Webinar Series
The Future of Libraries
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WILEY

Main objectives

- **Exploring the role of libraries in the future**
- **Emerging trends in the context of library ecosystem**
- **Preparing for the future**

Libraries are in a flux

- **Users needs are different and changing.**

- **Collections are in all shapes and colours!**

- **Need for a variety of tools in library.**

- **Staff need to fast forward their skills without knowing the future.**

- **Spaces look very different.**

- **Perception of role of libraries is changing and CONFUSING**

If one could guess the One factor…

Technology

Technology and Disruption in libraries

- **Ecosystem**
  - **Education**
  - **Users**
  - **Industry**

- **Direct impact**

Technology and Disruption in libraries

- Users

- Collection

- Services

- Staff

Disruption in Education

- **Technology**

- **Focus on short-term vs long term**

- **Disappearing of subject boundaries**

- **No idea of what the future jobs will be like**

Changes in education

- **New formats of education**
  - **Physical vs Online vs Hybrid**
  - **Complete vs Modular vs Badges**
  - **Regular vs Continuous**
  - **Pre-job vs On-job**
  - **General vs Specialisation vs Micro-specialisation**
- **Mass vs Micro vs Individualised**
- **Local vs Global**
- **Teacher centric vs Learner centric**
- **Teaching vs Research**

Connecting to the library users

- **Captive vs scattered vs remote**

- **Technology intense**

- **Physical to digital interactions**

- **Systems designed to be human independent**

- **Integration of all offerings to a singular platform**

- **Reduced attention span and tolerance for time delay**

- **Reduced time for searching**

The way ahead

• **Asking the right questions**
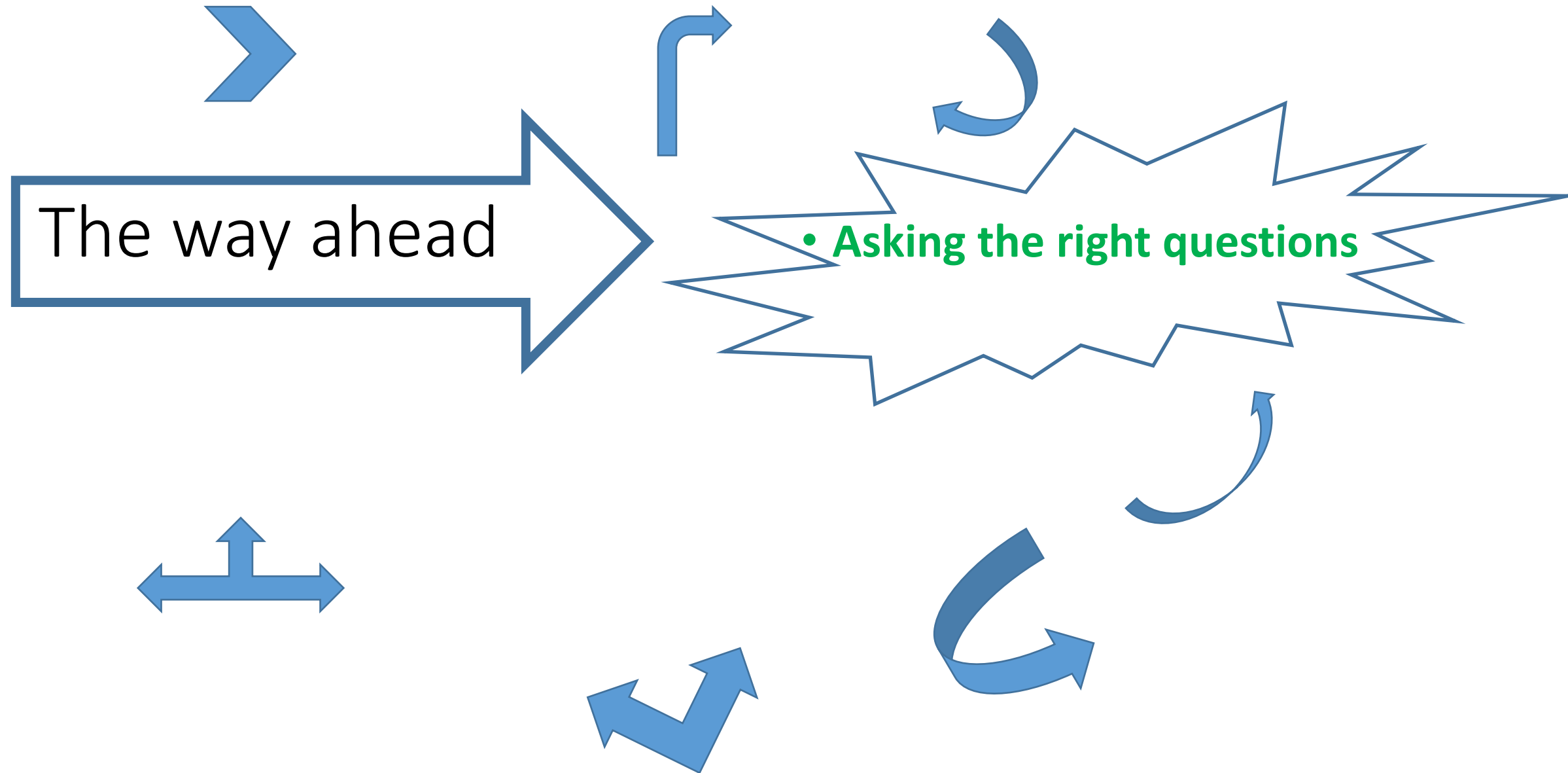
USERS

- Who?

