



# Current Trends and Future Directions: A Look at Public Libraries

Prepared by Consensus  
for Washington County Cooperative Library Services  
January 2009

More than 125 years ago philanthropist Andrew Carnegie spent what today would be about \$3 billion to build 1,689 libraries around the U.S. He “saw the potential of the public library to be the center of enlightened learning in every community. He offered to build libraries if communities would contribute land, furnish money for annual maintenance, and exercise governance and oversight.”<sup>1</sup>

In 1997 Bill Gates, founder of Microsoft, funded the development of technology in public libraries through the Gates Foundation. The first Gates grants targeted libraries and branches of libraries in the urban core and rural areas of the country, and attempted to bridge the digital divide.

Both Gates and Carnegie transformed libraries from what they were into what they could be. There are, of course, many other changes at work on public libraries. Some even question whether Carnegie’s “University of the People” is relevant in this age of instant access to information. By considering those changes and various options for its library system, Washington County Cooperative Library Services helps assure its continued relevance to the population it serves.

## Where we came from: The library of the past

To a great extent, our view of the modern public library and its core services was set in the first decade of the 20<sup>th</sup> century as a direct result of Carnegie’s funding of library buildings. Those core services included:

- Quiet place for study, research, and reading
- Collections of books – both circulating and reference
- Collections of current and retrospective newspapers and magazines
- Knowledgeable librarians

These services are still considered important for the modern library. Over time, libraries have added and removed other services as technology changed, among them:

Age-specific service specialties	Hardcover books
Paperback books	16 mm films
Sound recordings	Tapes and cassettes
Videos & DVDs	Materials in languages other than English
Compact discs (CDs)	Computers
Internet access	Wireless connectivity
Digitized resources	Downloadable books, music, and movies
Exhibits	Meeting spaces
Study areas	Community information
Literacy training	Programming
Amenities like coffee shops, gift shops, and used bookstores	

## Where we are: Today’s public library and the trends that affect it

For many years, public libraries were thought of as quiet places for study and research, and good places for children. Citizens supported the construction of libraries in their communities and fought against library closings, but many citizens didn’t use libraries unless they had a specific need. Today’s libraries, by contrast, are often the most popular places in town.

Libraries have been the focus of quite a bit of recent research. Among others, the federal Institute for Museum and Library Services (IMLS), OCLC (Online Computer Library Center), the Urban Libraries Council (ULC), the Pew Trust, the American Library Association, Public Agenda, the Americans for Libraries Council and the Bill and Melinda Gates Foundation have invested in research on today’s libraries.

A handful of these studies help us understand today's library and foresee future developments. Those studies include three from ULC, *The Engaged Library* (2005), *Making Cities Stronger: Public Library Contributions to Local Economic Development* (2007), and *Welcome Stranger* (2005); the *2005 OCLC Scan*; and *Long Overdue* from the Americans for Libraries Council.

The issues that have emerged from the research fall into two groups: social and economic issues, and library services and staff issues.

**1. Social and economic issues**

- a. The library as space
- b. The funding of libraries
- c. The ease of finding electronic content
- d. The advocacy and marketing of libraries
- e. The issues of privacy and confidentiality

---

In England, the word "library" is even disappearing from the vocabulary. The replacement term is "idea store."

---

**2. Library services and staff issues**

- a. The globalization of libraries and information
- b. The Googlization of information
- c. The changes in use of library services
- d. The graying of the workforce
- e. The place of reference services

**1. Social and Economic Issues**

**1.a. The library as space**

Time spent at the library was once considered a solitary activity of reading and research, but today's libraries – including public, school and academic – are being reconfigured as gathering spaces for people. In England, the word "library" is even disappearing from the vocabulary. The replacement term is "idea store." Amenities at the idea store include Internet terminals, a large variety of multi-media viewing and listening stalls, and children's play areas as well as books.

In the U.S., newer libraries are being designed with more space for people and technology and less space for books. Older libraries are being reconfigured around the same lines, with books sometimes relegated to upper floors, back areas, compact storage, or warehouse-like space.

