Future-Proofing Library Spaces

Learn the essentials of making your library environment future-friendly

An Infopeople Webinar
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Our Purpose

There's no question of whether technology impacts your library—the question is, how does it impact your library now, and how will it change in the future? What can you do at your library to keep up?
How will we do this?

Learn approaches to retrofitting – including “Design Thinking” and Project Management
Hello!

• Who I am
• What I believe
• What I do
Get ready to engage

- Interactive (as possible)!
- Collaborative
- Conversational
- Safe to explore
- Type questions in chat box; we will discuss at the end of the presentation
Your Thought Collector

(And you can use your worksheet too!)
Poll: who is here?

- Public Librarians
- School Librarians
- Special Librarians
- Academic Librarians
Poll: who is here?

- Tiny Libraries
- Small Libraries
- Medium Libraries
- Large Libraries
Handout: Session Worksheet
Introducing Mobile Devices and Design Thinking
Let’s start with a buzz-killing acronym...
BYOD
What are mobile devices?

Some Images Courtesy of Demco Interiors
What about wearables?
This one talks directly to the Internet
So does this one...
The Internet of Things is here now!
While there are several key things we can do to make our libraries mobile friendly....
This is what we want to avoid:

Photo credit: https://www.flickr.com/photos/ishane/1082814771/sizes/m/in/photostream/
We can do better!
How do we do better?
Let’s consider what a library is today...
Inside
Outside
Online
Form follows Function*

*ideally :0)
Design Thinking
Design Thinking

A way to “tackle the unknown” by:

• Learn from People
• Find patterns
• Design Principles
• Make Tangible
• Iterate Relentlessly

http://upload.wikimedia.org/wikipedia/commons/f/fd/DesignThinking.ogv
Design Thinking is a **tool** to help us keep pace with an **ever-changing** world!
Discussion
(feel free to share in chat box)

• How is your library like the “inside/outside/online” diagram?
• How might you already be incorporating design thinking into what you do every day?
Inspiration and Assessment

Like beans and rice, bread and butter...
Inspiration: what’s possible today & tomorrow?
Inspiration: your friends and colleagues
Inspiration: everywhere!

Hint: get outside of the echo chamber...
Activity: Don’t forget to use your worksheet to grab inspiration!
Serving Mobile Users: First Things First
Assessing IT Infrastructure

Having a clear idea of the library’s current capacity and capabilities also creates the perfect place to build from if improvements are needed.
IT Considerations

- Capacity of building power
- Internet connections
- Local area networks
- Future needs
The **power** circuits serving the building are one of the first things to look at, especially for older libraries.
Power Circuits

• Is power properly grounded?
• Are current circuits adequate or overloaded?
• Are there enough outlets (inside and outside the building)?
• Are there any power issues such as fluctuations or dimming lights?
Although mobile devices do not require large amounts of power to recharge, having good power available is a prime consideration when serving the needs of mobile users.
For later, after activity: Assess your power!
This is mostly homework – but do you have any obvious power problems?
Mobile devices need more than power.

How is your Internet Connection?
What is “Broadband?”
It’s Fast!

Definition of BROADBAND

1. : operating at, responsive to, or comprising a wide band of frequencies <a broadband radio antenna>

2. : of, relating to, or being a high-speed communications network and especially one in which a frequency range is divided into multiple independent channels for simultaneous transmission of signals (as voice, data, or video)

— broadband | noun
What is “Broadband?”
It’s Fast!

• Broadband is the word used to, generally speaking, describe high-speed telecommunications and, more specifically, high-speed internet.

• In January the FCC determined that a broadband connection is at least 25 Mb/sec
Why is broadband desirable? All those devices are hungry for a network connection – and there are more and more devices every day...
How can I choose the broadband speed for my library?

Two Key Factors:
• What is available in your area? (more on that in a bit)
• What can you afford? (and don’t forget E-Rate!)

EDGE Formula Calculator: http://impact.ischool.uw.edu/calc.html
How is speed measured? (And what do you mean by “big pipe” Internet?)

- Bits per second (bps) - sloooooow
- Kilobits per second (kbps) – dial up modem speed
- Megabits per second (Mbps) – “Broadband”
- Gigabits per second (Gbps) – Fast (think the Google Fiber projects in KC, Provo and Austin).
How can I check my speed?

http://www.speakeasy.net/speedtest/

http://www.speedtest.net/
How much bandwidth (or speed) do we need?
The answer is always “more.”
What is “Scalability,” and why does it matter?

*scalable*

adjective, scalable /skā-lē-bal/

- easy to make larger, more powerful, etc.

Full Definition of SCALABLE

1 : capable of being scaled

2 : capable of being easily expanded or upgraded on demand <a scalable computer network>

—scal·abil·i·ty /skā-ˈlabil-ə-tē/ noun
What about WiFi?
What about WiFi?

WiFi access points serve a limited number of users at one time.
What about WiFi?

