

The Paperweight Proposition

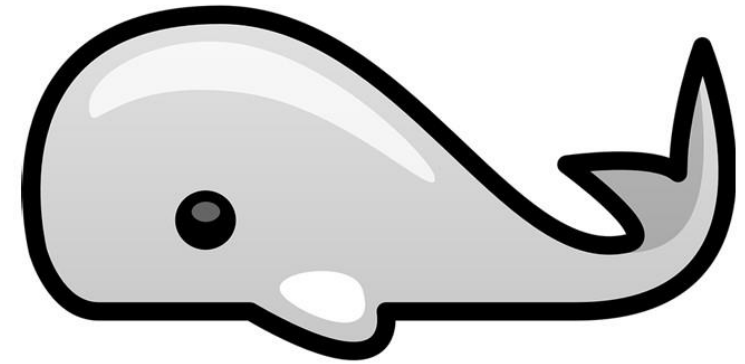
**When Innovative
Technology Goes Awry**

**Alex Harrington & Garrison Libby
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Flashback!

Those halcyon
days of 2016...

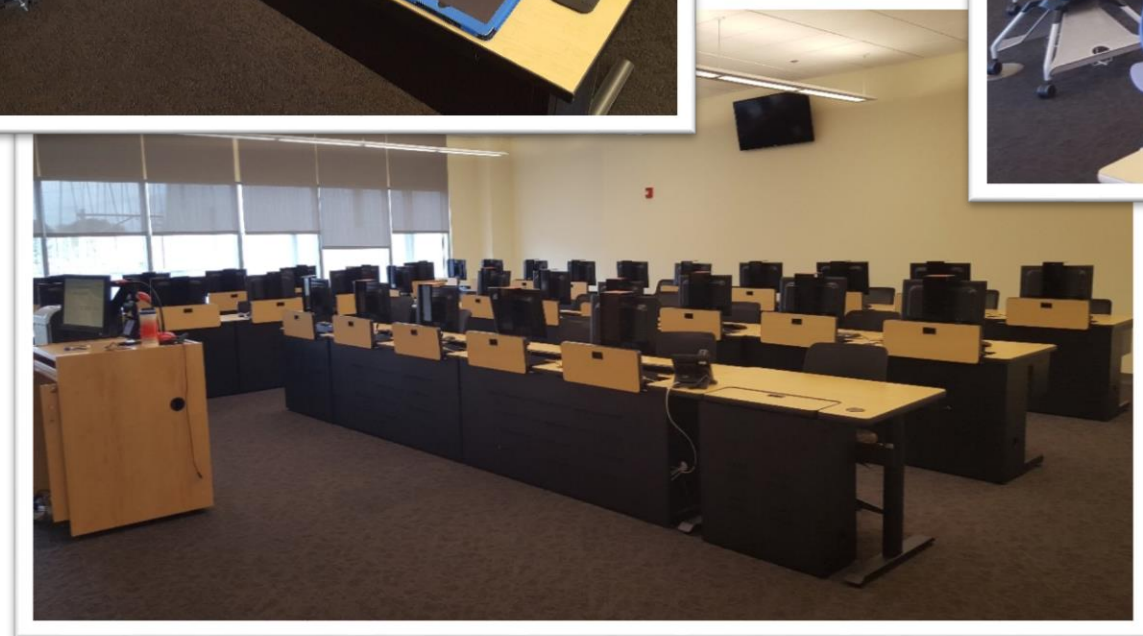
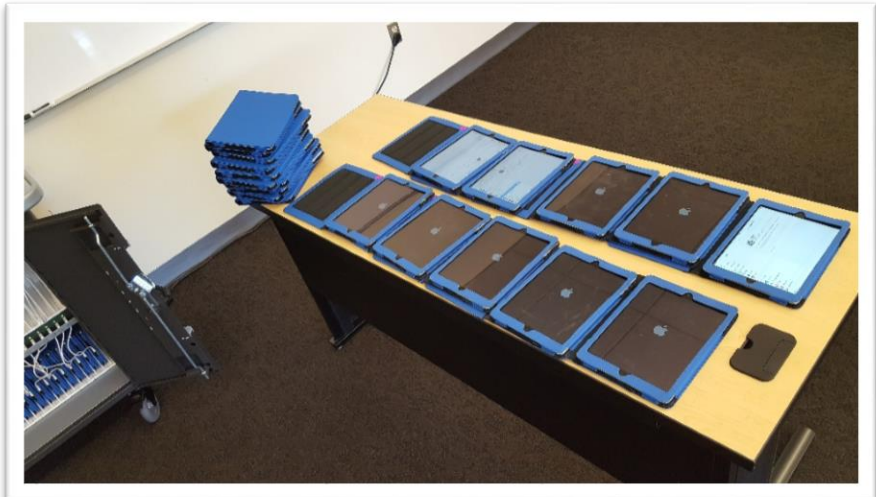


