Contents

Preface		xiii
Chapter 1	Libraries and Technology	1
	What Is Technology, Really?	2
	Technology Is about Knowledge Creation	3
	A Brief History of Libraries and Technology	3
	A Pragmatic Approach	8
	Questions for Review	9
	Additional Reading	9
	Notes	10
Chapter 2	An Overview of the Working Framework	13
	Introducing the Hype Cycle Filter	13
	Design Thinking Isn't Rocket Science	15
	A Quick History of Design Thinking	16
	In Practice: The Design Cycle	18
	What Design Thinking Is Not	20
	Drilling Down Deeper	21
	Empathy	22
	Define	23
	Ideate	23
	Prototype	23
	Test	25
	The Takeaway	26
	Questions for Review	27
	Additional Reading	27
	Notes	27
Chapter 3	Community Engagement and Designing for Change	29
	First, Empathy	29
	Empathize—Define—Ideate	30
	A Simple Example: Earphones	30
	Kickstarting a Large-Format Poster-Printing Service	32
	Opening a Learning Commons at the Height of the	
	Great Recession	34

	Revitalizing a Branch Library	37
	The Secret to Success	41
	It Matters.	42
	Questions for Review	43
	Additional Reading	43
	Notes	43
Chapter 4	Selecting and Implementing Leading-Edge Technologies	
	in Libraries	45
	Diffusion of Innovation	46
	Embracing the Fear of Failure: Key Considerations	48
	Example: Makerspaces in Libraries	50
	Real-World Examples: 3D Printing as a Library Service	53
	Reinforcing the Cycle Leads to New Innovation	57
	Laser Cutter	58
	Vinyl Cutter	58
	XR Technologies	59
	Emergence of Technology "Wranglers"	59
	An Identity Crisis	60
	Questions for Review	60
	Additional Reading	61
	Notes	61
Chapter 5	Budgeting for Technology in Libraries	63
	Budgets Reflect the Priorities of Organizations	64
	Budgeting and Technology	64
	Where the Money Comes From Is Important	65
	Technology as Driver and Necessity	68
	"But Technology Is Expensive."	69
	Micro Case Studies	70
	Headphones as Lendable Technology	71
	Large-Format Poster Printing as a Library Service	72
	Rolling Whiteboards and Other Dry-Erase Writeable	
	Surfaces throughout the Library	75
	Diffusing Risk while Implementing Even More Leading-Edge	
	Technology	77
	Extended Reality (XR) Equipment as Lendable Technology	78
	3D Printing as a Library Service	80
	Be Careful!	82
	Questions for Review	83
	Additional Reading	83
	Notes	83

Contents

Chapter 6	Policy, Ethics, and Technology	85
	Power Tools of Administration	86
	Policy Is Part Administration and Part Rule-Making	88
	Policy as Prototype	88
	Policy and Design Thinking in Practice: Real-World Examples	91
	Collection-Development Policy by Design	91
	Real-World Policy: Defining Acceptable Use	92
	Acceptable Use Policy and Printing Services	93
	Keep It Simple	94
	Digging Deeper: Organizational Ethics, Reflected in Policy	94
	Example: The PATRIOT Act	95
	Lynda's Privacy Problem	96
	"The Hardware Is the Easy Part"—Integrating Virtual	
	Reality in Libraries	97
	Careful Choices	98
	Questions for Review	98
	Additional Reading	99
	Notes	100
Chapter 7	Putting It All Together and Future-Proofing the Library	103
	Weak Signals Are Everywhere	103
	Engaging the Framework	104
	Sssshhh?	106
	Future-Proofing	108
	Disruption! Micro Case Studies from the Pandemic	110
	Expanded E-Content and Delivery	110
	Curbside Delivery and Pickup Services	111
	Self-Check Kiosks, Automated Materials Handling,	
	and External Book Lockers	113
	Enhancing Wi-Fi and Internet Access to Meet Learning	
	Needs Beyond Library Walls	114
	Leveraging VR Assets in Public Libraries to Provide	
	a Virtual Classroom	116
	Is This What Libraries Do?	118
	Getting ahead of the Curve	118
	Questions for Review	119
	Additional Reading	120
	Notes	120
Index		123
About the Author		129

Contents