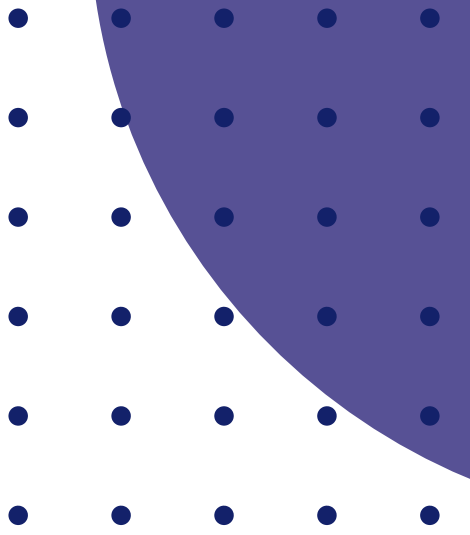




EXPLORE

—— Ohio Libraries Summit | Feb. 24, 2022



GUIDING OUR JOURNEY

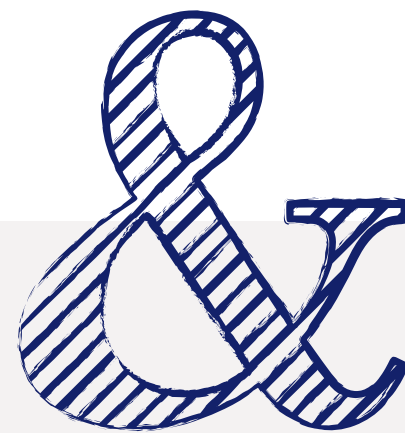
This event is supported by the State Library of Ohio with federal funds from the Institute of Museum and Library Sciences.



Today is about being a...



Knower



Explorer

What does it mean to be an explorer?

"To seek knowledge! To go into unknown territory, not just going, but **documenting** what you find and **seeking to explain its significance.**"

