

# towards

# libraries

*Jessamyn West - CAL Conference - 08nov08*

<http://flickr.com/photos/jmarty/128010935/>

Are you ready to be the library the future needs? How do we get from here to there? What does it mean to be an information provider in a time of information overload? Hear the thoughts of Jessamyn West, a community technology librarian and one of the first librarian bloggers on the Net. West has been writing and speaking on the intersection of libraries, technology and politics since 1999. More info

**CAUTION**

**THIS MACHINE  
HAS NO BRAIN  
USE YOUR OWN**





**quick**

**disclaimer**

**!!!**





**public = who?**

Libraries are for the public, mostly, but they are not run by the public, directly.



1957

# THEORY OF GAMES AND ECONOMIC BEHAVIOR

---

By JOHN VON NEUMANN, and  
OSKAR MORGENSTERN

**you work for me!**

Oh sure the public hassles us about paying our salaries





# thanks for the donations!

and they sure do donate enough books and computers to fill our basements and attics until the end of time [aside: firestarters]

<http://flickr.com/photos/kjarrett/34491499/>





# what others see

At the end of the day, however, someone has the keys and some people get paid and it's pretty tough not to see those people as IN CHARGE





# what others see

At the end of the day, however, someone has the keys and some people get paid and it's pretty tough not to see those people as IN CHARGE



**BOOKS  
OF RECENT ACQUISITION  
X**

**what's back there?**

which means it's pretty hard not to see what's inside the library as THEIRS



# No, You Can't Have a Pony



**not yours? theirs? ours?**

which is just another way of saying NOT YOURS [well not you all, but you get the idea...]. This gets worse with technology





**is it really just who you know?**

We've always known how to network, we're doing it right now. [sort of]



**i'm in ur conference**

**startin a revolushunz**

But the effects of network, The Network, The Intarnetwork, when you can do it online, all the time and not just at conferences, bi-yearly, is starting to change things rapidly.



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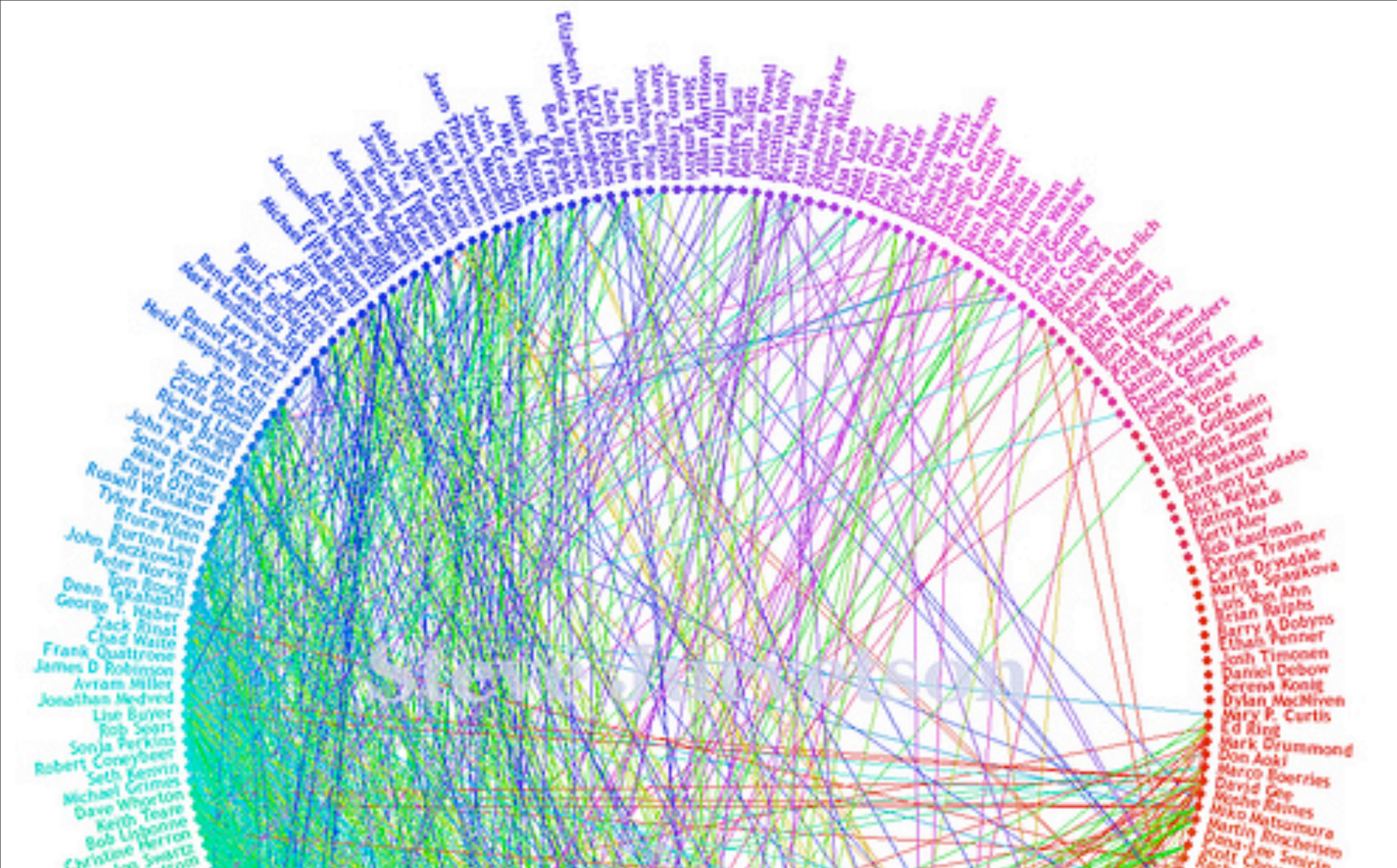
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# i can has frenz?

