Killing the User and Other Necessary Acts

R. David Lankes
Slides and Screencast
http://www.DavidLankes.org
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You are not a user, you are not a customer, or consumer - you are a participant in control of your world and able to shape your own learning and environment...
You are not a user, you are not a customer, or consumer - you are a participant in control of your world and able to shape your own learning and environment...

So are those we seek to serve.
Not Users - Participants
Not Patrons - Members
Adoption
Extension
Adaptation and Innovation

Foursquare on your phone gives you & your friends new ways of exploring your city. Earn points & unlock badges for discovering new things.

Find places, people, tags... SEARCH

JOIN NOW

Facebook and Facebook HQ

Facebook HQ

Nearby

Ben Gertzfeld
Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ

Facebook HQ
Revolution
Revolution
From “pictures of places” to infrastructure that allow us to interact with the world and each other.
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- Move From Items to Relationships
- Redefine Integrated from Monolithic to Interoperable
- Opened Up to Innovation and Participation
Move From Items to Relationships

“Brother”
Move From Items to Relationships

"Brother"
Library as Collection of Collections

- Databases
- Repository
- Digital Library
- Catalog
Redefine Integrated from Monolithic to Interoperable
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Data Sources (Databases, Books, Movies, Experts, Web Services, Images, Music, etc...)

Modules and Apps (Search, Catalog, Visualize, Circulation, etc...)

Knowledge Layer (Member Collections)

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Modules and Apps (Search, Catalog, Visualize, Circulation, etc...)

Knowledge Layer (Member Collections)
Opened Up to Innovation and Participation

- Apps Store for ILS
- Apps from Libraries, Members, Third Parties
- ILS becomes a value-added market place providing common functions (circ, etc), but also a transaction agent rewarding library innovation
1. Reference renaissance: current and future trends

... and directors talk / Plenary Panel; remarks by R. David Lankes ... [et al.] -- Getting better all the time: improving ...

Publisher, Date: New York: Neal-Schuman Publishers, c2010.
Description: xvi, 312 p. : ill. ; 23 cm.
ISBN: 9781555706807 (alk. paper)
Checked In at OCLC: 1 (of 1) Total Copies Owned by OCLC: 1

2. The virtual reference desk: creating a reference future

... Warehouse (DREW) Project / Scott Nicholson and R. David Lankes -- Managing a full scale, 24/7, reference service consortia ...

Publisher, Date: New York: Neal-Schuman Publishers, c2006.

3. The virtual reference experience: integrating theory into practice

...: integrating theory into practice / edited by R. David Lankes ... [et al.]

Publisher, Date: New York: Neal-Schuman Publishers, c2004.
What this might look like

What this might look like
What this might look like
Catalog with Stapled Satellite Dishes
View of the Library
Inventory of Items
Catalog with Stapled Satellite Dishes
View of the Library
Inventory of Items

Tool of Conversation
View of the Member
Knowledge System
You are not a user, you are not a customer, or consumer - you are a participant in control of your world and able to shape your own learning and environment...

So are those we seek to serve.

Screencast @ www.DavidLankes.org