

# From Transactions to Transformation

How Delaware libraries are using Dewey & Maslow to achieve the Delaware Dream

## Design/Methodology/Approach:

<b>Computers &amp; eBooks</b> • Explore the latest technologies • Attend a computer class 000*	<b>Philosophy &amp; Psychology</b> • Bring out your inner geek! 100*	<b>World Religions</b> • Find out more about your personal beliefs 200*	<b>Social Services</b> • Get help with life's challenges • Attend a Money School class • Get a GED 300*	<b>Language</b> Learn a language • On CD • On DVD 400*
<b>Science</b> • Explore STEM – science, technology, engineering & math 500*	<b>Applied Science</b> • Find a job • Build a career • Start a business • Live a green life • Get healthy 600*	<b>Arts</b> • Attend a performance • Perfect a craft • Find sports tips & stats 700*	<b>Literature</b> • Attend a book club • Participate in a children's storytime • Join a writers group • Improve literacy 800*	<b>History &amp; Geography</b> • Discover Delawareana • Trace your genealogy • Explore travel destinations 900*

**Stage 1**  
Using the Dewey Classification System, the installed base for Delaware public library collections, a taxonomy was developed for use in capturing Reference transactions, and classifying Programs in Evanced calendaring software

- Dewey DE Taxonomies:** Reference Questions in InformsUs / Events in Evanced
- 000 Generalities - computer help, computer technology, e-book services
  - 100 Philosophy/Psychology - self-help
  - 200 Religion
  - 300 Social Sciences - education, law, financial, veterans, government, politics, folklore
  - 400 Language - ESL and literacy
  - 500 Science - STEM, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs
  - 600 Applied Science - technology, health, engineering, pets, cooking, management, job hunting, construction
  - 700 Arts & Recreation - fine arts, architecture, home decorating, photography, music, recreation and sports
  - 800 Literature - fiction authors including readers' advisory
  - 900 History and Geography - genealogy and biography

### Delaware Dream

<b>000</b> Computers & eBooks Explore the latest technologies Attend a computer class Explore future technologies Tech classes for Adults & Seniors	<b>100</b> Philosophy & Psychology Bring out your inner geek! Connect people with similar interests Tolerance & compassion Diversity Problem Solving	<b>200</b> World Religions Find out more about your personal beliefs Forums on religions & spiritualism	<b>300</b> Social Services Get help with life's challenges Attend a Money School class Get a GED, New Citizenship Consumer Rights Vibrant Community-Connectors, sustainability, Future, collaboration Develop Socio-Economic Balance, fulfilling deficiency needs, helping homeless Cultural diversity, Cultural events Volunteering, Learning Lab Forums on freedom, the constitution, founding documents	<b>400</b> Language Learn a language Improve literacy Study Language History Language immersion
<b>500</b> Science Explore STEM Science, technology, engineering & math Science forums Environmental workshops & tourism Geology	<b>600</b> Applied Science Find a job Build a career Start a business Live a green life Get healthy The Future of Agriculture Keep/Promote farms, farm to table Medical screenings Outdoor opportunities Manage density, smart growth, transit, street, Mass transit Better grid, solar power Local business spotlight Increase Manufacturing new industries, R&D parks	<b>700</b> Arts Attend a performance Perfect a craft Find sports tips & stats Showcase local talent Creativity classes Fairs, parades, seasonal events Movies, theater activities, cultural events, architecture Music Hobbies	<b>800</b> Literature Attend a book club Join a writers group Participate in a children's storytime Improve literacy Storytellers Learning Journals eBooks	<b>900</b> History & Geography Historic Homes Discover Delawareana Trace your genealogy Explore travel destinations Leverage eco-tourism, rural potential Preserve heritage American & Delaware Dream

**Stage 2**  
Focus groups were held to obtain insight into Delawareans' versions of the Delaware Dream, in part to further explore how libraries can support economic development.

