

OCLC Community Center • 2 June 2021

The New Model Library



Nicholas Cunningham

Public Services Assistant, Muhlenberg College



Julie Kliever

Head of Collections Services, Providence College



Brandon Martin

Instructor of Library Services, Systems Librarian & Resource Sharing Coordinator, Northeastern State University

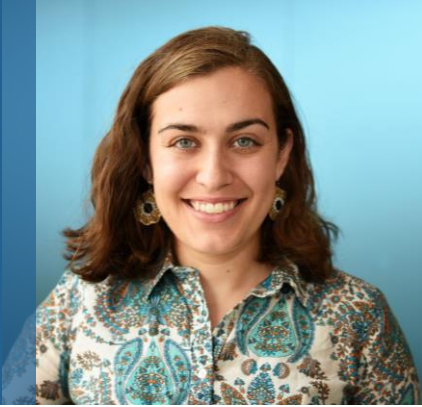


Clara Turp

Discovery Systems Librarian, McGill University

The WMS Community Leadership team

- Community group that consults on Community Center content, functionality and library needs.
- Each member serves a two-year term, with two members rotating off each calendar year.
- Community nominations open each year in October.
- All community members from WMS libraries are eligible.



Brittany Brannon, MLIS, MA

Research Support Specialist



Brooke Doyle, M.Ed.

