

**#HYPERLIB**

**SAMPLE PAGES FROM  
DIRECTOR'S BRIEFS**

**US THESE FOR  
INSPIRATION FOR  
FORMATTING, DESIGN  
AND CONTENT.**

A museum should be a  
“**participatory** cultural  
institution...where  
visitors can **create**,  
**share**, and **connect**  
with each other around  
content.” (Simon, 2010)

# What is Augmented Reality?

**Augmented Reality (AR)** is an **Immersive Technology** that “augments” reality with virtual information or objects. AR exists alongside two other immersive technologies: Virtual Reality (VR) and Mixed Reality (MR).

<b>Virtual Reality (VR)</b>	A computer simulates an environment in which users can interact. This involves the use of a headset and other wearable accessories such as gloves.
<b>Augmented Reality (AR)</b>	A computer, or mobile device, superimposes digital information over real world environments. Reality is “augmented” with graphics, text, sound, or haptics (touch feedback).
<b>Mixed Reality (MR)</b>	A combination of augmented and virtual reality. Sometimes called hybrid or extended reality.

Before delving into the world of Immersive Technology, it is important to **understand the differences between VR and AR**. We can look to popular science fiction movies for fun examples.

## IMMERSIVE TECHNOLOGY in Science Fiction

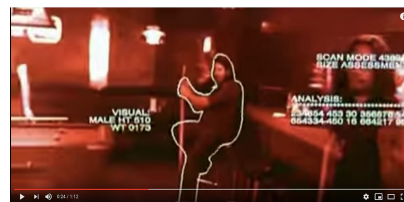
### Virtual Reality: *The Matrix*



<https://youtu.be/AGZiLMGdCE0>

In *The Matrix* (1999), Neo (Keanu Reeves) learns that what he thought was the real world is in fact an entirely virtual world. In the above scene, Morpheus (Laurence Fishburne) introduces Neo to the “Construct” and asks him to consider how he defines “real.”

### Augmented Reality: *Terminator 2*

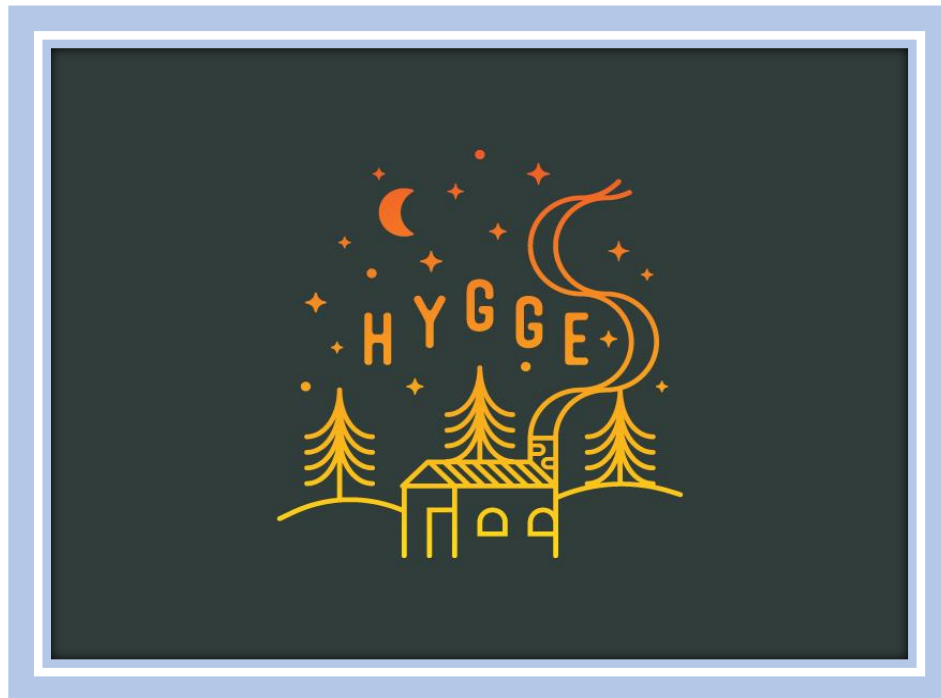


<https://youtu.be/jknRYrV5Vk>

In *Terminator 2: Judgment Day* (1991), the Terminator (Arnold Schwarzenegger) continually receives information about his environment. The information is superimposed over his view of the actual environment.