Chasing the White WHALE: iPad-Based Library Instruction

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Background



Early Successes

- Re-energized library instruction program
- New ideas for teaching
- Active learning across the curriculum
- Positive responses from students, most faculty



The Dark Times

- **Technology failures**
- **Decreased budget**
- **Decreased staff**
- **Discontinued IT support**
- **Diminished enthusiasm**



Turning It Around?

- **Step One: Recognizing the problem exists**
- **Step Two: Weigh the sunk-cost fallacy**
- **Step Three: Chat with other librarians**
- **Step Four: Reestablish librarian & IT support**
- **Step Five: Reconsider the technology & space**



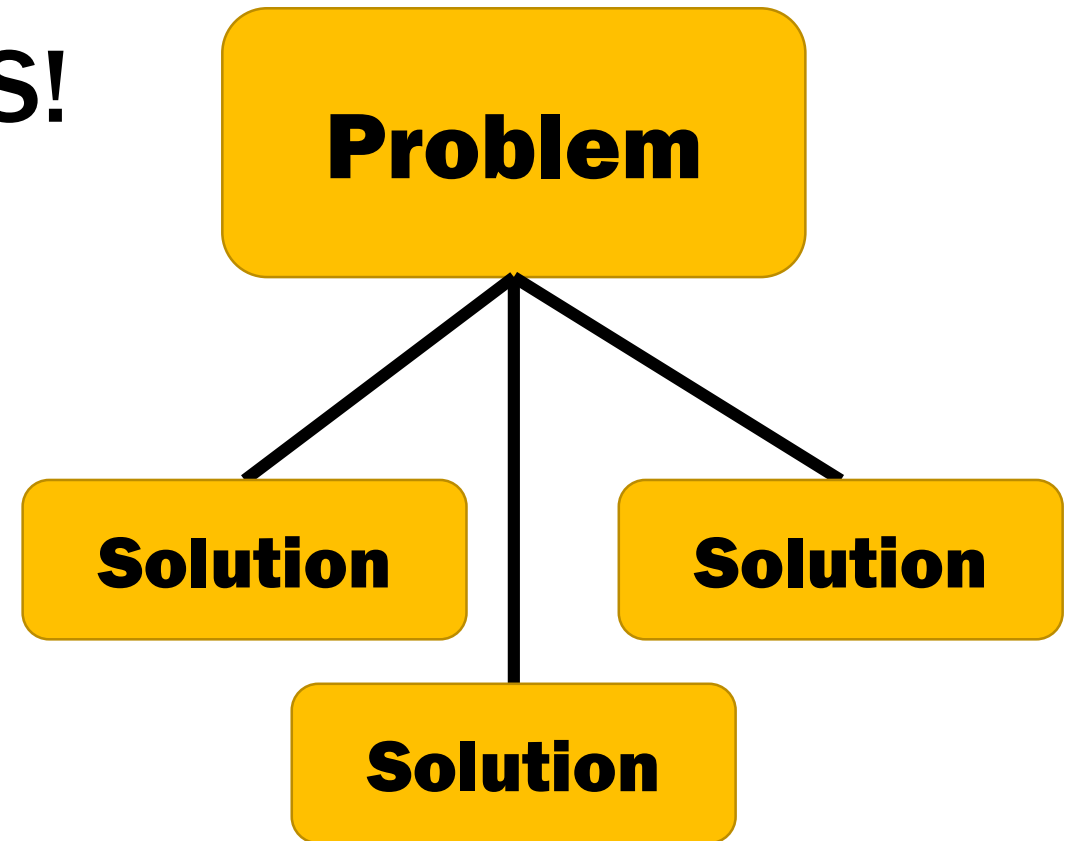
Takeaways

- Anticipate problems at the outset
- Outline responsibilities in writing
- Innovation must never stop
- Have an ongoing assessment plan
 - ...and follow through with it
- Know when to call it quits



