WE COVER:

The UWI Open Campus context

The Library as an Innovation Partner

The Managerial Framework for innovation in libraries
LIBRARY PATRONS

1. They are information addicted – eager for quick access to current and personalised online resources.
2. Increasing expectation for device-neutral mobile access to materials in collections.
3. Expect 24/7 access to library materials.
4. Obsessed with instant messaging, social media, mobile apps and gaming.
5. Completely wired and adept at multitasking
6. Increasingly self-sufficient, navigating resources and making choices with no expert guide.
TECHNOLOGY + CREATIVITY = INNOVATION
REFERENCE SERVICES

Virtual Reference

- Ask a Librarian (Question Point)
- Co-operative 24hr service
- Embedded with Learning Management Systems and (some) programmes

UCLA Law Library Reference Desk
[https://law.ucla.edu/library/online-library-tour/first-floor/reference]
Resource Management

Collection Development

Technical services

- E-resources
- purchase on demand
- high quality free content on web- OERs
- subscriptions
- determining FTE
LIBRARY SERVICES FOR THE FUTURE

“...can enhance the excitement and adventure of the academic experience, foster a sense of community and advance the institution in the future.”

Geoffrey T. Freeman
Key pillars to the framework for managing innovation in libraries are:

Collaborative Leadership
Creative Spaces
Financial Blueprint
Service Solutions
COLLABORATIVE LEADERSHIP

Leaders in libraries should:

- Understand demographics of library staff within organization
- Manage generational diversity
- Develop a clear talent management strategy
- Acknowledge changing work patterns
- Commit to building and developing library expertise
COLLABORATIVE LEADERSHIP (CONT’D)

- Personal attributes: Confidence; creativity; trust; dependence
- Competencies: Instructional Design
- Future Learning: Training for jobs to come
- Stakeholders: Faculty of Engineering (internal)
  CARPHA (external)
Create a culture that embraces change

and the challenges its brings!!!

Prepare to experiment

Tolerate failure

Reward Success

David W. Lewis
Why do people who love libraries love libraries?”

“There’s just a kind of library community of library people doing library things”

“Different from anywhere else on campus”

Brian Mathews, Ubiquitous Librarian Blog, 2014
CREATIVE SPACES  (CONT’D)

- Innovative physical spaces -
  Create makerspaces; participate in emerging maker movement

- Virtual spaces -
  Portals, websites, social media

- Blended infrastructure
  Mobile technologies, AI, wearable devices
James B. Hunt Jr Library, Raleigh, North Carolina
FINANCIAL BLUEPRINT

Demonstrate value: become an equal partner – collaboration/funding
Grant writing/ funding opportunities

Commercialization of innovative designs or services
Ownership/ Legal/ IPR-patent/industrial designs/copyright

Evaluation and Monitoring
Measuring ROI/ value/ impact

Policies and standards

https://www.firstcu.ca/WealthManagement/YourFinancialBlueprint/
Demonstrate value:

- How do you articulate value?
- Does the user’s experience with the library and its resources evoke a positive emotional response?
- What services add value to the user?
  - Articles on demand
  - Patent Mining
  - Grant Writing
SERVICE SOLUTIONS (CONT'D)

Scholarly Communication/Publication
- Publishing results of research
- Making it available to researchers
- Preservation

Research Data Management Services
- Data literacies
- Data Visualization
- Data Curation
- Research software
INNOVATION STRATEGY FRAMEWORK

Collaborative Leadership
- Manage generational diversity
- Develop clear talent management strategy
- Acknowledge changed work patterns
- Competencies/Personal attributes
- Future Learning
- Partner with stakeholders

Creative Spaces
- Create innovative spaces: Physical, virtual, blended
- Immersive, social collaborative
- Designed from a learning perspective
- Contemplative Oasis
- Flexible

Financial Blueprint
- Support Commercialization
- Intellectual Property Rights
- Budgeting innovation costs
- Demonstrate value
- Funding Partnership
- Evaluation & Monitoring
- Measure Return on investment

Service Solutions
- Research Data Management Services
- Patent mining; Grant writing
- Develop new literacies: Quantitative literacy
- Data visualization
- Scholarly communication/publication
- Cultivate user’s experience

Review and Assessment
- Evaluate & Monitor
- Measure Return on investment

Integrated Planning
- Collaborative Leadership
- Creative Spaces
- Financial Blueprint
- Service Solutions
- Technology

Technology
Any Questions