A Model for Evaluating Emerging Technologies in a Library Setting

Jennifer Koerber

www.jenniferkoerber.com
My Agenda

- Overview of the evaluation model
- Review of resources
- Suggested questions
- The model in action aka, “Talk Amongst Yourselves”

ONE DOES NOT SIMPLY

DO WORK AFTER LUNCH
I am the Very Model of A...
Sources of Information

- Discovery!
- Questions / Brainstorming
- Research
- More Questions / Brains
- Acquisition
- Pilot / Trial
- Feedback
- Roll Out at Scale
Sources of Information

Discovery!

Questions / Brainstorming

Research

More Questions / Brains

Acquisition

Pilot / Trial

Feedback

Roll Out at Scale

“Keep a Light Pulse”
Sources of Information

Discovery!

Questions / Brainstorming

Research

More Questions / Brains

Acquisition

Pilot / Trial

Feedback

Roll Out at Scale

“Keep a Light Pulse”

Re-discovery!
Sources of Information
  ↓
Discovery!
  ↓
Questions / Brainstorming
  ↓
Research
  ↓
More Questions / Brains
  ↓
Acquisition
  ↓
Pilot / Trial
  ↓
Feedback
  ↓
Roll Out at Scale
  ↓
“Keep a Light Pulse”
  ↓
Future Planning
Sources of Information
- Discovery!
- Questions / Brainstorming
- Research
- More Questions / Brains
- Acquisition
- Pilot / Trial
- Feedback
- Roll Out at Scale

"Keep a Light Pulse"
RESOURCES
SEPTEMBER 2016: WORK & PRODUCTIVITY

Managing Virtually for Ultimate Productivity
SUBMITTED ON TUE, 9/6/2016 - 4:17PM
Working outside of a traditional office environment is not for everyone, but with the right tools and resources, organizations and managers can set their employees up for success.
By Heather Martin

Help Wanted: Must Be Curious
SUBMITTED ON WED, 9/7/2016 - 11:18AM
We live in a time when data and information are changing how we work and are amplifying the results.
By Steve MacLaughlin – Director of the Idea Lab
# Library & Nonprofit Resources

## Library Resources
- Library of the Future / ALA Transforming Libraries
- Library conferences
- Professional journals
- International, national, state, and local library organizations
- ALA TechSource

## Nonprofit Resources
- Nonprofit Technology Network (NTN)
- Chronicle of Higher Ed
- PEW Internet & Life
- Government agencies
  - US Department of Energy
  - US Department of Transportation
- International agencies, like the World Economic Forum
Portable Battery Packs For Your Laptop a Reality

Shep McAllister
9/30/16 3:48pm • Filed to: KINJA GEAR
# Mainstream Resources

<table>
<thead>
<tr>
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<th>Popular Media</th>
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<tr>
<td><em>The Atlantic</em></td>
<td><em>Buzzfeed</em></td>
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<tr>
<td><em>The Economist</em> (esp the Tech Quarterly)</td>
<td><em>Lifehacker</em></td>
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<tr>
<td><em>The Huffington Post</em></td>
<td>*Citylab, from <em>The Atlantic</em></td>
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<tr>
<td><em>The New York Times</em></td>
<td><em>Mind/Shift, from KQED</em></td>
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<td><em>The Wall Street Journal</em></td>
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<td><em>The Washington Post</em></td>
<td><em>NPR and local affiliates</em></td>
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<td><em>Local &amp; national television &amp; radio station sites</em></td>
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CRUNCH NETWORK

Why an unhackable mobile phone is a complete marketing myth

Posted yesterday by David Jevans

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AT&T halting Samsung Galaxy Note 7 sales following multiple fires with replacement phones
By Jordan Golson

A fourth replacement Galaxy Note 7 caught fire in Virginia this morning
By Jordan Golson

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TECH NEWS
Tech News

**Gadgets & Reviews**
- C|NET
- Engadget
- Gizmag
- Gizmodo
- The Verge - Tech
- Kickstarter Technology projects

**Tech News**
- TechCrunch
- ZDNet
- ArsTechnica
- Slashdot
- Hacker News on yCombinator.com
Change Workshop: Managing Change to Ensure a Technology Project’s Success

It’s a sad truth that as many as 70% of technology projects fail. Active change management is one of the most effective ways to assure widespread adoption and success of new programs and systems. Planning, preparing, and communicating during those changes will remove the fear and frustration and help the organization implement a successful project that brings value across departments.