Project Coordinator

Project Team

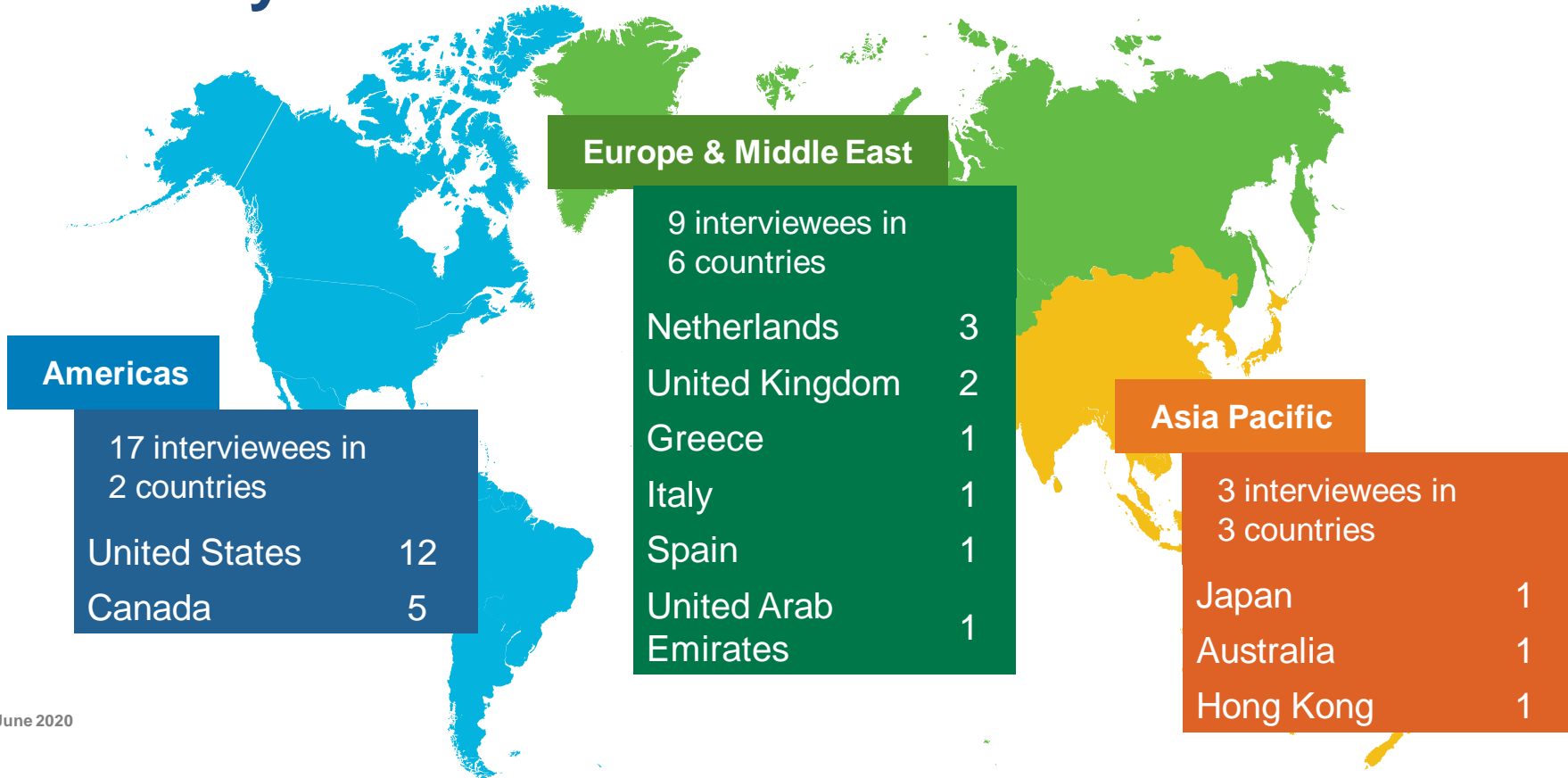


How will the pandemic change the library model?



Created by stephanie wauters
from Noun Project

29 Library Leaders



Americas

17 interviewees in
2 countries

United States	12
Canada	5

Europe & Middle East

9 interviewees in
6 countries

Netherlands	3
United Kingdom	2
Greece	1
Italy	1
Spain	1
United Arab Emirates	1

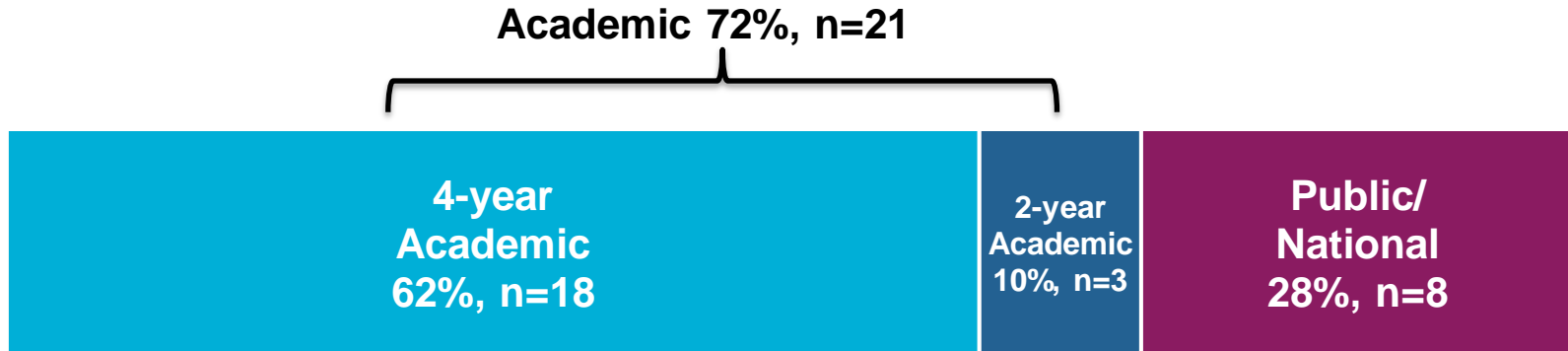
Asia Pacific

3 interviewees in
3 countries

Japan	1
Australia	1
Hong Kong	1

As of 30 June 2020

Leaders by Library Type (n=29)



Areas of Impact



**The Work
Experience**



**The
Collections
Experience**



**The
Engagement
Experience**





The Work Experience

Train for the future

Foster well-being in the work environment

Embrace flexible work arrangements

Challenge traditional divisions of labor

“I think that this pandemic has given us an opportunity to breakdown some walls where we have kind of departments within libraries...Now, the lines are blurred and the walls are down so we all kind of do the same thing. And I think that that's a good thing because we can get more work done that way.”

(Four-year College, US)



Poll – The Work Experience

Where do you see the biggest opportunity for your staff?

- Training
- Staff well-being
- Work flexibility
- Rethinking organizational structure

