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6-5-2023

Emerging Technologies in the Library: From Test Pilots to High Flying Success

Laura Kohl

Allison Papini

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EMERGING TECHNOLOGIES IN THE LIBRARY: FROM TEST PILOTS TO HIGH FLYING SUCCESS

BRYANT UNIVERSITY

Introductions

Allison Papini (she/her)

Assistant Director/ Manager of Research and Instruction Services

Library Services

- Assistant Administrative Stuff
- Research Help
- Info Lit Instruction
- Adjunct Instructor
- Specialties: medical librarianship, publishing ethics, accounting, economics, AI (more about that later)

Laura Kohl (she/her)

Director Library Services

- Administrative Stuff
- Research Help
- Info Lit Instruction
- Adjunct Instructor
- Specialties: instructional design, sociology, finance, honors, student success, VR

Bryant University
Smithfield, RI

- Student Body: 3,500
- College of Business
- College of Arts and Sciences
- School of Health and Behavioral Studies

Culture of Innovation
Design Thinking = Test/Fail/Iterate
Smaller Organization = Nimble
Collaborative
Multiple Hats
Library - IS to Academic Affairs

Takeaways from Today

Learn about our experiences with emerging technologies and hear from each other.

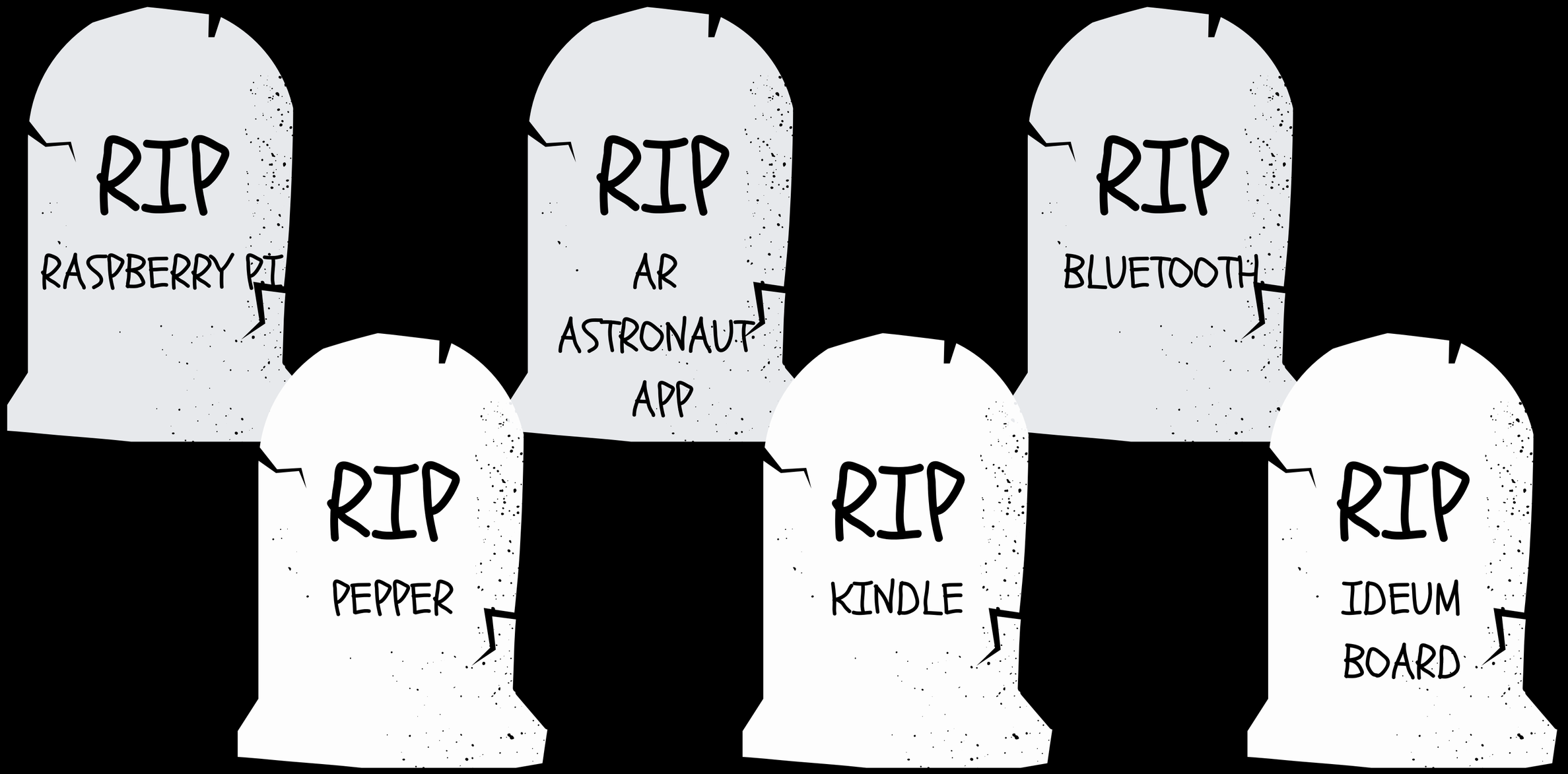
01 **Identify best practices for engaging library staff in emerging technologies.**

