive Director
More Info

Jennifer McMorris
Office Assistant
More Info

Stephanie Zimmerman
Training & Development Coordinator/HR Coordinator
More Info

Cataloging & Acquisitions

Brenda Emerich
Library Assistant, Cataloging
More Info

Dawn Peterson
Cataloging and Acquisitions Manager
More Info

Grisely Crosland
Library Assistant, Acquisitions & Cataloging
More Info

Meredith Hendrix
Library Assistant
More Info

http://lancasterlibraries.org/about/staff/
Meet Andy Leinbach, Assistant Manager, Branch and Customer Services

What I do at the library: I get to do a bit of everything! But my most important responsibility is supporting staff members in the Branch and Customer Services department and making sure they have everything they need to continue to provide excellent service to our patrons.

How I turn outward in my everyday work: I work very hard at focusing on why the Oak Park Public Library exists: to serve the community. Ultimately, we’re about people.

My favorite "hidden library gem": I love that the branches offer curbside pickup. Call ahead, and we’ll bring out your materials to you!

(January 2015)

Printer-friendly version

http://oppl.org/meet-andy
Staff Directory

Charles Samuels
Director of Publications

Emily Schmidt
University Library Technician

Wendy Scott
Associate Director for Organizational Design and Learning

Chadwick Seagraves
Library Technology Services Leader

Linda Sellars
Head, Technical Services for Special Collections

David Serxner
University Library Technician

Leslie Shaip
University Library Technician

Sharon Silcox
University Library Technician

Renee Smith-Davis
University Library Technician

Xiaoyan Song
Electronic Resources Librarian

https://www.lib.ncsu.edu/staff/results?fieldFirstname_value=&field_lastname_value=s
“I got mad respect for anybody trying to make a difference in this world. Reach out and touch, your Librarian is ready to share.”

http://lj.libraryjournal.com/2015/03/opinion/michael-stephens/the-power-of-quiet-office-hours/
What next?
The future?
Worldwide Classroom

http://www.flickr.com/photos/gsfc/6760135001
The library uses the latest technology to make strong connections: between individuals, groups and the world. Knowledge flows. Planning is human-centered.
Opportunities to learn spread from the central hub - to everywhere!
What now?
Chaos
Make time for exploration & learning

http://www.flickr.com/photos/tonivc/2283676770/
Give time for exploration & learning

http://www.flickr.com/photos/tonivc/2283676770/
Learn always
Watch the horizon.

http://www.flickr.com/photos/krugg6/99414638
Break down barriers.
Listen.
Value Everyone
Be Kind

I'M SO ANGRY
I MADE A SIGN
Be Human
Know it’s okay to fail.
Take risks
Be creative
Bring your Heart with You

http://tametheweb.com/2008/04/26/meme-passion-quilt-or-what-i-want-for-new-librarians/
Encourage the heart.

http://www.flickr.com/photos/darwinbell/470473931/
Libraries encourage the heart, which means we should....
...lead from the heart...
...learn from the heart...
...and play from the heart.
Thank you!

Michael Stephens, PhD | Assistant Professor
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http://slisweb.sjsu.edu
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