



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 Staff
- 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 Staff
- 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.

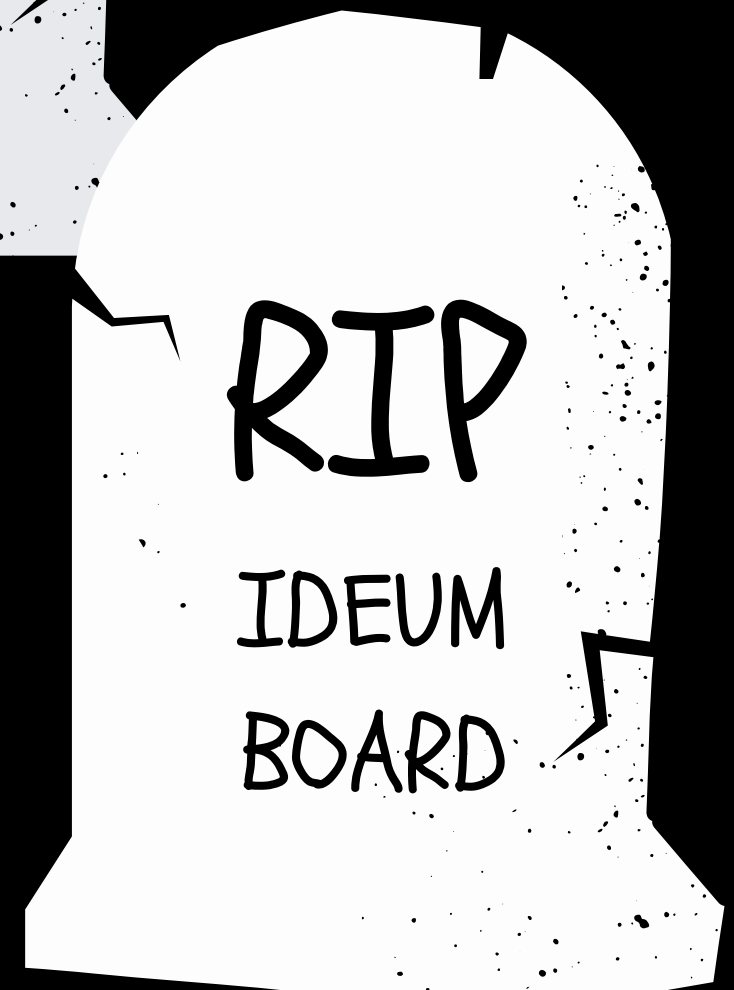


- 01 **Identify best practices for engaging library staff in emerging technologies.**
- 02 **Develop outreach strategy to connect with hidden allies.**
- 03 **Create a method of assessment to determine the effectiveness of a new technological tool.**



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

TECH GRAVEYARD: GONE BUT NOT FORGOTTEN



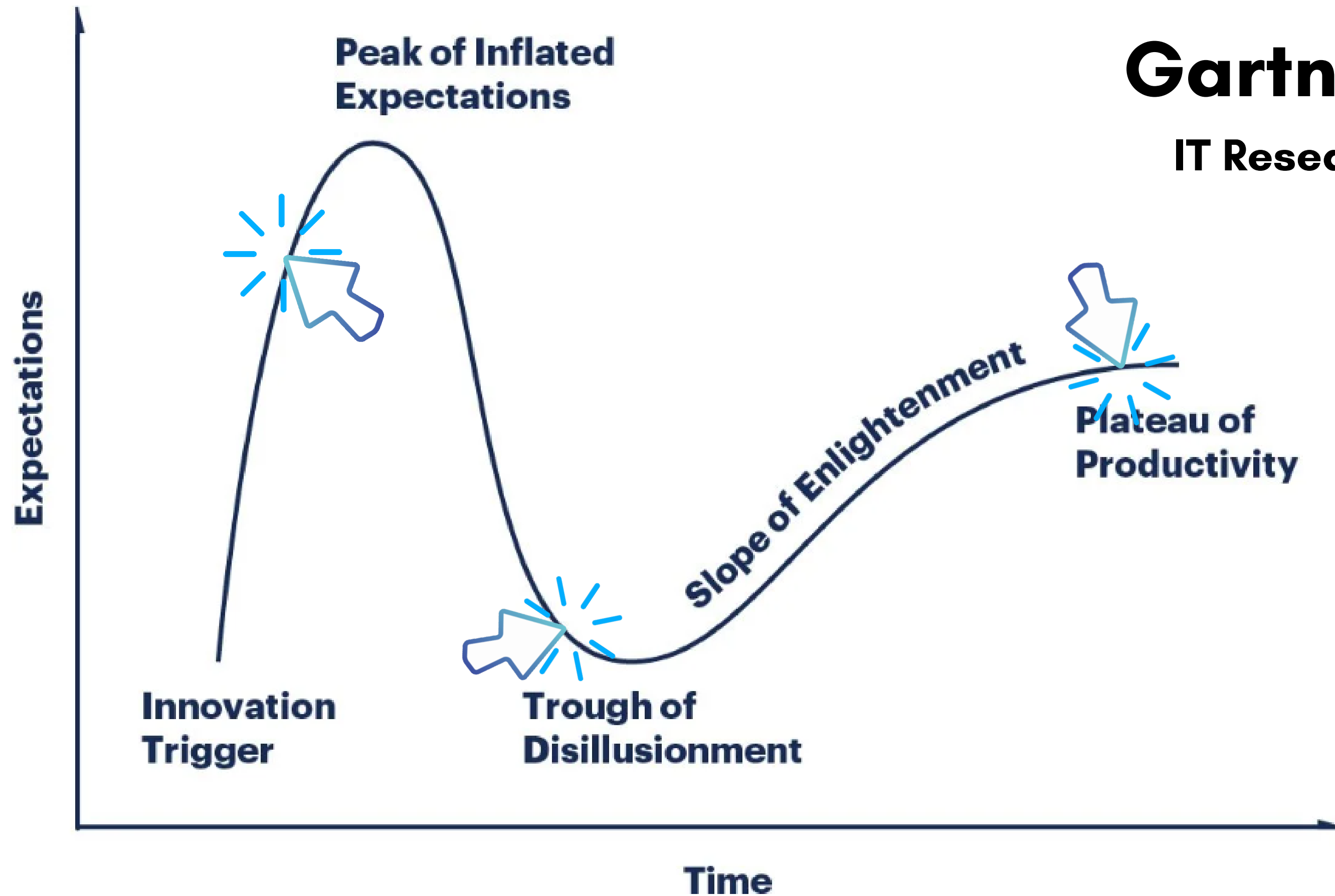
What causes tech in libraries to fail?