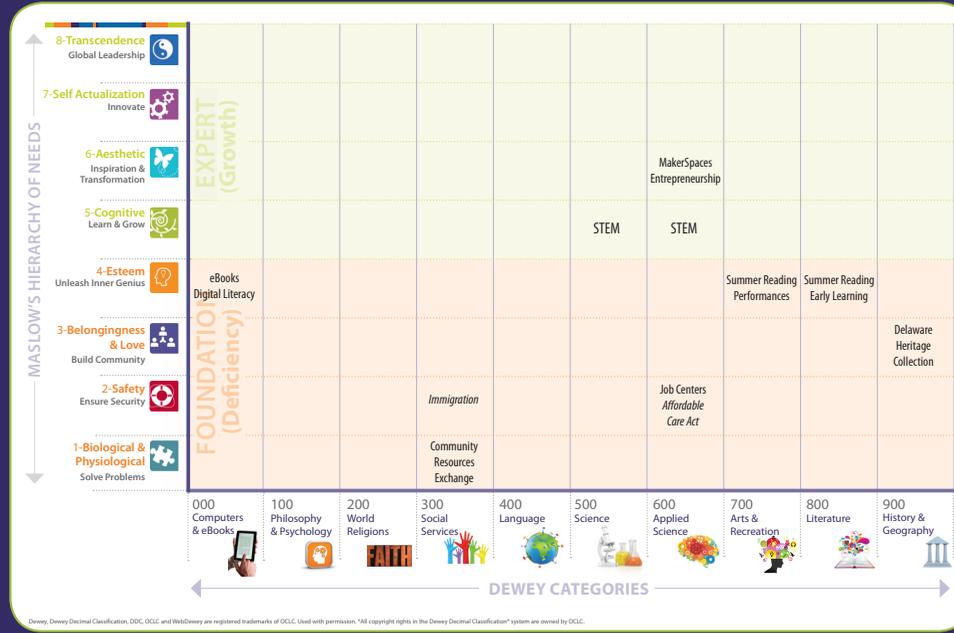
## Abstract:

The purpose is to develop a methodology to strategically support lifelong learning and economic development, to measure outcomes, and to showcase library value at scale across the state of Delaware.

Resources are a result of delivering value to the customer.

"Belief that the library is a transformational force in people's lives is directly related to their level of funding"

-DeRosa (2011), Geek the Library: A community awareness campaign



**Stage 3**  
An organizing tool for library services using Maslow's Hierarchy of Needs (y axis) with Dewey (x axis) is in testing to track progression toward achieving transformational goals.

The objective is to ensure that library services address current needs, while also offering a sampling across all major subject areas so that Delawareans can discover new interests and passions to explore and develop.



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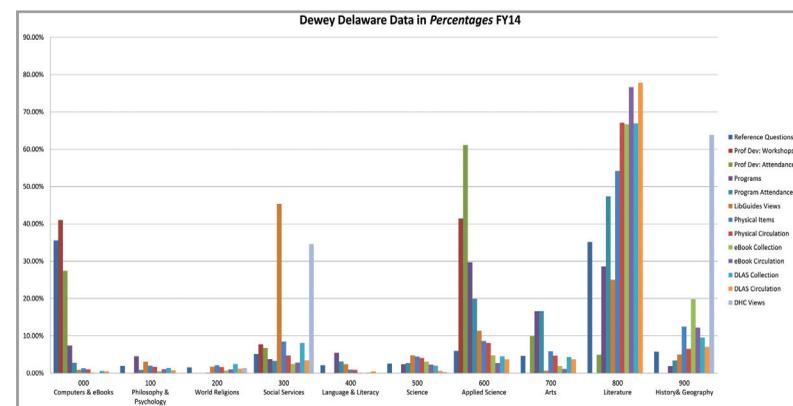
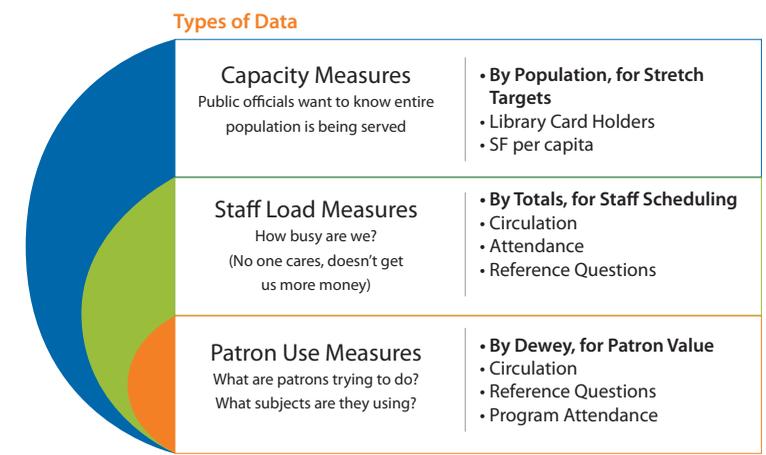


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## Findings:

Aligning outputs by subject using a single classification system (Dewey) enables us to look across library services from the view of the patron, what the patrons are trying to do.

Using an organizing tool for library services (Maslow Dewey Chart) helps libraries to be strategic and developmental in the services that they offer.



## Practical Implications/Value:

This project is primarily focused on public libraries but has practical implications of value in supporting curriculum in academic, school, and special libraries as well.

Patron use by subject (Dewey) allows for spotting emerging trends earlier, so that libraries can be at the forefront of serving community needs.

The Maslow Dewey organizer provides guidance for strategic development of library programs and services to ensure libraries are aiming high and providing significant value in achieving community goals.