Books are taking a secondary role in the design of both academic and high school

libraries. In describing the new library at Valparaiso University, the *Wall Street Journal* noted that students who once avoided the library are now “flocking to the new library -- the \$33 million Christopher Center. The four-story blend of metal, glass, concrete and brick is twice as big as the old library but has 80,000 fewer books. About one-fifth of the books are kept in a vault students can't enter. Robotic arms retrieve them in 15 seconds after a request is made online. Threatened with irrelevance, the college library is being reinvented - and books are being de-emphasized.”<sup>2</sup>

The new approach also includes coffee bars, gaming activities, changing rules about noise, food and drink, flexible furniture, small-group study spaces and more. Examples of the new look include the central libraries in Seattle and Salt Lake City. The Salt Lake Public Library, for example, sees its role as “the center of town, the community gathering place” and “a place where people interact with material and each other” according to *Library Journal*, which selected the system as the library of the year in 2006.

Libraries are also designing spaces just for teens. The new Hobart High School library, slated to open in 2009, was totally designed around how teens actually use libraries, with “relaxed, flexible spaces, comfortable seating, spaces for quiet reading and for shared learning, and spaces for computers.”<sup>3</sup> When public libraries create teen spaces, they attract teens by providing computers with gaming applications and furniture commonly seen in diners and coffee shops.

---

Some popular teen spaces include computers with gaming applications and furniture commonly seen in diners and coffee shops.

---

### **1.b. The funding of libraries**

The November 2008 elections contained good results for many public libraries with funding issues on the table, including the successful ballot initiative in Clackamas County. Despite bright spots, libraries nationwide face challenges in securing adequate funding. Public libraries struggle with increased costs for digital resources balanced against a continued demand for print materials. New construction is often questioned. Libraries that have been able to acquire new spaces have sometimes suffered reductions in their operating budgets. And in the current economic climate, cities and counties are requesting major budget cuts while at the same time public libraries are experiencing huge increases in use.

### **1.c. Ease of finding electronic content**

Information consumers are used to logging on and calling up information. Survey results from the *2005 OCLC Scan* demonstrate that information consumers want their answers fast. They rely on information that can be sought through a quick Internet search and they rely on Google to give them the most relevant and up-to-date information. What often

concerns librarians is that the public pays little attention to the authenticity of a source. When they do need to authenticate that source, they tend to check other sources on the web or check with a friend or acquaintance. They do not necessarily check with a library, librarian or even library catalog. In addition, the library's electronic catalog, which somewhat replicates the concept of the old physical catalog with Boolean logic and keyword searching an added feature, does not capture content as efficiently as search engines.

#### **1.d. The advocacy for and marketing of libraries**

Several of the reports discuss the difficulties libraries have in making the public aware of services other than the traditional ones. The OCLC environmental scan, for example, noted that those surveyed were mostly aware of libraries and librarians. Databases and other electronic resources were much less well known and, while people respected librarians, they didn't tend to turn to them as sources of information.

There is hope, though. The *2007 Pew Report on the Internet and American Life* found that libraries have a 53% market share among the people they surveyed. As noted by the report, a "53% 'market share' isn't bad, but there are lots of opportunities out there." The Institute recommends that libraries focus their marketing on:

- Public education efforts about what libraries do, how they do it, and how libraries have changed;
- Success stories and competence; and
- Letting everyone know that the people who know you best are the ones who keep coming back.<sup>4</sup>

Effective marketing requires good information. David Lee King of the Topeka and Shawnee County Public Library in Kansas has shared how the library used GIS software to identify its six biggest growth-potential population segments. One of those was families with children that live outside of the city. King said that library staff identified the big things that segment wants, and then matched those up with the library's strategic plan. In 2009, he said, the library would remake itself in order to meet those goals.<sup>5</sup>

---

One library used GIS software to identify its six biggest growth-potential population segments.

---

#### **1.e. The issues of privacy and confidentiality**

Librarians were very concerned about the ramifications of the Patriot Act, which did away with due process protection in National Security Letters, and fought hard along with the ACLU to test its legality in court and to let it expire. In 2006, FBI and Newton police were involved in a tense standoff with Newton Free Library Director, Kathy Glick-Weil,

who refused to allow law enforcement access to library computers without a court-issued warrant during an investigation into an imminent terrorist threat targeting Brandeis University. A library director in New Jersey resigned instead of accepting a disciplinary action for following a state law that requires law enforcement to obtain a search warrant before a library releases customer information.

