Summary of Carl Grant workshop, November 14, 2014

Carl Grant is Associate Dean for Knowledge Services and Chief Technology Officer at the University of Oklahoma Libraries. He blogs at Thoughts from Carl Grant on the rapidly changing face of librarianship and its technological transformation. He is a veteran innovator of integrated library systems and consultant to libraries worldwide. We were fortunate to have Grant come to facilitate a workshop for the VALID project. Participants were VALE leadership, VALID steering and implementation committees, Alpha and Beta library administrators, and Alpha library CIOs.

Grant spoke to the group about the transformations facing libraries as our information environment evolves. He warned that libraries that do not embrace change may have unexpected change imposed on them. He pointed to trends that show current library services bottoming out by 2034 and that turning to the library as a first source of information has already become a thing of the past. Grant's overarching theme was identifying ways for libraries to stay relevant, demonstrate their worth and value, and characterize useful evolutionary paths for us to follow.

Participants broke into small groups, each taking on three or four pre-drafted questions. All of the questions cycled around how libraries can eliminate barriers to service, increase their role as a hub or incubator for innovation, and associate ourselves with the use of information (in a more entrepreneurial sense) rather than the form or format in which the information is presented.

What collaborative ideas do you want to explore with other libraries?
Cultivate a culture that develops partnerships outside the library. Develop collaborative R&D centers/labs with other libraries.

What are your plans for extending the value of librarianship in the future?
Develop a culture of innovation and entrepreneurship in the library. Get to understand and collaborate with outside entities so that ideas are not only library-centered.

Suggest ways to have information see users rather than users seek information.
Implement curriculum- and research-based suggestions like: "for a research paper, your professor suggests also…" Outreach to high schools to better understand incoming student information culture and develop tools for their success. Promote innovation and discovery for every student and emphasize information evaluation and synthesis as crucial to discovery.

What programs do you think you could launch on your campus that underscore the library as an intellectual commons idea?
Collaborative learning commons with tutorials and IT assistance. Statewide electronic dissertations & theses, institutional repository and open access publishing platform. Use library as venue for interdisciplinary "TED" talks.

Draft a change management plan for moving your library to a library services platform (LSP). What steps would you undertake?
Identify library services and collections that are fading, current, and emerging. Minimize influence of things that impede change. Define new workflows and the skillsets they require. Develop staff buy-in.

Suggest ways to get your library teams more engaged with the communities they serve. What technology could they use/would they need?

Embed ourselves in departments, virtually. Embed library tools in courses and pedagogy. Articulate compelling values that invite grantor funding.

How do we market our library services? How do we make people aware of our services?
Embed simple survey in OPAC. Hire librarian with specific outreach duties. Use social media more effectively.

Develop a list of barriers in your library that users face. What can you do to remove them? What technology do you need?
Change architecture to eliminate service silos – create a one-stop desk for all needs. Make wi-fi easy and ubiquitous. Substitute web terminology for library terminology. Make all library services more interactive and proactive. Implement predictive IT that respects privacy but offers suggestions based on use, user profile, curriculum, etc.

What existing services do you think you won't be needing to continue/do in the near future (1-3 years).
Less "just in case" purchase. More subscription or on-demand purchasing. General service desk at point-of-need. Shift to embedded, point-of-need, and virtual services to increase relevance.

Thank you to Grace Agnew for serving as primary recorder, floater, and facilitator of this workshop. Her skill at contextualizing and framing the conversation was extremely valuable. For the full version of Grace's notes of this workshop, [click here](#).