In this workshop, we will present practical strategies to prepare, communicate, and manage change in your technology project. Attendees will work through scenarios that they can apply to their own organization’s technology project to answer:

• How do I identify and measure the value of change on my technology project?
• How do I develop the appropriate communication plan for my project?
• What is the resistance on my project, and how do I manage this resistance?
• How do I get support at the beginning and throughout my project?

At the end of the workshop, attendees will have some basic tools and templates to manage change in their technology project that they can refine and implement within their organization, as well as a clearly-defined outline to address future changes.

Smita Vadakekalam
VP of Professional Services
Heller Consulting

I've been working in the nonprofit sector since 1999. Prior to joining Heller Consulting, I worked in a variety of positions at nonprofits ranging from front-line fundraising, database management, and operations streamlining. Some of the organizations I worked with are the International AIDS Vaccine Initiative, City Harvest and Art21. As the Vice President of Professional Services at Heller Consulting, I oversee the work we do to implement technology solutions and strong business practices across a wide range of nonprofits. I love working with project teams – both my staff and our clients – to ensure that the right resources and skills are brought to bear on any initiative. I'm amazed every day by the work we do and the impact it has on people's lives.

Leadership

Wednesday, March 23
1:30 pm - 3:00 pm
Room 210D

Session Hashtag
#16NTCplan4change

Materials & Collaboration Notes
http://po.st/plan4change-16NTC

Evaluation Link
http://po.st/xWJwK0

CFRE Credits
NFR - 1.5

ATTEND OR ‘GHOST’ CONFERENCES
# Tech Conferences

## Industry Conventions
- CES (formerly The Consumer Electronics Show)
- Digital Entertainment World (DEW)
- E3, the Electronic Entertainment Expo
- Game Developers Conference (GDC)
- Mobile World Congress
- Nonprofit Technology Conference (NTC)
- SXSW Interactive
- TecHomeX

## Developer & Release Events
- Apple Worldwide Developers Conference (WWDC)
- Google I/O
- Microsoft’s Tech Ed
- Microsoft Build

## Technology Industry Conferences
- Defcon (security)
- Interop (general IT)
- LISA (sysadmin)
- NANOG (networks)
- Velocity (web optimization)
Diversify your input!
Word of Mouth & Real Life

- Peers
- Staff
- Other libraries
- Social media
- Community meetings
- Family & friends
- Window shopping!
All On Library Time

Show that professional development and staff technology proficiency are management priorities.
QUESTIONS
Ask Questions

- About the source(s)
- Basics about the technology
- Implementation
- Needs & uses
- The 30,000-foot view
- The long view
Questions About Sources

- Has something changed in what you’re hearing? You've been ‘hearing about it forever,’ but suddenly it’s everywhere or in non-tech, mainstream places.

- Are diverse sources mentioning it? Mainstream + tech + word of mouth + Buzzfeed?

- Do people you respect & trust recommend a particular news source? What do your go-to people follow?
Basics About the Tech

- What does it do?
- What makes it unique?
- Is it the best tool? Are there better choices?
- Is it user-friendly?
- Easy to install/update?
- Is it legal?
- Is buying it a one-time or recurring cost?
- How reliable is it?
- What are the hard costs? the soft costs?
- Is it replaceable?
- What is the cost of maintenance?
Implementation - Frontline

- How could it be used in a public setting?
- Is it being used by other libraries? If so, how have they implemented it?
- How does it benefit your patrons? Staff? Community?
- Are there obvious downsides/challenges?
- Can/would you circulate it? How?
- What’s the impact on staff work load? Who will maintain it? Circulate it? Track it?
- Do you need a new or updated policy or procedure for it?
Implementation - Financial

- How do you buy it?
- Who pays for it if it breaks or is lost or stolen?
- Do you need to start with a pilot or can you integrate it to established programs/procedures out of the box?
- Does it work with existing systems? If not, is there a domino effect that might cost you more than it’s worth? Flip side: could you use this to spark upgrades to existing systems?
- Will it replace existing technology at a better price?
- If you invest in this technology, what are you not investing in? To say yes to this, what do you have to say no to?
Needs

- Does it fill an unmet gap in the community?
- Does it improve efficiency or productivity for your staff or the community?
- Is it accessible to people outside the library walls?
- What does the local economic picture look like? Can the public use this tech as a try-before-you-buy opportunity?
- Will it reduce the digital divide?
Uses & Users

- Can you immediately think of a library use for it? That would work in *your* library? That you wish would work in your library (but of course it *never* would).

