Relationships Inside and Outside Libraries:
From High-Tech to High-Delight through Collaborative Relationships

Relationships – any formal (planned) or informal set of interactions designed to help us mutually coexist, accomplish a task, exchange information, and/ or learn from each other.

1. [1 min. - Individually] List types of relationships you have built, and would like to have built, during the introduction of a new technology (e.g., a new electronic product, a new website, a new integrated library system, a new journal linking software, an electronic resource management system, etc.; Think of the entire process: select, purchase, workflow analysis and improvement, software setup, install, populate data, train, use, feedback, and upgrades.)

   Relationships that were built…   That you would like to have built…

   _____   _____
   _____   _____
   _____   _____
   _____   _____

   Stretch to include an unusual, unconventional, or seemingly impossible relationship.

2. [10 min. – As a Group of 8 - 10] Quickly share your list aloud (take about 30 seconds each). Share from your list only what you have not yet heard from the others. (Check off your list above as others read. Add new ones below.)

   _____   _____
   _____   _____
   _____   _____

3. [2 min. – As a Group] Choose some of the most interesting, or unusual relationships listed.

   _____   _____
   _____   _____

   [10 min. – As a Group] Discuss how the development of these relationships would change, improve (or not) the work of a typical implementation?

   _____
   _____
   _____

4. [15 min. – Whole Room] Report interesting observations to room at large. How do different relationships impact the success of introducing new technologies?

   _____
   _____

   [Individual reflection] What new relationship(s) will you build when you return to work?

   _____
   _____

Further Reading: Joan E. Conger. *Collaborative Electronic Resources Management: From Acquisitions to Assessment.* Westport, CT: Libraries Unlimited, December 2005.