

Wrap-up



What have we learned?

Know your users



What have we learned?

Know your users
Know your spaces



What have we learned?

Know your users
Know your spaces
Users don't understand silos



What have we learned?

Know your users

Know your spaces

Users don't understand silos

Integrated spaces and services meet user expectations



What have we learned?

Know your users

Know your spaces

Users don't understand silos

Integrated spaces and services meet user expectations

Watch the horizon & scan the environment



What have we learned?

Know your users

Know your spaces

Users don't understand silos

Integrated spaces and services meet user expectations

Watch the horizon & scan the environment

Embrace innovation, flexibility & adaptation



What have we learned?

Know your users

Know your spaces

Users don't understand silos

Integrated spaces and services meet user expectations

Watch the horizon & scan the environment

Embrace innovation, flexibility & adaptation

Remember it's about *people**



What have we learned?

Know your users

Know your spaces

Users don't understand silos

Integrated spaces and services meet user expectations

Watch the horizon & scan the environment

Embrace innovation, flexibility & adaptation

Remember it's about *people**

*Technology is a toolbox that enable users



What have we learned?

Know your users

Know your spaces

Users don't understand silos

Integrated spaces and services meet user expectations

Watch the horizon & scan the environment

Embrace innovation, flexibility & adaptation

Remember it's about *people**

*Technology is a toolbox that enable users

Libraries can be *social* learning spaces



What have we learned?

Questions?

Susan Beatty
sdbeatty@ucalgary.ca

Sona Kothari
sona.kothari@rdc.ab.ca

Geoff Harder
geoffrey.harder@ualberta.ca