Information goes more places, more quickly, than ever before. Want to be my friend on facebook? Fine, I've got room for a few more [aside: haters, just because I'm nice enough to let anyone be my friend]

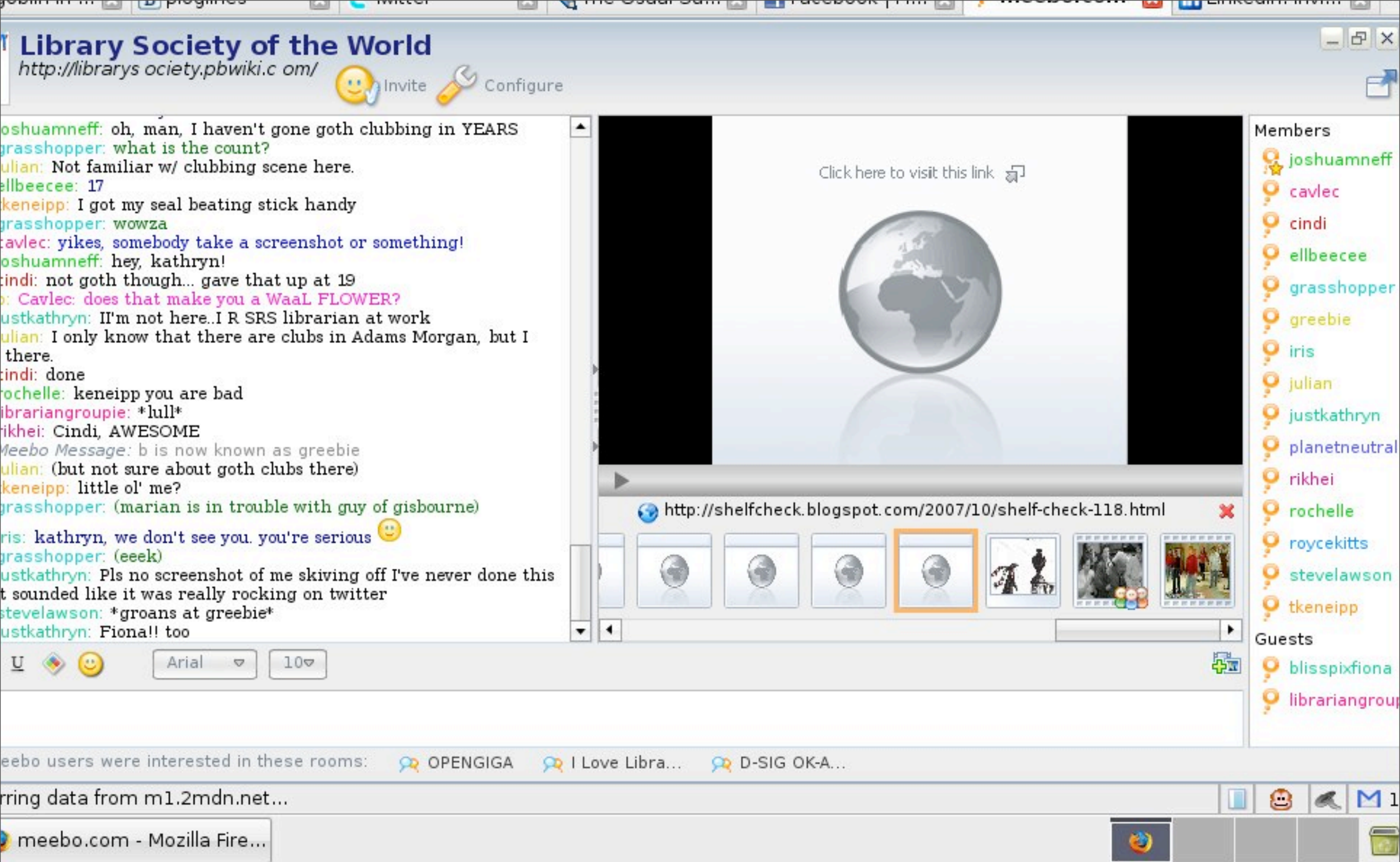




# not just people, your people

And it's not just the random hive-mind effects you hear about where everyone takes their pants off on the subway at the same time, it's people you know, in places you've heard of.

