Creating Better Libraries for Today's Complex World

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University of South Carolina
A Knowledge Organization in an Age of Alternative Facts
2011: Grand Challenges

“How to accept multiple ways of coming to a solution - truth by consensus”
A Broad Conversation

- Fake News
- Alternative Facts
- Postmodernism
- Constructivism
Library Response?

- Information Literacy
- Promotion of Quality
- Neutral Resource
Library Response?

• Information Literacy
• Promotion of Quality
• Neutral Resource
Information Literacy

• Fake News, Propaganda, Hyper-Partisanship

• All Result from and Require Sophisticated Literacy Tools

• CRAAP (Currency, Relevancy, Authority, Accuracy, Purpose)

• Information Literacy Training Leads to Greater Confidence - Not Greater Ability!
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Promotion of Quality

• “Thus, visual appeal can be assessed within 50 ms, suggesting that web designers have about 50 ms to make a good first impression.”*

• Confirmation Bias

• Quality is Contextual
  • Stormfront

*http://www.tandfonline.com/doi/abs/10.1080/01449290500330448
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Neutral Resource

• To Be Biased is to Be Human

• Not Neutral, then Objective, or at Least Intellectually Honest
  • Science is NOT about Truth
    • It is the search for truth
Neutral Resource

To Be Biased is to Be Human
Not Neutral, then Objective, or at Least Intellectually Honest
Science is NOT about Truth
It is the search for truth
THERE IS NO HOPE ALL IS LOST
LIBRARIANS ARE THE ANSWER

THERE IS NO HOPE

ALL IS LOST
The Library Lie

- It’s Not the Library but the People in It

- A library is a mandated and facilitated space supported by the community, stewarded by librarians, and dedicated to knowledge creation.
“Schoolchildren; factory and shop girls; men who tended bar, drove carriages, and worked on farms and boats; and finally, fallen women, and, in general, the denizens of the midnight world, night-owls, prowlers, and those who live upon sin and its wages.”

- Wayne Wiegand
Knowledge is Social

• Information Seeking is About Trust

• Trust Does Not Come from Neutrality, but Consistency

• Rise of Credibility by Reliability over Authority
Knowledge is Social

- Information Seeking is About Trust
- Trust Does Not Come from Neutrality, but Consistency
- Rise of Credibility by Reliability over Authority

https://www.lrs.org/2016/12/01/maine-state-library-study-finds-that-librarian-is-one-of-the-most-trusted-professions/librarian_trustworthiness/
Knowledge is Social

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MAKE and Facilitate

- Motivation
- Access
- Knowledge
- Environment
Community Impact Goals

The library is helping to transform the lives of its citizens through five community impact goals:

1. Every child will be ready for kindergarten
2. Everyone will discover their passion for learning
3. Everyone will continue learning new ways to live their best life
4. Tsepa and Shawnee County will be engaged community of readers
5. The library will be a learning organization committed to excellence in leadership, planning, customer focus, process management, and partner focus

Learn more about our inclusive process for determining community impact goals.

Strategic Plan

Advance Our Community

Richards Library is a vital partner and catalyst for bringing diverse peoples together to solve community problems. We believe that continuous, customized learning for all ages is the foundation for a strong economy and high-quality life.

Goal 1: Help create a strong and resilient economy.

Outcomes:
- We are viewed as valued partners to economic and business leaders in support of economic development and community development.
- We help grow and support creative individuals and communities within the county.
- Library facilities and operations serve as catalysts for broader investment in religious, social, and cultural organizations and increased opportunities for residents.
- Jocson and entrepreneurs see the library as a vital resource for their employment, career, and business development opportunities.

Goal 2: Strengthen community cohesion.

Outcomes:
- There are an increased number of opportunities for diverse groups of people to convene, communicate, and learn together.
- Neighborhoods recognize and celebrate their assets and strengthen their identities.
- Public, non-profit, and private sectors see the library as an essential partner in solving community problems.

Goal 3: Transform educational outcomes for youth.

Outcomes:
- The level of access to high-quality out-of-school-time opportunities increases.
- Parents and caregivers share knowledge and support resources to help their children be successful in school.
- Partnerships and volunteer support that support the pathway from high school to careers and college and are strengthened.

Goal 4: Help break the cycle of poverty.

Outcomes:
- Learning outcomes and access to educational opportunities for those living in poverty in Hoosierland County are increased.
- Partnerships with service providers are created and strengthened, eliminating barriers for these customers with specific, basic needs.

Check It Out: Books

Research It: Biography & History

More Popular Resources: Reference USA

Download It: eBooks

About

Access Magazine

Library News

Library Update

Subscribe to our email newsletter to keep informed of what's happening at your library. View previous newsletters.

Email

Subscribe

Located in the heart of Shawnee County, the library has a collection of more than 500,000 books and serves more than 100,000 registered borrowers. About 3,000 people walk through our doors daily. Our bookmobiles make about 20 stops a day to reach travelers across the county. We provide services to 55 senior living facilities and 85 homebound individuals. Our website serves customers' needs 24/7. The library offers state-of-the-art technology, youth programs that encourage learning and reading, accessibility services addressing the needs of older readers and persons with disabilities, and reference and research tools.

The library is a great meeting venue for community groups and is a cultural hub for art, music, and literature. People of all ages discover and experience art at the Art C. Sabatini Gallery. We encourage individuals in culture, art, and artists — both modern and classic. The gallery is also recognized for its annual art
Community Impact Goals

The library is helping to transform the lives of its citizens through five community impact goals:

1. Every child will be ready for kindergarten
2. Everyone will discover their passion for learning
3. Everyone will continue learning new ways to live their best life
4. Topeka and Shawnee County will be an engaged community of readers
5. The library will be a learning organization committed to excellence in: Leadership, planning, customer focus, process management and partner focus

Learn more about our inclusive process for determining community impact goals.

The Topeka and Shawnee County Public Library is a 21st-century, landmark library, and features the Alice C. Sabatini Gallery, the Millennium Café, Chandler Booktique (bookstore and gift shop), free meeting rooms, computer training and free gigabit Wi-Fi access. We’re your place. Learn what’s happening at your library by keeping up with Library News, delivered to your mailbox, and Library News Update, delivered to your email inbox.
Goal 1: Help create a strong and resilient economy.

Outcomes:

- We are viewed as valued partners to elected officials and business leaders in support of economic and community development.
- We help grow and support creative individuals and communities within the county.
- Library facility improvements serve as catalysts for greater investment in neighborhoods and increased opportunities for residents.
- Jobseekers and entrepreneurs see the library as vital to their employment, career and business development aspirations.

Goal 2: Strengthen community cohesion.

Outcomes:

- There are an increased number of opportunities for diverse groups of people to convene, communicate and learn together.
- Neighborhoods recognize and celebrate their assets and strengthen their identities.
- Public, non-profit and private sectors convene at the library in an effort to solve community problems.

Goal 3: Transform educational outcomes for youth.

Outcomes:

- The level of access to high quality out-of-school time opportunities increases.
- Parents and caregivers have the knowledge and support necessary to help their children be successful in school.
- Partnerships and services that support the path from high school to careers and college are strengthened.

Goal 4: Help break the cycle of poverty.

Outcomes:

- Learning outcomes and access to educational opportunities of those living in poverty in Richland County are increased.
- Partnerships with service providers are created and strengthened, eliminating barriers for those customers with specific, basic needs.

Click here for a printable version of Richland Library's Strategic Plan
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