The New Model Library
Project Team
How will the pandemic change the library model?
29 Library Leaders

As of 30 June 2020

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
Leaders by Library Type (n=29)

- Academic 72%, n=21
- 4-year Academic 62%, n=18
- 2-year Academic 10%, n=3
- Public/National 28%, n=8
Brittany Brannon, MLIS, MA
Research Support Specialist
Work Experiences

- Train for the future
- Make staff well-being a priority
- Embrace work flexibility
- Rethink organizational structures
“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 1

Where do you see the biggest opportunity for staff at your library?

- Training
- Rethinking organizational structure
- Work flexibility
- Staff well-being
- None of the above
Titia van der Werf
Senior Program Officer
Realize the full potential of digital resources

Find new ways to connect the community to the print collection

Prioritize resources that close the digital divide
“I think we should have to rethink what we are doing, the budget we invest on printed collections, and also things like withdrawals and to create a policy for the collection management, more precise, more accurate, to the needs of our users.”

(Research University, Spain)
Poll 2

Which of these is your library’s top priority?

- Realize the full potential of digital resources
- Find new ways to connect the community to the print collection
- Prioritize resources that close the digital divide
- None of the above
Engagement Experiences

- Create equitable and inclusive spaces
- Be strategic about going virtual
- Collaborate, advocate, and communicate
“So I know that if we are truly [going to] be student-focused and student online-focused, then access is the big piece. Being accessible, being appealing, being useful, meeting needs in that online world, and whatever devices we're using at that point in time is essential.”

(Four-year College, US)
Poll 3

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

- Collaboration and partnerships
- Virtual engagement
- Equitable and inclusive physical spaces
Realigning to Develop a New Model Library
What’s next?

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

oc.lc/new-model-library
Thank you!

Lynn Silipigni Connaway  
Director, Library Trends & User Research  
connawal@oclc.org  
@LynnConnaway

Brittany Brannon  
Research Support Specialist  
brannonb@oclc.org

Titia van der Werf  
Senior Program Officer  
titia.vanderwerf@oclc.org