02 **Develop outreach strategy to connect with hidden allies.**

03 **Create a method of assessment to determine the effectiveness of a new technological tool.**

What technologies have you experimented with in your library that you would consider unsuccessful?

TECH GRAVEYARD: GONE BUT NOT FORGOTTEN

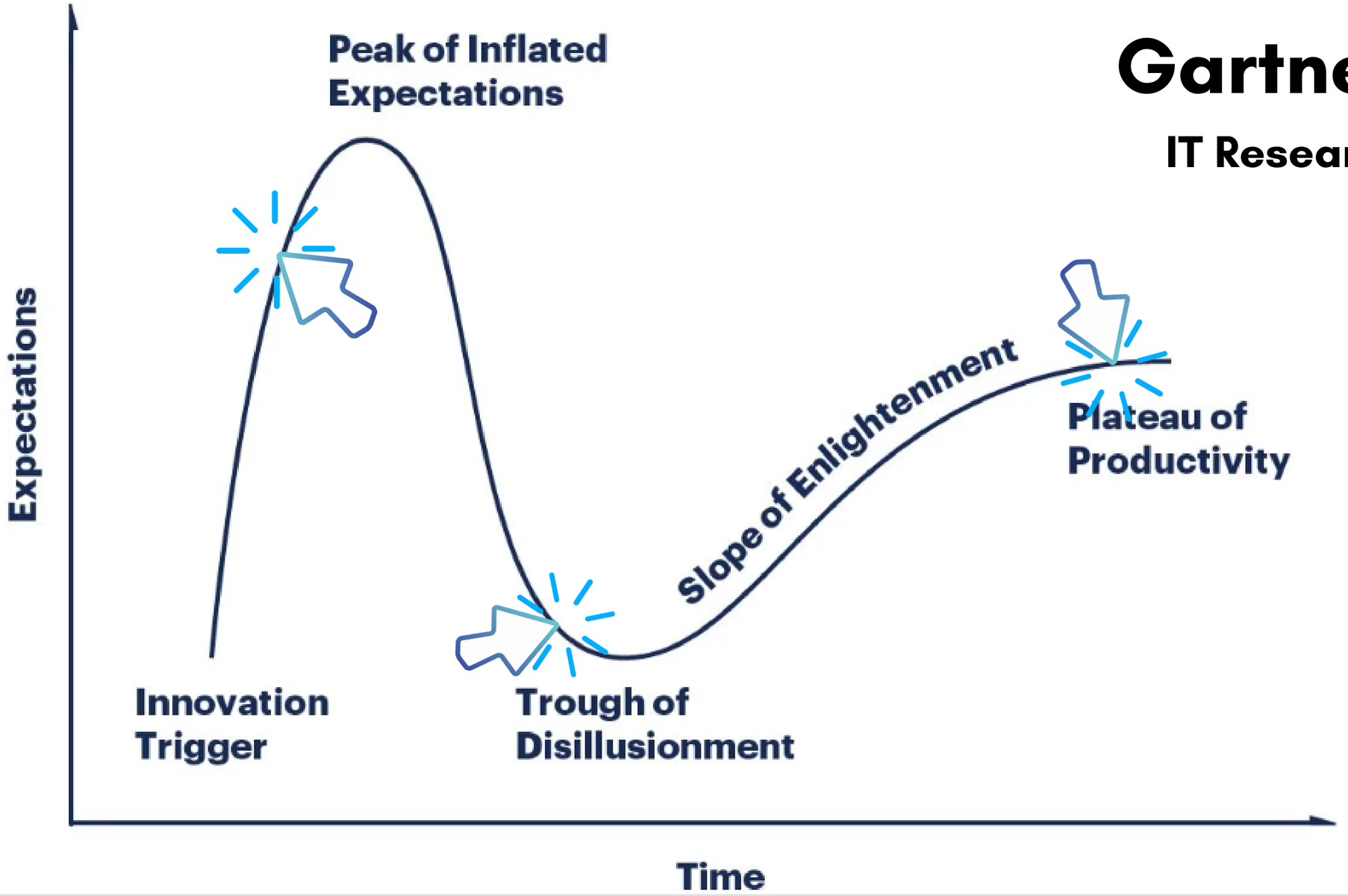


What causes tech in libraries to fail?

