



Library Service in the Digital Age

Hello!

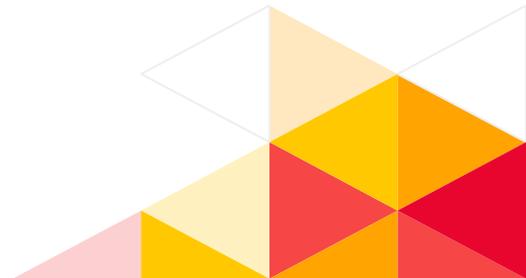
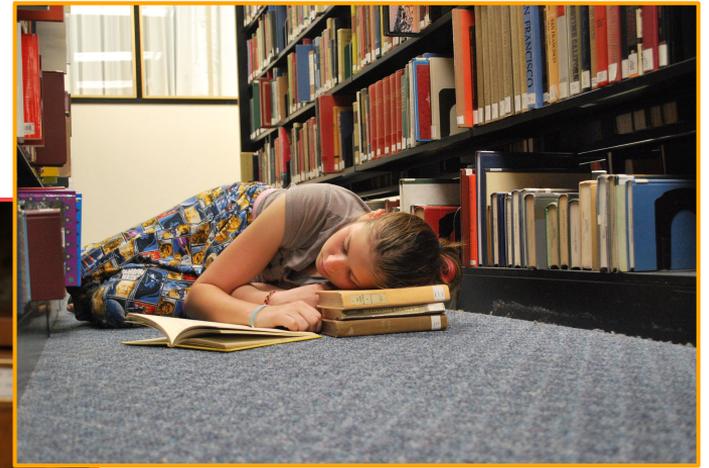
Erin Berman

Innovations Manager
San José Public Library
@mohawklibrarian

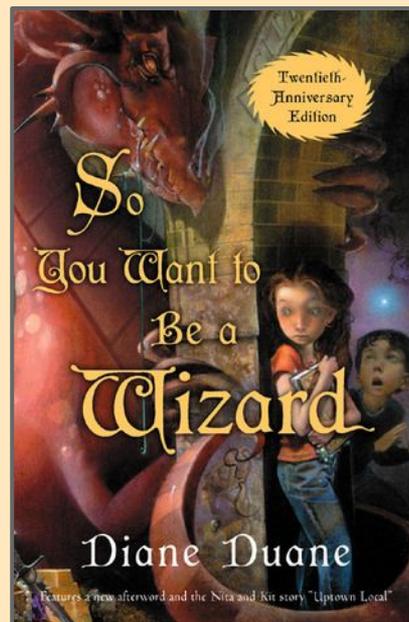
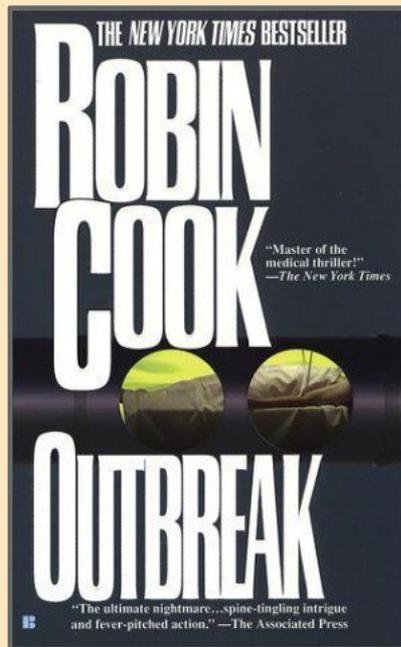
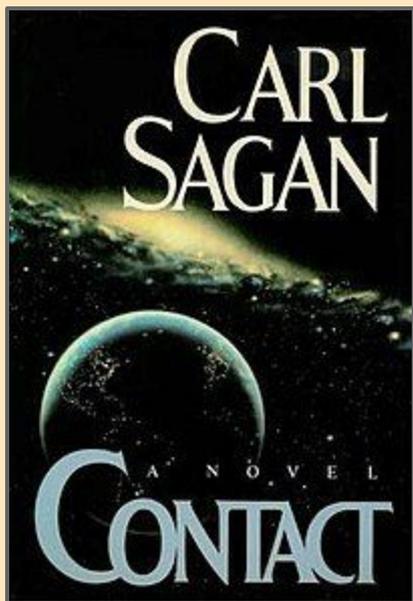