- 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



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**

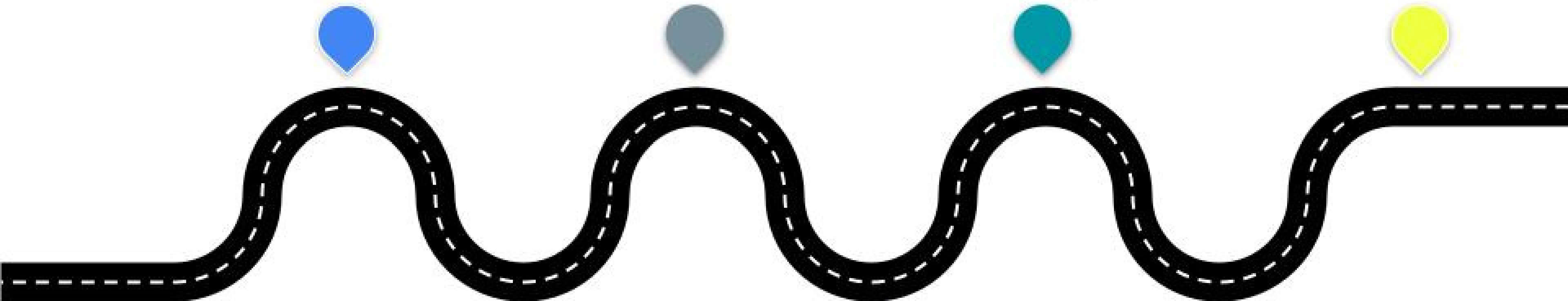
**2022 Library
takes over
management,
marketing, and
training**