Conclusion / Discussion

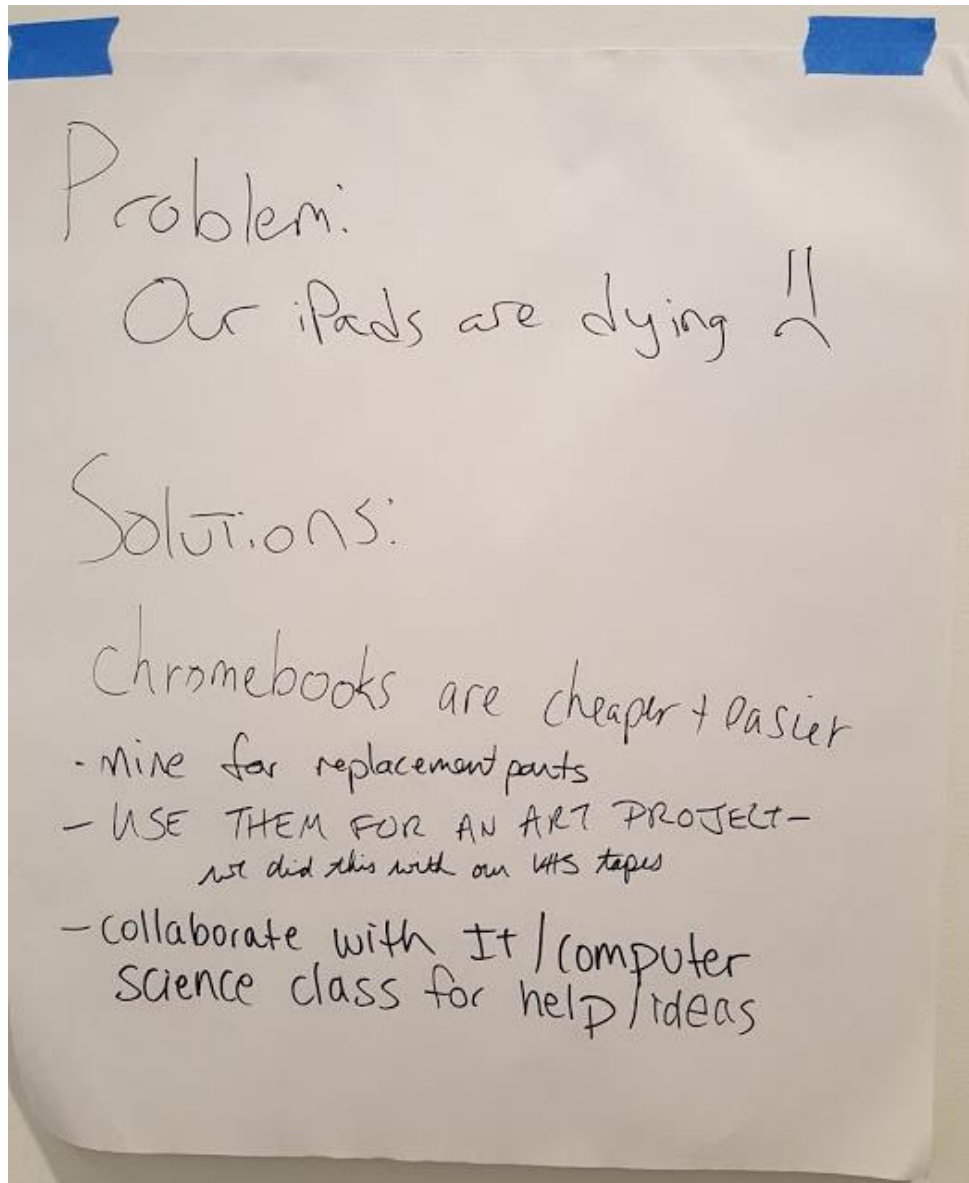
- Let's talk about FAILURES!
- ...and SOLUTIONS!