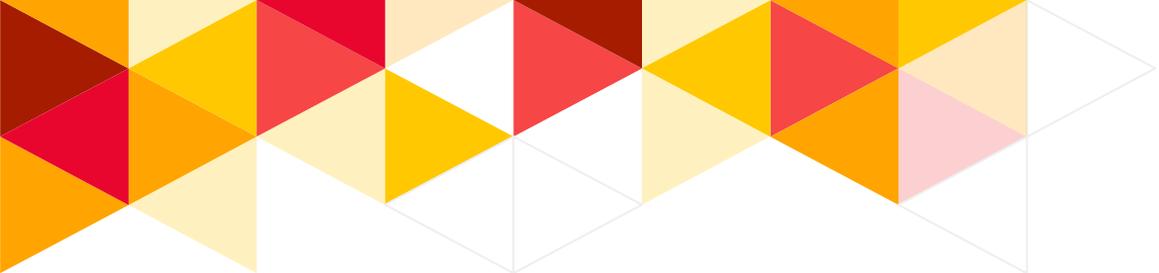
- **Path to librarianship**
- **Purpose of libraries**
- **How we used to meet information needs**
- **Building a digital era library**
- **Teaching 21st century literacies**
- **What you can do, starting today**











The background is a vibrant red color with a pattern of overlapping triangles in various shades of red, orange, and yellow. Some triangles are solid, while others are outlined in white. The overall effect is a dynamic, geometric composition.