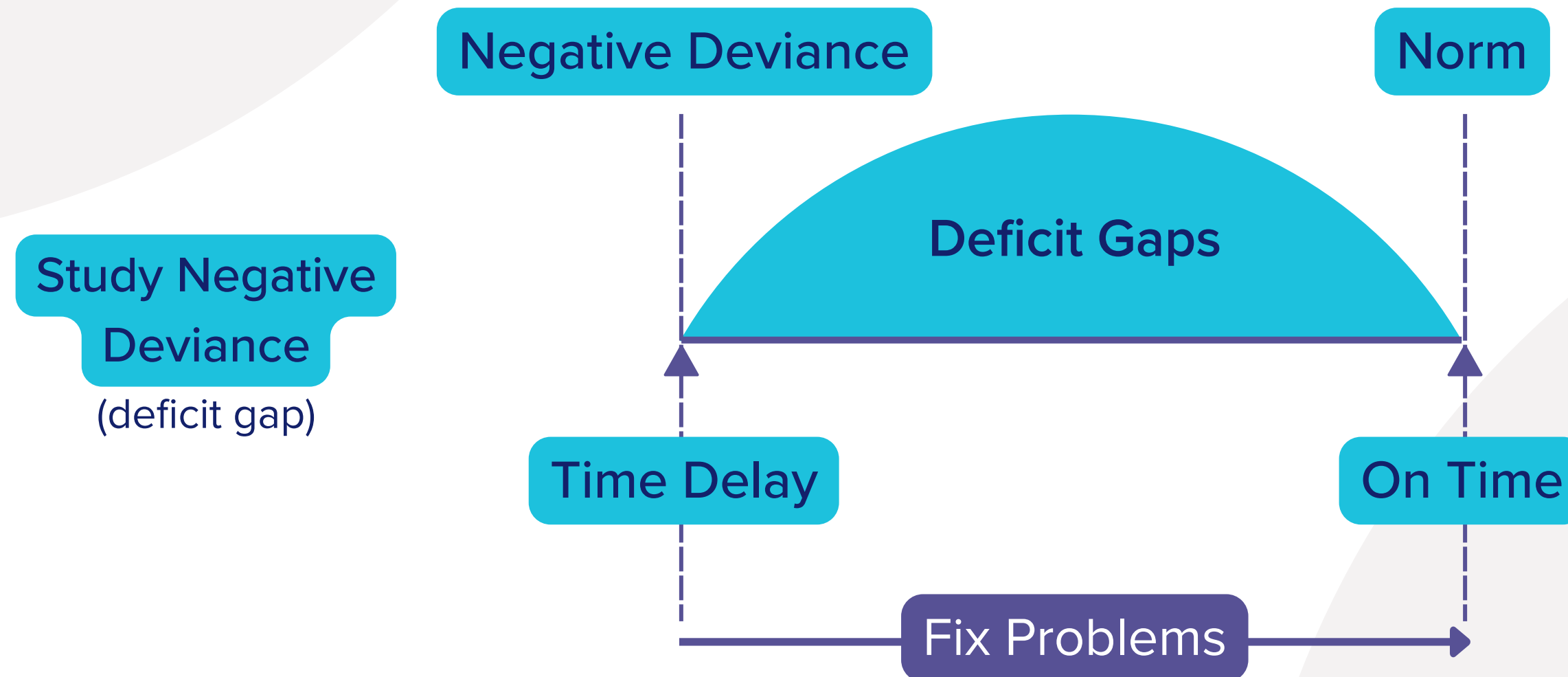


One way to practice the explorer mindset

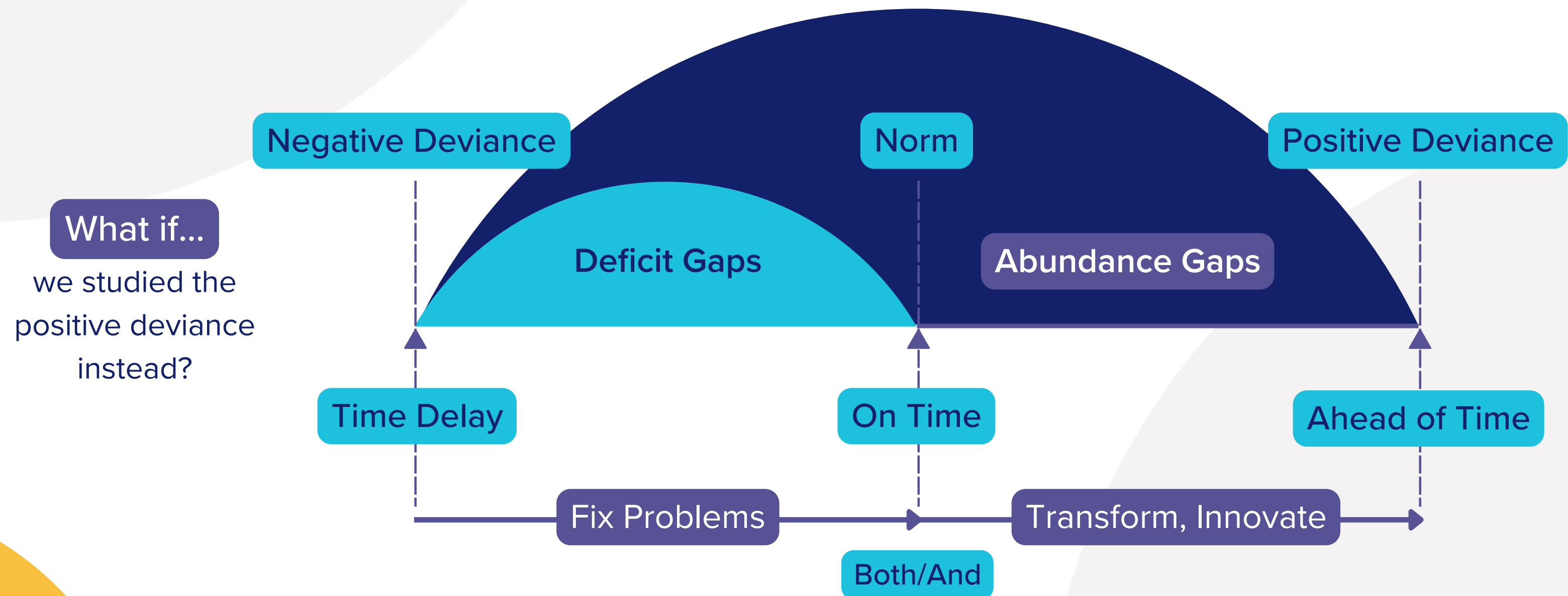
- 01.** **Pause** to connect (with self, others, situation)
- 02.** **Be curious** to connect
- 03.** **Choose** your response



Traditional approach: Needs Assessment



Alternative approach: Opportunity Exploration



Not your typical workshop...

- ✓ Involves active participation (cameras on!).
- ✓ Engaged discussion – co-create with colleagues.
- ✓ Scaled to your own library and your own needs.





