Compassionate Computing
Laurie Taylor and Todd Digby

Agenda

- Our Story

- Conceptualizing
    1. Compassionate Computing
    2. Related philosophies
    3. Justice and the triangle of satisfaction

- Changing cultures

- Conclusion / Take–home

1940s–1970s: Farmington Plan and the Caribbean

1999: Digital Library Center founded

2004: Digital Library of the Caribbean (dLOC) founded

2000s: Digital Humanities (2015 Graduate Certificate), Digital Scholarship, Radical Collaboration, Team Science, Digital Pedagogy

2018: Digital Partnerships & Strategies Department

2020: Library Technology & Digital Strategies Division

OUR STORY

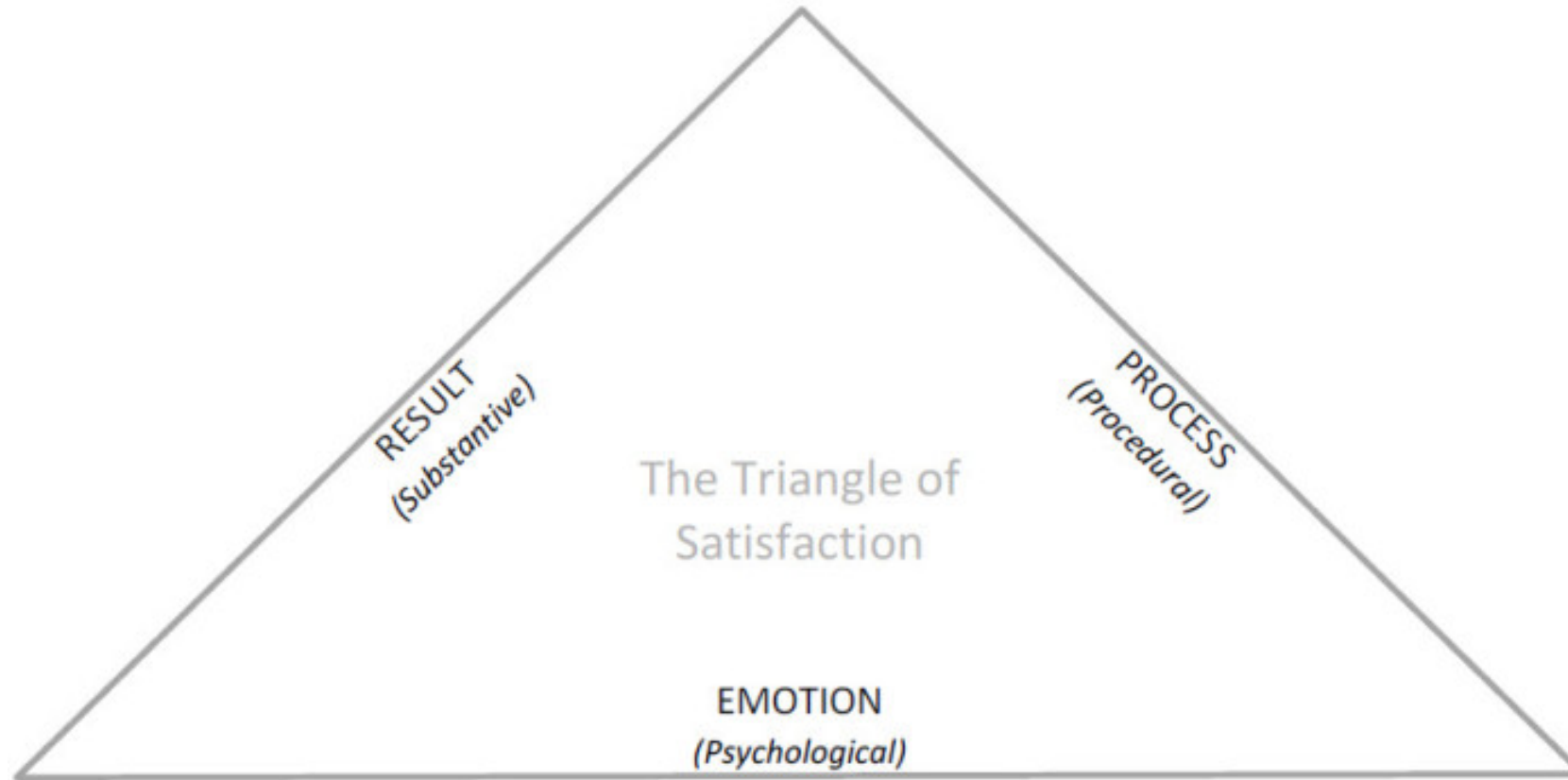# Compassionate Computing: Shared Values for Our Work

We work from a place of empathy for our users, our systems, and ourselves.

We strive to do our best as proactive, aspirational, and collaborative partners.

We are honest and accurate in estimating our time and impact, accepting the limits of what we will know in any given situation.

We understand our work includes handling problems for things beyond our control.

Justice

The Triangle of Satisfaction

RESULT (Substantive)

PROCESS (Procedural)

EMOTION (Psychological)

- Procedural (for procedural justice) – Is the process fair and transparent?
- Psychological – Am I being treated with respect?
- Substantive – The actual measurable outcomes or result

Compassionate Computing, Changing Culture

- How are we utilizing processes to fulfill our mission?

- How does this empower technologists and stakeholders?

- How does this foster collaboration?

- How are we planning for complexity (e.g., planned economy instead of a single project plan)?

- How are we validating that we are successfully communicating (analysts, project charters, acceptance criteria)?

- What does this mean for impact (outputs are

Departmental Adaptations

- Supporting these changes meant working to infuse these ideas into the Library Technologies Services department.

- Professional development for the department
  - Workplace tendencies (DiSC)
  - Departmental strategic planning

- Adjusting our work processes

Conclusion / Take–home

Compassionate computing enables us to advance equity as part of technical and cultural change.

We work from a place of empathy for our users, our systems, and ourselves.

"[We are] In the same boat, push by the same wind."
https://youtu.be/HSEJ_3vpDCg