

# Do You Feel The Pressure? Reversing the Technology Ratchet in Libraries

## Rochester Regional Libraries Council

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Presented by Steven J. Bell  
Resource Page

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### Articles of Interest

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## **General Thinking About Technology Adoption**

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<http://acrblog.org/2006/02/20/the-ratcheting-up-of-technology/>

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## **Design Thinking**

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<http://www.businessweek.com/innovate/NussbaumOnDesign/>

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Pink, Daniel. *A Whole New Mind: Why Right-Brainers Will Rule the Future*. Riverhead Trade, 2006. (a great read, but if you are short on time just read the chapter on design)

Rae-Dupree, Janet. Design is more than packaging. *New York Times*. Oct. 4, 2008.  
[http://www.nytimes.com/2008/10/05/business/05unbox.html?\\_r=1&ei=5070&emc=eta1&oref=slogin](http://www.nytimes.com/2008/10/05/business/05unbox.html?_r=1&ei=5070&emc=eta1&oref=slogin)

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[http://www.businessweek.com/innovate/content/aug2007/id20070829\\_407662.htm](http://www.businessweek.com/innovate/content/aug2007/id20070829_407662.htm)  
(add BusinessWeek's Innovation supplement to your regular reading; see more at:  
<http://www.businessweek.com/innovate/> - yes – there is an rss feed for it)

Shedroff, Nathan. Design: A better path to innovation. *Interactions* 5(6), November/December 2008, pp. 35-41.

### **User Experience (UX)**

Diller, Steve, et. al. *Making Meaning: How Successful Businesses Deliver Meaningful Customer Experiences*. New Riders Press, 2008.

Garrett, Jesse James. *Customer Loyalty and the Elements of User Experience*. Design Management Review, Winter 2006.

Merholz, Peter, et.al. *Subject to Change: Creating Great Products & Services for an Uncertain World*. O'Reilly Media, 2008.

Knemeyer, Dirk. Defining Experience: Clarity Amidst the Jargon. *UX Matters*. April 12, 2008  
<http://www.uxmatters.com/MT/archives/000277.php>

### **Other Sites of Interest**

Seth Godin's "This is Broken" presentation  
<http://video.google.com/videoplay?docid=-4101280286098310645&q=seth+godin&hl=en>

Tim Brown's "Innovation through Design Thing" presentation  
<http://mitworld.mit.edu/video/357/>

"To Improve What You Do – Study People" – ACRLog post on May 15, 2006  
<http://acrblog.org/2006/05/15/to-improve-what-you-do-study-people/>

Library Success: A Best Practices Wiki

See: Staff Training

[http://www.libsuccess.org/index.php?title=Staff\\_Training](http://www.libsuccess.org/index.php?title=Staff_Training)

Bell, Steven J. 2006. iPods and Pencils: It's the User Experience Age and We're Not Ready.

<http://acrlblog.org/2006/02/27/ipods-and-pencils-it%e2%80%99s-the-user-experience-age-and-we%e2%80%99re-not-ready>

ACRLog

<http://www.acrlblog.org>

The Blended Librarians Web Site

<http://blendedlibrarian.org>

Designing Better Libraries (Design Thinking, Innovation, User Experiences)

<http://dbl.lishost.org>

Good Experience

<http://www.goodexperience.com>

McMaster University Libraries: Transforming our Future

<http://ultransform.wordpress.com>

TechLearning

Weekly updates with tips, advice, and ideas for educational uses of technology

<http://www.techlearning.com/forms/newsletter.jhtml> (subscribe here)

Kept-Up Academic Library

<http://keptup.typepad.com>

Steven Bell's Keeping Up Web Site

<http://stevenbell.info/keepup>

The Squirrel Experiment

<http://www.jimcarroll.com/flash/stopsign.htm>

Technology Reading List

<http://stevenbell.info/keepup/readinglists.htm>

The reading list is a set of RSS feeds that can be imported into Bloglines, a popular news aggregator. When imported, all of feeds will automatically be subscribed in the news aggregator. This simplifies the process of adding all the new feeds to the aggregator. Instructions on how to use the reading list, with Bloglines, is found on the page.

**Additional Sites Mentioned in Presentation**

Google Video of Socket Wrench (Ratchet)

<http://video.google.com/videoplay?docid=7023584523277855660&q=socket+wrench>

WebJunction Training Site

<http://www.webjunction.org/do/Navigation?category=372>

Sirsi-Dynix Institute

<http://www.sirsidynixinstitute.com/future.php>

OPAL (Online Programming for All Libraries)

<http://www.opal-online.org/>

ACRL e-learning programs

<http://www.ala.org/ala/acrl/acrlproftools/elearning.htm>

Blended Librarians Web Site

<http://blendedlibrarian.org>

College of DuPage – Soaring to Excellence

<http://www.dupagepress.com/COD/index.php?id=1168>

PLCMC Learning 2.0

<http://plcmcl2-things.blogspot.com/>

Beyond the Job

<http://librarycareers.blogspot.com/>

A Library Writer's Blog

<http://librarywriting.blogspot.com/>