How we work together:

- Take care of **yourself**
- Take care of **each other**
- Take care of **this place**
- **Play** with the mess

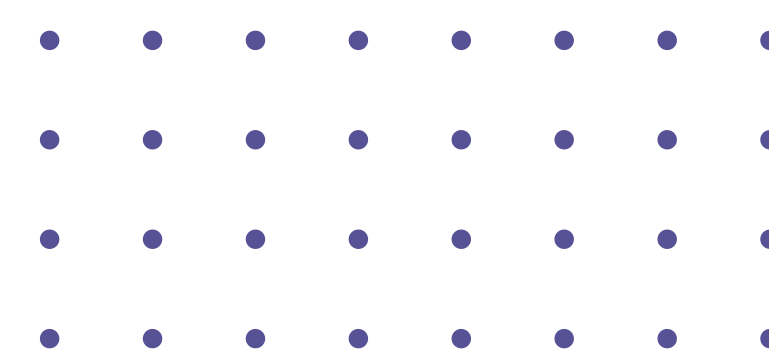
*"Play is the basis for cultivating imagination and innovation."
– John Seely Brown*





THE EVOLVING EXPLORE MAP

Overview of EXPLORE



E

Embark on the Journey

Definition phase, determine what you want to focus on, who do you want to engage and what will be the benefits of this exploration.

X

eXamine the Lay of the Land

Conduct interviews and small group discussions to discover how the pandemic has impacted libraries and created new challenges and opportunities.

P

Practice Virtues and Values Along the Way

The way we engage with each other

L

Look for New Paths

Envision opportunities for library support organizations to BEST serve libraries and their needs in the pandemic-impacted world, to liberate ideas and energy around those opportunities, and prioritize opportunities for the future.

O

One Step at a Time, Move Forward

Define goals and priorities, ideate, and prototype.

R

Reflect and Re-route as Needed

Continuous stakeholder engagement, testing and feedforward.

E

Enact, Evolve, and Embark on another Journey

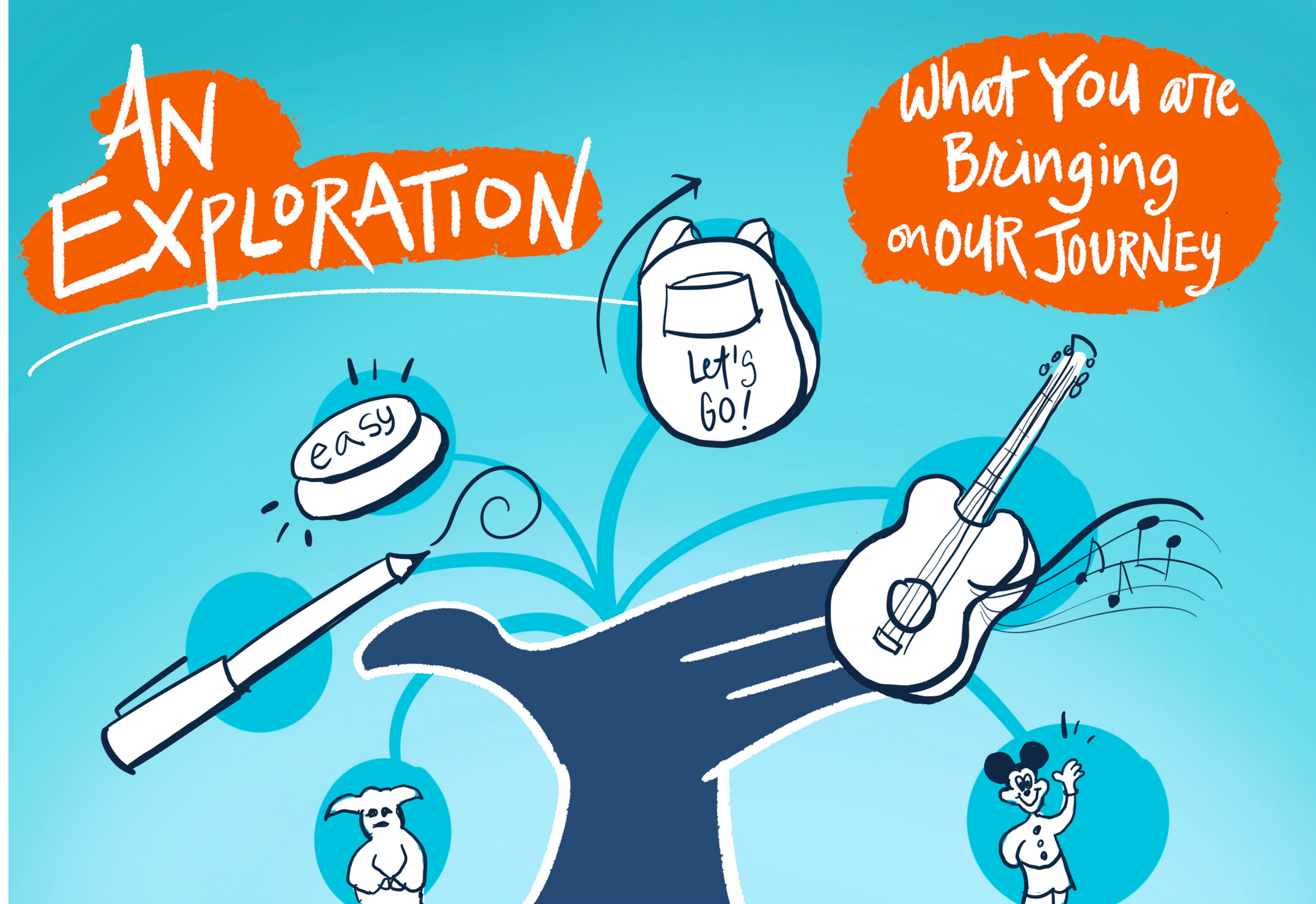
Continuous innovation process.