- times (& tech) they are a-changin'
- libraries end up with tech they didn't want
- tech alignment mismatches
- people and knowledge leave
- no resources to support the tech

Gartner Hype Cycle

IT Research & Consulting Firm



Gartner Hype Cycle Explained: https://www.gartner.com/en/documents/3887767

OUR CHALLENGE

HOW CAN WE ENGAGE THE LIBRARY STAFF TO MAKE THE MOST OF EMERGING TECHNOLOGIES IN ORDER TO SUPPORT OUR CAMPUS COMMUNITY?

DATA VISUALIZATION LAB (DVL)

- Donor funded project
- Needed a home
- Converted classroom in library
- 5 HP stations
- 5 Oculus Rifts
- 6 wall displays
- 2 VR backpacks
- 2 UV sanitizers

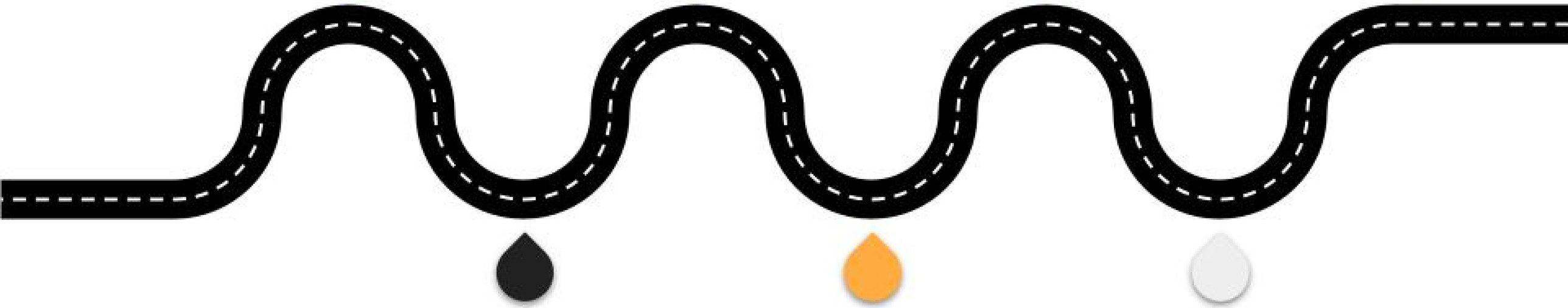
OUR JOURNEY

April 2019
DVL Opens

March 2020
DVL Hiatus

2022 Library takes over management, marketing, and training

Summer 2023
OLIS Grant



Fall 2019
DVL Team Lays Groundwork

AY 2021-22
Soft Reopen

AY 2022-23
Increased Engagement & Operations

DVL TEAM EVOLUTION

2019-2021

- ***Center for Teaching Excellence***
- Krupp Library
- Academic Computing

2022-Present

- ***Krupp Library***
- Academic Computing
- Center for Teaching Excellence

How can we engage the library staff to make the most of emerging technologies in order to support our campus community?

In this case, with the DVL.

KRUPP LIBRARY TEAM

- **14 staff members**
- **limited experience with VR or Data Analytics**
- **varying levels of interest**
- **some aversions to VR (motion sickness, etc)**

- **2019 - 1 very engaged staff member**
- **2023 - 5 staff members running events in this space**
- **Hoping to add student employees**

BEST PRACTICES FOR ENGAGING STAFF

- Share the why
- Find content that is engaging to staff members
- Provide unstructured play time (staff just wanna have fun)♪
- Give people multiple opportunities to keep trying
- Meet people where they are

How has it been going?