The Work Experience in context



Clara Turp
McGill University



Brandon Martin
Northeastern State University

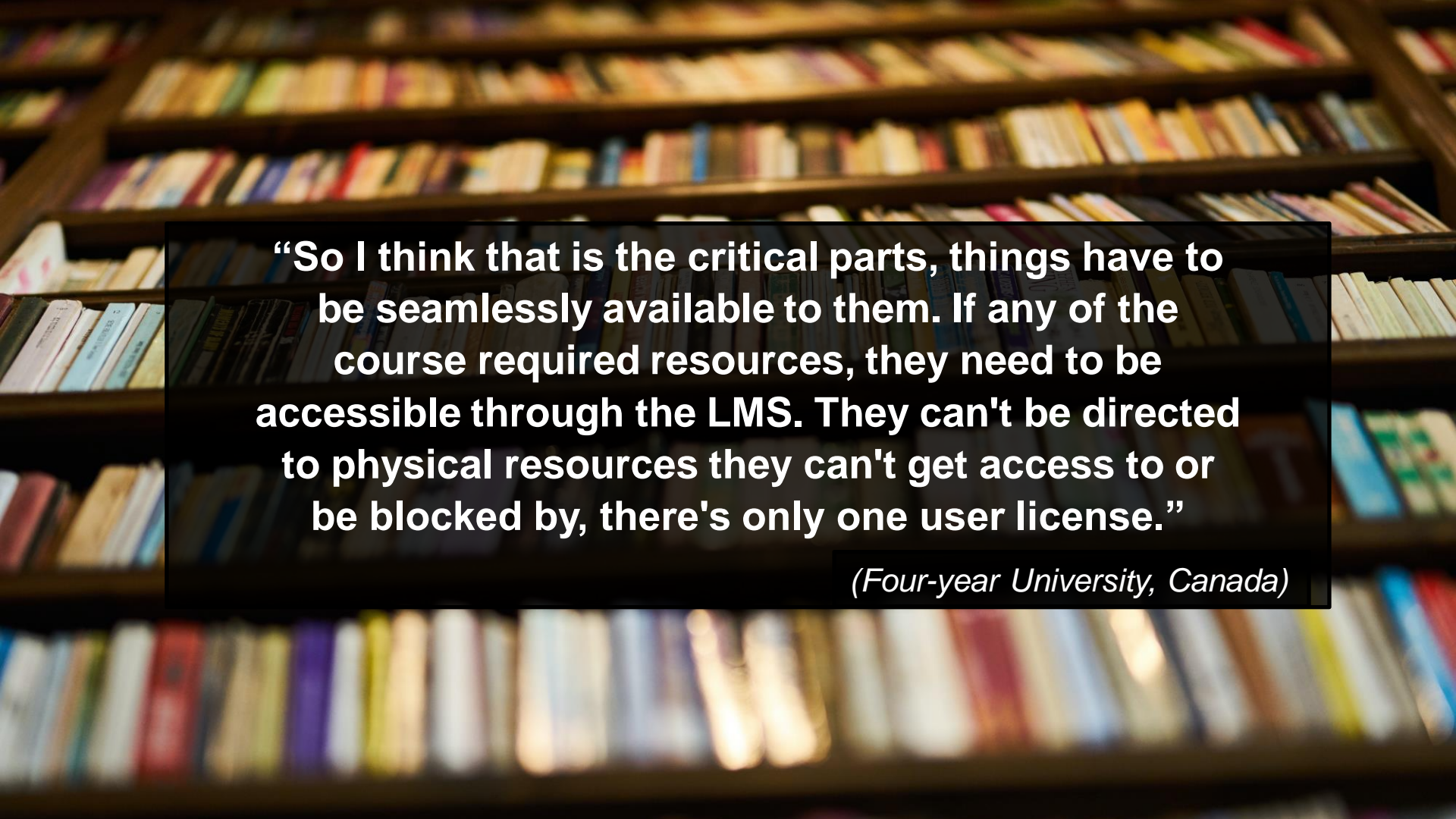


The Collections Experience

Prioritize resources to close the digital divide

Create connections to physical collections

Realize the full potential of e-resources



“So I think that is the critical parts, things have to be seamlessly available to them. If any of the course required resources, they need to be accessible through the LMS. They can't be directed to physical resources they can't get access to or be blocked by, there's only one user license.”

(Four-year University, Canada)

Poll – The Collections Experience

Which of these is your library's top priority for collections?

- Realize the full potential of e-resources
- Create connections to physical collections
- Provide resources to close the digital divide

The Collections Experience in context



Julie Kliever
Providence College



Clara Turp
McGill University



Nicholas Cunningham
Muhlenberg College



The Engagement Experience

Partner with a purpose

Be strategic about going virtual

**Invite engagement in physical
spaces**



“I think the physical library...will still exist, but in most cases will have transformed more into a place to be, to study, to come together, to discuss with other people. Will be used more and more as a platform for the community and of, by and for all.”

(Suburban Public, Netherlands)

Poll – The Engagement Experience

Which of these will be most important for you in the near future?

- Partnerships
- Virtualization
- Engagement in the physical space

The Engagement Experience in context



Brandon Martin
Northeastern State University



Nicholas Cunningham
Muhlenberg College



Realigning to Develop a New Model Library



What's next?

- **OCLC Report on findings**
- **Discussion Groups**
- **Webinars**
- **Virtual focus group interviews**

Questions & Discussion

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**Because
what is
known must
be shared.®**