Icebreaker

As we set out to explore opportunities, let's get ready for the trip. In addition to water and snacks, many explorers, whether they are hiking the Appalachian trail, or journeying into space, carry a good luck charm. Something to give them courage when the going gets tough.

Explore your desk and office to find a lucky charm to take on today's journey.

What lucky charm are you bringing on our journey?



OhioNet's Why

Our libraries and communities are forever changed by the current pandemic.

What's your why?



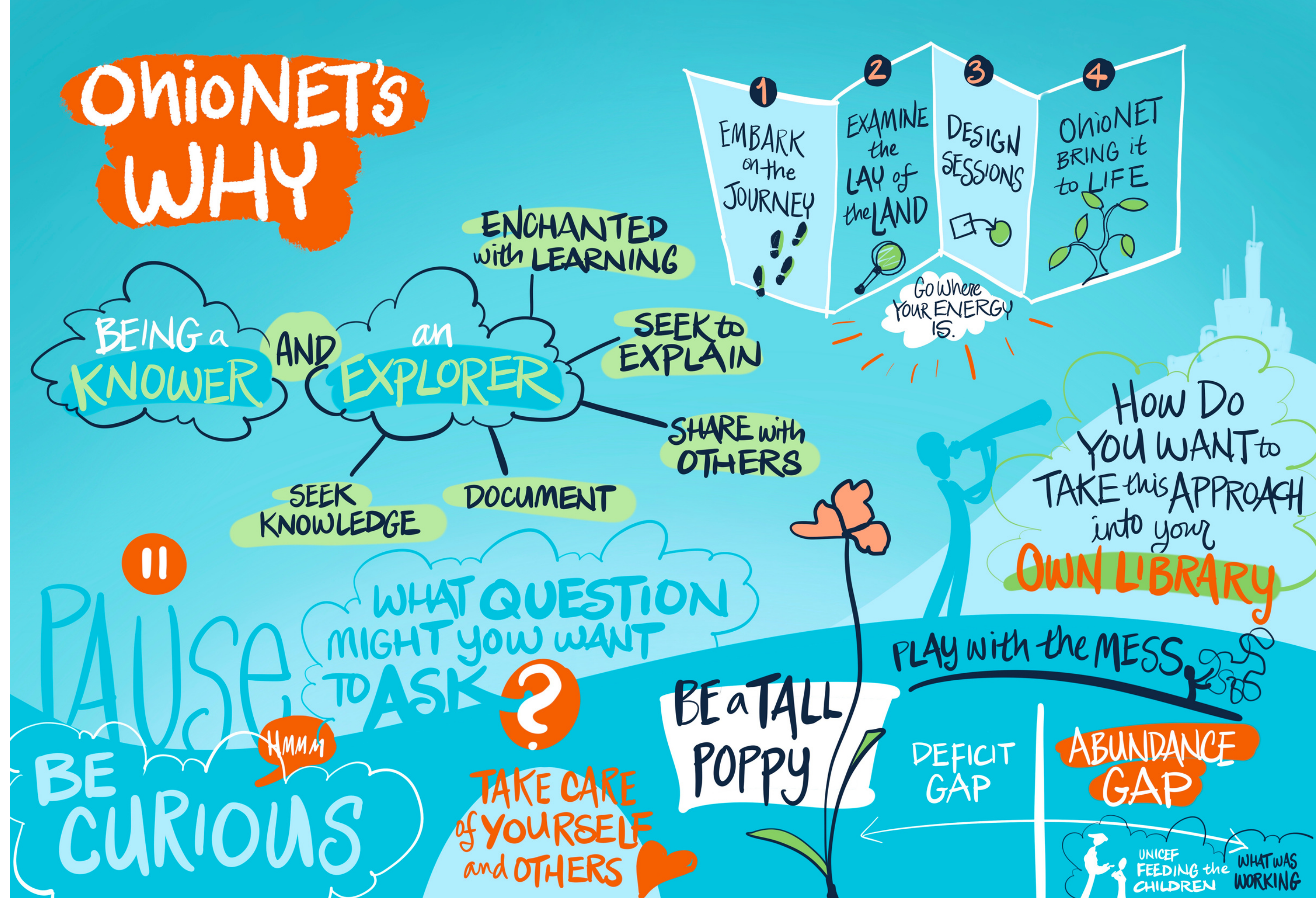


What is your why?

