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# Library I.T.: Information Technologists or Information Thought-leaders?

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# Library I.T.

**Information Technologists or Information Thought-leaders? :  
A conversation**

# Introduction

## Who is Craig?



@craigboman

Librarian (of the systems breed), musician, 2016 ALA Emerging Leader.

## Who is Whitney?

@\_whitni

**Pianist.**  
Colored jeans enthusiast.  
**Lefty.**  
Drives a MINI named Sebastian.



# **Scope (n.)** *The range of one's perceptions, thoughts, or actions.*


- Library IT: Underutilized
- We're trying
- Leading Change: individually and collectively

# The Problem(s) - Underutilized



Library IT only as fixers...not as thinkers

Spend 90% of our jobs answering help desk tickets & providing support.

A man with dark, curly hair and a beard, wearing a blue long-sleeved shirt, is sitting at a desk and talking on a white corded telephone. He is looking down and to the left with a slightly frustrated or thoughtful expression. The background is a cluttered office space. On the wall behind him are several posters, including one of a man's face and another with the text "PAGES BY". There are also various figurines and items on shelves, including a green helmeted figure and a blue robot-like figure. A small green lizard is perched on the edge of a black computer monitor in the foreground on the left. The overall scene suggests a typical office environment with a focus on IT support.

**Hello, IT, have you tried turning it off and on again?**

Library IT skills not being utilized...

**BUT**

*Job requirements request for experience on more than just support skills.*



Not everyone is looking through  
the same scope.





Half full



Half empty



## Recap

Library IT is underutilized, this is a **PROBLEM**

Job responsibilities are **OVERSIGHT** of employee skills

We benefit from more **PERSPECTIVES**



Hurdles to Library Collaboration

# Lack of cross-dept collaboration

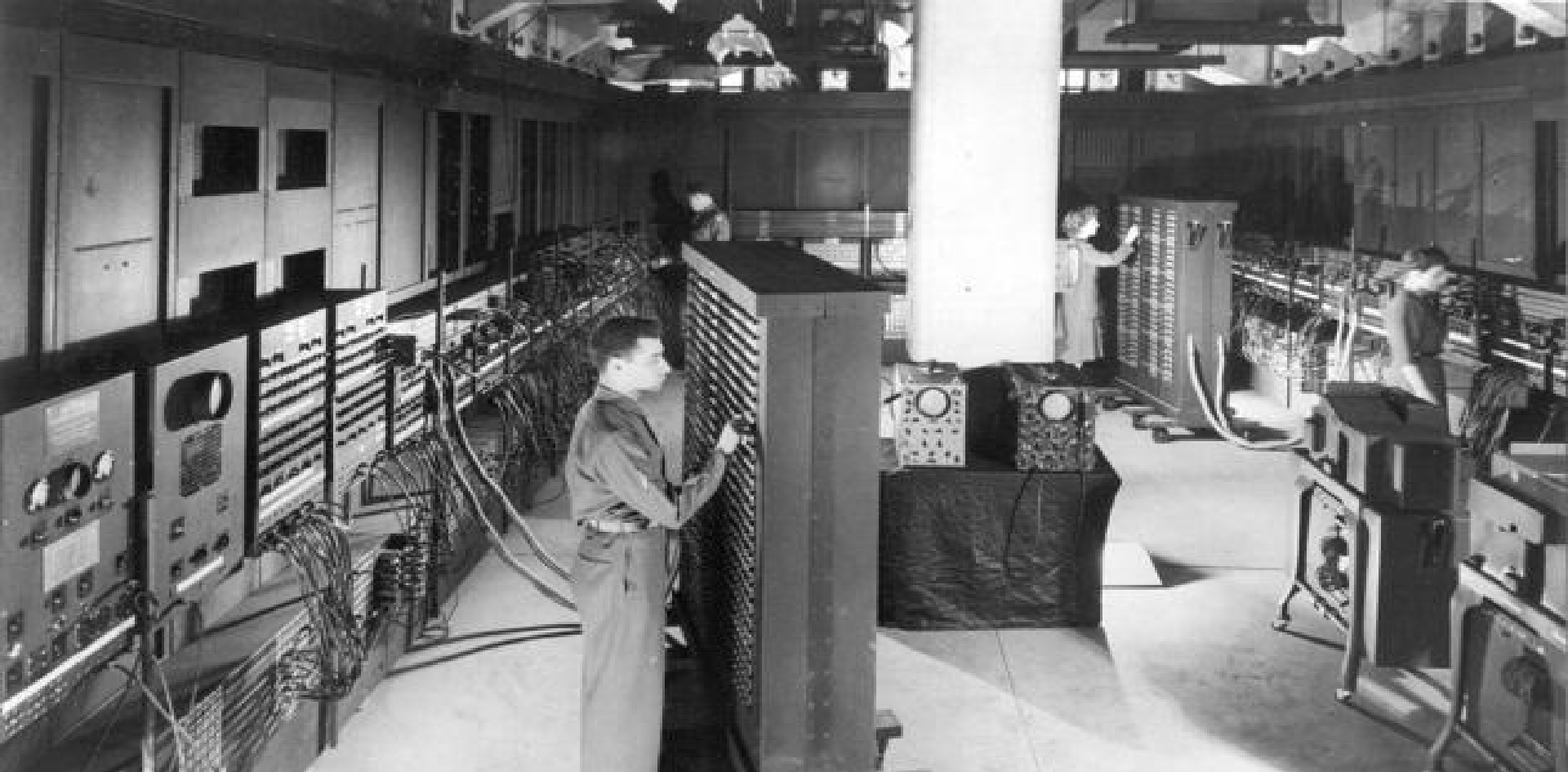
**“A collaborative culture doesn’t mean that everything needs to happen in a collaborative way. It means that individuals with ideas and initiatives have the space and possibilities to connect and find internal and hybrid communities in which they can grow.”**