**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

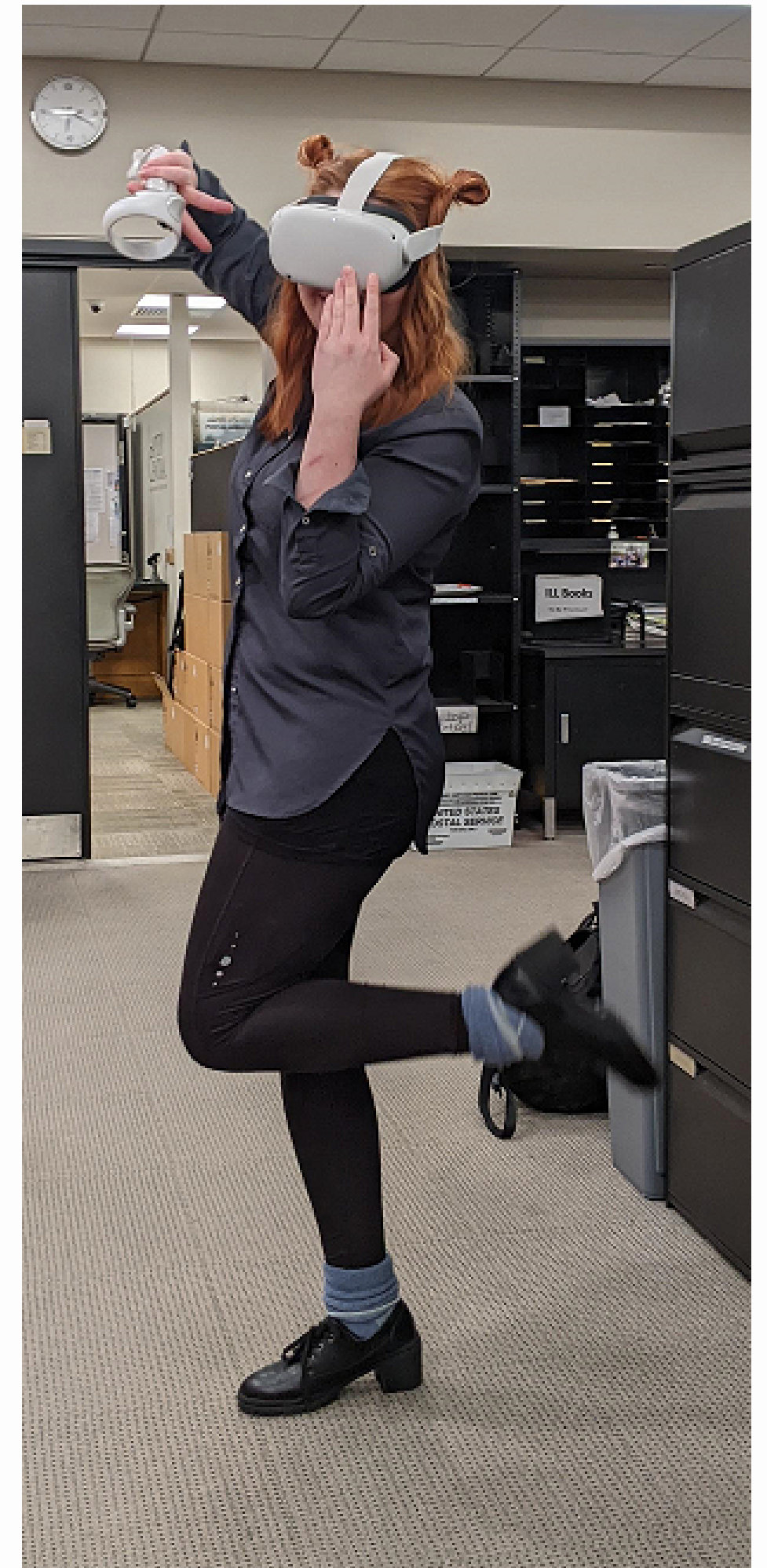
- **14 staff members**
- **limited experience with VR or Data Analytics**
- **varying levels of interest**
- **some aversions to VR (motion sickness, etc)**