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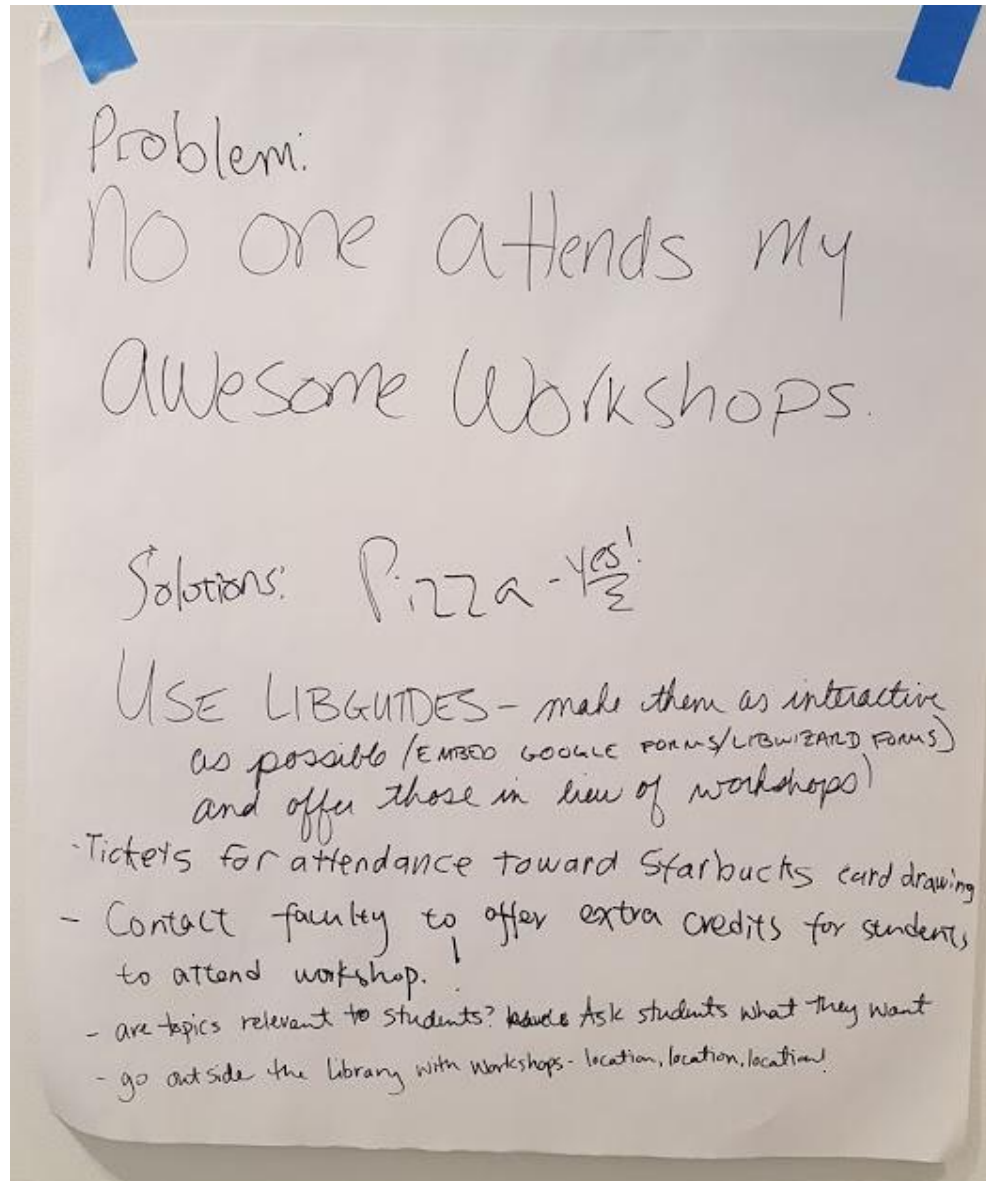
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Photos from Group Activity