Think “scalability” for mobile users--design for a WiFi network that can easily grow by simply adding inexpensive access points as demand increases.
Making User Spaces Mobile Friendly
Pop-Quiz: Which seats are the most popular in your library?
Typically the seats closest to a power outlet!
Remember—we want to avoid this:

https://www.flickr.com/photos/ishane/1082814771/sizes/m/in/photostream/
Making User Spaces Mobile Friendly
Making Spaces “device friendly”
Power to the Patrons!
Carson’s rule for remodels or new construction:

“Any space we provide for a patron to sit, we should also provide safe and convenient access to a power outlet.”
Retrofitting power solutions

Visible surface-mounted power access points built into desks, tables and other furnishings.
Retrofitting power solutions

The lowly power strip – when selected or modified to match the aesthetics and mounted correctly -- can be an inexpensive approach.
USB Power
Charging Lockers
General Comfort
Design orientation: think like a mobile user.

Are we designing or modifying our spaces with patron comfort and convenience in mind, or just trying to fit the most people in the smallest space possible?
Solo Computing Spaces: places for solitary work

- Solo computing spaces – places for patron “stuff”
  - Books, purses, backpacks, food and drink (if you allow), etc.
  - Patrons have their own mobile devices! (space and power)
This is also a solo computing area
Solo Computing Spaces: Ideas

- Lounge chairs with swivel tablet arms or portable pull-up tables are nice options.
- Small portable tables are becoming the preferred option since users can adjust the table location to meet their needs, unlike swivel alternatives that attach directly to the chair.
Collaborative Computing Spaces
Let’s move away from this when we can:
Collaborative Computing Spaces: Ideas

- Large surface areas for personal and shared “stuff”
- Patrons have their own mobile devices! (space and power)
Collaborative Computing Spaces: Meeting Rooms

Private meeting rooms at the University of Iowa library
Collaborative Computing Spaces: Meeting Rooms
Collaborative Computing Spaces: Meeting Rooms

Meeting rooms at the University of Iowa library—connection plate
Collaborative Computing Spaces: Meeting Rooms

Meeting rooms at the University of Iowa library—digital room reservation
Homework/comments today:
what needs have you observed from users of mobile technology in your library?
Homework/comments for today:
How might you address those needs in your library?
What if you’re maxed-out?
What if you can’t build?
Inspiration from Schools: Transition to the Learning Commons
Re-assess and Re-use
Assessment – challenges and opportunities
Assessment (different perspectives)

- Staff
- Patrons/Students
- Others
Assess different things

- Tech
- Power
- Physical Spaces
- Workflow
- Others
Assessment Criteria

• Who does this serve (many or few, well-served already or under-served)?
• How is it staffed? (are any trade-offs in staff time/effort worthwhile?)
• Is it easy to use or learn for staff and customers?
• **Advanced**: What is the Total Cost of Ownership (TCO)?
• **Advanced**: What is the Return on Investment (ROI)?
Approaching Funding

- Be deliberate
- Use a design process
- Identify the primary objective
Approaching Staffing

- Regular access
- Learning
- Sharing opportunities
Take Home Activity:
Vision for Your Library
Resources: **People, Places, Things**
Resources: **Energy, Good Will, Stick-to-it-iveness**
Activity:
Getting it done! Working through a mini-project plan
Mini-Project Plan

• Vision/Impact
• A main objective (just one for today)
• A set of tasks
• A timeline or a deadline
• What you need to get the job done
  – Time
  – Money
  – Donations or grants
• How do we know we’ve been successful (hint: did we accomplish the objective?)
Vision/Impact

• What is your big picture?
A main Goal (just for today)

• Describe what you intend to accomplish (SMARTly)
SMART Goals

- **Specific**: What, Where, How? A specific goal is distinct & defines as much of the goal as possible and contains no ambiguous language.
- **Measurable**: From and To. A measurement gives feedback and lets one know when the goal is complete.
- **Assignable**: Who? Goals must be assignable to individuals or groups.
- **Realistic**: Feasible? Realistic goals are challenging yet attainable within the given timeframe.
- **Time-Based**: When? Timeframes must be aggressive yet realistic.
A set of tasks:

- How will you accomplish your Goal?
A timeline or deadline:

- How long will this take – or when should it be completed?
What do you need to get the job done?

• Time
• Money
• Donations or grants
• Other
How do we know we’ve been successful?

• Hint: did we accomplish the objective?
Are you done?

*Hint: You’re never done! :0)*
What’s Next?

• Going forward, one of the greatest emerging technology needs -- and one that applies to all areas of the library -- is coming from the further evolution of "BYOD" (Bring Your Own Device) where patrons and staff bring their own equipment to use with the library's wireless access. Today, BYOD generally refers to laptop computers, tablets, eReaders and other similar devices. But those are just the beginning.
The Internet of Things is here now!
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