- **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

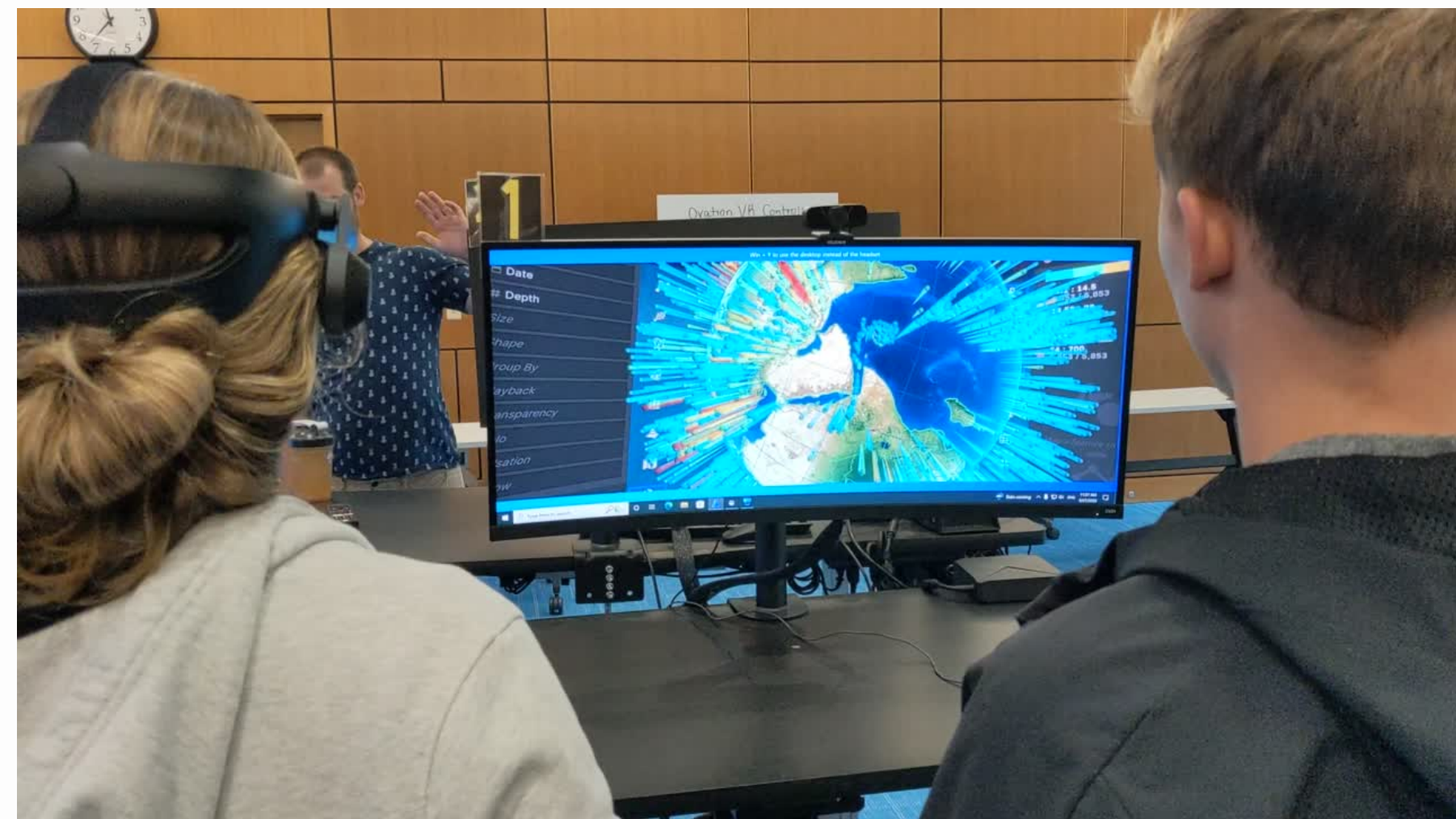
- Share the why
- Find content that is engaging to staff members
- Provide unstructured play time (staff just wanna have fun)🎵
- Give people multiple opportunities to keep trying
- Meet people where they are



