









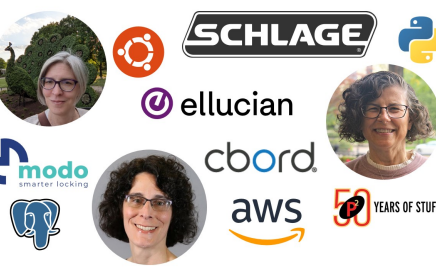
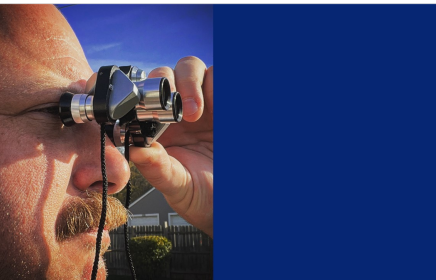
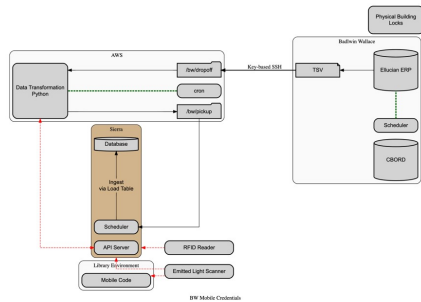
	<ul style="list-style-type: none"> - Welcome - Laura: thanks for the introduction - Audience: thanks for staying till the very end
<p>OUTLINE</p> <ol style="list-style-type: none"> 1. Introduction 2. Case Studies <ul style="list-style-type: none"> -- Mount Carmel, Library on Demand -- Otterbein University, Self-Service Lockers -- Baldwin Wallace, Mobile Credentials 3. Wrap-up 	<ul style="list-style-type: none"> - Agenda
 <p>INTRODUCTION OHIONET</p> <p>Derek Zelada Library Systems Analyst</p>	<ul style="list-style-type: none"> - I live and work in Columbus, Ohio. - Cover of Columbus Monthly, May 2020 - Describe empty downtown - We've come a long way since this photo
 <p>I'm not a storyteller</p>	<ul style="list-style-type: none"> - I'm not a storyteller - Let's just get that out of the way
 <p>Systems and logic</p>	<ul style="list-style-type: none"> - I focus on systems and integrations - Logic and reason
 	<ul style="list-style-type: none"> - I'm driven by diagrams, programming languages, complex structures, network relations - A solutions-focused approach to design
 <p>Systems ↔ Protocols</p> <p>Stories ↔ Emotions</p>	<ul style="list-style-type: none"> - Systems communicate via standards and protocols (enjoy) - Stories connect via emotion (not my specialty)

	<ul style="list-style-type: none"> - Bear with me, as I'm going to tell a story - 3 unexpected, thought-provoking events that the occurred in fields outside of libraries, that created a shift towards contactless services -
	<ul style="list-style-type: none"> - Let's return to this image as a starting point - A chilling reminder of an uncertain time
	<ul style="list-style-type: none"> - A surprising Hero: QR Code - Calculus of influences for a replacement technologies - Concerns over the transmission of illness (e.g. REALM Project) - Reader tech baked into operating systems
	<ul style="list-style-type: none"> - In fact, the QR code reached mainstream use; in a field of competing solutions - Coinbase purchased a 60-second full commercial ad during the 2022 super bowl - During those 60 seconds, 20+ million hits were recorded.
	<ul style="list-style-type: none"> - When heavily used resource becomes expensive (risk of touch during COVID), alternative resources will become cheap (less risk) by comparison - Borrowing a term from the field of economics, a backstop technology has taken over
	<ul style="list-style-type: none"> - Two-story, four-lane drive-thru in Minnesota - No dining room and no parking by design - Prompted by data analysis and thoughtful discussion about their "fans" - They discovered a previously neglected population in their service design

	<ul style="list-style-type: none"> - Delivery drivers - This design elevates delivery drivers as first-class citizens in the landscape. - Two customers to consider in a transaction: pickup driver and the literal consumer of the product
	<ul style="list-style-type: none"> - Point: identified a potential growth sector - Set a focus and prioritized - At the scope of Yum! Brands, this is a small experiment - Built specialized facilities, branches, annex and touch point in their service design
	<ul style="list-style-type: none"> - James Webb telescope takes celebrity status - Network representation of the eight sites that constitute the Event Horizon telescope. - For decades, a collaborative effort towards a shared goal and common purpose. - To transform the entire planet into camera aperture
	<ul style="list-style-type: none"> - And the goal? photograph a black hole. - This blew my mind. It was a rare, miraculous event - An instance of crossing the threshold from the impossible to reality
	<ul style="list-style-type: none"> - And that's what each of the upcoming case studies represent - Sustained efforts towards a common goal, between library staff, third-party service providers, institutional IT staff, and folks with the skills to communicate across domains and create the glue that binds everything together.
	<ul style="list-style-type: none"> - As you hear from each of the upcoming presenters, use these 3 transitional events from the last few years as devices to frame your thinking - Risk and competitive advantage, biggest areas of future growth, and partners that can help you bring your goals into focus... and into reality

**EXAMPLE:
DIAGRAM OF
DATA FLOWS**



But before that... an obligatory technical slide

A simplified, high level overview of enable these contactless services possible at a consortial scale

In producing these processes:

- Use known technologies
- Avoid brittle solutions (i.e., Sierra)
- Remove duplication of effort across the consortium
- Minimize opportunity for error and need for intervention
- Reduce library staff involvement

We sought the least amount of human intervention involved in any solution.

Which is another way of saying, "We want a fully automated solution"