“I need someone well versed in the art of torture—do you know PowerPoint?”
Demonstrating Value in a Webscale World

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Operating at Webscale:
Transforming Library Workflows
It is the mark of an educated mind to be able to entertain an idea without accepting it.

Aristotle
Demonstrating Value
“You can observe a lot by watching.”
“Save time, get better grades.”
Work has to change with the times...
...and with the needs of our communities!
We need to get inside users’ heads
So what are our users telling us?
What are the common threads?
“My time is more valuable than ever.”
“I’m surrounded by information.”
“I like to be in control.”
“I want to choose my own interface.”
“I need my creature comforts.”
“I want it now. Wherever I am.”
“I learn more when it’s fun.”
Ask the right questions
What are we doing right?
Appreciative inquiry

What are our assets?
What are we really good at?
What is uniquely ours?
How can we build on these assets?
What are other service providers teaching our community?
How do our priorities align with what the community is telling us?
Where are our services in their normal life cycle?
Are we prepared to succeed?
How can we simplify?
Can we go beyond helping users when they get stuck...
...and help them avoid getting stuck in the first place?
Can we consistently demonstrate hospitality?

Welcome to the Library
Will we presume innocence?
Special questions for policymakers

What is keeping you and your constituents awake at night?

What do you wish you knew more about?

Who else should we talk to?

Jamie LaRue
Director
Douglas County (CO) Libraries
Elevator questions
Discussion and questions
Thanks!

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