**What is the purpose
of libraries?**

Informed Citizens

Libraries are the cornerstone
of democracy



Access to Information

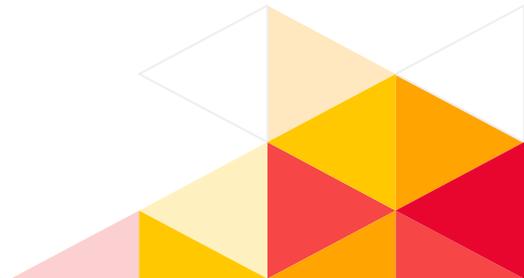
Teaching the tools of literacy

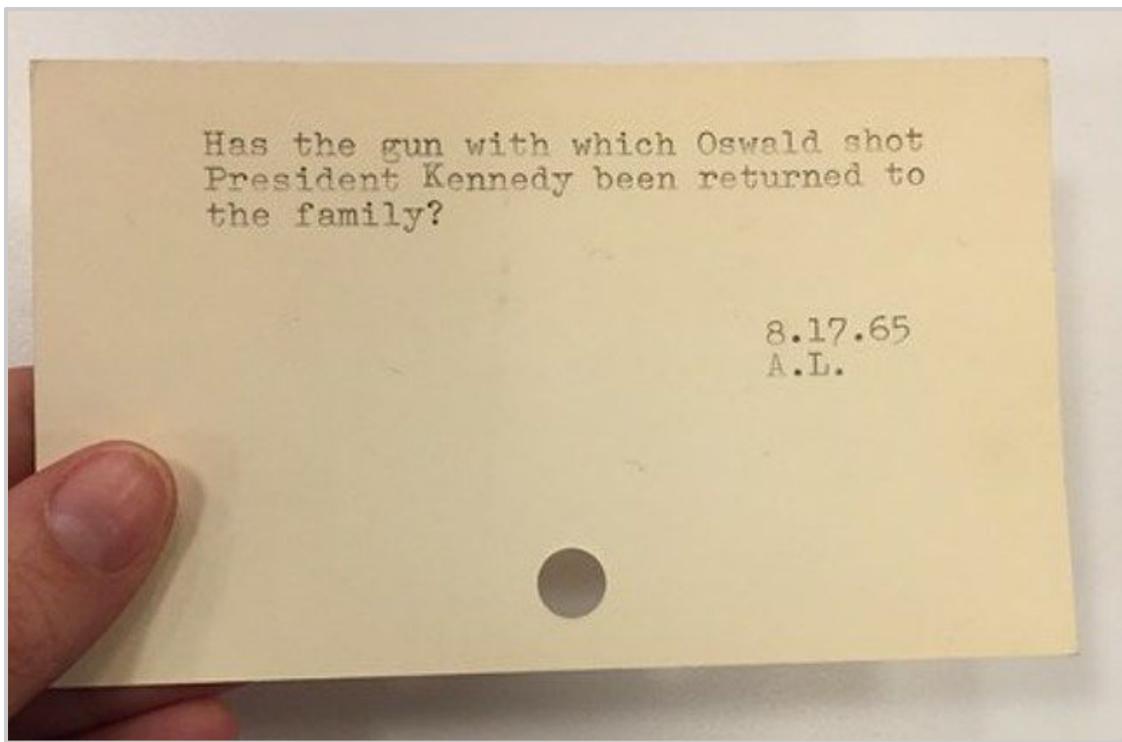






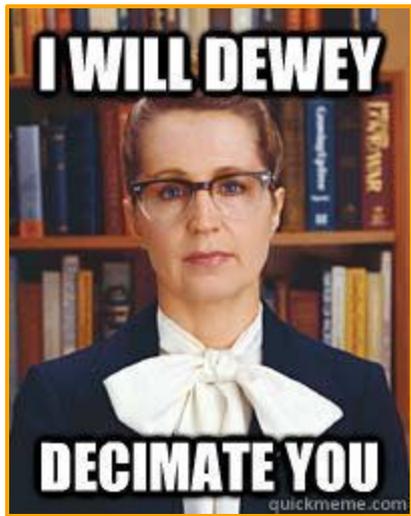
Librarians, the
gatekeepers of
knowledge.





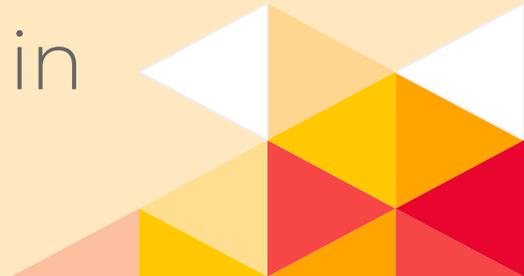
Librarians, the original search engine.







Information can
be accessed
anywhere in
the world.





[NBA Draft](#)
[Wimbledon](#)

ONSALE

FIVE \$1,000
Winners Click Now!

[Holyfield](#)
[vs. Tyson](#)

[options](#)

[Yellow Pages](#) - [People Search](#) - [Maps](#) - [Classifieds](#) - [News](#) - [Stock Quotes](#) - [Sports Scores](#)

- ♦ [Arts and Humanities](#)
[Architecture](#), [Photography](#), [Literature](#)...
- ♦ [Business and Economy \[Xtra!\]](#)
[Companies](#), [Investing](#), [Employment](#)...
- ♦ [Computers and Internet \[Xtra!\]](#)
[Internet](#), [WWW](#), [Software](#), [Multimedia](#)...
- ♦ [Education](#)
[Universities](#), [K-12](#), [College Entrance](#)...
- ♦ [Entertainment \[Xtra!\]](#)
[Cool Links](#), [Movies](#), [Music](#), [Humor](#)...
- ♦ [Government](#)
[Military](#), [Politics \[Xtra!\]](#), [Law](#), [Taxes](#)...
- ♦ [Health \[Xtra!\]](#)
[Medicine](#), [Drugs](#), [Diseases](#), [Fitness](#)...
- ♦ [News and Media \[Xtra!\]](#)
[Current Events](#), [Magazines](#), [TV](#), [Newspapers](#)...
- ♦ [Recreation and Sports \[Xtra!\]](#)
[Sports](#), [Games](#), [Travel](#), [Autos](#), [Outdoors](#)...
- ♦ [Reference](#)
[Libraries](#), [Dictionaries](#), [Phone Numbers](#)...
- ♦ [Regional](#)
[Countries](#), [Regions](#), [U.S. States](#)...
- ♦ [Science](#)
[CS](#), [Biology](#), [Astronomy](#), [Engineering](#)...
- ♦ [Social Science](#)
[Anthropology](#), [Sociology](#), [Economics](#)...
- ♦ [Society and Culture](#)
[People](#), [Environment](#), [Religion](#)...