Most states have laws covering the privacy and confidentiality of library records. Lawmakers in several states have questioned these laws as they relate to minors. And even the implementation of self-help features in libraries can conflict with state privacy and confidentiality laws. For example, libraries that let patrons pick up their own reserves must successfully shield the requester from prying eyes, a need that isn't always understood by the public.

---

We are only a few years away from having the entire collections of large research libraries completely digitized and searchable.

---

## 2. Library Services and Staff

### 2.a. The globalization of libraries and information

Those seeking knowledge no longer need to rely only on resources housed at a physical library. Several studies pointed out that most information seekers begin with an Internet search. As libraries have made more information, including their card catalogs, available on their websites, the use of that library is no longer restricted to someone with physical access. The Kansas City Public Library, for example, has noted that hits on its homepage now more than rivals the annual circulation and, in fact, exceeds that figure by 107%.<sup>6</sup> As more and more information becomes available through the Internet, those using the information are not necessarily the ones who paid to have it created in that format or who support its ongoing availability.

### 2.b. The Googlization of information

Who owns the information and who has access is an important future consideration. The folks at Google suggest that we are only a few years away from having the entire collections of large research libraries completely digitized and searchable. In some cases, the entire text of scarce and out-of-print books will become available in an electronic format. In others, only snippets will display because of copyright issues.

Google is not the only show in town. Project Gutenberg, a volunteer project, is the oldest digital library and focuses on public domain titles. Project Gutenberg titles are easily accessed on the web and OCLC's NetLibrary has included MARC (machine-readable cataloguing) records for the titles as part of their e-book lease packages. More than 20,000

titles are now available.

A third group, OCA<sup>7</sup> is a collaborative effort of a number of organizations including Yahoo and the Internet Archive. They funded a \$1 million grant to help pay for digital copies of collections owned by the Boston Public Library, the Getty Research Institute and the Metropolitan Museum of Art. OCA intends to “build a permanent archive of multilingual digitized text and multimedia content.”

And Google has other competition, at least for the newest titles, with publishers and online bookstores selling access. Google’s edge will probably rely on the number of universities with extensive, stored collections of out-of-print materials who are giving Google access. According to Roy Tennant, in a *Library Journal* article<sup>8</sup>, this mass digitization effort will “make a serious mark and will create unforeseen impacts and enable unpredicted kinds of interactions with books. Whatever the outcome, libraries will be affected. We just don't know exactly how yet.”

---

A new kind of printing machine can print, align, mill, glue and bind two books in less than seven minutes, including full-color laminated covers.

---

## **2.c. Changes in the use of library services, both virtual and physical**

Increased digital access to books will affect libraries in the future. Some of the ways in which libraries will be affected include a real potential for cooperative collection-building for academic, special and large public libraries, a possible increased reliance on interlibrary loan services, and a reduced or expanded need for storage for titles that are rarely used, depending on the institution. Digitizing collections also open up special collections to a much wider audience.

There is also the likelihood of an increased acceptance of books in digital format and easier print access to rare and out-of-print works through affordable instant-print technology like The Espresso, a printing machine that “can print, align, mill, glue and bind two books simultaneously in less than seven minutes, including full-color laminated covers. It prints in any language and will even accommodate right-to-left texts by putting the spine on the right.”<sup>9</sup>

How the cost of technology affects a library’s ability to purchase print resources is another service change. At a minimum, acquiring both digital and print versions is a budget/cost balancing issue that both academic and public libraries are weighing heavily. Technology, especially in the form of digitized information, is costly. Yet survey responses for the 2005 OCLC Scan show that these resources are underutilized by a public that is not familiar with them.

While they are designing around similar service needs for space and technology,

public libraries are also evaluating their potential as the community's "Third Place" so named by Ray Oldenberg in his book *The Great Good Place*. Or they are looking at a role as community activity center as discussed in Robert Putnam's *Better Together* and ULC's report *Engaged Libraries*, both of which highlighted some of the best community-involved branches in the Chicago system.

Adding to this new vision for public libraries, the Public Library Association has drafted new service roles for public libraries and a study from the Urban Libraries Council (ULC), *Making Cities Stronger: Public Library Contributions to Local Economic Development* identified the potential for public libraries as a force in economic development. The four areas identified in the report were:

- a. Early literacy and adult literacy
- b. Workforce skills
- c. Entrepreneurship and small business development
- d. Catalyst for economic development

---

One librarian argues for the abolition of the reference desk by the year 2012, despite thinking reference skills are more important than ever.

