Breaking Out

- New visions of service
  - train stations
  - grocery store

- Old conceptions of libraries

- Patrons as customers
  - community as the center of thought & concern

How do we understand customers/community?

WHAT DON'T WE KNOW?

- HOW CAN WE REMAIN CURIOUS?

Creating a Culture of Sharing
Creating a Culture of Sharing

- Ideas
- Listening to:
  - Staff
  - Community
  - Stakeholders

Sharing among:
- Staff
- Community
- Customers
- Stakeholders
VIBRANT LIBS in NJ

Libraries (Heart of the Community)

- Human Interaction
- $♀♀♀♀♀
- Middle Age Millennials
- Schools
- Community
- Different Libraries (Academic/Hospital/Law)

- Proving Ground (where community ideas are tested)
- Walking Book Room (engaged with materials)
- WE CAN HELP YOU WITH ANYTHING YOU WANT (WHAT WE CAN'T DO, WE CAN "REFER"
- REFERENCE - NOT DEAD YET!

Education on Demand
- 24/7 world
- Open All Night

- [TBD] SPACE