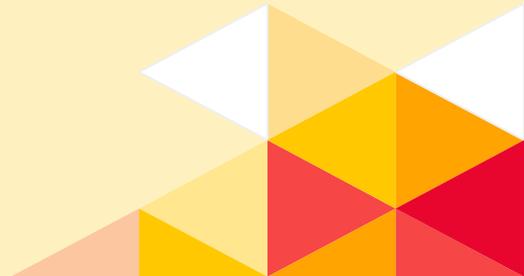
The background is a vibrant red color with a pattern of overlapping triangles in various shades of red, orange, and yellow. Some triangles are solid, while others are outlined in white. The pattern is dense and covers the entire page.

**Where does this
leave libraries in
the digital age?**





We live inside
filter bubbles.
Librarians can
help us break
through.



amazon



Google



facebook



Libraries are places where people
can **LEARN, GROW, DISCOVER,**
and **EXPLORE.**







**What does a 21st
Century library
look like?**

Forward Thinking

What does your library look like in 30, 40, or 50 years?



Respond, Don't React

Be confident. Don't make decisions based on fear and anxiety.



Take Risks

Learn to fail successfully.



Teach and Guide

Remove the mystery of
information seeking.



Be Yourself!

Embrace the core values
of libraries.



Who do you want your patrons to be?

What purpose do we serve
in their lives?



Libraries: Teaching 21st Century Literacies



Device Literacy

- ▶ Reduce fear
- ▶ Increase excitement
- ▶ Become comfortable
- ▶ Integrate in daily life



Maker[Space]Ship

sjpl.org/makerspaceship



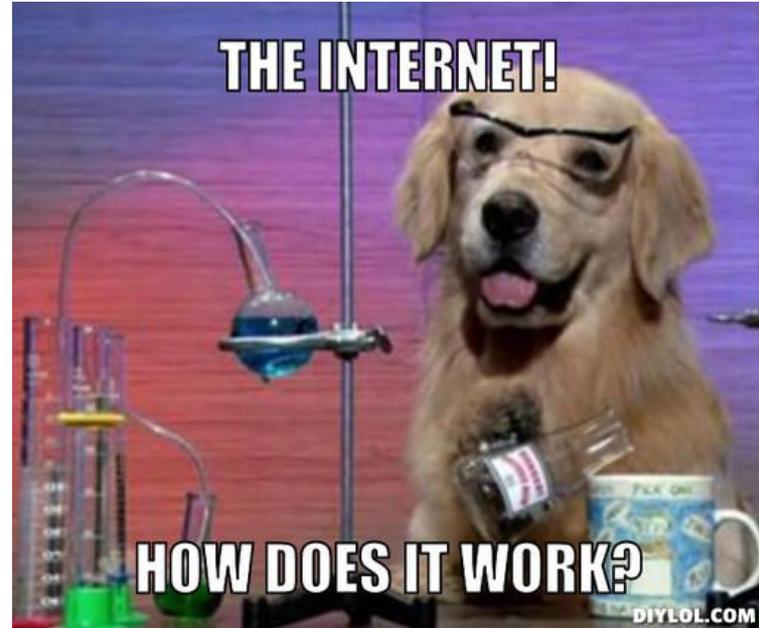


Overcoming access barriers to foster creative ideas, connect people with technology, and encourage problem-solving, collaboration, and discovery.



Internet Literacy

- ▶ Understanding the basics of how the internet works
- ▶ Closing the privacy divide
- ▶ Being safe and confident
- ▶ Privacy literacy



Virtual Privacy Lab

sjpl.org/privacy

Collections - Using the Library - Learn - Events - Teens - Kids - About - Locations

Home / Learn / Virtual Privacy Lab

Virtual Privacy Lab

English Español Tiếng Việt

Construction Zone



Learn about privacy topics and generate a custom privacy toolkit geared towards your online needs. Toolkits include links, tips, and resources that empower you to customize your online identity. Email or print your privacy toolkit for future use.

Overview: What is Online Privacy?