# Director's Brief

## Hygge



### Objective

To provide the Director and the Administrative Council for the Fort Belvoir Library with information on a lifestyle philosophy originating from Denmark called “hygge” and how it can be used to make the library more welcoming for the Fort Belvoir Military Community.

### Executive Summary

The Fort Belvoir Library desires to be the heart of the military community. The library can leverage the Danish concept of hygge to form deeper connections within the community by creating a more convivial environment. The definition of hygge is related to “coziness” and its history stems from surviving cold, dark, isolated winters. Despite the harsh winters, hygge is attributed to Denmark’s ranking as one of the happiest countries in the world. Some elements of hygge, such as lighting, nature, textiles, and food, can be used to ameliorate the interior of the Library to achieve hygge. Other characteristics of hygge, such as socialization, creative outlets, and relaxation, can be used to inspire programs and events for both the physical and virtual library.

## Introduction

The military community is accustomed to changes brought about by frequent moves and long separations during deployments, but being accustomed doesn't make it easier to handle. The Fort Belvoir Library can be a stable force in this ever-changing community, fulfilling the desire to become the heart of the military community. Army Libraries can offer service members and their families the comfort and knowledge that each duty station they visit will be welcoming, inclusive and supportive against the turbulence of military life. With the addition of hygge, the library can become more welcoming through redesigned library space, atmosphere, programs and events.

## What is hygge?

Hygge, pronounced hoo-gah, is a Danish concept, originating from an [Old Norse](#) word that is not easily explained by a single word or phrase in the English language. It has been described as "coziness" or a way of life that entails finding the "joy in the simple pleasures of everyday life" (Jackson & Larsen, 2017, p.1). These two descriptions are a good attempt, but they don't entirely represent what hygge is about, it's more than that. "It's a feeling, a vibe, a state of mind...it's about connections, conversations, and comfort" (Stephens, 2016, para. 1). Humans have always endeavored for these types of experiences, and because hygge is so ordinary you may not realize you already know how to do it. Hygge (and the use of the word hygge) first appeared in the [19<sup>th</sup> Century](#) and has become so entwined throughout the lives of the people of Denmark that it is now a cultural norm and a part of the country's identity. Denmark is very cold, dark and snowy during the winter months and has approximately 179 days of rain a year (Wiking, 2017, p.14). So much time is spent indoors that relaxing environments, healthy habits, good food, friendly conversations and enjoyable activities, are essential to fending of boredom and taking good care of oneself. Hygge is found in all seasons, and can be found anywhere you happen to be. While seventy-one percent of Danes say they experience the most hygge at home, it can still be found in the office, out in nature, or in any public space (Wiking, p.82).

*The images and the description below help to capture what hygge might feel like. It's "not about being fancy, or styled, or being in the best circumstances, or having the right things. It's literally about being present enough to see how great a moment is, and give that moment a name-hygge" (Hygge House, 2017, para 8).*



*As snow falls outside the windows and candles flicker on the windowsills, small children wear footy pajamas and sit on cushions that surround a low wooden coffee table. They tell jokes, sip on hot chocolate and take turns playing a board game. The parents sit snuggled up with blankets on one of the love seats that surround the coffee table. They drink cups of hot coffee and tell stories while watching their children play. When the mood strikes they nibble on sweet treats and roast marshmallows in the fireplace.*

# THE PROJECT

HEATHER ELLIOTT

**OBJECTIVE:** To bridge the gap between the library manager's training and job performance. In the Northern Lights Library System (NLLS), the managers are required to know more information and to use more technology to complete the daily tasks in their job, technology training may, in fact, be the least supported aspect of their jobs. This gap in knowledge has created a disconnect between NLLS' expectations and the managers' ability to stay current with technology trends.