ACADEMIC USAGE

- Communication
  - Ovation VR
- Economics
  - Google Earth
  - Virtualitics
  - ThingLink
- Global Foundations of Business
  - Google Earth
- Legal Studies/History
  - The Fight for Fallujah - VR Film
  - Hajj 360 - VR Film
- Literary and Cultural Studies
  - Google Earth
  - VR Narrative Films
- MBA - Data Analytics
  - Virtualitics
- Science
  - Through the Ages - Obama National Parks VR Film
  - Organon VR

MBA Class - Virtualitics

American Free Enterprise - ThingLink

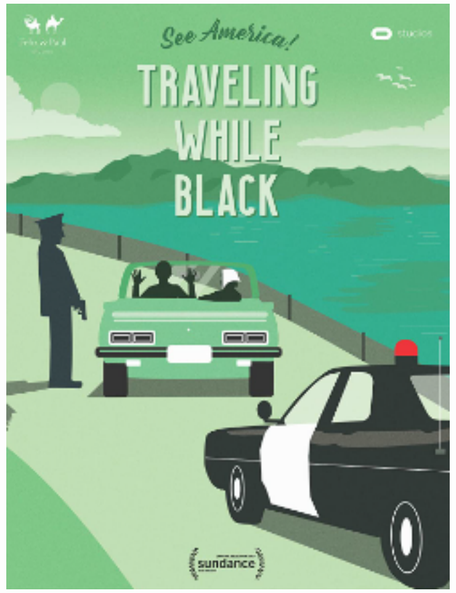
CO-CURRICULAR ACTIVITIES

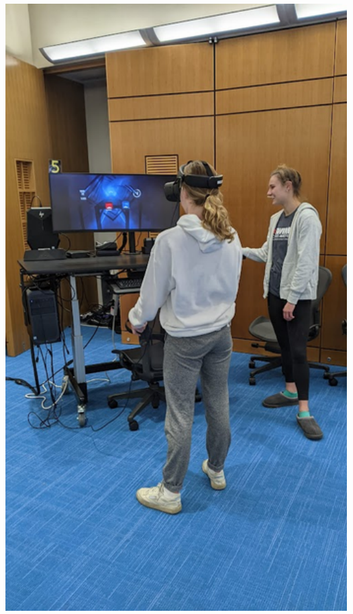
Student Orgs & Student Affairs Collaborations

- Student Psychology Association
  - Meditation Nights
- Center for Diversity, Equity, and Inclusion
  - Traveling While Black VR Experience
  - Uturn - Gender in Tech Experience

Events Hosted by Library DVL Team

- Finals Activities
  - VR Gaming
- Girls Night In
- Monthly Activities
  - Halloween VR Events (forthcoming for Fall '23)



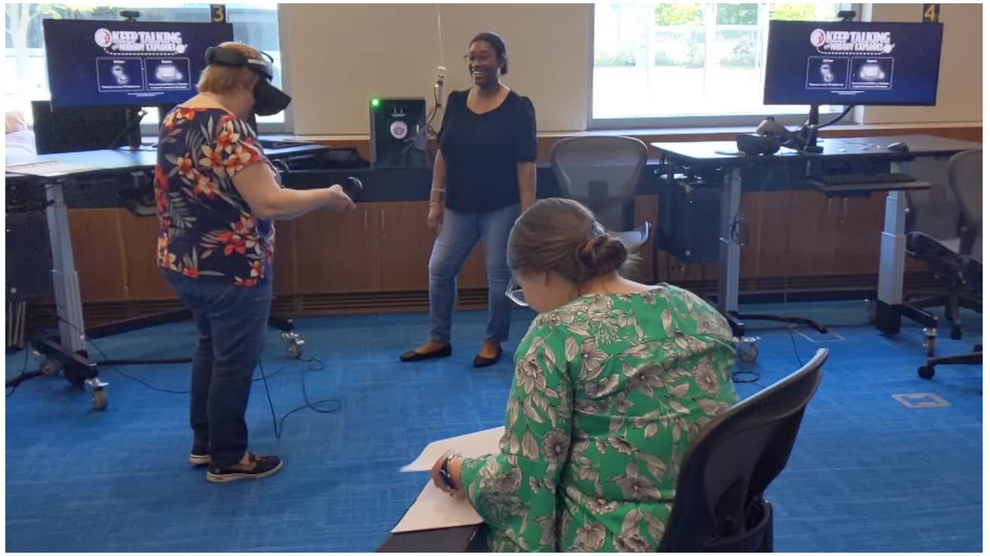


OTHER USES

Super Smash Bros Tournament - Bryant eSports

Brown Medicine Physicians Inc.