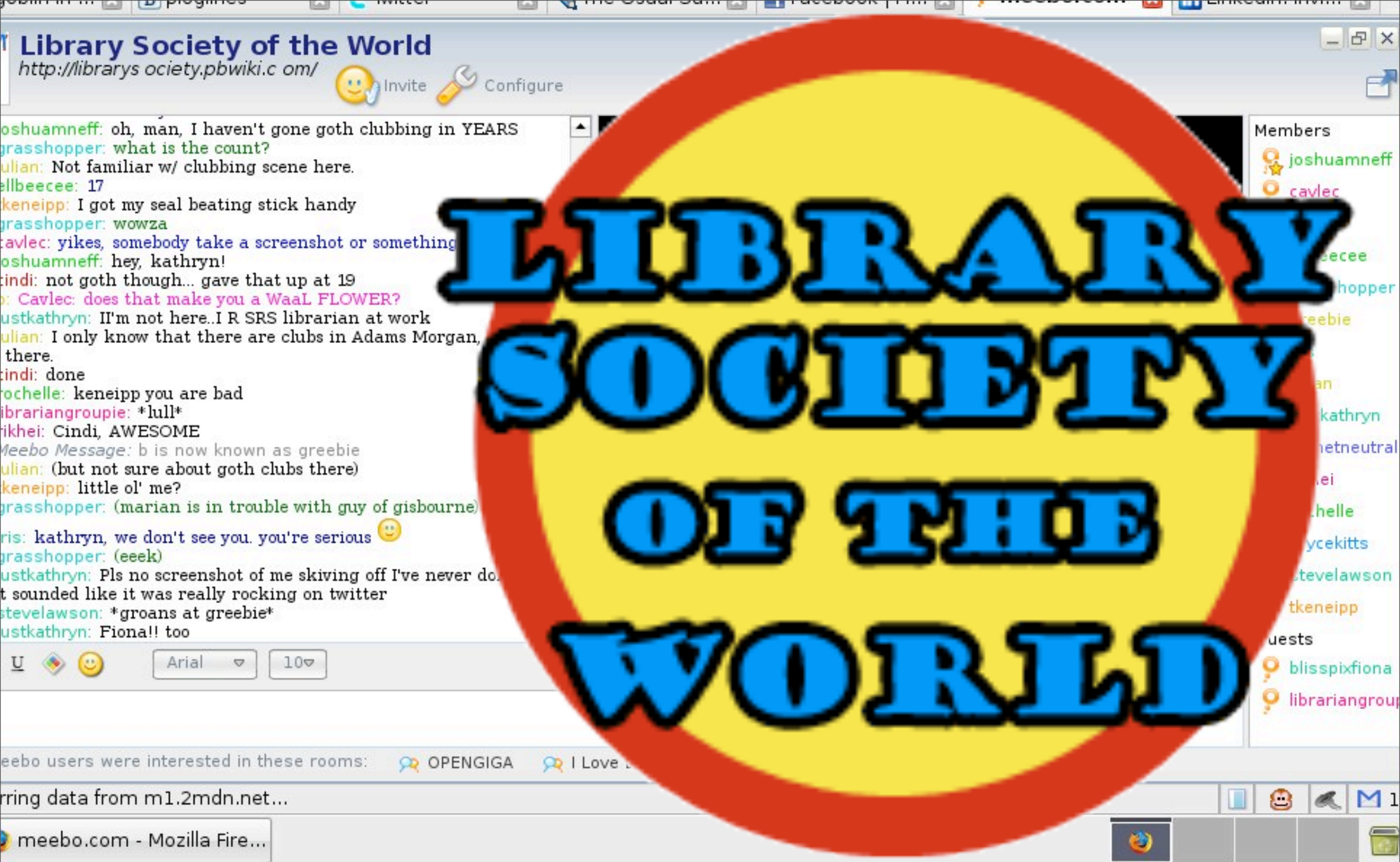




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And it's not just the random hive-mind effects you hear about where everyone takes their pants off on the subway at the same time, it's people you know, in places you've heard of.





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, Austria (AFP) - A former tenant in Austria's "house of horrors" told of



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REGINA—A Saskatchewan father whose young daughters froze to death on a

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So now you're getting news headlines fast, and not just from the big media companies. p.s. I use firefox.