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



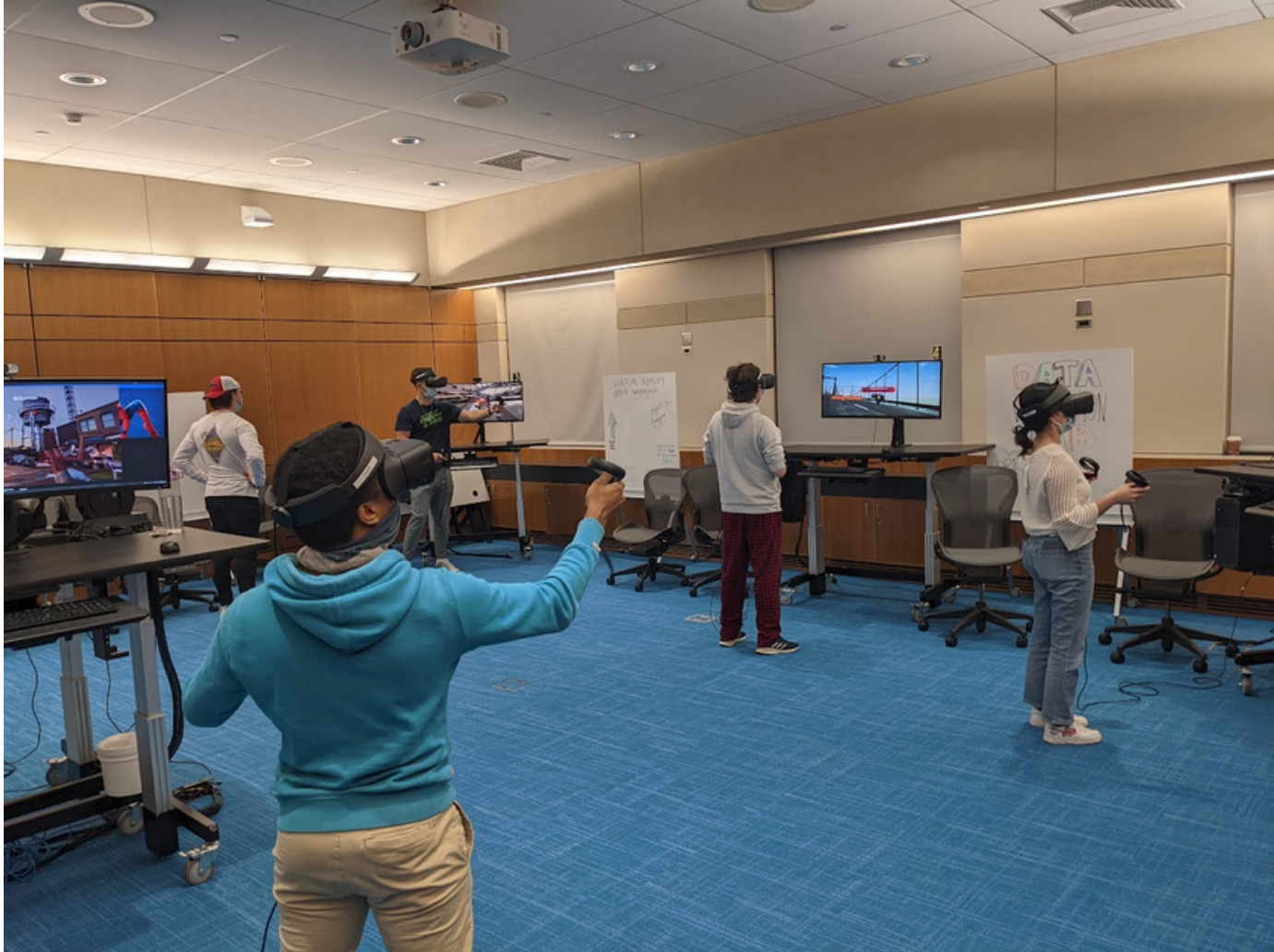
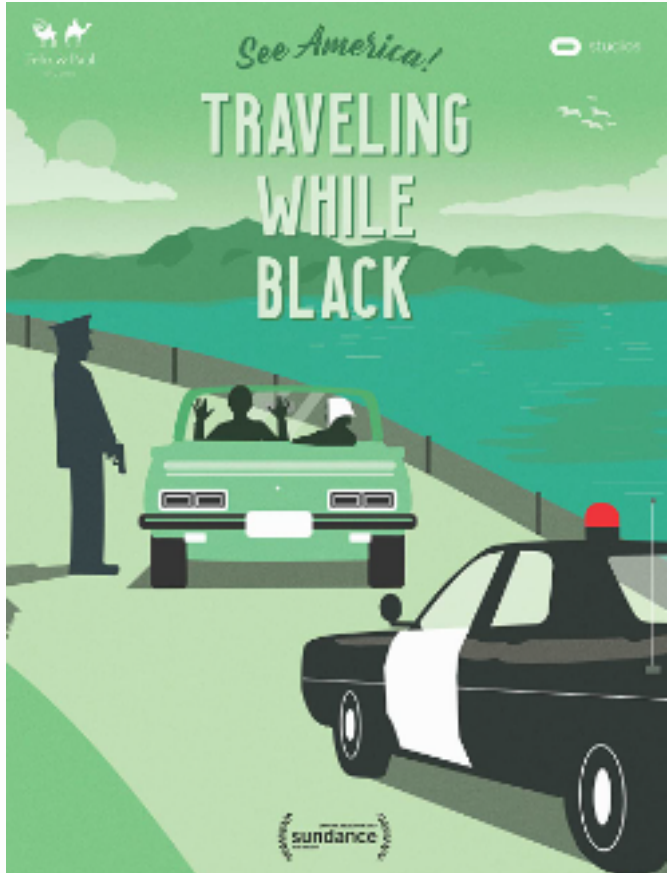
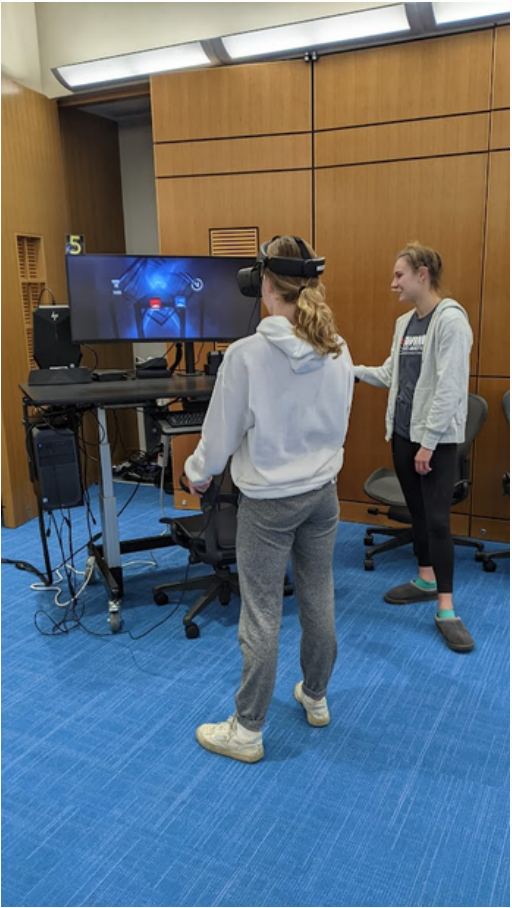
CO-CURRICULAR ACTIVITIES

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)

