



**The 9th Annual Health
Sciences
Lively Lunch – Charleston
Conference**

Transformational Change

Patricia L. Thibodeau

Duke University

November 6, 2009





Thinking about transformation...

- **The challenges / impetus for change**
- **Thoughts about future of libraries**
- **Transformations:**
 - **Collection Development**
 - **Technical Services**
 - **Space**
 - **Future roles**
- **One vision – 5 to 10 years**





Opportunities for Transformation

- **Unfreeze behaviors, mind set**
- **Reset user expectations**
- **No longer the Status Quo**
- **Realign with institutional priorities / user needs**





My Library Mantra

My Old Mantra

We are more than our collections

Revised Mantra

**We are a collection of services,
not a collection of collections.**

» Megan von Isenburg





Core Skills

- **Systems analysis**
- **Organization**
- **Information dissemination**
- **Resource allocation**
- **Strategy**





DaVinci Institute

- **Ever changing technologies**
- **More complex searching**
- **Time compression – more needs faster**
- **Experience based economy**
- **Advice:**
 - Evaluate the library experience
 - Embrace new information technologies
 - Experiment with creative spaces
 - Be flexible





Old Mantra

**Information access anywhere,
anytime.**

New Mantra

**Ubiquitous information access
anywhere, anytime, any device.**

OR

***Right content, to the right people,
at the right time.***





Time to Say Goodbye?

...libraries are looking at a death spiral. We are caught in a financial squeeze where we can only do “less with less” ...if we keep playing it out, our library will end up as nothing more than a small office where a tiny team of functionaries try to “broker” digital information for the campus...

» *Adam Corson-Finnerty*



Adam's Strategies

- **Get out of real estate**
- **Get in or out of book storage**
- **Buy books only when requested**
- **Focus on digital services, resources**
- **Re-deploy staff**
- **Create new information partnerships**
- **Talk to leaders about new model**
 - Minimal footprint
 - Digital delivery services and resources
 - Virtual customer support
 - Flexible staff





Taiga – Provocative Statements

- **Librarians will evolve or die**
- **Patron initiated collections**
- **Intersection of librarianship, information technology, instructional technology**
- **Unmediated service via technology**
- **Campus community centers**



More from Taiga

- **Align with administrative not academic side**
- **Future directors not librarians**

FOR 2011

- **Public and technical services merged**
- **Reduce collection footprint 50%**
- **Information discovery begins at Google**



Collection Development

Limited dollars; new resources

Electronic only

Just-in-time

Patron Driven and data driven

Aligned with priorities



Technical Services

Stop or limit cataloging

Focus on accessibility

Focus on unique collections

Meta-data projects outside library

Organize projects



Space and Facilities

Reduce or eliminate stacks

Library as study space, community

Invite in others, share the facility

New uses for space

Integration with community needs



Roles?

E-science

Partners

Educators

E-resources

Leverage others' activities

Align with priorities

Technology

EBM experts

Project-oriented

User-focused selectors

Imbedded informationists in disciplines

Scholarly communications

Web 2.0

Designers - systems, on-demand education

Customize

Easy access tools

Advisors

Filters

CME

Influencing Google

Saving our clients time

The Future?





The best way to predict the
future is to invent it.

» *Alan Kay*



Thank you!

Questions and comments?