Matching Innovations to Environment

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Choosing the Right Innovations
Can Help You

- Plan effectively
- Lead your organization
- Stay relevant
- Be recognized & valued
- Enjoy your work
Being a Library Innovator is Easier than You Think

- Libraries lag “real world” trends
- Lots of innovations to choose from
- Lots of different ways to get it right
Good Signs

- Known problem
- Mainstream press
- Students know
- Faculty know
- Clear results
- Fun
Bad Signs

- Libraries only
- “Mature” product
- Only staff see the problem
- No network/Web/wireless
- Institution envy
Poor Indicators

- Non-standard
- High/low cost
- Boss loves/hates it
- Unfamiliar
- Long learning curve
- Some risk
When in Doubt, Add Information?
Why Many Library Projects Fail
Know Your Environment
Expert Environment

- Value determined by peers
- Focus on improving mastery
- Pitfall = insularity
- Challenge = learning from other disciplines
Good Choices – Expert Environment

- Collection analysis tools
- Mentoring, collaborative learning
- Content development, authoring
- Environmental scanning
- Knowledge management
- Distance learning
- Virtual reference
Accounting Environment

- Value determined by auditors, business office
- Focus on cutting costs, improving efficiency
- Pitfall = bureaucracy
- Challenge = staff deployment
Good Choices – Accounting Environment

- Smart forms and templates
- Inventory tracking and management
- Audits – communications, energy, job, ROI, LibQual
- Workflow analysis
- RFID
- Time management tools
- Online fundraising
Risk-Averse Environment

- Value determined by precedent
- Focus on familiar processes
- Pitfall = stagnation
- Challenge = letting go
Good Choices – Risk-Averse Environment

- Core competencies assessment
- Benchmarking/comparative analysis
- Decision support tools
- Virtual tours
- Crosstraining
- Ergonomic audits
- Digitization
Customer-Centered Environment

- Value determined by customers
- Focus on their success
- Pitfall = fads
- Challenge = not letting customers run the library
Good Choices – Customer-Centered Environment

- 24/7 services
- High-comfort destination
- Roving staff - Wireless
- New media
- Circulating hardware
- Home/office delivery
- Reference alternatives
- Food and drink
Rethinking the Relationship

- Outcomes-based
- Personalizable
- Proactive
- Peer-to-peer
- Confidential, not anonymous
Nobody’s Right All the Time
80/20 Library Service
Moving Forward

- Take a break from your usual routine
- Get out of the library
- Stop rewarding perfectionism
- Demand results
- Laugh a lot