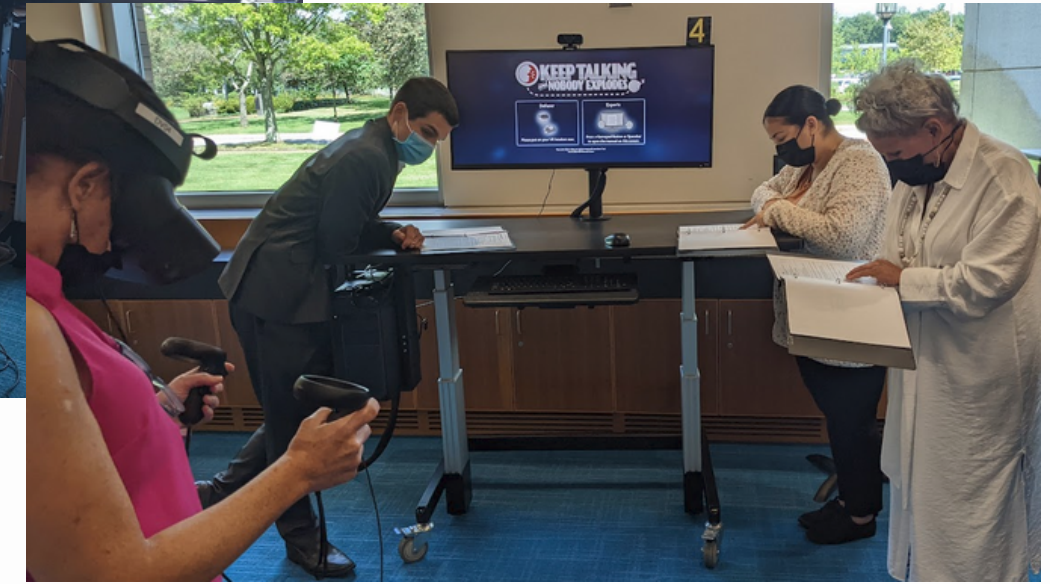


OTHER USES



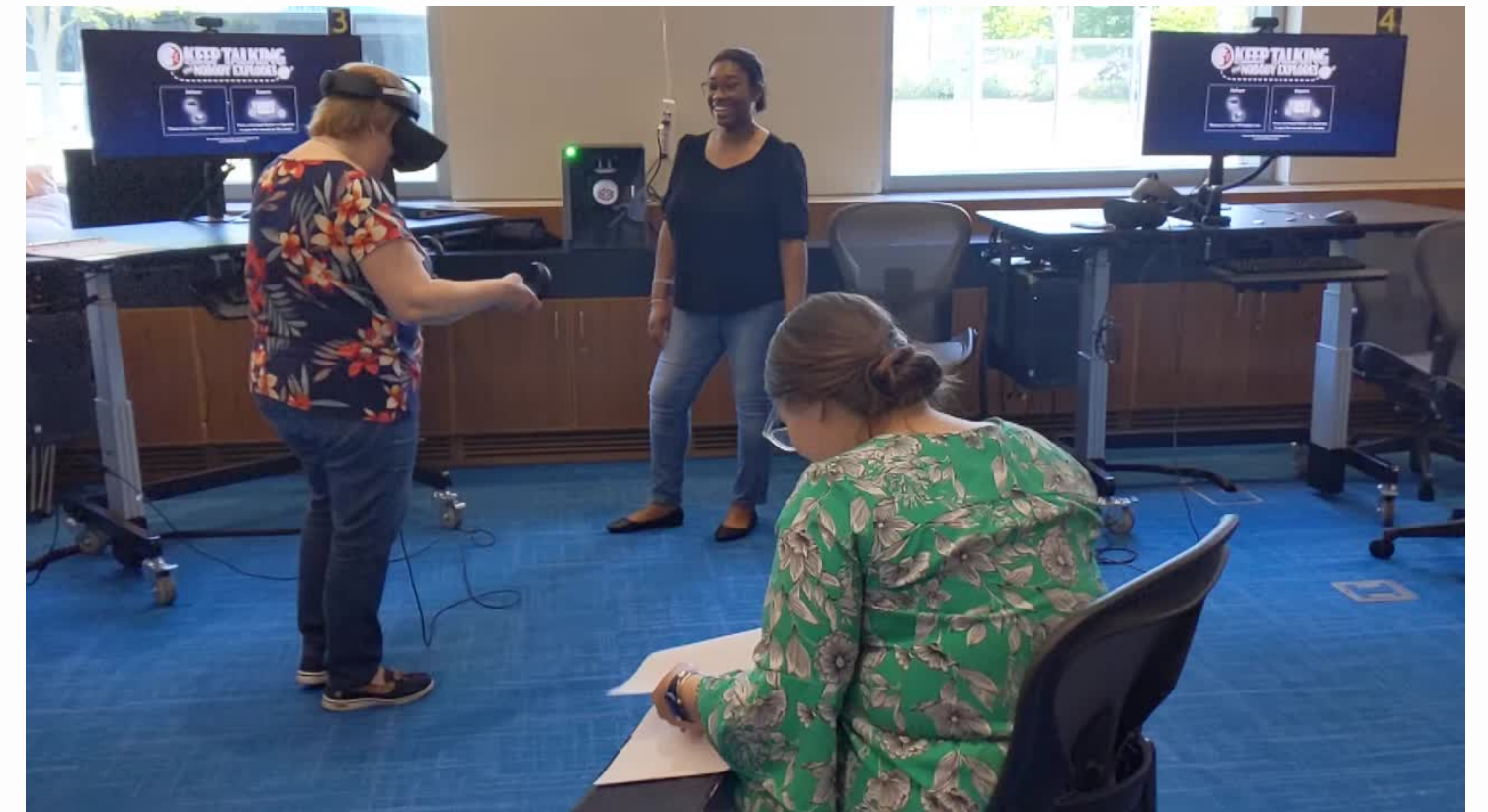
Super Smash Bros Tournament - Bryant eSports