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"It looks a lot like my bedroom floor."  
--phapster - fazed

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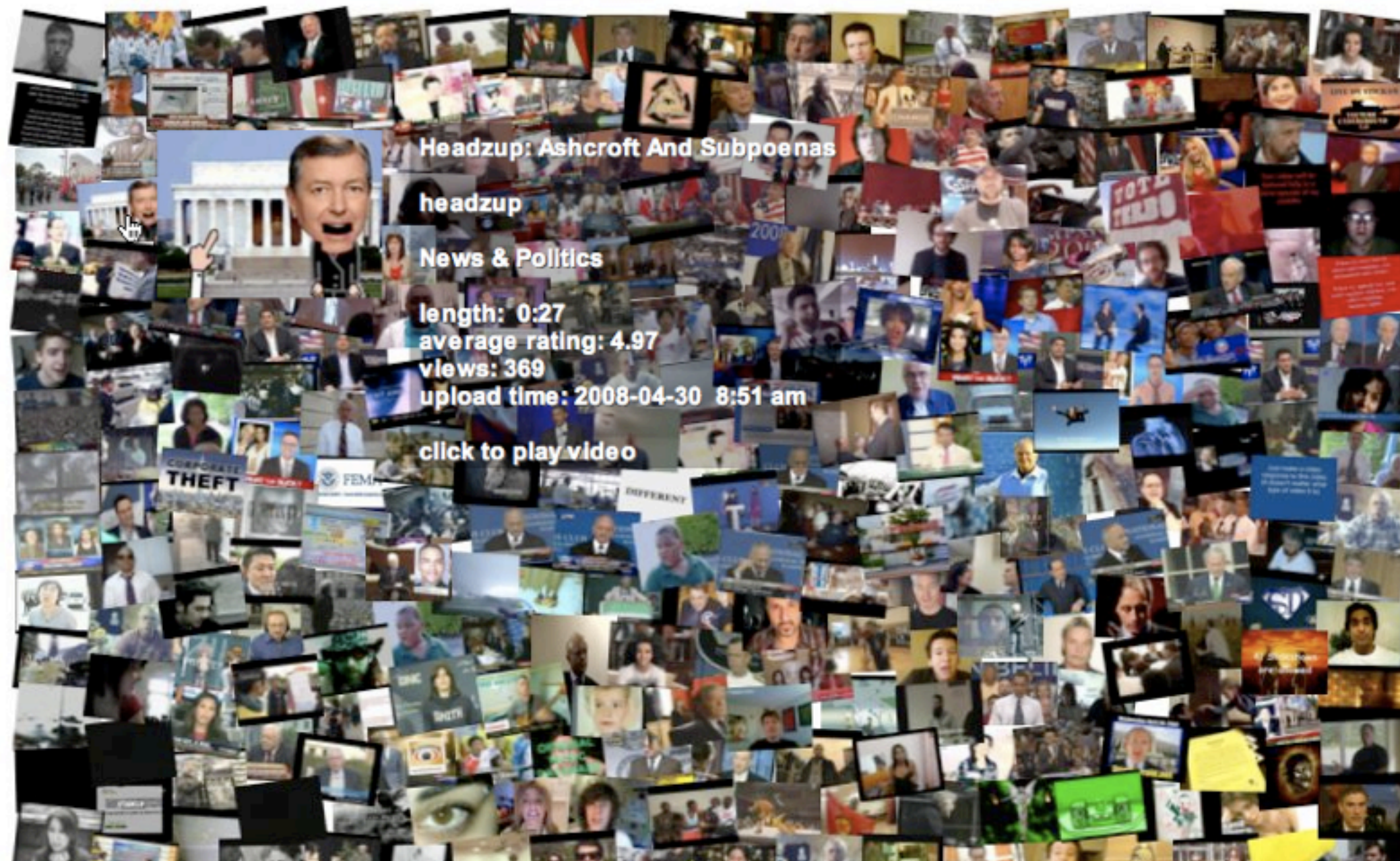
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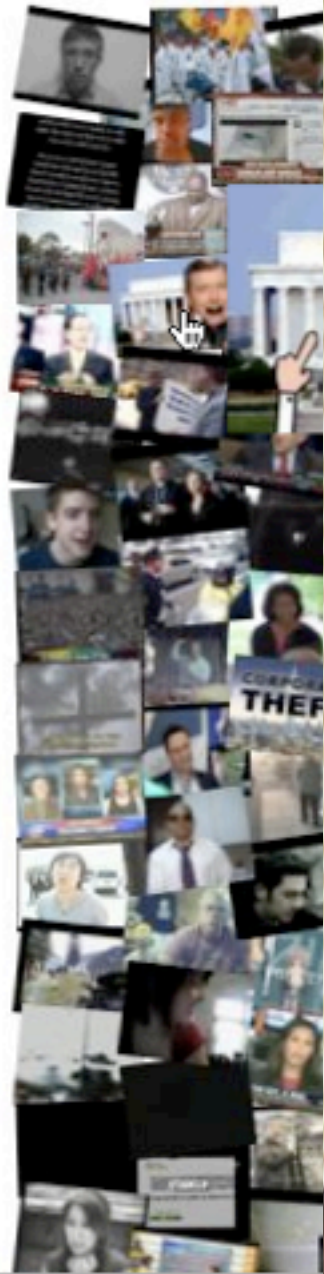
# news? facts?