---

#### **2.d. The graying of the workforce**

The future of librarianship is of concern to all types of libraries and needs to be of concern to communities that will be hiring new library directors and professional staff over the next 10 years. Librarians are looking to the report of a study undertaken by IMLS, begun in 2006, which will assess the retirement issue facing the profession and provide direction on the skills that will be needed in the future. A high percentage of current librarians are baby boomers, and the profession is concerned with who will replace the boomers and whether the replacements will be librarians with master's of library science (MLS) degrees. During her presidential term, ALA Past President Leslie Burger discussed a possible alternative to the MLS, and OCLC's George Needham has recommended a complete overhaul of the way we educate librarians.

#### **2. e. The changing place of reference services**

The ability to quickly find information on the Internet has turned people away from traditional library reference services. The traditional role of reference service was to search print resources seeking answers to questions posed by library patrons, but people seeking answers to their information needs now have other resources they turn to first. The growth of the Internet has changed the way that information is organized, stored and sought. Information that was once scarce and difficult to find is now plentiful through search engines like Google.

Steven Bell, a librarian from Temple University, took a controversial stand at a symposium hosted in 2008 by Columbia University's library system. In a debate before an audience made up almost entirely of reference librarians, Bell argued for the abolition of the reference desk by the year 2012. Bell, who believes that the services of reference librarians are more important than ever, thinks that the old model of a desk staffed by highly trained reference librarians is outdated. In its place, he sees a future where librarians are available 24/7 to apply their finely honed research skills and knowledge of information systems to helping patrons search the vast digital stacks of the Internet.

---

In 2008, 34 public libraries were awarded grants by the ALA and Dollar General to help them increase their literacy services to adults learning English.

---

So what are the roles and services that WCCLS and its member libraries can explore as they reconfigure library services in Washington County?

## **How we serve: Roles that libraries currently fill**

Most libraries have taken on new roles, beyond that of providing books and quiet places to read.

### **The library as destination**

Libraries have become destination places, with whole families settling in for an afternoon of programs, computer time and reading. When the Kansas City, Missouri, Public Library added Friday evening hours to its largest branch library, it quickly discovered that the library was as popular as the Barnes and Noble down the street. On Friday evenings, folks filled the computers and casually browsed the shelves for books and DVDs for their weekend entertainment. The library quickly learned that this crowd was composed of independent users who did not need programming or the services of reference staff.

### **The library as community change agent**

Libraries are a focal point for community change as they help people of all ages learn new skills and apply for jobs. A December 10, 2008, NBC Nightly News report emphasized the increased demand for library services during these tough economic times.

The long tradition of serving new immigrants also continues, as libraries provide resources for acquiring English language skills and citizenship, and help immigrants stay linked to the old country through access to email and major news sources there. In 2008, 34 public libraries were awarded grants by the American Library Association and Dollar General to help them increase their literacy services to adults learning English.

### **The library as neutral haven**

Libraries welcome all members of the community to safe, comfortable place for young and old. They provide information without judgment, and are a neutral place for public discourse about the issues and concerns of the communities they serve. One example of this role is the community forums using the National Issues Forums Institute discussion guides and held by many libraries, including the Johnson County Library in Kansas, the Kansas City Public Library in Missouri, and the Virginia Beach Public Library in Virginia.

---

In many cities, a new public library has proved to be a better anchor than a major department or big-box store.

---

### **The library as neighborhood anchor**

Libraries often serve as a neighborhood anchor and help stabilize the communities in which they are located. Local government makes a strong statement about its faith in a community when it chooses to build a new library or replace one that has outlived its usefulness. Construction of a new library facility in a blighted area often leads to new commercial and residential development. The Chicago Public Library experienced this phenomenon when it built a new library, and an expanded branch in Chesapeake, Virginia, will be the focal point for the revitalization of the South Norfolk area. In many cities, a new public library has proved to be a better anchor than a major department or big-box store.

### **The library as the place for education, workforce and small business learning.**

The 2007 Pew Report found that 53% of the adults surveyed had visited a public library in the last year. The age breakdown is support for the continued relevance of libraries.