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



Brown Medicine Physicians Inc.

Undergraduate Advising Office



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:

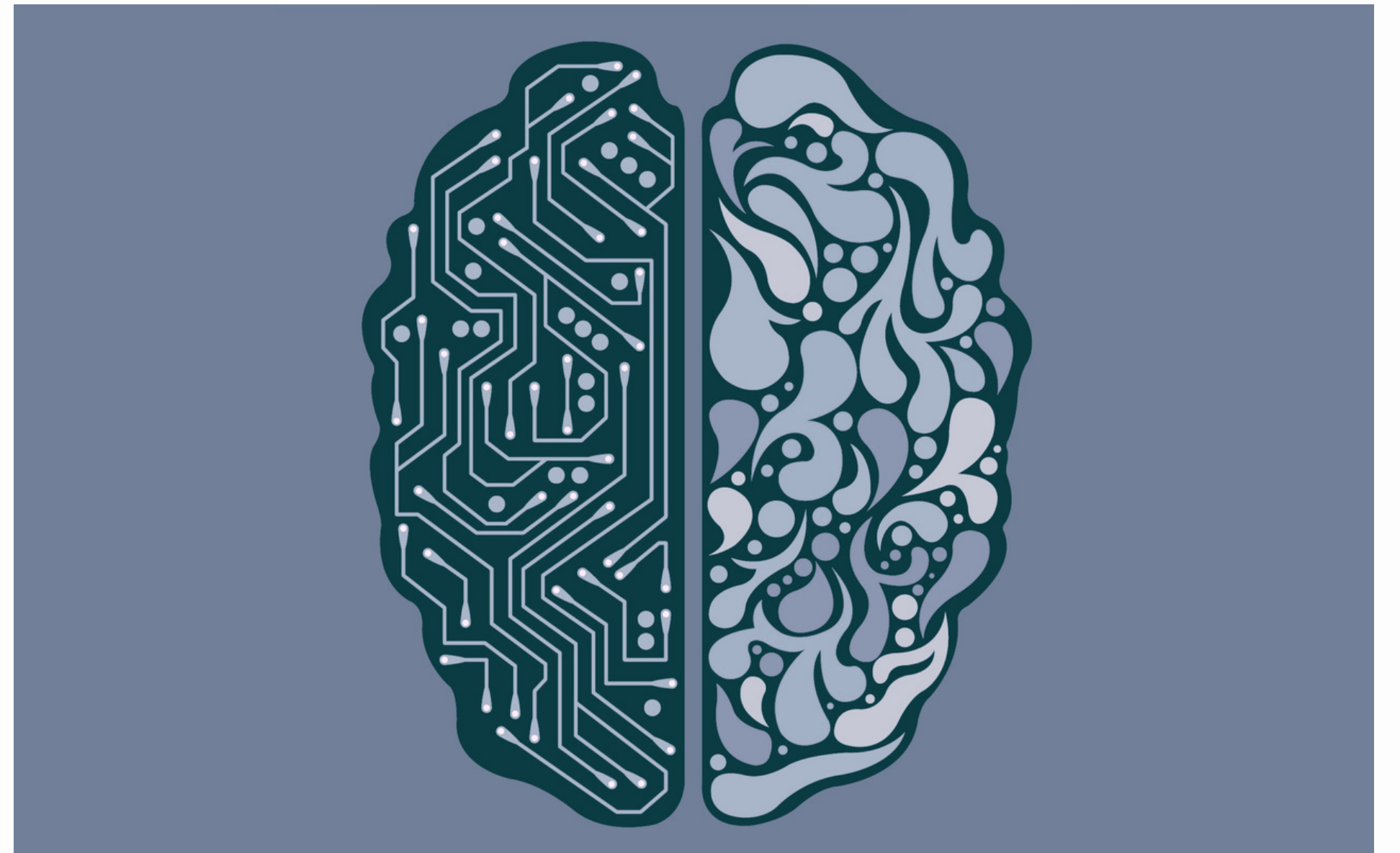
What assessment
tools do you use for
technology?