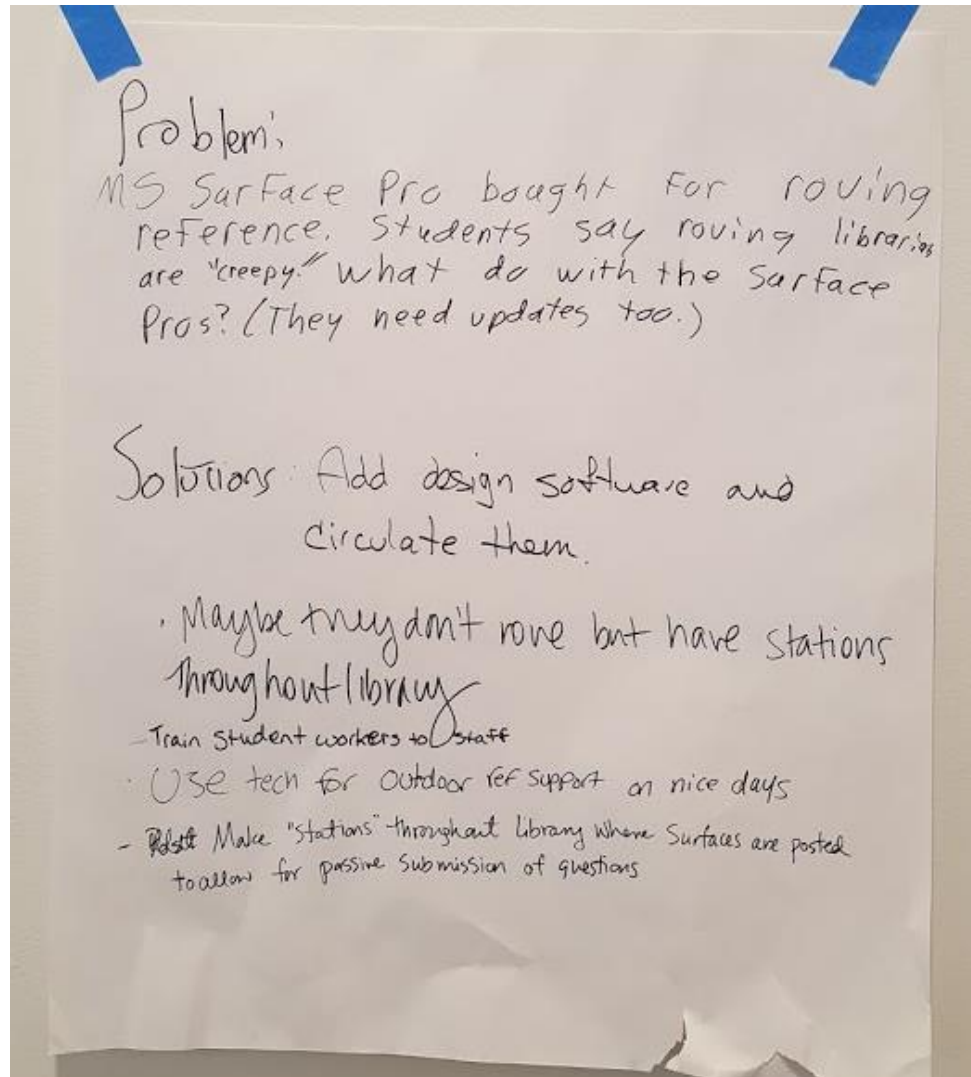
- Problem: Our iPads are dying
- Solutions:
 - Chromebooks are cheaper & easier
 - Mine for replacement parts
 - Use them for art projects – we did this with our VHS tapes
 - Collaborate with IT/computer science class for help/ideas