It is proposed to adopt a new training solution by investigating the premise of '23 mobile things: exploring the potential of mobile tools for delivering library services'.

The concept can be modified to fulfill the learning needs of the NLLS member libraries.

## TRAIN & ENGAGE

**Executive Summary:** Propose to use the technology already available at NLLS to encourage efficient and effective training. Training that will increase the base level of knowledge and that is beyond the traditional training sessions. The distance between member libraries and NLLS HQ, in the past, has been a training barrier, the proposed training eliminates this barrier.



Applying a technology-based training method encourages the use of other learning approaches, self-paced and provides information reinforcement to meet the specific needs of both the individuals and the system. Modifying the 23mobilethings learning method would also promote a continuous learning model that would extend beyond the initial managers training performed by NLLS to one that reinforces learning and provides performance support.

The projected benefits include: improved knowledge retention and engagement, increased ability to perform the job, an enriched understanding of provided library services, streamline training procedures, improve patron services.

# 23mobilethings

BUILDING KNOWLEDGE AND SKILLS



## What we have heard: 23mobilethings

A self-paced online program aims to educate library personnel about emerging technology, generate a willingness to explore and adapt to technological change, and to promote how to use emerging technology to better serve their communities.

~ Michael Stephens, 23 Mobile Things: self-directed and effective professional learning

## INTRODUCTION

NLLS expects the library managers to maintain their library's website; assist patrons with eResources and digital content accessible from multiple devices; ability to run programs with the 3D printer, virtual reality machine, Nao robot and other makerspace technology available for loan from NLLS; maintain a social media presence, and be able to create graphics for posters, annual reports social media and more.

## NLLS INVESTED IN:

- eReaders & Tablets = Gadget Labs x 4
- MakerSpace Technology - 3D printer, Virtual Reality systems x 2
- Databases and digital resources including LibraryAware for creating promotional materials
- Niche Academy - a training platform
- Hired staff for Marketing

## MISSION STATEMENT

- Working together to provide efficient, effective and exceptional library services.

## WHAT NLLS CAN DO BETTER

- utilize the foundational tools already available to NLLS
- provide efficient, effective and exceptional **23NLLSthings** training for websites, patron services, and graphic design by adapting/modifying the 23mobilethings module



# LIBRARIES, IMMIGRANTS AND REFUGEES: A GLOBAL EXPLORATION



## DIRECTOR'S BRIEF

MICHAEL KUHNSMAN

INFO 287-16

FALL 2018



## OBJECTIVE:

To examine practices and services of libraries around the world that connect immigrants and refugees to needed information and resources.

## EXECUTIVE SUMMARY:

In any community, immigrants and refugees are often one of the most at-risk populations. Libraries can play a vital role in assisting them assimilate in their new countries by connecting them with information resources, local community members, and non-profit, community-service and government agencies. There are many libraries around the globe that can serve as models for other libraries to follow who make those connections for immigrants and refugees resulting in positive impacts in their new lives.

## INTRODUCTION:

Across the globe, some of the greatest at-risk populations in any country are immigrants and refugees. People are often motivated to emigrate to improve their lives or to escape strife but those moves come with great challenges. Learning a new language / culture and gaining access to government resources are just some of the challenges that await them in their new countries.

Gaining access to government resources can be impeded by a lack of understanding of a new language. Another major roadblock can be the lack of digital accessibility that immigrants and refugees often experience upon moving to a new country. The importance of having digital access cannot be overemphasized. Kenney posits that “E-government has landed squarely in the library’s lap” (2015, para. 19) as libraries will inevitably serve as the go-between for citizens and e-government resources. Pewhairangi (2016) noted that the primary means of all government interactions in New Zealand will be digital in nature and it would appear that this trend will continue to grow as countries continue to digitize their government resources, placing those who lack digital access at a disadvantage in gaining access to government services.

Shepherd, Petrillo, and Wilson (2018) found that a lack of language skills, work experience and having unrecognized work credentials are major obstacles to immigrants entering job markets in their new countries. Refugees are at an even greater disadvantage and tend to have even lower incomes and employment rates while also possessing a strong need to be seen as equals with their new host community, both intellectually and socially (Newaz, 2018).