- 62% of 18-30 year olds
- 59% of 31-42
- 57% of 43-52
- 46% of 53-61
- 32% 72+

Thirteen percent of those surveyed reported turning to libraries when seeking answers to problems, including: decisions about schooling, paying for education, or getting training for themselves or for a child; jobs; serious illness; taxes; Medicare, Medicaid, food stamps.

Once people are at the library, they use a variety of services.

- 69% got help from library staff
- 68% used library computers
- 38% got one-on-one help with those computers

- 58% sought reference material
- 42% used newspapers and magazines

Small businesses and entrepreneurs rely on library services, including access to digital resources like RefUSA and even automobile manuals. It is not unusual to see an individual basically running a small business via the library's computers and a cell phone.

Now that most companies require submission of an application online, reference staff often goes beyond providing classroom instruction on computer skills to sitting down with an individual to help him or her actually complete the employment application.

## How we might serve: Roles for libraries of the future

Some options for focusing library services over the next decade could include the following service roles. No one library could fill all of these roles. Rather, a library may select a limited number of service roles and then work to achieve excellence in those areas. Some public libraries have adopted one or more of these roles already, while others are just beginning the exploration.<sup>10</sup>

---

The Lexington, Kentucky, Public Library recently announced the opening of its own production studio.

---

### Technology center

Libraries have a new role of providing access to knowledge (not just information) and of providing the tools to help individuals create their own content. This might include computer equipment for producing video and music content as well as access to web spaces that can be posted and shared.

For example, the Lexington, Kentucky, Public Library recently announced the opening of its own production studio, and the Public Library of Charlotte & Mecklenburg County has a similar set-up. Library homepages are now content-rich rather than just marketing tools. An example of this can be found at The Topeka and Shawnee County Public Library in Kansas, which includes staff-created and -monitored blogs, where staff members and the public talk about books and ideas. And a number of libraries, including the Kansas City, Missouri, Public Library, are taking library programming a step further by posting video podcasts of library programs as well as providing digital access to the rich resources of their local history room.

### Resource for small-business owners and entrepreneurs

Libraries are moving beyond providing print resources for small businesses. Now it's not unusual to find things like computers with Internet access and productivity software, scanning and faxing capability, WiFi, access to online databases like ABI Inform and Ref-

USA, and even small study rooms that can serve as temporary office space. As more people work away from established workplaces and operate small businesses that do not require a physical presence, this role for the local public library will increase.

### **Workforce training center**

Libraries are providing instructor-led classes on entrepreneurship, presentation skills, computer skills, sales generation, financial planning, marketing and other business-related topics in order to improve the workplace skills and marketability of community members.

They also support those seeking jobs by providing resources and consultation for resume writing and interview skills. This is in addition to free Internet access for searching online job sites like Monster.com and Careerbuilder.com. The International City Manager's Association considers this an important enough role to make it the focus of a new grant funding opportunity for public libraries whose city managers are members of the group.

---

The Allen County Public Library in Indiana is one of several libraries that have hosted YouTube video contests for teens.

---

### **Resource for information on local government, forms and applications**

Libraries act as one-stop-shops for all government forms as well as provides resources and sometimes advice about filling out the forms and submitting them.

### **Health resource center**

Libraries provide up-to-date health and medical information, flu shots and other vaccinations as well as conducting regular health fairs.

### **Preschool learning center**

By providing experiences for young children and their parents where emergent literacy is supported, the children's areas of libraries play an important role in school readiness.

### **Children's center**

Libraries offer regular learning programs for school-age children and also support their school-related learning needs, thereby being a place where children can learn about things that are not mandated by the school curriculum.

### **Teen center**

Teens in most communities have a limited number of places that welcome them. The library provides a safe place for teens to gather outside of school, get help with schoolwork,

and have access to the Internet and computer games. A number of libraries are reaching out and connecting to teens through social networking sites, by creating pages on MySpace and posting videos on YouTube. The Allen County Public Library in Indiana is one of several libraries that have hosted YouTube video contests for teens.

### **Community center**

The library serves as the place where citizens can gather formally and informally by providing free space for meetings and special events, and for socializing with friends.

### **Immigration center**

The library continues a traditional role when it provides a place where immigrants have access to government forms, books and other information resources in languages other than English. It also provides literacy classes and other English as a second language (ESL) courses to help immigrants adapt to the community.

---

Libraries are places where people can create and display their own art and perform their own music.