Photos from Group Activity



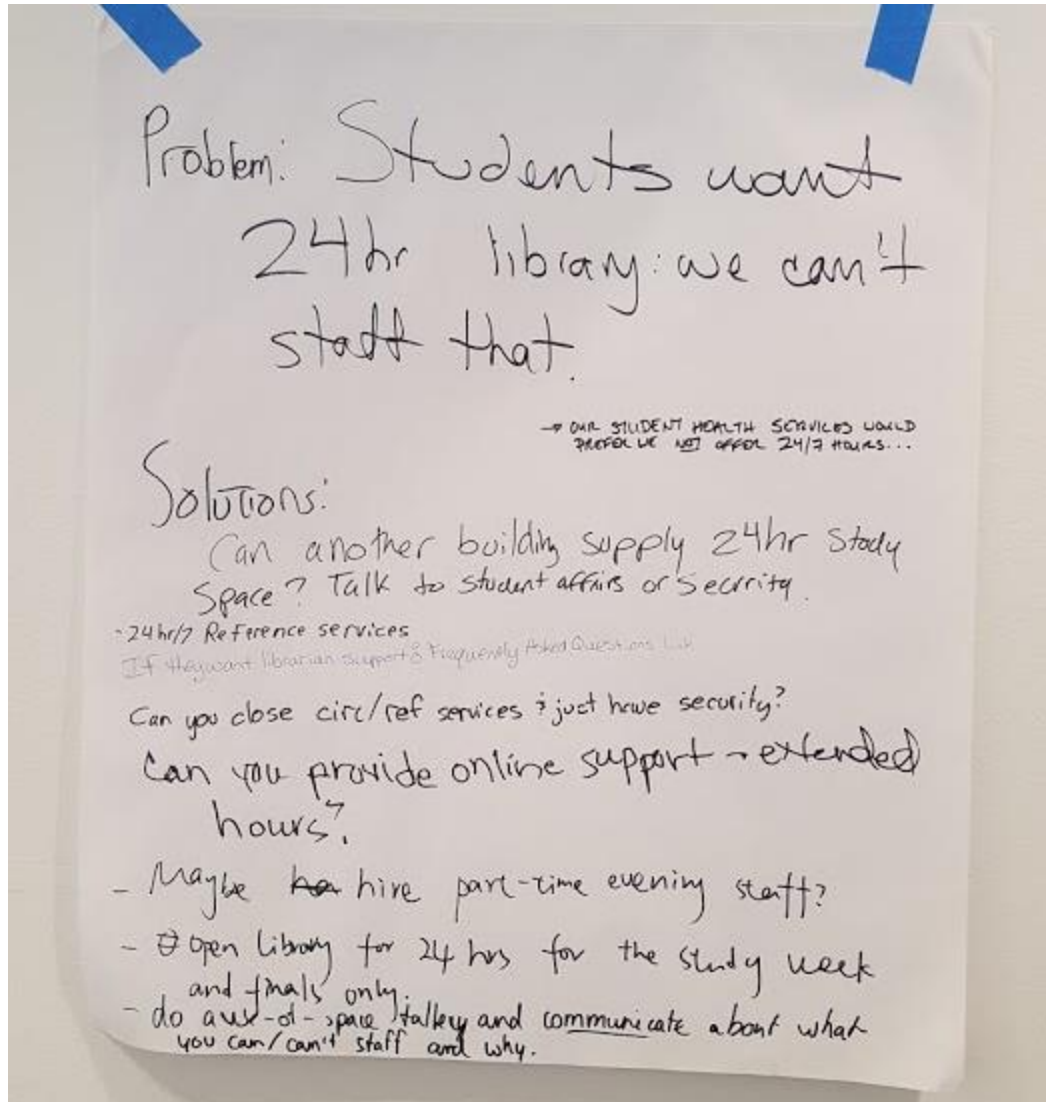
- Problem: No one attends my awesome workshops
- Solutions:
 - Pizza (yes!)
 - Use Libguides - make them as interactive as possible / embed Google Forms / Libwizard forms and offer those in lieu of workshops
 - Tickets for attendance toward Starbucks card drawing
 - Contact faculty to offer extra credit for students to attend workshop
 - Are topics relevant to students? Ask students what they want
 - Go outside the library with workshops - location, location, location!