You're seeing news, hearing news, creating news, defining news.



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# news? facts?

You're seeing news, hearing news, creating news, defining news.



# New York Times

sday, May 1, 2008 Last Update: 11:37 PM ET



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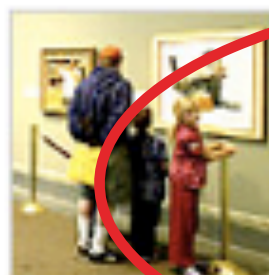
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Kindling a child's passion for art by taking museums in small doses.

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# what do you think?

You can interact with your information in ways you couldn't just five or ten years before, you can apply feedback directly to the system. Cass Sunstein wrote about this in 1999 called the phenomenon the Daily Me.



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## Midwest earthquake

Photo posted by [stephke](#)

A magnitude-5.2 earthquake shook southern Illinois. iReporters far and wide described feeling the quake. [full story](#)

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### [mitchthrower](#)

When he heard about a shark attack at a nearby beach in La Jolla, California, Mitch Thrower grabbed his camera and iReported from the scene.



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# why all this news talk?

well we just had an election, for one. second my belief is that libraries really do exist and are critical because of that whole democracy thing, if you listened to people talk leading up to the election, you know there's bad information out there and getting people better information is important.





# don't forget the stamp!

Didn't like a newspaper article in 1999? Write a letter to the editor, or maybe an email. Good luck with that. My local paper says they publish every letter they get. This works because there are maybe 3000 people in town and maybe ten of them write letters.



# boingboing

A Directory Of Wonderful Things



## Bush no longer "miserable failure": Google tackles googlebombs

POSTED BY [XENI JARDIN](#), JANUARY 26, 2007 8:25 AM | [PERMALINK](#)

Search Engine Land's Danny Sullivan says,

After just over two years, Google has finally defused the "Google Bomb" that has returned US President George W. Bush at the top of its results in a search on [miserable failure](#). The move wasn't a post-State Of The Union Address gift for Bush. Instead, it's part of an overall algorithm change designed to stop such mass link pranks from working.

# freedom of something...?

Don't like a newspaper article in 2008? Comment directly on the blog, write a post for your own blog, heck Googlebomb them.... Does everyone know what Googlebombing is?



# The Read-Write Web

*Technology that Makes We the Media Possible*

I still remember the moment I saw a big piece of the future. It was mid-1999, and Dave Winer, founder of UserLand Software, had called to say there was something I had to see.

He showed me a web page. I don't remember what the page contained except for one button. It said, "Edit This Page"—and, for me, nothing was ever the same again.

## **busy but important**

The busy way to explain this is "the Read/Write web" and it's a fundamental part of this whole 2.0 thing we talk about. I don't care for the 2.0 moniker but it's a useful way of grouping a lot of current web technologies so people know what you're talking about.



# web2.0 E X P O

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## WEB 2.0 IS HERE

Web 2.0 Expo, co-produced by **TechWeb** and **O'Reilly Media**, is a conference and tradeshow for the rapidly growing ranks of designers and developers, product managers, entrepreneurs, VCs, marketers, and business strategists who are embracing the opportunities created by Web 2.0 technologies.

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- An un-conference component that turns the audience into participants
- Networking social events and hallway conversations that might change the way you work and play

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### Web 2.0 Expo San Francisco

April 22-25, 2008  
San Francisco, California

S. F.

### Web 2.0 Expo New York

September 16 - 19, 2008  
New York, New York

N. Y.

### Web 2.0 Expo Europe

October 21-23, 2008  
Berlin, Germany

Berlin

### Web 2.0 Expo Tokyo

December 3-4, 2008  
Tokyo, Japan

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[webmaster@oreilly.com](mailto:webmaster@oreilly.com)

# note colors, fonts

Web 2.0 was a marketing term designed by techies to sell a conference.



# Library 2.0

**A GUIDE TO  
Participatory Library Service**

**note colors, fonts**

Library 2.0 was a term designed by librarians to try to explain how using technology in libraries can solve problems, create opportunities, create economies of scale and maybe teach everyone a few good jokes.





**so?**

So what do you do? What does it mean?



# a cheap parlor trick

- I. Save money
- II. Save time [see #I]
- III. Not go crazy at work
- IV. Help people







# warm your org

– You trust people to contribute to your organization (volunteers, blog posts, book reviews, staffing the book sale). – You're more transparent about how you do things (iceberg metaphor). – You evaluate how things are working as you're doing them and let everyone be part of the process. – You think about how it works and how it feels, not just what the numbers say.





**that's it.**

That's it. Presto.





**that's it.**

That's it. Presto.



**where is the time?**

So, yay, we're all connected all the time, to everything, hurray! This fixes everything, right?