**J-P De Clerck**



Why it sucks...for everyone





Things that happened that made it suck, more.





Recap

**NO COLLABORATION SUCKS** for everyone  
Underutilization leads to **WASTED RESOURCES**  
We don't know what we don't know.



# Heifetz and Balconies

# Challenge for change

**“It [successful change] is pursuing an opportunity rather than running from a threat, but you could see both.”**

**Phil Davis**

# Disruptive Innovation

**"The reason is that good management itself was the root cause. Managers played the game the way it was supposed to be played. The very decision-making and resource-allocation processes that are key to the success of established companies are the very processes that reject disruptive technologies."**

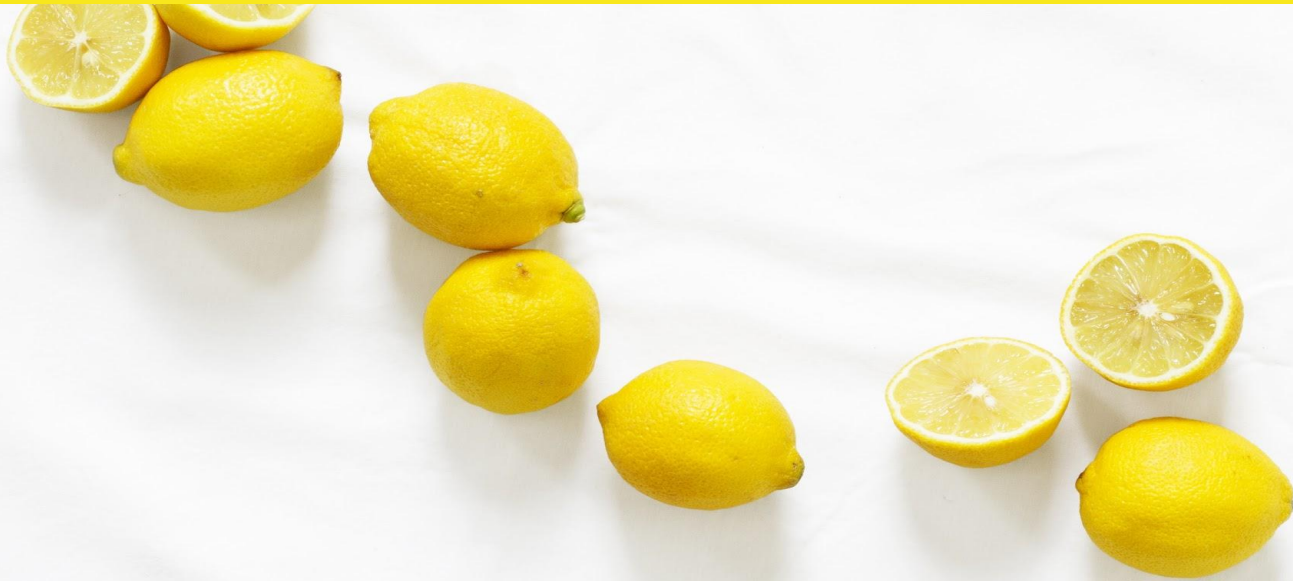
**Clay Christensen**



# Fostering collective creativity



# Understanding organizational management





# Orgs and Communication



Dilbert Image Redacted

<http://dilbert.com/strip/2012-10-29>



# Why it is hard. Really hard.

**“No matter how sound the change may be...there will always be a large part of the organization which does not perceive these values in the same way and, therefore, considers the change unwarranted and a reflection on the leadership's ability to make ‘reasonable’ decisions.”**

**Bruce Henderson**

Why it matters.





Ways to challenge for change...

CHALLENGE

A wooden bench is positioned in a wooded area. The base of the bench is cut out to form the word "CHALLENGE" in large, bold, capital letters. The letters are made of a dark, weathered material, possibly metal or wood, and are set against a background of dry leaves and twigs. The bench itself is made of light-colored wooden planks. The ground is covered in a thick layer of dry, brown leaves and twigs, suggesting an autumn or winter setting. The lighting is bright, casting shadows on the ground.

# Change

**“Patience is not simply the ability to wait - it's how we behave while we're waiting.”**

**Joyce Meyer**



Now what?

