Future Proofing Library Spaces

Future-Proofing Library Spaces

Learn the essentials of making your library environment future-friendly

An Infopeople Webinar
Wednesday May 11, 2016

Carson Block Consulting Inc.
Technology Vision. Technology Power. Your Library.

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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

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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!)

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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

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Introducing Mobile Devices and Design Thinking

Let's start with a buzz-killing acronym…

BYOD

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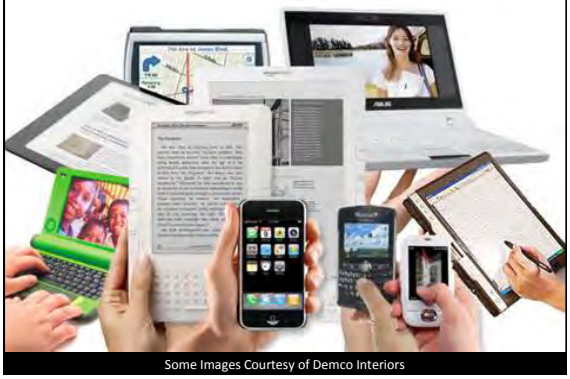
What are mobile devices?



Some Images Courtesy of Demco Interiors

What about wearables?

This one talks directly to the Internet

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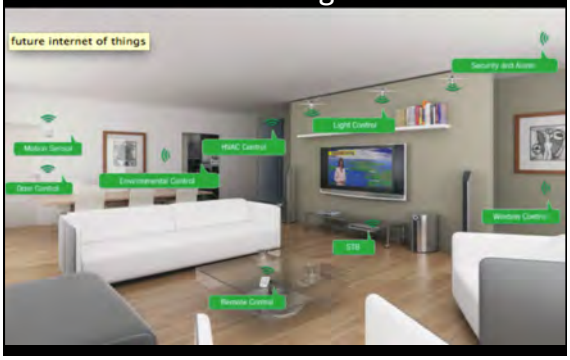
So does this one…

The Internet of Things is here now!



While there are several key things we can do to make our libraries mobile friendly….

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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…

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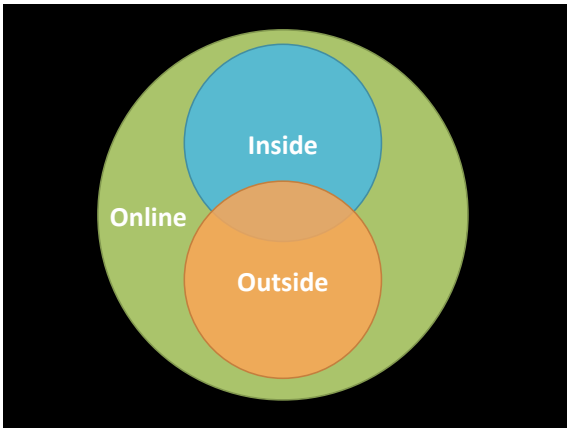
Inside
Outside
Online



Form
follows
Function*

ideally :0)

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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!

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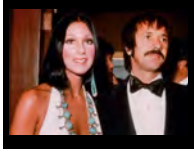
Discussion
(feel free to share in chat box)

- 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?

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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!

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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

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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.

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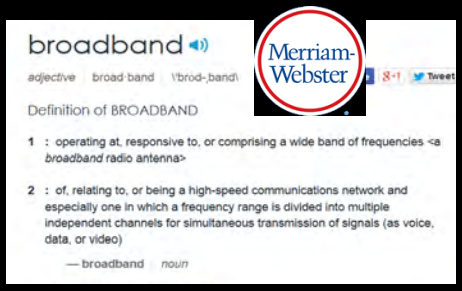
For later, after activity: Assess your power!

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!



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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

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How is speed measured? (And what do you mean by "big pipe" Internet?)

- Bits per second (bps) - slooooooow
- 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."

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What is "Scalability," and why does it matter?

What about WiFi?

What about WiFi?

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

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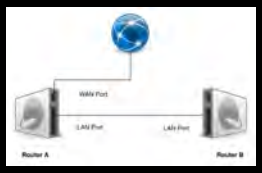
What about WiFi?



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?

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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

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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."

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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

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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?

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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.

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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)

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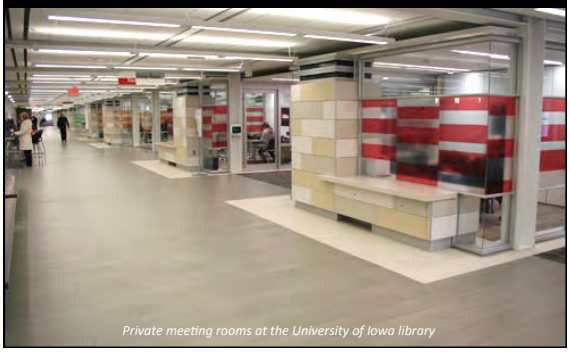
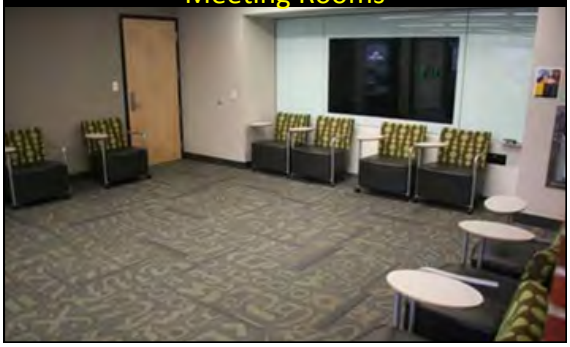
Collaborative Computing Spaces: Meeting Rooms



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

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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?

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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

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Assessment – challenges and opportunities

Assessment (different perspectives)

- Staff
- Patrons/Students
- Others

Assess different things

- Tech
- Power
- Physical Spaces
- Workflow
- Others

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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

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Take Home Activity:
Vision for Your Library

Resources: People, Places, Things

Resources: Energy, Good Will, Stick-to-it-iveness

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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?

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A main Goal (just for today)

- Describe what you intend to accomplish (SMARTly)

SMART Goals

A set of tasks:

- How will you accomplish your Goal?

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A timeline or deadline:

- How long with 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?

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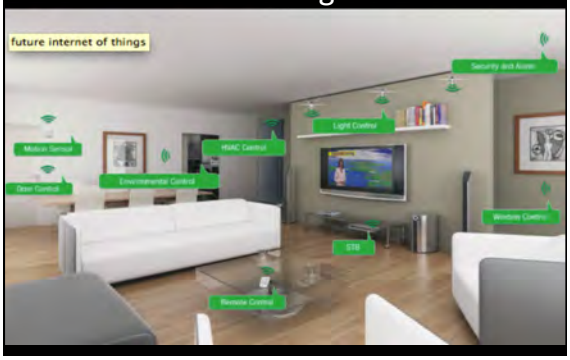
Are you done?

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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Questions?

Thank You!

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Infopeople helping libraries think differently

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