**“Did you ever see that episode of Gilligan's Island**

**where is the time?**

So, yay, we're all connected all the time, to everything, hurray! This fixes everything, right?



**“Did you ever see that episode of Gilligan's Island  
where they almost get off the island**

**where is the time?**

So, yay, we're all connected all the time, to everything, hurray! This fixes everything, right?



**“Did you ever see that episode of Gilligan's Island  
where they almost get off the island  
and then Gilligan messes up**

**where is the time?**

So, yay, we're all connected all the time, to everything, hurray! This fixes everything, right?



**“Did you ever see that episode of Gilligan's Island  
where they almost get off the island  
and then Gilligan messes up  
and then they don't?**

**where is the time?**

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**“Did you ever see that episode of Gilligan's Island  
where they almost get off the island  
and then Gilligan messes up  
and then they don't?  
I saw that one.**

**where is the time?**

So, yay, we're all connected all the time, to everything, hurray! This fixes everything, right?



**“Did you ever see that episode of Gilligan's Island  
where they almost get off the island  
and then Gilligan messes up  
and then they don't?**

**I saw that one.**

**I saw that one a lot when I was growing up.**

**where is the time?**

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**“Did you ever see that episode of Gilligan's Island  
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**I saw that one.**

**I saw that one a lot when I was growing up.  
And *every half-hour* that I watched that**

**where is the time?**

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or editing Wikipedia**

**where is the time?**

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or editing Wikipedia  
or contributing to a mailing list.”**

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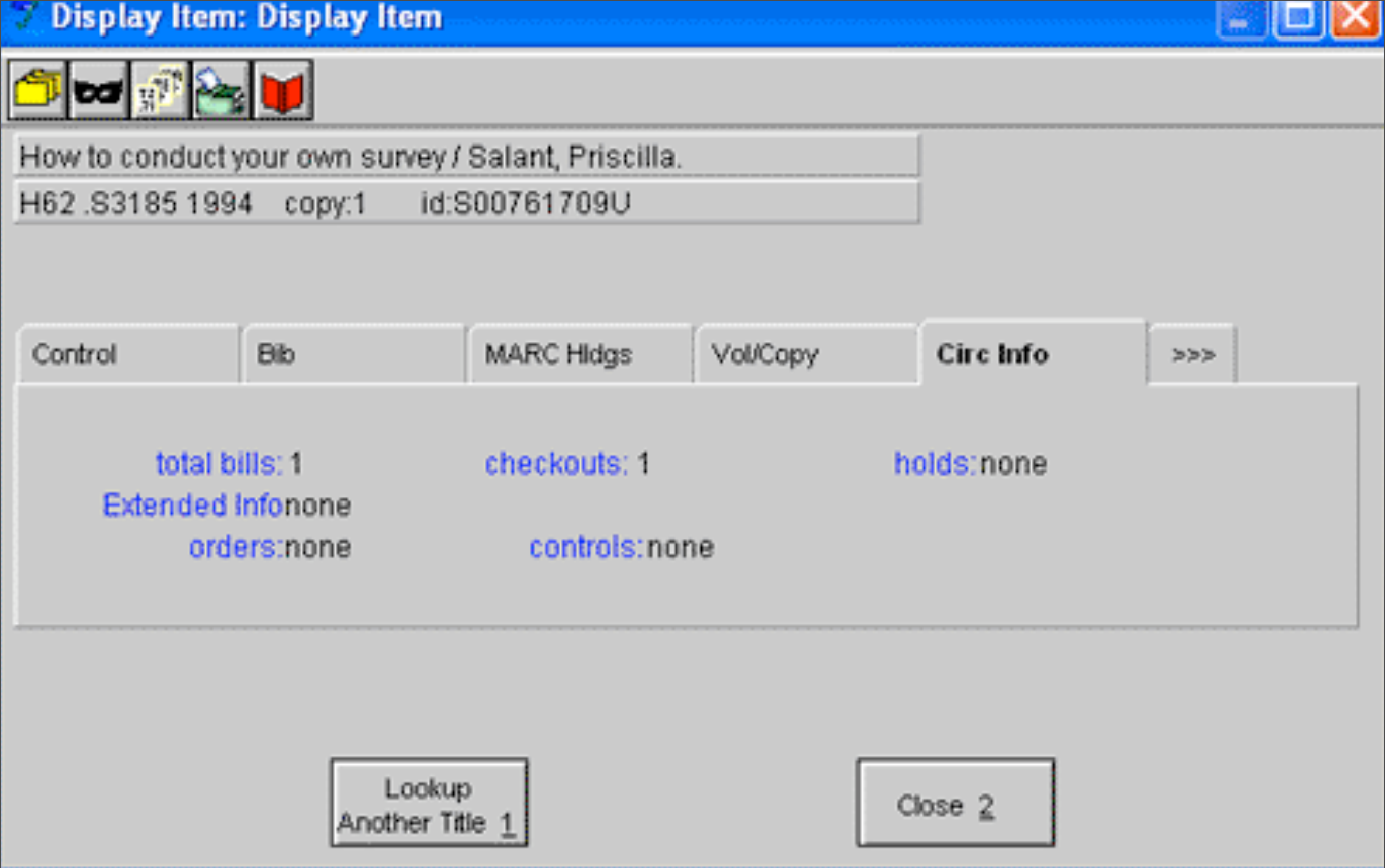




**oh but wait...**

Well... while information swarms all around us, we still have patrons who read the newspaper once a day and want it to be in the library for them. We still serve people who check their email a few times a week, if they even HAVE email.