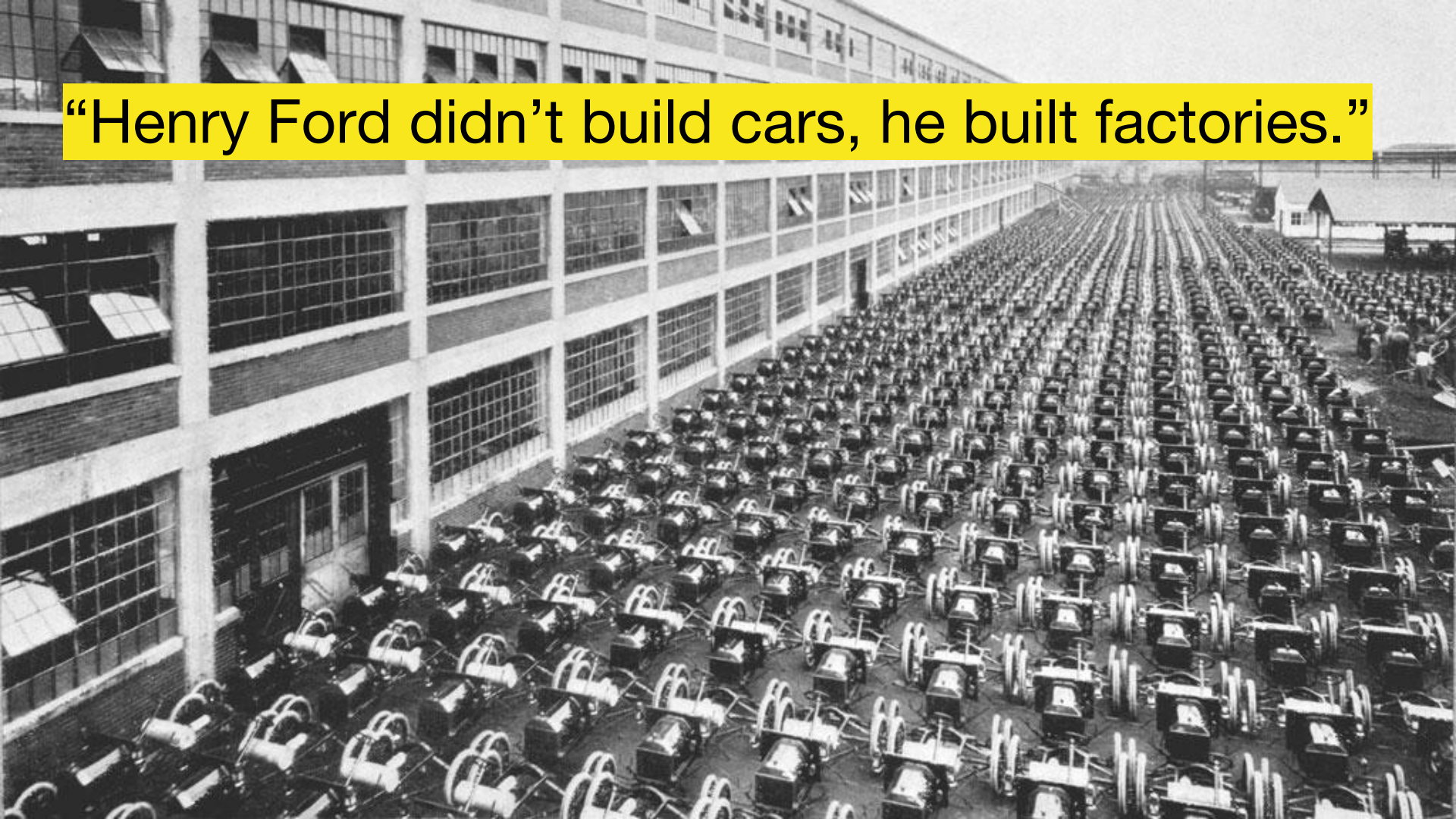




# Recap

Build a culture for change  
Strategic Partners in Library Visioning  
We all have a responsibility to lead change

“Henry Ford didn’t build cars, he built factories.”





# References:

Crook, L., & Lowe-Wincentsen, D. (2011). *Mid-career library and information professionals: A leadership primer*. (Chandos Publishing Online.)

Slide 5 Image: [https://upload.wikimedia.org/wikipedia/commons/8/86/First\\_flight2.jpg](https://upload.wikimedia.org/wikipedia/commons/8/86/First_flight2.jpg)

Slide 7 GIF: <https://media.giphy.com/media/F7yLXA5fJ5sLC/giphy.gif>

Slide 10 Image: World Class Traffic Jam <https://flic.kr/p/cmJa3q>

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# References:

Slide 14 Image: <https://unsplash.com/photos/2aWEwBGSqR8>

Slide 19 Image: Dilbert comic.

<http://www.quoteslike.com/images/1898/change-is-hard-online-comics-funny-dilbert-102912-comics-strips-comic-DNSsJ4-quote.jpg>

Slide 21 Image: Change <https://flic.kr/p/shmPZ8>

Slide 30 Quote: <https://medium.com/the-modern-team/lazy-leadership-8ba19e34f959#.wg776z1jl>

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