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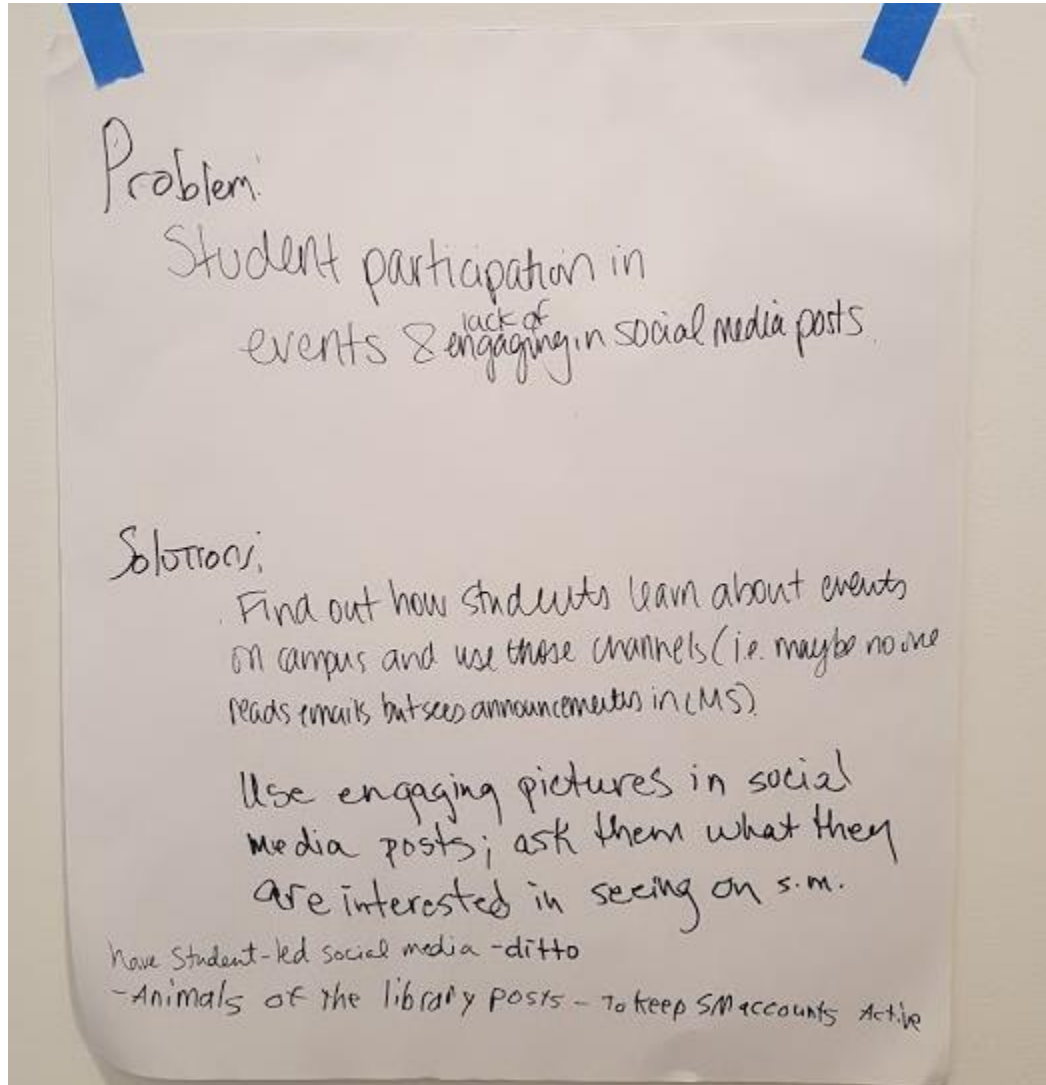
- **Problem:** MS Surface Pro bought for roving reference. Students say roving librarians are "creepy." What to do with the Surface Pros? (They need updates too.)
- **Solutions:**
 - **Add design software and circulate them.**
 - **Maybe they don't rove but have stations throughout library**
 - **Train student workers to staff**
 - **Use tech for outdoor ref support on nice days**
 - **Make "stations" throughout library where Surfaces are posted to allow for passive submission of questions**