Undergraduate Advising Office



- **eSports Events**
- **Org/Class Films**
  - **PRIDE, Science Course**
- **Departmental Team Building & Professional Development**

OUTREACH STRATEGY TO CONNECT WITH HIDDEN ALLIES

- Economics Summer Camp
- Brown Physician's Group
- PwC Accounting Camp (maaayyybeee)
- Student Organizations and Faculty/Staff Advisors
- Office of Institutional Diversity Equity and Inclusion
- Office of Undergraduate Advising
- Don't make assumptions about what certain people know
- What have you been working on? How are things going with you?

ASSESSMENT

- awareness - library services survey
- anecdotal evidence - exit tickets
- research best practices - testing knowledge/mindset
  - pre-test/post-test related to content/delivery
- involve constituents in assessment development
  - ask how they know it was effective or not
  - develop assessments around their feedback
- iterative process

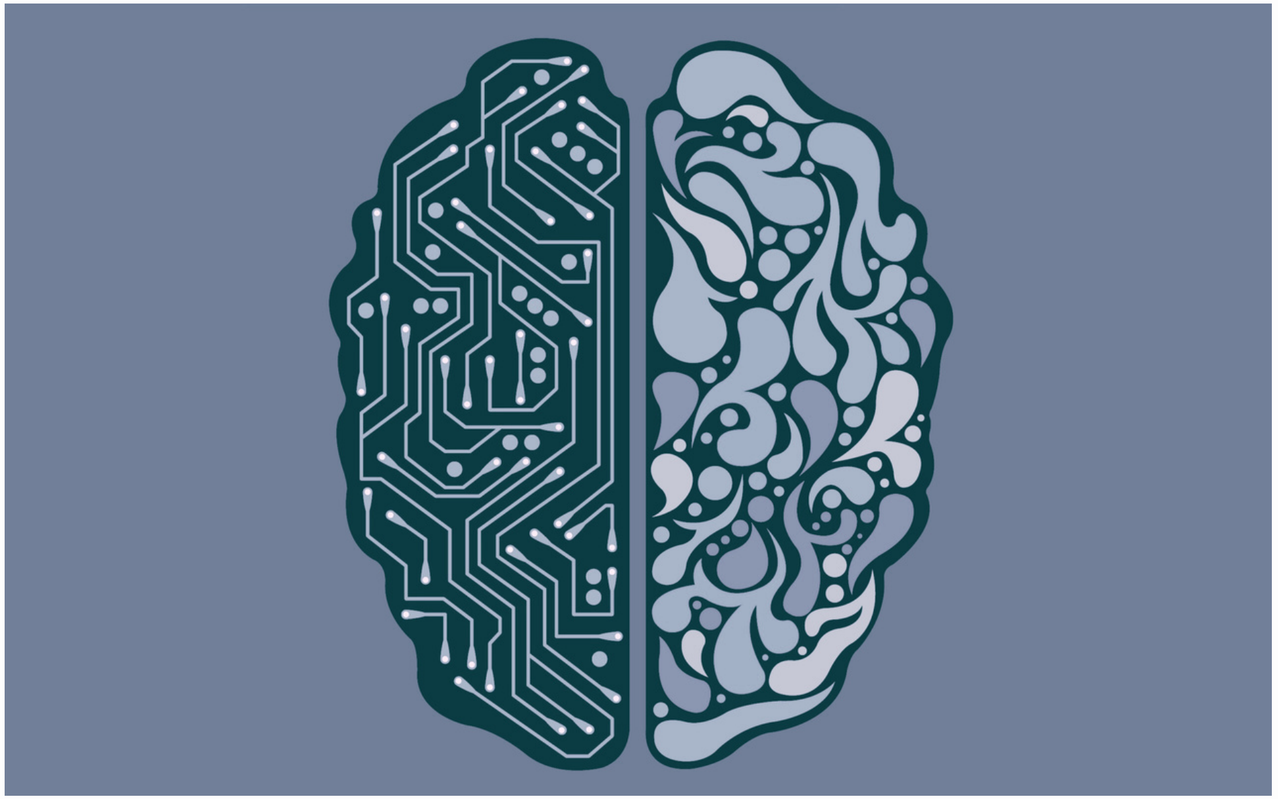
OUR QUESTION FOR YOU:

What assessment tools do you use for technology?