- Who might this technology appeal to or apply to?

- How many people will actually use it?

- Has the community asked about it? Are they using it at home/work and want it here, too? Do they need/want support for it?

- Can you get feedback from patrons or usage stats from libraries that already have it?
30K-Foot Views

- What are the risks of trying this technology?
- What are the potential benefits? What’s the ROI, especially for staff tech?
- Does it support your library’s strategic goals? your municipality/county/institution’s goals?
- What other technologies or services will it enable? (e.g., more bandwidth opens the door to conducting live webinars, downloading media, etc.)
- How do you create/sustain staff buy-in for it?
- How do you measure ROI/success of having it?
Long Views - The Tech

- You know what it can do. What could it possibly do? What does the company say is coming next?
- Will it even work in 5+ years? Will it be relevant?
- Does it serve your library in a way that won’t change, no matter what else shows up?
- What happens when support for this disappears or it’s completely redesigned? Can you plan for lack of backwards-compatibility?
Long Views - Your Library

- How do you plan for the technological unknown? Can this technology help you try out possibilities?
- Does your staff need shaking up? Might playing with fun tech now help them embrace change later?
- Do your younger/savvier staff need opportunities for success? How can this tech enable their potential?
- Are you building or renovating a location? As part of your planning, do a future technology sweep as well as a current needs evaluation.
LET’S PLAY!
VIRTUAL REALITY...AGAIN?
INTEL COMPUTE STICK

Intel Compute Stick CS125 Computer with Intel Atom x5 processor and Windows 10 (BOXSTK1AW32SCR)

by Intel

Price: $149.95 & FREE Shipping

In Stock.

Get it as fast as Thursday, Oct. 13.

Ships from and sold by Erwin Comp.

- 1.44 GHz Intel Atom x5-Z8300 Quad-Core, 2GB of DDR3L RAM
- 32GB of Onboard eMMC Flash Storage
- Intel HD Graphics, HDMI / USB 2.0 / USB 3.0
- Micro-SDXC Memory Card Slot, 802.11ac Wi-Fi, Bluetooth 4.0
- Multi-channel Audio, Space-saving Design
- Windows 10

Used & new (7) from $149.95

Intel Compute Stick (Core m3) review:

The most powerful stick PC yet

By: Dan Ackerman / Reviewed: July 11, 2016

$485.00

Intel Compute Stick STK2mv64CC - Core m3 6Y30 1.6 GHz - 4 GB - 64 GB

Part #: BT8074V4ACG
1 Retail Model

Amazon.com $485.00
Overstock.com $571.99

See all prices

INTEL COMPUTE STICK
SMART HOUSES - THE INTERNET OF THINGS

CRUNCH NETWORK

Why every household is about to get a brand-new fridge

Posted Mar 26, 2016 by Sephi Shapira

Samsung Electronics

CrunchBase

Samsung Electronics is a South Korean multinational electronics company engaged in consumer electronics, information technology and mobile communications, and device solutions businesses worldwide. The company develops, manufactures, and sells various consumer products, including mobile phones, tablets, televisions, Blu-ray players, DVD players, home theater systems, digital cameras, and camcorders, ...

OVERVIEW

Located in Suwon, South Korea, Samsung Electronics is a leading brand in the global electronics industry. They are well-known for their innovative products, such as smartphones, televisions, and home appliances. Samsung also produces a wide range of consumer electronics products, including laptops, wearable devices, and home entertainment systems. Their commitment to research and development has helped them stay ahead of the curve in the highly competitive technology sector.

LOCATIONS

- Suwon, South Korea

CATEGORIES

Software, Hardware, Electronics, Health Diagnostics

WEBSITE

http://www.samsung.com/us

Full profile for Samsung Electronics

SMART HOUSES - THE INTERNET OF THINGS

Today's retail economy is focused on acquisition and retention costs. Getting into people's homes and

Includes a picture of a fridge with several items inside.
FISHER PRICE “CODE-A-PILLAR”
PUT IT ALL TOGETHER

WHAT CAN YOU DO WITH VERY DIFFERENT PIECES?
FROM THE KEYNOTE?
THANK YOU!

JENNIFER KOERBER

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