Data Sharing & Data Mining

Security: How the Internet Works

State of Online Privacy

Social Media & Online Sharing

Your Information Footprint

Anonymity & Tracking

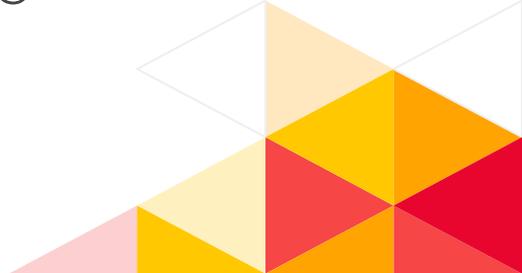
Information Literacy

- ▶ Find factual information
- ▶ Gain critical thinking skills
- ▶ Become internet sleuths
- ▶ Stop sharing misinformation





Fostering 21st Century Literacies

- ▶ Seek out partnerships
 - ▶ Share what is working (and not working)
 - ▶ Set aside fear of failure
 - ▶ Try new things
 - ▶ Step outside of our comfort zone
- 

The background is a vibrant red color. It is decorated with several clusters of overlapping triangles in various shades of red, orange, and yellow. Some triangles are solid, while others are outlined in white. The triangles are arranged in a somewhat chaotic but rhythmic pattern, creating a sense of movement and energy.

Embrace Change

This is What a Librarian Looks Like





**What can you do,
starting today?**

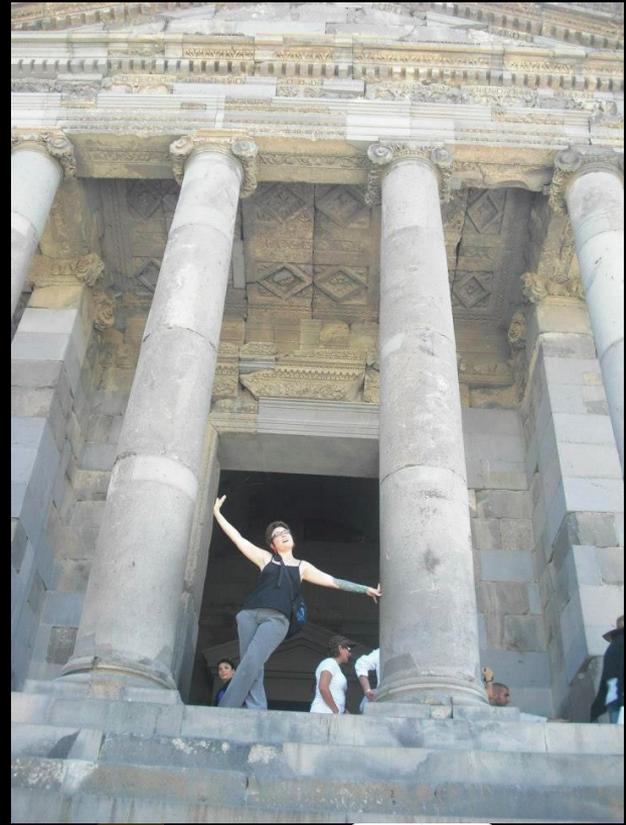


“

*Failure is simply the
opportunity to begin again,
this time more
intelligently.” – Henry A.
Ford*

Fail Successfully





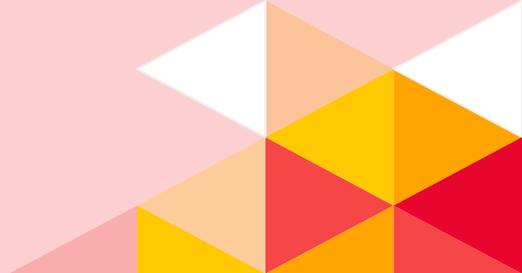


Failure: We all do it

- ▶ Give yourself permission to fail
 - ▶ Talk about failure
 - ▶ Don't hide your failures, explore them
 - ▶ Try new things
 - ▶ Evaluate
 - ▶ Iterate
 - ▶ Embrace change on an institutional level
- 



Hold Tight to Our Core Values: But Embrace Change

- ▶ Access
 - ▶ Confidentiality/Privacy
 - ▶ Democracy
 - ▶ Diversity
 - ▶ Education and Lifelong Learning
 - ▶ Intellectual Freedom
 - ▶ Preservation
 - ▶ The Public Good
 - ▶ Professionalism
 - ▶ Service
 - ▶ Social Responsibility
- 

Questions?

Erin Berman

Innovations Manager

San José Public Library

@mohawklibrarian