There are many libraries around the globe that serve as great examples in connecting immigrants and refugees with the information they seek and the resources they need to overcome such obstacles and successfully assimilate in their new countries.

# A Model for Remodel: The New Central Library of Calgary

Director's Brief

Julianne Randolph  
INFO 287: The Hyperlinked Library  
Fall 2018

## OBJECTIVE

To examine the innovative design and offerings at the New Central Library in Calgary, Alberta, Canada. By focusing in on key design, technology, and space offerings at the New Central Library, the San Francisco Public Library and its Library Commission will see ideas to inspire the plans for the remodel of the San Francisco Public Library's Mission Branch, which is due to be renovated in the Fall of 2019.

## EXECUTIVE SUMMARY

The San Francisco Public Library is planning to remodel the Mission Branch in the Fall of 2019. A Carnegie building, the remodel is expected to honor the "historic architecture yet [incorporate] the vibrancy and culture of the Mission neighborhood" (San Francisco Public Library, 2018). Among the goals of the renovation is to transform the Mission Branch into an "energy efficient, safe and resilient building," as well as bring "21st Century library practices, building systems, and technology into a 1915 Carnegie landmark" (San Francisco Public Library, 2018). The Mission Branch of the San Francisco Public Library sits in the heart of San Francisco's Mission neighborhood. The Mission neighborhood has a long history of being a "working-class Latino neighborhood," and is rapidly becoming more and more gentrified and more and more affluent, forcing some of the Latino populations in the Mission to move elsewhere (Pogash, 2015). This socio-economic dichotomy mirrors what Calgary is experiencing. As such, the San Francisco Public Library can look to the New Central Library of Calgary as a model for how to present an innovative, modern library space that is responsive to the needs of two different communities. Modern library design is mindful of the fact that "honest, human conversations need to take place within [our institutions], virtually and in physical space" (Stephens, 2006) and the idea that human communication and human connections propel the future of the information profession (Casey & Savastinuk, 2007). By exploring how Calgary's New Central Library serves as a central gathering place for its community, as well as a cultural and physical bridge between two parts of the city, the library can gain inspiration for how to incorporate global library trends to the renovation plans for the Mission Branch.

## INTRODUCTION

Considered a "new gathering place for [the] city," Calgary's New Central Library opened on November 1, 2018 (Calgary Public Library, 2018c). It was designed by Norwegian architecture firm Snøhetta. The New Central library "has four floors, 240,000 square feet of internal space, a podcast and YouTube production studio, a performance hall, a grand reading room, a children's library, a digital commons, [...] and \$500,000 in indigenous placemaking work, mostly in the form of artworks" (Querengesser, 2018).

## Participatory Service

The New Central Library of Calgary encompasses many trends in libraries that can serve as inspiration for the Mission remodel. The first floor of the New Calgary Library contains a café, as well as a space called “Library Express,” where patrons can pick up holds, “find popular new titles and browse through books recommended by Library staff” (Calgary Public Library, 2018d). In addition to the books recommended by staff, in this same area, the library has journals in which visitors can suggest books. The journals all have titles that have a hashtag and a description of the theme. Examples include: #yolo (“The book I’m embarrassed about reading, but secretly loved.”), #wanderlust (“The book that made me want to hit the road or get on a plane.”), #goals (“The classic book I said I read, but never did.”), and #beastmode (“The book I couldn’t put down that made everything secondary. Family? Nah. Work? Nap. Sleep? Nah.”). The creative and relatable sounding themes and hashtags promote visitors to view the books listed in these notebooks and, hopefully, engage in the process by adding their responses. This idea of patron and visitor participation is an example of a way to “[reach] out to [one’s] community and reallocate resources in order to most efficiently talk to, and talk with, that community,” even on a small budget (Casey, 2011). As the lists are added to and viewed in person at the library, access to technology is not a requirement of participating.

