

DISRUPTION IS OUR FRIEND

We all know that libraries are being disrupted. And ours is not the only sector undergoing huge changes.

In this issue we look at disruption and how we can turn it to our advantage. We find out how a university is repurposing its Shakespeare expertise to create a MOOC. An expert on altmetrics tells us how this tool is making research easier. An Ideas Box from the State Library of WA is educating Indigenous people in remote communities, and a library in Queensland is reaching out to the community with musical performances and short talks on cutting-edge research.

Disruption is certain. But failure to adapt to it is not. As the creative responses from libraries in this section show, we really can take the sour lemons of disruption and turn them into the sweet lemonade of innovation and success. 🌟



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DISRUPTIVE INNOVATION IS QIIC AND EASY

In the Information & Access Branch at the State Library of New South Wales, disruptive innovation took place when we formed the Quality Innovation & Improvement Committee (QIIC) to provide an avenue for staff to share their ideas and solutions to workplace problems. This includes client service improvements as well as workflow, technology and staff development ideas. We developed channels for staff to submit their ideas, an effective approval process and a method for communicating the outcome back to staff. Regular staff meetings now have a spot on the agenda for QIIC suggestions, which leads to great discussion and helps to put ideas into action.

QIIC has had many successes since its inception in September 2015. We've received 83 suggestions and we've put 58 into action. For example, we've coordinated the move of our Ask Here desk to a more effective location and we've implemented a new system for our express PCs that has reduced queues and made access fairer. Fundamental to QIIC's success is the support of management and regular communication with staff on the progress of their ideas and solutions. There's an ongoing and very positive response by staff to disruptive innovation: they have seen effective solutions implemented and this in turn has encouraged their creative engagement with the workplace. 🌟

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QIIC co-ordinated the move of our Ask Here desk to a more effective location.