NEXT STEPS

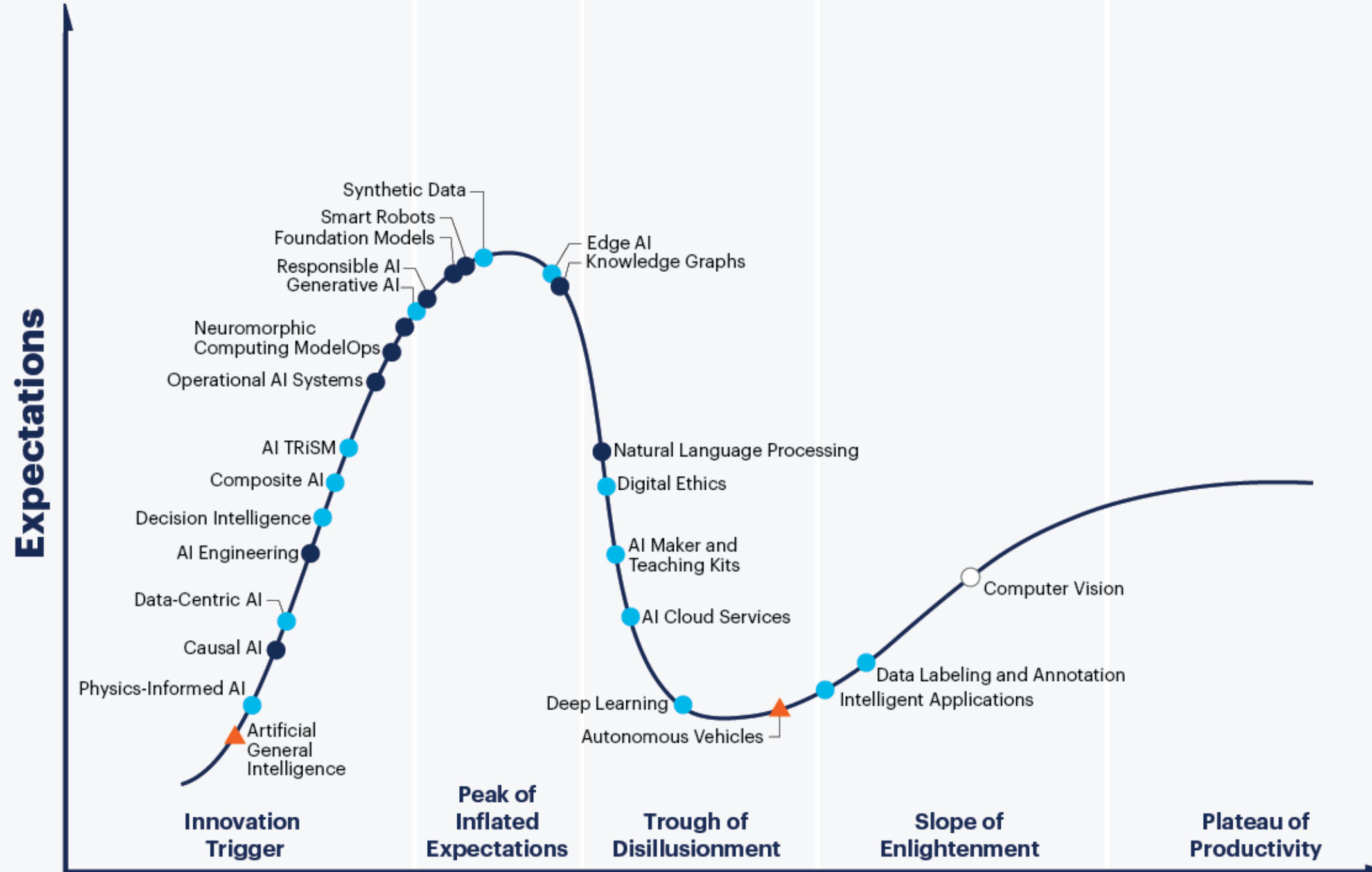
- **Continuous Assessment**
 - **Assessment via faculty and students**
 - **Removing Organon VR**
 - **Low usage/\$**
- **Marketing the Space**
 - **Student Fellows**
- **Creating Content**
 - **Faculty - Research, experiments, assignments**
 - **Students - Projects for class, original research**
 -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



CHATGPT
&
GENERATIVE
AI



Hype Cycle for Artificial Intelligence, 2022



Plateau will be reached:

- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau
- As of July 2022

[gartner.com](https://www.gartner.com)

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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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