**in 2008, really?**

We still use software that isn't gracious about emailing even if our patrons DID have email.

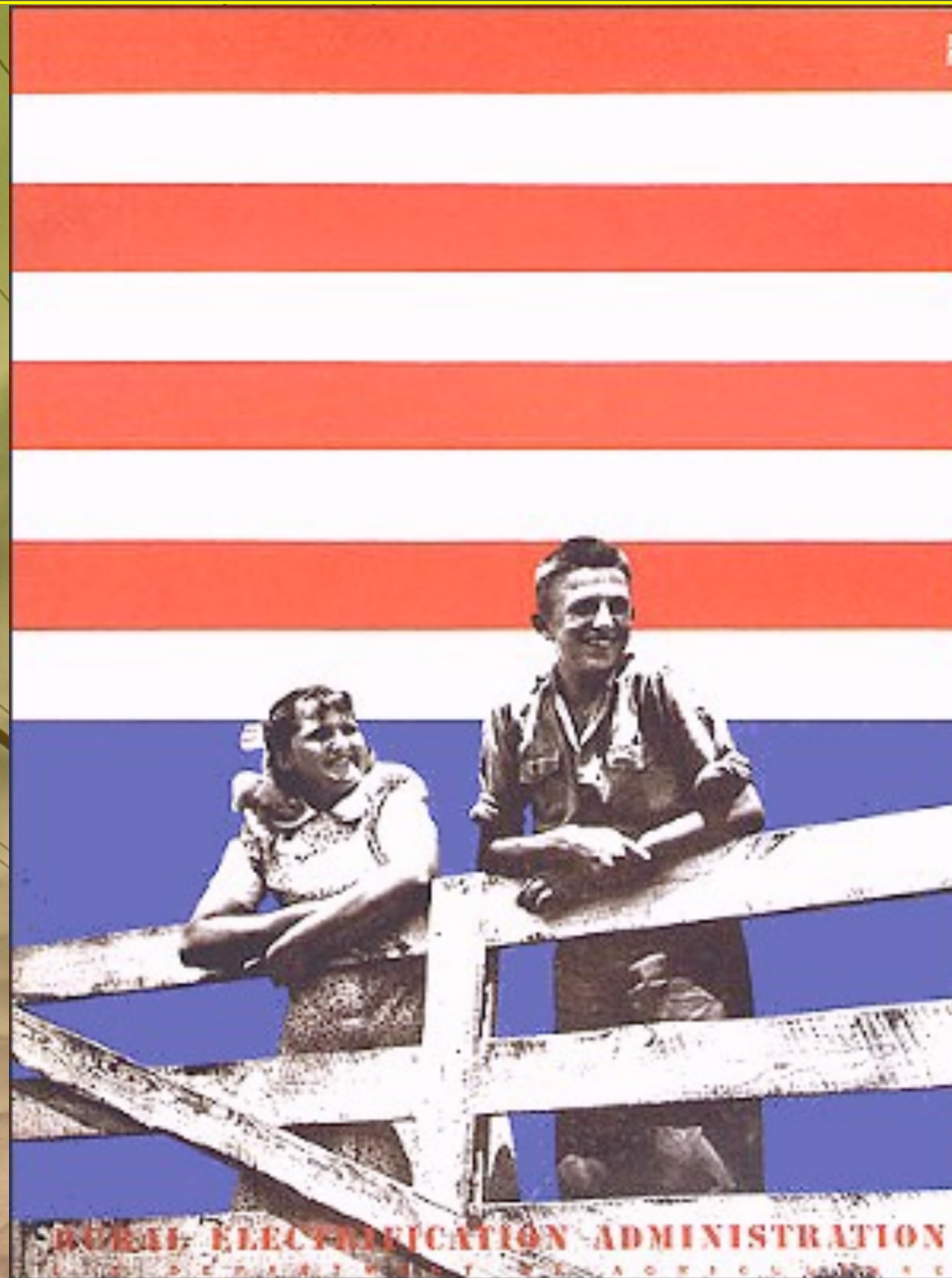




**in 2008, really?**

Cell phone that only works when I'm on the road. There just aren't any towers where I live. Verizon ...selling ALL THEIR LINES in Vermont, New Hampshire and Maine to a small telco that just sent me my first bill this month. I wish them luck.