---

### **Music and art center**

Libraries act as cultural centers, where community members can come to learn about different types of music and art through books and other resources, and where they can also create and display their own art and perform their own music.

### **Research center**

Libraries provide access to information on a wider variety of topics than you can find anywhere else through their online databases, reference materials, and the expertise of librarians.

### **Social center**

Libraries offer a café and lounge-like atmosphere where people gather and socialize.

### **Preserver of local history**

This includes not only safely preserving and storing these resources but also making them available through digitization.

### **Where the books are**

All studies about the role of public libraries emphasize that the library's role as provider of books, as a place where reading is important and where individuals can connect, whether in person or online, to discuss and share the ideas from those books, is still vital.

## **The expert in “new literacy”**

The Pew Report provided some implications for libraries to consider in planning their future. It identified various components of what the authors call “new literacy,” and suggested that libraries could provide expertise to the public. Components include:

- Graphic literacy – the language of the screen.
- Navigation – the transition to nonlinear format.
- Context – the importance of seeing connections.
- Focus – the value of reflection.
- Skepticism – the capacity to evaluate.
- Ethical behavior – living responsibly.
- Personal literacy – understanding digital footprints.

## **Where we are going: Some intriguing possibilities for the next 10 years**

Only one guarantee can be made about libraries in the future, and that is that they will be different. Some intriguing possibilities gleaned from searching blogs, online discussion groups and web pages, including those of the DaVinci Institute, suggest the following:

- The Dewey Decimal System as a means for organizing libraries will become defunct. Already a branch library in Arizona has utilized the bookstore topical arrangement, and discussion on library listservs and blogs about open source options is strong.
  - Print magazines and newspapers will be a thing of the past. This is a sad thought for fans of newsprint, but the reality is that more people now get their news from the online versions of local and national newspapers than from the physical product.
  - Eighty percent of Internet users will engage in some form of virtual world activity by 2011 according to the Gartner Research Group.
  - No MLS degree will be required to be a professional librarian. Other preparatory degrees and backgrounds will be preferred.
  - All technologies commonly used today will be replaced by something new.
  - Search technology will become increasingly more complicated. Right now most searching is based on text searching. In the future other options, including searching
- 
- The online catalog will function as a search command center rather than just a database of library holdings.
-

using the five senses, will exist.

- As the economy transitions from being product-based to being experience-based, libraries will transition from being centers of information to being centers of culture.
- The online catalog will function as a search command center rather than just a database of library holdings.
- Traditional lending will be replaced with downloadable books, which are never out of stock, formatted for electronic tablets and readers.
- The very concept of what a book is will change. Where once a customer would passively read and absorb a book, every volume now is more akin to an online forum, with authors, experts and other readers available to discuss and answer questions on almost every important book ever written.

---

In the future other options, including searching using the five senses, will exist.

In the future, what we think of as our public library will be drastically different and yet at least as important as it is today. The major themes of library service are timeless, while the tools with which libraries address those themes are constantly changing.

No library can fulfill every potential service role or provide every possible service. The challenge for the libraries of Washington County, Oregon, is to identify those roles and services that are the best fit for their community and for the future they want to create.

## ENDNOTES

- 1 ICMA Management Perspective. October 2007. *Local Government Managers and Public Libraries: Partners for a Better Community*, 4 pages.
- 2 Wall Street Journal (eastern edition). Libraries Beckon, But Stacks of Books Aren't Part of Pitch; Valparaiso's New Building Has PCs, a Cafe, a Steinway; 'Quiet's Not the Thing' Christopher Conkey. Oct 21, 2006. pg. A.1.
- 3 Northwest Indiana News story ran on nwitimes.com Monday December 4, 2006 12:07 AM CST.
- 4 SirsiDynix Institute. Grow your skills. [www.sirsidynixinstitute.com/archive.php](http://www.sirsidynixinstitute.com/archive.php).
- 5 Email exchange with author.
- 6 Annual statistical report July 2006 Kansas City Public Library
- 7 Open Content Alliance, [www.opencontentalliance.org](http://www.opencontentalliance.org).
- 8 Library Journal, October 15, 2006. "Mass Digitization", Roy Tennant.
- 9 An ATM for books. Emily Maltby. Fortune Small Business Magazine. December 14, 2006.
- 10 With some help from an OCLC blog from Thursday, February 08, 2007, 13 ways of looking at a public library