MLA: Future of Libraries Interest Group (September 2018)

Meeting Date & Location
9/4/2018 @ Eldersburg Branch of Carroll County Public Library

MLA Update

Conference Theme: What if…?

Jennifer Hopwood has reached out to Carson Block as a possible presenter

CRAB Articles
2 topics per article? Yes. Deadlines are December 5, March 5, June 5

Create a google doc for each topic for readers to go deeper, link from article

Anna White will make the google account for FoLIG

Find out the limitations for the CRAB articles

Demographics:

- Millennials are taking over soon if they haven't already
- Multi generational households
- New refugees, religious composition changed
- Importance of being more inclusive increases
- Digital natives crave face to face interactions, even if they're not as good as the social skills
- Millennials love the library and the postal service
- Hispanic library users skew young. Foreign born hispanic people use the library less than other users, but also say it's not as easy to use.
- Older Americans filing for bankruptcy at a very high rate. May be struggling, in need of access to social services. People are living longer, dollar being stretched very thin.

Inclusion/Diversity

- Black Lives Matter in libraries (Seattle)
- Importance of LGBTQ+ library inclusivity
- "Hey guys" is a problem – Even the slack chat bot will correct you sometimes

- Lime (bike sharing) offers way to pay cash instead of needing a smartphone/credit card and discount program. Getting the word out about these discount programs and alternate options can be difficult.

Community engagement trends for 2018

- Open data - transparency from governments
- Augmented reality - governments are using it as a way to get the public more involved in designing a playground, thinking about possible construction proposals
- "Platforms" create online communities, what a platform does really matters
- Block chain - using this instead of DRM for ebooks. Might make ebooks more accessible without heavy licensing. Valuable for startups and entrepreneurs
- Traditional methods of community engagement are still important. Combine these new things with physical reality.
- Investors want to have a role in something with a positive social impact
- Longest Table - community conversations/engagement; craving face to face

Data, Digital Citizenship, and Online Communities

- Power of play, play is disappearing. Latest research is encouraging pediatricians to prescribe play
- Fallen trust of social media giants.
- Platform convergence - things coming together as one
- Matchpool
- Ideation - LEGO; brainstorming as a community online

Crisis Response and Safety Net

- Libraries are a crisis response/safety net place for communities to come

Design Thinking

Human centered. Started in the early 90s. Associated with a company called Ideo. Bill and Melinda Gates foundation helped create a specific library toolkit.

Inspiration - **How might we…?** "better assist patrons who are English Language Learners"
Ideation - I've learned something... Interviews with English language learners; went to a nearby Korean supermarket with a list of ingredients only in Korean to experience what it was like for an English language learner in a library.
Iteration - I have a prototype Prototype, experiment
Getting to Scale - Tweak to fit

Cindy's question - how do we make Design Thinking work for administrative needs? "How might we get our funders to understand needing to change our budget?"

The Idea Agent is a good "design thinking" equivalent for administrative needs.

Design for Diversity poses that libraries are not neutral, that we make choices every day about where we stand on particular topics.

Design Thinking and Design for Diversity are two answers for libraries already to the changing demographics in the community.

Discussion Questions

1. What needs were these frameworks built to address? In what contexts are these frameworks most applicable?

2. Do they realistically provide a framework in which to implement patron-focused change on a personal level? On an organizational level?

3. How do their applications differ in school/public/academic/archival contexts?

4. Which community/demographic trends are addressed by the supplied case studies and tools? (demographic shifts, inclusion and access, community engagement, digital citizenship, crisis response)

What are the actual responsibilities of a library? How far does our commitment to customers go? What is crisis response in a library? What do we provide?

5. How can these resources be applied to current demographic trends and community needs in your institution/county/state?

6. In what ways can these frameworks serve as steps toward building patron-focused library futures?

Takeaway:

Libraries need to be outward facing so we have opportunities to listen and facilitate the conversation.

It's important for libraries to remain inclusive and safe for all. The Design for Diversity outlines the following competencies and skills needed for librarians:

- Active listening and empathy.
- Facilitating collaborative but effective meetings. [6]
- Developing compelling conversations and communications.

We will find examples of libraries or other organizations doing these things already as good examples for libraries in emulate.