The San Francisco Public Library can also take inspiration from the community input incorporated into the New Central Library’s planning and design phase. The planning for the New Central Library of Calgary began in 2004 and construction began in 2014 (Calgary Public Library, 2017c). “16,000 Calgarians participated [...] to provide input into the function of the New Central Library and the role of the Library within the community” (Calgary Public Library, 2017c). By doing so, the library “[engaged] and [queried] its [...] community [...] to integrate them into the structure of change” (Casey, 2011). The resulting New Central Library of Calgary is a \$245 million project that “was designed to be a landmark [and was] built to inspire Calgarians for the next 100 years” (Calgary Public Library, 2018b).



## OBJECTIVE

An examination of the benefits and potential pitfalls to incorporating data collection, analyzation and visualization to assist in making well-informed decisions about adapting library services.

## EXECUTIVE SUMMARY

Historically libraries have struggled to find useful tools that can help reveal who is using the library and how they are using it so that the “next generation of relevant and useful services” can be developed.<sup>1</sup> Another challenge is trying to do more with less while facing shrinking budgets and resources. But with the gathering of data, “sophisticated analytics can substantially improve decision making, minimize risks, and unearth valuable insights that would otherwise remain hidden.”<sup>2</sup> Collecting and analyzing data enables library staff to quickly “identify patterns and trends to determine relevant future strategies.”<sup>3</sup> This effectively removes the guesswork often associated with strategic planning.

## INTRODUCTION

Every decision starts with data. Innovation and growth simply cannot take place without it. In the age of information, data is everywhere. “In 2010, the quantity of information transmitted globally exceeded 1 [zettabyte](#) for the first time, and is expected to double every two years...[One year of data] amounts to several million times that contained in all books ever written.”<sup>4</sup> The collection, analyzation, and visualization of data is increasingly becoming a vital part of any organization. The development of new technologies is making it easier and more cost effective to leverage data to improve a library’s efficiency, productivity, and service models.

## DATA AND ITS RELATED TERMS

While this document seeks to take a closer look at how libraries can utilize all types of data, it is important to characterize the current trend, Big Data. “Big Data, loosely defined, is the ability to gather, analyze, interpret and most importantly act on large volumes of data to identify and solve problems.”<sup>5</sup> Big Data contains large amounts of unstructured or raw data. Traditional data sources obviously contain smaller amounts and tend to be more controlled.

Big Data is often identified by three V’s.<sup>6</sup>

**VOLUME:** The amount of data generated and collected.

**VELOCITY:** The speed at which data is analyzed.

**VARIETY:** The diversity of the types of data collected.

I will add a fourth.

**VISUALIZATION:** Data presented in a readable and accessible form.

Because of the volume and variety of Big Data, algorithms, or mathematical formula, must be used to process and analyze it.

Viktor Mayer-Schönberger, co-author of the book, *Big Data*, explained in a recent presentation to information professionals that “every additional data point is an opportunity to boost customer

**Cristi Burroughs**  
**The Green Valley Library**

**Director's Brief:**  
**AnySpace Arts & Crafts Creation Lab**

***Objective***

To create a mobile creation lab called *AnySpace* targeting programming for our community of adult patrons. The goal of this arts and crafts creation lab will be to provide a creative community space with technology and tools where adult library community members can feel free to learn and create.

Programming in public libraries focus a great deal on providing creative opportunities for children and teens, but adult populations do not always receive the same consideration. In recent years the popularity of such activities as adult coloring books has made it more accepted that adults should additionally be offered the tools and opportunities for exploring their creative endeavors. Yet the possibilities of adult creative programming can extend beyond just coloring activities. No matter at what age, everyone deserves the chance to explore, discover, and express their creative possibilities. The proposed arts and crafts creation lab of *AnySpace* will do just that.

***Executive Summary***

In the last two years, the library has seen high attendance of our STEAM programming, bringing creative and innovative opportunities to children and teen populations of our community. Although the library district offers adult creative programming opportunities as well, nevertheless, with the popularity of Makerspaces, Fab Labs, and Hackerspaces in public libraries around the world we have come to the realization that we can offer more opportunities to our adult users to become more engaged with the library and each other. To meet current trends, the proposed *AnySpace* initiative will be able to move the library forward to develop and implement engaging and creative programming opportunities for our community of adult users, providing access to art, technology, tools, and instructional content. Such participatory learning will help us to meet our adult users' needs and take the library a step closer to successfully accomplishing our goal of enhancing the library today and into the future.