# in 2008, really?

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# perhaps overliteral

So, we're dealing with some hurdles.





# connect

We need to connect people. In places like mine where libraries are THE wired place in town, libraries are leading rather than following in technological innovation. People get email accounts so they can get email from the library, the library doesn't start emailing in response to patron demand. Not a bad thing.





# FEMA

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## Apply for Assistance

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## What You Can Do If You're Having Trouble Getting Through

- [The Disaster Assistance Process](#)

First, if you have immediate emergency needs for food, clothing, shelter, or medical care contact one of the local offices of the American Red Cross. You can visit a local office or call their toll-free number at 1-877-725-0400 . Please understand that the Red Cross may be experiencing similar problems in answering all their calls.

**If you can, register or check the status of your application online.**

Registering online is one of the best methods to complete an application and avoid busy signals on the telephone. If information is gathered prior to starting the application, the process should take approximately 20 minutes.

If someone does not have access to a computer where they are currently sheltered or housed they can:

- Check the local library or disaster recovery center where computers or kiosks may be available.
- Or, they may call an out-of-state friend or relative and have that individual apply for assistance via the Internet on their behalf. FEMA can accept an application from any person but will only provide follow-up information to the individual needing assistance. Applicants should share personal information only with trusted individuals.

Please note: The Internet application expires after 30 minutes as a security precaution, and information entered will be lost if applicants do not complete the process within this time period. We strongly encourage you to have [information you need to apply](#) ready before starting the process.

# my first website?

I'm totally fine with saying "oh hey you can go your whole life without learning to use a computer if you want" except [katrina][irs]





# our friend the iceberg

Next, we need to find ways to make what we know into what they know. [iceberg]





# include everyone

This can be making ourselves and our activities more transparent -- how do we ILL, how do we order books, what DO our library workers do when they're not at the ref/circ desk, how can patrons help? -- as well as helping our patrons go beyond us, beyond our walls, beyond our network, beyond our expertise.





**go outside...**

And to do that, we must be prepared to go outside, out into the open.....





**and play...**

Now I am not a gamer...





# explore and challenge...

Dangerous ideas?



# what if libraries...

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## Ten Dangerous Ideas

Here are the ten "dangerous ideas" we introduced at the PLA conference --

1. What if we stopped cataloging?
2. What if we participated fully with the FBI in all criminal investigations that involved the use of library resources?
3. What if librarians individually and as a profession promoted, used and helped to develop Wikipedia?
4. What if we accepted open source software as a way of being more in control of the customer experience?
5. What if we embraced our inner geek and created immersive games that prompted cults of library junkies?
6. What if we required all library staff to have expertise using technology?
7. What if mistakes were expected and embraced and all librarians became mistake masters?
8. What if we didn't make decisions based on fear or scarcity?
9. What if we stopped being passive/aggressive?
10. What if we didn't make our customers work so hard?

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# explore and challenge...

Dangerous ideas?



# Green Mountain Library Consortium

*Vermont Libraries, working together*

## About

In late 2007, a group of approximately 15 libraries joined together to provide downloadable audio book service to the State of Vermont. The Green Mountain Library Consortium was born from these initial meetings, with the mission to provide Vermont's libraries access to goods and services otherwise unattainable, through the power of collective purchasing.

The Board of Directors of the GMLC for 2008 are as follows:

- ✦ Lucinda Walker, secretary, Norwich Public Library
- ✦ Judah Hamer, treasurer, Rutland Free Library
- ✦ Stephanie Chase, president, Stowe Free Library

The GMLC is in the process of obtaining federal 501(c)3 status.

Would you like to see a list of Green Mountain Library Consortium members? Visit the [GMLC Members](#) page.

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[consortium](#)

[listen up](#) [minutes](#)

# create...





## Open Library

One web page for every book. ([More...](#))

☐ *Scanned books only* ▶ [Advanced Search](#)

featuring **13,439,320** books  
(including **234,857** with full-text)

### Open Library has new functionality!

We have greatly improved our user interface to make editing our book catalog easier. In addition to this, we have added support for [internationalization](#) so that anyone can translate the Open Library site into any language.

### Find Books

- ▶ [Recent changes](#)
- ▶ [Example search](#)
- ▶ [Add a book](#)

### Build The Library

- ▶ [About the project](#)
- ▶ [About the technology](#)
- ▶ [About the librarianship](#)
- ▶ [A guided tour](#)

### Develop The Site

- ▶ [Bug tracking](#)
- ▶ [Source code repository \(infogami\)](#)
- ▶ [Developer documentation](#)
- ▶ [Translate the site](#)

# share...

We INVENTED sharing, AMIRITE? OCLCs new policies are lookign anti-sharing. What's really open... Facebook? WebJunction?





# THE LOVELY

**and be remembered.**



Thank

you.