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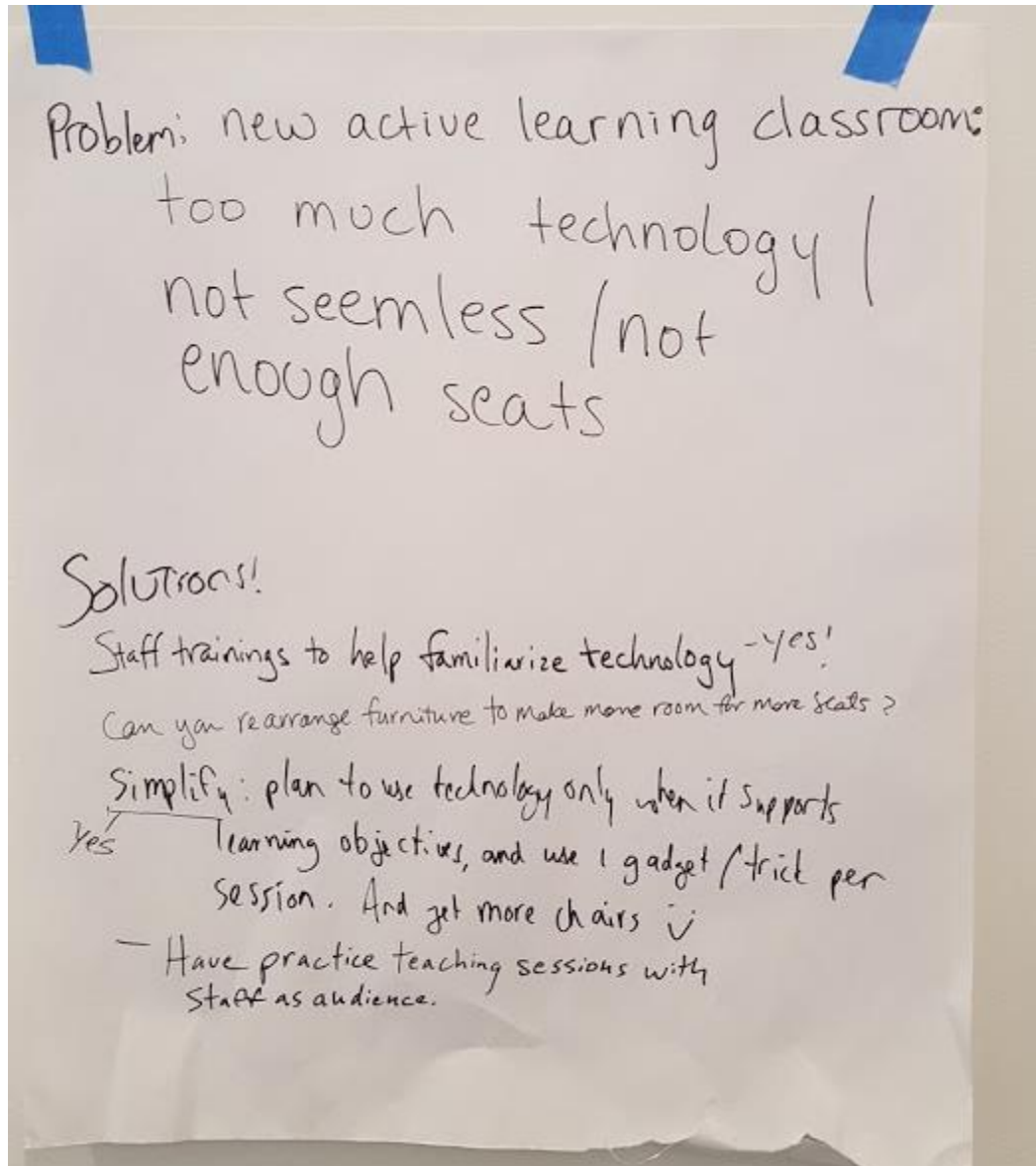
- Problem: Students want 24 hr. library: we can't staff that
- Solutions:
 - (Our Student Health Services would prefer we not offer 24/7 hours...)
 - Can another building supply 24 hr. study space? Talk to Student Affairs or Security
 - 24hr/7 reference services
 - If they want librarian support: Frequently Asked Questions link
 - Can you close circ/ref services & just have security?
 - Can you provide online support & extended hours?
 - Maybe hire part-time evening staff?
 - Open library for 24 hrs for the study week and finals only
 - Do a use-of-space tally and communicate about what you can/can't staff and why

Photos from Group Activity



- **Problem: Student participation in events & lack of engaging in social media posts**
- **Solutions:**
 - **Find out how students learn about events on campus and use those channels (i.e. maybe no one reads emails but sees announcements in LMS)**
 - **Use engaging pictures in social media posts; ask them what they are interested in seeing on social media**
 - **Have student-led social media (ditto)**
 - **Animals of the library posts - to keep social media accounts active**

Photos from Group Activity



- **Problem: New active learning classroom: too much technology / not seamless / not enough seats**
- **Solutions:**
 - **Staff trainings to help familiarize technology (yes!)**
 - **Can you rearrange furniture to make more room for more seats?**
 - **Simplify: (yes) plan to use technology only when it supports learning objectives, and use 1 gadget/trick per session. And get more chairs 😊**
 - **Have practice technology sessions with staff as audience**