- To see how we can best support our community
- I'm new to my position in Outreach and Community Engagement. Looking to see how I can thoughtfully serve our communities.
- I want to learn more about OhioNet's ideas about the future, but also want to learn new ways of thinking strategically about our own library's future.
- To discover new ways of thinking about and providing library services, and to develop the tools for doing so.
- I feel like I don't know what to do or where to start, but I need to do something, somewhere, some way, and somehow.
- Looking for guidance in exploring what our community really wants and needs from us. This is an opportunity for a big reset!
- I want to have a voice in the decision that the school administration is making in terms of the school library - changing the space to better serve the students and faculty.
- Continually looking for ways to grow in new ways to support those we serve.
- To figure out a good path after years of upheaval and change (both covid and staff-wise)
- Always looking for ways to improve my library for our students and hoping this helps.
- Looking for new ideas, contacts, and opportunities to serve our community
- So many things have changed, I think it's important that we continue to provide what our community's need from us. This seems like a good start to figuring out what this is now.
- Hoping to find out how to know what our communities need from us.
- New at my library system and getting to know community better
- I am new to the library field and will soon graduate with my MLS.
- Always looking for new, innovative and creative ways to extend library services in the communities we serve
- As libraries evolve and library staff needs change, I'm always looking for ways to balance between the practical and the future-oriented.
- I'm still relatively new to libraries and am trying to set myself up to best understand and be prepared for the next 25-30 years
- Serving all kinds of students- College removed residency requirement with COVID19, so we now have students everywhere.
- My husband took a job in VA, we bought a condo in NC, I work in Ohio, but I want a new opportunity in public librarianship, probably in the TRIAD of NC. Training, improving, seeing what's happening everywhere else.
- It has a been a LOOONG time since we've done any strategic planning and this seems to explore new and creative ways to achieve our goals and reach more patrons.
- I'm hoping this can dislodge some "this is how we've always done it" ways and dismantle systems that do not serve us or our communities.

Explore Summit

Setting the context...



Setting up the paired interview

THE POWER OF THE PAIRED INTERVIEW



LISTEN
LISTEN
LISTEN

INTERVIEWER

- LET THEM TELL **THEIR STORY**
- BE GENUINELY **CURIOUS**
- TAKE **NOTES**
- WATCH for **EXCITEMENT** and **PROBE**
- ALLOW for **SILENCE**
- RESPECT **CONFIDENTIALITY**



WHAT *was it*
LIKE?

INTERESTING
TO hear about
other **LIBRARY**
COMMUNITIES

I ENJOYED IT

Sharing
in **DETAIL**

JUST NICE to
LISTEN
LEARN
and **SHARE**

THERAPY Session





EXPLORE Interview Guide

Long live libraries!

COVID-19 has undeniably changed how libraries operate—whether that be in how materials are delivered, how programming is offered, or how staff morale has been affected. Libraries have done stellar work over the past two years to respond to the constant changing circumstances brought about by the pandemic. Despite struggles, there were many instances of innovation and everyday heroism.

Although the pandemic is not yet past us, it has changed our world forever. As an organization that exists to support the success of libraries, we at OhioNet want to explore your current reality, your successes and your struggles, and how we can support you.

We want to answer the question “What are libraries calling for OhioNet and other library support organizations to be in this new world?”





Interview Questions

Q1: Tell me about some challenges or struggles that your library faced over the past 20 months during the pandemic, and how you overcame them. How did that impact or alter the way you do your business? *[Suggestion for probing questions: What did you do? Who was involved? What was the result?]*

Q2: Moving forward, as you reflect on what you do as a library to serve your community in this pandemic-altered world, what challenges do you face and what do you believe your community needs? In order to overcome these challenges and to meet your community's needs, what new things will you do? What will you let go of or do differently?

Q3: Reflecting on the changes in library services you've just talked about, let's explore how library support organizations, like OhioNet, can **best** support you in the pandemic altered reality. Imagine it's 18 months from now, and OhioNet and others are providing extraordinary support that meets your needs in this pandemic altered world. Please be specific about what we are doing in 2023.

