NERCOMP Annual Conference
March 10, 2008
The Future of The Library
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Agenda:

1. Welcome
2. The Context
3. Break
4. The Future
5. Our Strategy
6. End
The Brandeis Context

• A small liberal arts college AND a research university
• LTS: an integrated organization comprised of the university libraries and the university information technology services
Brandeis University

The outside perspective

Library and Technology Services
Main Purpose of the Library
(Word Count)

OCLC Perceptions of Libraries and Information Resources (2005)

• Authoritative – 0
• Privacy – 0
• Trust – 5
• Internet/Web – 45
• Education – 87
• Learning – 91
• Community – 98
• Entertainment – 146
• Knowledge – 161
• Free – 253
• Access – 275
• Research – 420
• Books – 1,019
• Information – 1,290
Understanding the Context

Lori Dembowitz
Director for Academic Systems and Technology

David Wedaman, Ph.D.
Director for Research and Instruction Services
Dave and Lori: Who we Are

– Merged groups in a merged organization
– Librarians and technologists
– Interfacing with faculty and students
– Managing the systems for faculty and students
More people turned to the internet than any other source of information and support, including experts, family members, government agencies, or libraries.

Information searches that solve problems.
Pew / Internet December 30, 2007
The world churns out new digital information equivalent to the entire collection of the U.S. Library of Congress every 15 minutes.
In February 2008 Harvard University announced an “opt-out” program requiring faculty to deposit research in an open access repository.
In Fall 2007 Boston Library Consortium members join to digitize and add their unique content to Open Content Alliance, available through archive.org.
Libraries confront a variety of disruptive technologies and these technologies will disrupt libraries.

David W. Lewis
A Strategy for Academic Libraries in the First Quarter of the 21st Century
2007
Exercise: Context of Disruption?

At your tables:

1. Name your note-taker
2. What are the three most disruptive changes you see in your landscape?
3. Report back in 15 minutes
The Lori & Dave take

What is going on here?

• Culture is changing in two big areas:
  – Information and Communication
  – More of both, more kinds of both, more continuous change in both, more individual ownership of both, and each becomes the other.

• Technology not cause but catalyst.
Why does this matter?

• Teaching, Learning, and Scholarship are about communication and information.

• Rooted in old C’s:
  – control, credentials, conduits, classes, curricula, collection-building.

• New C’s coming in:
  – creation, curation, collective, collaboration, community-orientation, constructivist, constant, chaotic.
Break
2:30pm-3:00pm
The Future

Susan V. Wawrzaszek
Chief University Librarian
The Changing Paradigm for Libraries

Access, not Ownership
Content, not Containers
Collaboration, not Independence
Focus on Uniqueness, not on Everything
Learning Spaces, not Warehouses
Proactive Partners with Faculty, not Sometime Support
The ability to meet the needs of e-science and e-scholarship in the social sciences and the humanities will increase and require new approaches to the design and delivery of core library services.

The focus for academic libraries will shift from the creation and management of large, on-site library collections to the design and delivery of library services.

ACRL Environmental Scan 2007
• Information literacy increasingly should not be considered a given
• The notions of collective intelligence and mass amateurization are pushing the boundaries of scholarship

The Horizon Report 2007
What’s a library to do?

- Select Information **(not selected)**
- Preserve information
- Facilitate Discovery of information
- Facilitate Access to information
- Facilitate Creation of information
- Facilitate Evaluation of information
What should a library do?

Cyberinfrastructure
- E-Research
- Text Mining
- Data Mining
- Data Curation
- Repositories
- Publishing

Critical Literacies
LTS Library Services

• Provide Information
• Support Learning and Teaching
• Support Research
• Provide Learning and Teaching Spaces
<table>
<thead>
<tr>
<th>Yesterday</th>
<th>Today</th>
<th>Tomorrow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Warehouse</td>
<td>Information Gateway</td>
<td>Learning &amp; Teaching Partner</td>
</tr>
<tr>
<td>High tech study hall</td>
<td>Academic Support</td>
<td>Publisher</td>
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<tr>
<td></td>
<td></td>
<td>Experts of the information environment</td>
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</tbody>
</table>

Library and Technology Services
Creating a Strategy

Amira Aaron
Director for Information Resources

John Turner
Director for Networks and Systems
Changing Strategies for Libraries

We’ve heard:
• New models for cyberinfrastructure are being created
• Teaching & learning is being transformed in major ways
• Roles & expectations for libraries on campus are changing
• Libraries need to be integrated with technology

What are practical steps we can take to embrace chaos and gain control of our future?

“Strategy is the way an organization seeks to achieve its vision and mission. It is a forward-looking statement about an organization’s planned use of resources and deployment capabilities.”
What are some steps we can take to embrace chaos and gain control of our future?

Name 3 practical changes which must/should happen in order to meet the future – select a reporter, discuss and report back in 15 minutes.
Our Practical Approach

Green + Blue = Turquoise

A New Culture
LTS PROGRAM PLANNING AREAS

Instructional Initiatives
Research Initiatives
Support Services
Information Systems
Web Technology
Information Security
Information Technology Infrastructure
Facilities
Working Together

• LibTech meetings
  – Bring together functional, systems and infrastructure teams

• Learning the world of library systems

• Mind shift of priorities
  – Administrative vs Academic

• Learning from the other culture
  – Minutes and cookies!!

• Divide and conquer
  – Together we can accomplish more
Early Successes

• EZProxy
  – The best tool for E-Resource access
  – high availability project

• ExLibris
  – Upgrade and a new architecture

• D-Space
  – Virtualization and linux infrastructure
Things To Work On

• Communication
  – On all sides of the house
  – Too much is never enough

• Improving system resiliency

• Learning from our mistakes
  – Mistakes happen - it’s a fact
Library and Technology Services
(new organizational structure to accomplish our new strategies)

• **Research and Instruction Services** *(reference, instructional technology, subject liaisons/selectors)*

• **Resource Management and Access** *(metadata, e-resource management, archives/special collections, ILL, document delivery)*

• **Public Services and Outreach** *(Information Commons, InfoPoint, marketing)*

• **Academic Systems and Technology** *(library and course management systems, IR technology support)*

• Working closely with Networks & Systems & Programming groups & sometimes Administrative Systems
Strategy: Reposition library and information tools, resources and expertise

– Partner with Faculty
– Integrate literacy instruction into the curriculum
– Redesign facility as learning and teaching space
– Concentrate on access to information in all formats
Strategy: Change focus from purchasing and controlling information to finding and curating information

– Develop technology infrastructure needed to discover, access and manage content
– Re-focus staff resources on discovery, access, creation, curation
Some practical steps we’re taking at Brandeis

– Library staff need to be more technical (Library Technology Project Leader, understanding/working with IT and systems staff, retreats & staff development)

– Information resources will be digital (reference collection, gov. docs., major full-text databases, primary sources, scholarly journal packages, e-books)

– Digitization & cataloging of unique materials (BLC OCA project, Dreyfus papers, cataloging of “hidden collections”, metadata for institutional repository)
Some practical steps we’re taking at Brandeis (continued)

– User interfaces for information access - new user expectations (*MetaLib, LibGuides 2.0, OPAC?*)

– Challenge of providing access to information we don’t own (*MetaLib, Primo, digitized collections on web*)

– Repurposing user space to active, learning space (*Goldfarb Library – 1st floor, plans for group study, film screening, presentation practice, etc.*)