A coffeehouse/Genius Bar allows informal communication and collaboration (Holland, 2015)

bar for those that need help with Wi-Fi, mobile devices, printing, school applications, media and music room support, and other general tech information for the learning commons.

The fourth area would be the *performance* area. Author visits, poetry slams, debates, and movie nights would be a few of the possible uses for this small stage with

screen, projector, and portable microphone system. Class performances and presentations for groups from ten to one hundred could be accommodated with the flexible space available.



CHS student, Khamal, Poetry Slam (Iwuanyanwu, 2015)



Non-loadbearing interior walls that can be easily moved (Demco, 2016)

Interior components would include moveable bookcases and non-loadbearing interior walls, and modular furniture that would permit the interchange of spaces within the learning commons for various activities to take place. The *performance* area flows into the café as needed. The *inspiration* area flows into the *instruction* area.

As larger or smaller spaces are required, the learning commons can accommodate the need. The nature of the space would allow students and staff to vary the function of the learning activities to fit their desires on any given day. A participatory culture, in which students drive the agenda, could be facilitated.

After school, a portion of the learning commons will be occupied by College Bound, the after school tutoring program run by the Boys & Girls Club, and office and storage space will be provided for them. At the same time, the learning commons will stay open until 6:00 p.m. each night, with access to the café and space for studying. During these hours, clubs can reserve time to use the *inspiration* space, including the video production, music production, and Makerspace rooms.



# DIRECTOR'S BRIEF

Dokk1 Library in Aarhus, Denmark

Angela Khachikian

Info 287 – 16

Dr. Michael Stephens

Fall 2018

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## Objective

Modern spaces and innovative services offered at [Dokk1](#) Library, steps they took towards innovations, and challenges they encountered during the process will inspire us to get creative and guide us through implementing strategic changes that will ultimately help us better meet our community's expectations and succeed in our Library.

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## Executive Summary

To plan for effective methods of providing user-centered resources and services in our Library, I examined the ground-breaking Dokk1 in Aarhus. According to IFLA, "digital developments, user demands, local culture, and the desire to accommodate diverse population groups with an open and functional architectural expression" (Ro, 2016) are the main factors contributing to the success of this Library. Dokk1 is a perfect example of a hyperlinked library, designed for users and supported by them, where operations are transparent and there is a great amount of community engagement, participatory services, various formats of resources, active learning, playing, and use of technology and modern devices.

Other public libraries as well as our Library can utilize the concepts used in Dokk1 to become the ideal places for their users. Therefore, I propose we plan and implement services in our Library similar to those offered at Dokk1 to better serve our community. These services are: Hosting events, exhibits, and information sessions in our Library spaces based on patrons' needs and proposals. And, opening up an office operated by trained employees to assist community members with filling out government related forms and answer pertaining questions.

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## Introduction

Researching about user-experience in our Library suggests necessary changes to improve user participation and technology integration and enhance learning opportunities for patrons in different age groups. As, users visit the libraries to learn not just to find information and for the most part this learning is involved with technologies (Kenny, 2015). To get ideas, I studied a number of successful libraries in national and global level. One of the remarkable libraries subject to my study was Dokk1, located in Aarhus, Denmark, administered by [IFLA](#), known as the world's best public library for its architecture, technology, user-centeredness, community involvement, culture, and diversity.

"Anyone who doubts the value of a physical library in the digital age ought to visit Dokk1" is how Williams (2017) describes this Library. Dokk1 is situated on the waterfront and has a "neo-futuristic heptagonal structure with walls of glass", designed by Danish architectural firm, Schmidt Hammer Lassen and offers spaces for cultural events, exhibitions, performances, outdoor art installations, playgrounds, and much more (Williams, 2017).