How are we helping you stay informed, supporting you and your staff, engaging your community, planning for the future, evaluating the present, saving you time, or saving you money? What else are we doing that is different from 2022?



Opportunity Map

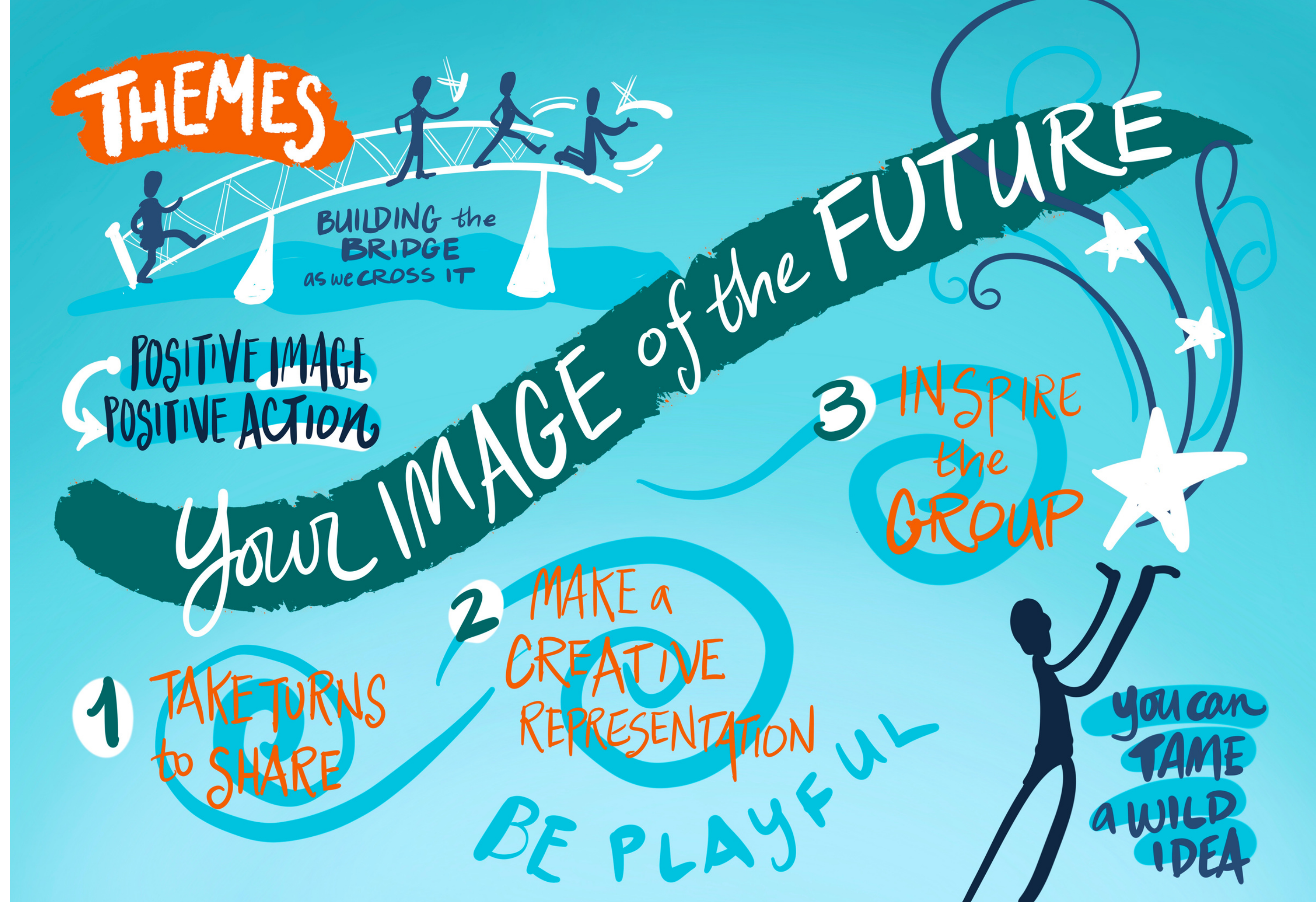
Small group report outs –

Share three to five key themes that stood out from the interviews that show how OhioNet and other library support organizations can **best** support libraries in the pandemic-altered world.



