

>> The Library of the Future will be very different to the way we do business now. And that means there will be big changes for the people who work in libraries. What we do, how we do it, the hours we work, and even what we call ourselves will all change. Under 5 broad headings of organizational culture, work conditions, service models, sustainability and people, we're going to look at what life will be like for the librarian of 2015.

[Music]

I am not [inaudible] and this is Staffing the Library of the Future in Plain English. Organizational culture and that's enough of that voice. Libraries can be fun places to work, but they are also part of large organizations and therefore can be bureaucratic, with a very hierarchical organization structure. Often, the task we have to perform will be carried out in different departments. This can lead to silos where there is little communication between staff in different areas. Decision making is top down. That's old way, boo! In 2015, the new library will be a place of collaboration and communication. We'll use technology, as well as low tech ways to connect, share ideas and make decisions together. Rather than structured and controlled, the new library is fluid and flexible, constantly growing and changing, and it is one of trust. But to get there, we'll need to rethink our work conditions. Work conditions. Library staff work regular hours. We're not quite 9 to 5 because libraries are often open long hours. But we will all come to work and spend most of our day at our desk in a back room probably with some rusted time at a service desk in the public spaces. This old way of doing things isn't going to fit with the new library. [Noise] The new library will be available 24/7 and online will be just as important as the physical building. We'll have to have staff working flexible hours who may not be in the library building at all. They might work from home and use mobile technology to provide information services from almost any location, [background sound] from a cafe, to a classroom. Librarians will be both online and in the physical library and that means a whole new service model. Service models. Librarians love to help people and connect them to information and ideas. But sometimes, it could be hard for people to approach us when we're behind desks or hidden away in offices. We can see more authoritative and anonymous to our clients or like we are there to enforce rules rather than help. We all know and hate the stereotype of the [inaudible]-wearing librarian who goes around shushing people, boo! [Background music] A new service model will let us show that librarians are creative experimental and open. We could become part of research teams embedded in faculties, coaching facilitating and offering new services in ways which are proactive providing advice in the information before our clients even know they need it. We can borrow ideas from other sectors like retail. Think of the Apple store where there are always geniuses to help you and the service feels personal. We can go in further by letting our personality show, especially online where we can use services like

Facebook to create profiles and connect with the people who would most benefit from our expertise in ways which are collaborative. Sustainability. The way we work now is very resource intensity, lots of paper consumption, lots of printing, energy-intensive buildings, wasteful procurement processes, but that's the old way, boo!

>> Boo!

>> The new library buildings can be built to the highest green specifications with features like rainwater collection, alternative energy use, waste water recycling and green furnishings. But sustainability isn't just about the building. It's about new attitudes and new ways of working. Libraries can encourage their staff to take public transport or walk or bicycle to work by providing storage areas for bikes, shower rooms and staff reward programs. It's also models behavior [background sound] for our clients so there's a ripple effect outwards. The people who work in libraries are generally classified by their position, the props of material they work with or by their role in the hierarchy as managers or workers. These kinds of roles are not going to suit the new way of doing things. We need to have much more fluid and adaptable roles. Would you rather be a cataloger, an IT technician or a media curator, a learning and gaming consultant. In the Library of the Future, we'll need people who are creative, open to challenges and tolerant of mistakes. People who are team based and client focused, rather than hierarchical and rules focused. The new librarian is open to new possibilities and is constantly evolving. This has been [background music] Staffing the Library of the Future in Plain English.

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