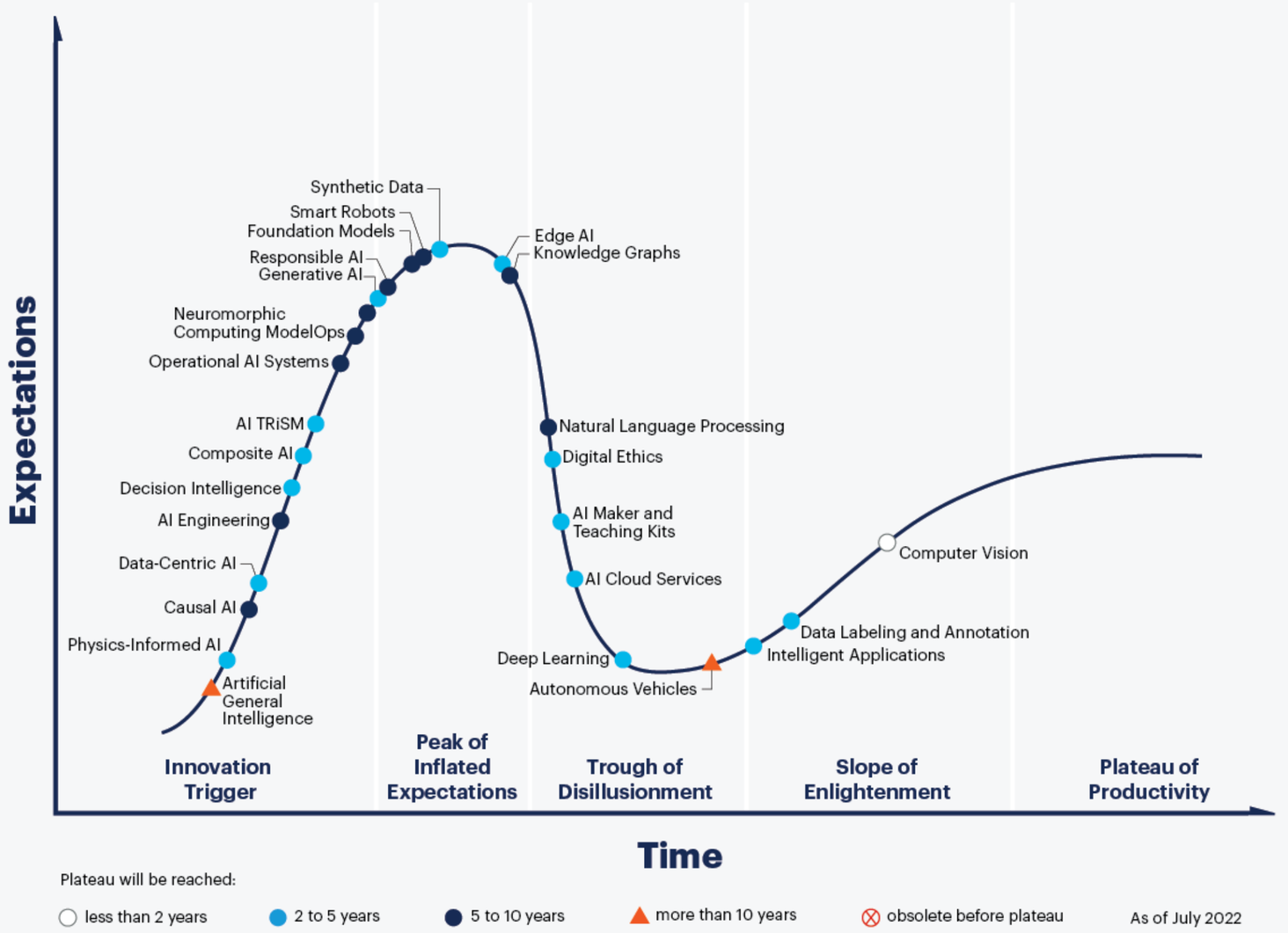
NEXT STEPS

- Continuous Assessment
  - Assessment via faculty and students
    - Removing Organon VR
      - Low usage/$
- Marketing the Space
  - Student Fellows
- Creating Content
  - Faculty - Research, experiments, assignments
  - Students - Projects for class, original research
  - Staff - Training materials
- New Technologies
  - Keeping up with developments in VR, AR, XR
  - AI impact

CHATGPT & GENERATIVE AI



Hype Cycle for Artificial Intelligence, 2022



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Gartner

AI AT BRYANT (SO FAR!)

- Communicated with staff about their concerns and what we know so far, and what we don't know
- Created a public facing library position paper (blog post) that we can all refer to
- Sharing articles about the various implications and immediate impacts of AI
- Summer staff training sessions

QUESTION: WHAT IS YOUR BIGGEST CHALLENGE TRYING TO GET STAFF INVOLVED WITH GENERATIVE AI?

QUESTIONS?

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