Imagine 2023

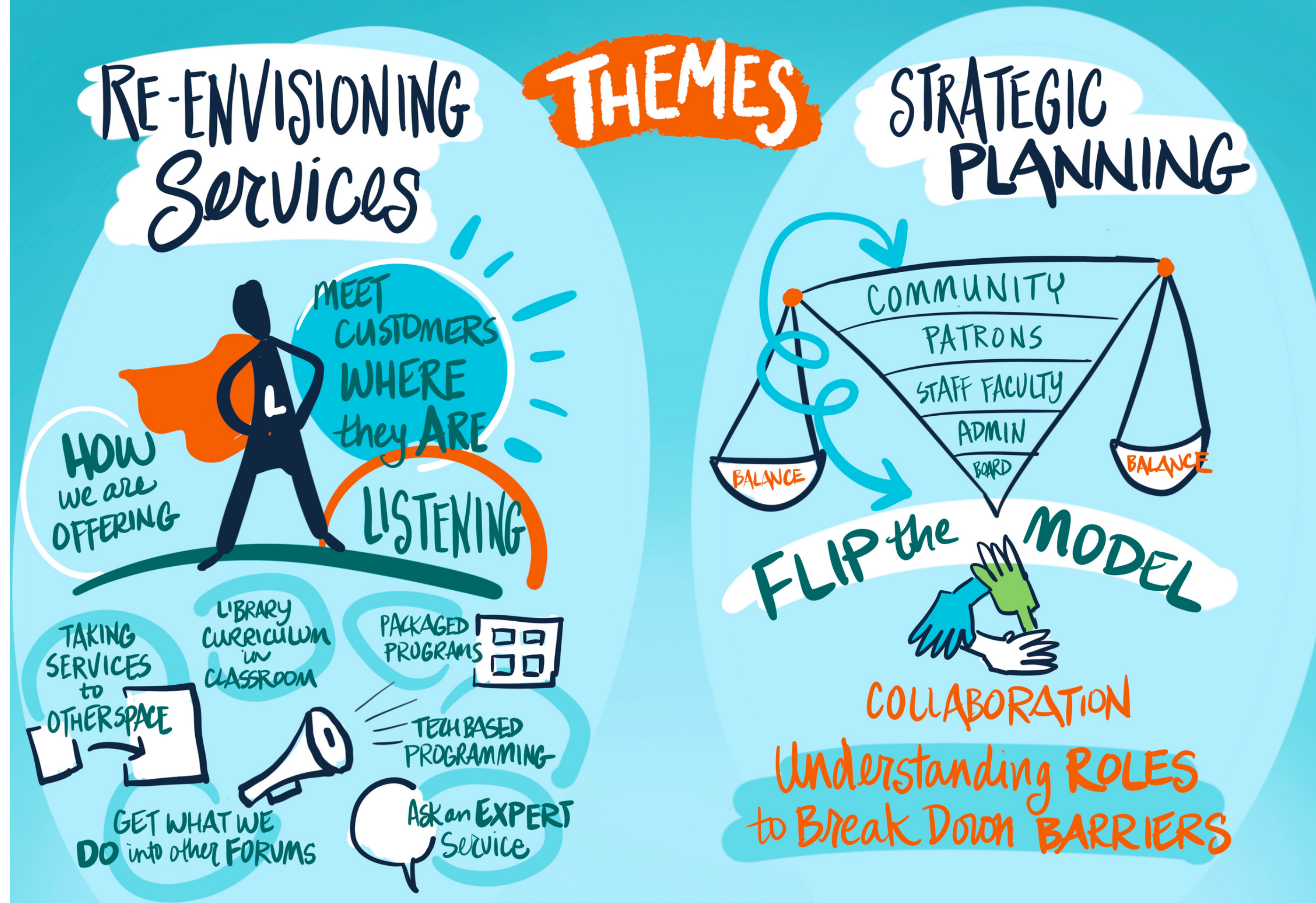
Imagine your journey included time travel to the future, and it's 18 months from now. OhioNet and others are providing extraordinary support that meets your needs around this theme, support that exceeds your wildest dreams.



