

Techno Teamwork: Involving All Staff in Library Automation

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Notes

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- Traditionally libraries have specialized staff that are fluent in technology and this knowledge is not shared with the rest of the staff.
- Tech used to be centered around OPAC, now it's in every department.
- The divide is between the processes that need to be automated AND of the technological tools that automate them.
- Organizational structure has changed to fix this issue:
 - **Task forces:** Tech and department person join to implement a specific tech solution. Then break up.
 - Tech doesn't understand the department.
 - Tech person gets only a passing knowledge of the technology.
 - Staff person doesn't understand the long-term effect/use of the technology.
 - **Departmental electronic experts:** People who are know technology AND the department processes.
 - Uneven tech assistance between departments.
 - Expert usually isn't thoroughly trained and supported by administrators.
 - **Teams:** a mix of the other two.
 - Share long-term goals, knowledge, and of processes.
 - Keep their place within own department but are also in this group so they can get better leverage with the administration.
 - Better collaboration and long-term projects.
 - (libraries may mix and match or have none)
- **Local Technology Expert (LTE)**
 - At Jackson library, LTEs were gathered from each department and in a variety of positions.
 - Everyone was trained to a base level of knowledge.
 - Had yearly goals:
 - Regular meetings for training and discuss new ideas.
 - The LTE would be the first person their department goes to for tech help.
 - The LTE would be the person to deliver tech news to their department.
 - Will identify department training needs, what processes could be automated, and assist in this process.
 - Raise the general knowledge of technology for the entire library.
 - Held workshops to train other staff members.
- Other accomplishments:
 - Each LTE was further trained with a higher level tech expert.
 - Every department had a website.
 - The internet was made available to users.