- Why?

- What?

WHO?

USERS

SEGMENTATION

- UG (Year wise, subject wise, etc.)
- PG
- PhD
- FACULTY
- OTHERS (RA/AA/TA, Researchers, External (students, faculty, etc.), Staff, Children, etc.)

Why? ...Purpose

- Class study
- Assignments
- Dissertation
- Projects
- Moot court
- Research
- Extracurricular

- Exams
- General reading (GK, Literature, etc.)
- Publish
- Review (a topic or a paper)
- Consulting
- Training
- Personality development

What? ...Content

- Primary, Secondary, Tertiary
- Facts, Commentaries, Reviews, Interpretations, Opinions, Reports, Treatises, How-to manuals, etc
- Data-Information-Knowledge

- Textbooks
- Reference
- Fiction
- Non Fiction
- General
- Magazines
- Newspapers

- Periodicals
- Databases
- Portals
- Conference proceedings
- Working papers
- Monographs

Why do your users come to the library?

- **Books**
  - **Read, Issue, Return, Browse, Self-Update, Search, Discover,…**
- **Periodicals**
  - **Read, Issue, Return, Browse, Search, Discover, ….**
- **Newspapers**
  - **Read, Browse, Self-update, Search, etc.**
- **Computers**
  - **Type, Print, Internet, Connect, Search, Explore, Discover, etc.**
- **Spaces**
  - **Carrels, Reading room, Discussion room, Makerspaces, Lounge, Toilets, AC, Safety, Architecture, etc.**
- **People**
  - **Other users, Staff, etc.**

Why do your users NOT come to the library?

- **Digital** formats
- Internet / **Google**
- **Perceive** it is as not useful / friendly
- **Disconnect** with educational outcomes like exams, placements, etc
- Does **not** make a **difference**
- **Afford** on their own or own resources
  - Spaces, content, Access, etc
- **Teachers** do not inspire them to use the library
- Lack of **reading habits**

LIBRRARY RESOURCES

CONTENT

STAFF

USERS

FINANCE

PARTNERS

Linking users to resources

What?

Services

- **CAS**
- **SDI**
- **Research support**
- **Circulation**
- **Browse / reference**
- **Photocopying / scanning / printing**
- **Indexing**
- **Spaces**
- **Copyright assistance**
- **Start-up support**

Why?

Users need to conveniently

- Search
- Federate
- Discover
- Retrieve
- Store / organise
- Use- read-analyse-share
- Use the Library spaces

How?

Technology tools

- OPAC
- Fed Search engine
- Discovery
- Remote Access
- RFID
- Website
- Mobile apps
- Reference management software
- Stat analysis
- Questionnaire
- Check : Grammar, Plagiarism

Strategies of Libraries

- **Rapid technology adoption**
- **Shift staff focus from referral to reference**
- **Routine services to be automated or outsourced**
- **Staff training**
- **Global benchmarking and learning**
- **Mass service to individualised customisation**

Library Trends

- **Collections**
  - **Open and paid**
  - **Online and physical**
  - **Borrow and buy**
  - **Complete or part buying**
- **Services**
  - **Users – users – users**
  - **Want vs need**
  - **Support to partner**
  - **Digital and physical**

Library Trends

- **Technology is the way forward**
- **Do not write away print!**
- **Content will be hybrid**
  - **Complete and in part**
  - **Specific and general**
  - **Physical and digital**
  - **Open and paid**
- **Content buying to indexing to searching to discovery**
- **Content conduits to content creators or partners**
- **Content forum with a focus on user experience**

Future roles for libraries

- **Preservation**

- **Deep research support tools**

- **Managing and supporting research**
  - **Process**
  - **Catalog, classify, index, retrieve**
  - **Metrics and impact**
  - **Merger with social media**

- **Track Research trends**

- **Index People resources across areas**

- **Tech applications: Gamification, VR, AR, Analytics**

Future roles for Librarians

- **Managing technologies**

- **Watch the trends**

- **Partner with other stakeholders**

- **User is always not right – focus on future users**

LIS professionals need …

- Attitude to serve

- Effectively communicate

- Learning aptitude

- A good heart!

THANKS

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