Images of 2023 Strategic Planning and Re-Envisioning Space



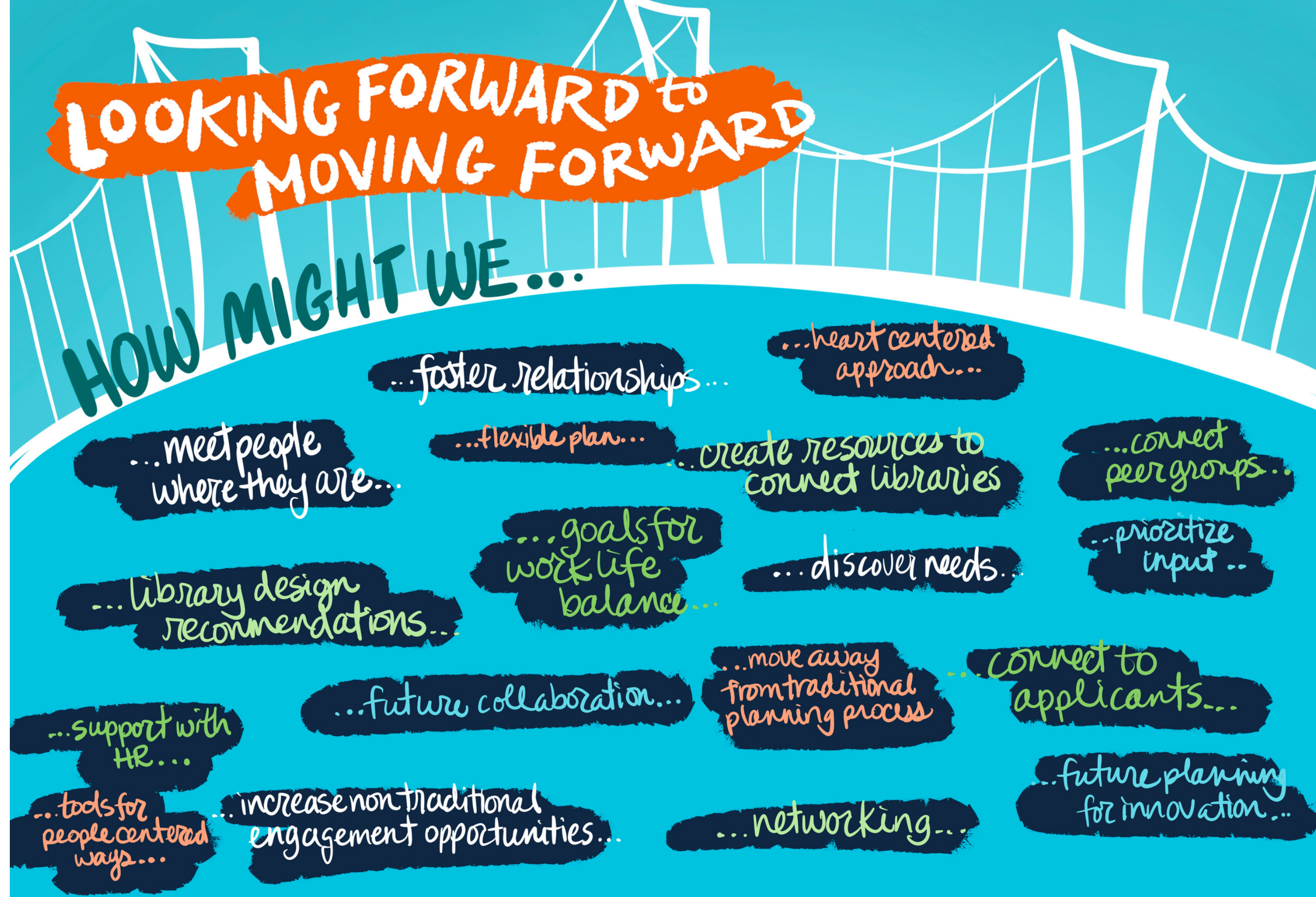
Images of 2023 Re-Envisioning Services and Strategic Planning



Images of 2023 Workplace Wellbeing



Ideas for how
OhioNet might
help support the
main themes



Explorations

What do you want to explore in your community?


and

What is the **smallest step** (action, decision, or initiative) we at **OhioNet** could take that would have the **largest impact** on your library?





What do you want to explore in your own community?

- Bringing library services to community day-school
 - Services/material access
 - Connecting with our Latino population
 - Needs of Spanish-speaking community
 - How to make our library feel like a second home for underrepresented students
 - Continuing education for Ohio library staff
 - Strategic planning
 - Anything that provides more opportunity to engage our community in our programs
 - I keep thinking of reaching out to our department chairs to see if the resources and services we provide via the library are actually what they want and/or need to support the work that they do in the classroom
 - Reconnecting with the schools in our service area
 - We had to close a small neighborhood library recently and are looking at priorities as we plan to reopen it
 - More cooperative programming with community organizations
- 

"Thank you!"

Connecting with professionals from different backgrounds in learning environments, like this training, is exciting."

"Wonderful day!"

"So glad to meet everyone!"

"This was a great change of pace for a virtual event. Very engaging – thank you!"

COMMENTS

"Thank you for a great day!"

"Thank you to all my conversation partners today!"

"Thank you, loved the interactivity of the day!"

"Thank you!! It was a very fulfilling day!"

"I enjoyed meeting you all!"

"Thank you! I really enjoyed this workshop and the approach!"

"Thank you – met some great people!"

"Thank you! It was a great day!"

"Thanks for this opportunity. It was very helpful."

