How To Talk With Techies
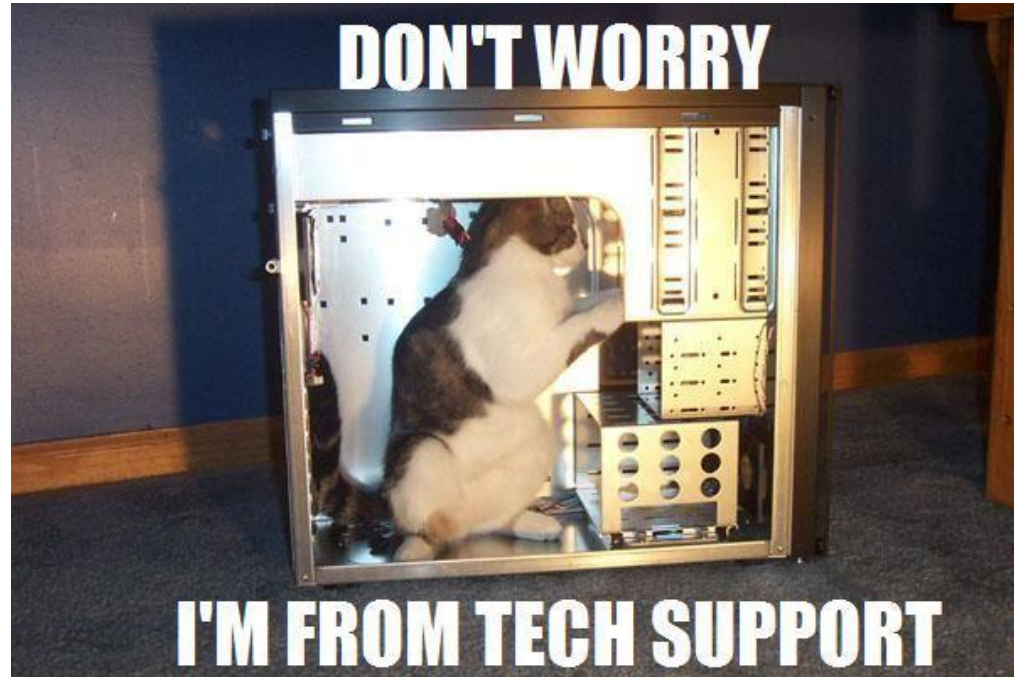

Helen Linda, Systems & Technical Services Librarian, Goddard College, Plainfield, VT
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Vermont Library Association Annual Conference 2014

Who Am I?

- Half & Half - Library & Systems
- Fake IT Department - First Responder
- Goddard College LITS - One Department
- Library Organization Volunteer Geek

What's This Hour About?

YOU!

Attitude
Who you are/want to be
Skills
How to get there
Tools
What to use

What It's Not About

THEM!

That said, introducing this into a feral IT department can't hurt:

The Courage To Ask
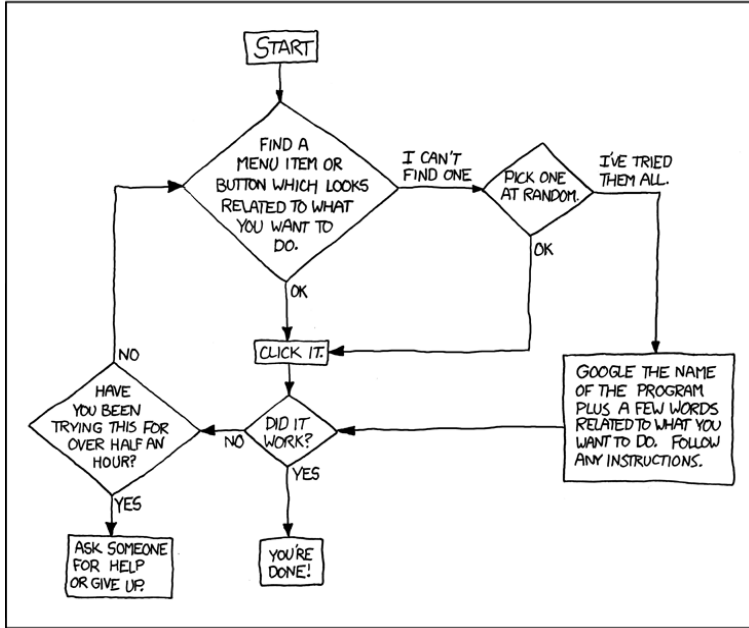
- How does IT prefer to have a problem presented or reported?

- Can they help you learn to do those things?

- Stick with it!

ByWater Solutions How-To: http://bywatersolutions.com/2014/04/16/koha-support-tickets/

The Courage To Try

DEAR VARIOUS PARENTS, GRANDPARENTS, CO-WORKERS, AND OTHER "NOT COMPUTER PEOPLE."

WE DON'T MAGICALLY KNOW HOW TO DO EVERYTHING IN EVERY PROGRAM. WHEN WE HELP YOU, WE'RE USUALLY JUST DOING THIS:

PLEASE PRINT THIS FLOWCHART OUT AND TAPE IT NEAR YOUR SCREEN. CONGRATULATIONS; YOU'RE NOW THE LOCAL COMPUTER EXPERT!

- Designed tough inside and out

- Most of what you do can be undone

*Image credits: **xkcd** - A webcomic of romance, sarcasm, math, and language. http://xkcd.com Beloved by geeks everywhere.*

Don't Panic!

Problem Solving Thrives on Calm
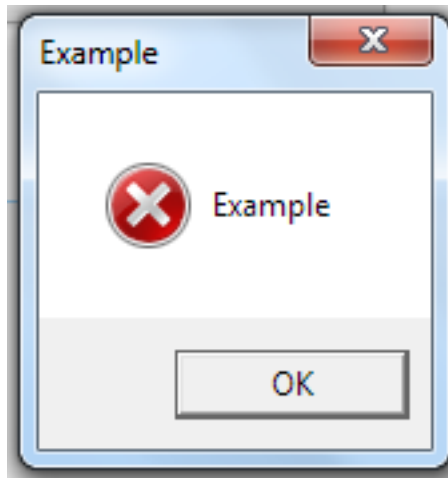
The Basics Prevent Panic

- Learn software off deadline
  - Save early and often
- Don't just save to desktop
  - Back up your back ups
  - Know your undo
- Don't open attachments
  - Use in-software help

Stop at First Sign of Trouble

If It Feels Wrong, It Probably Is!

Read!

Just Because It Popped Up On Your Computer
Doesn't Mean You Won't Understand It

Be A Detective

- What did you do?

- What did you expect to happen?

- What actually happened?

- Use the 5 W's

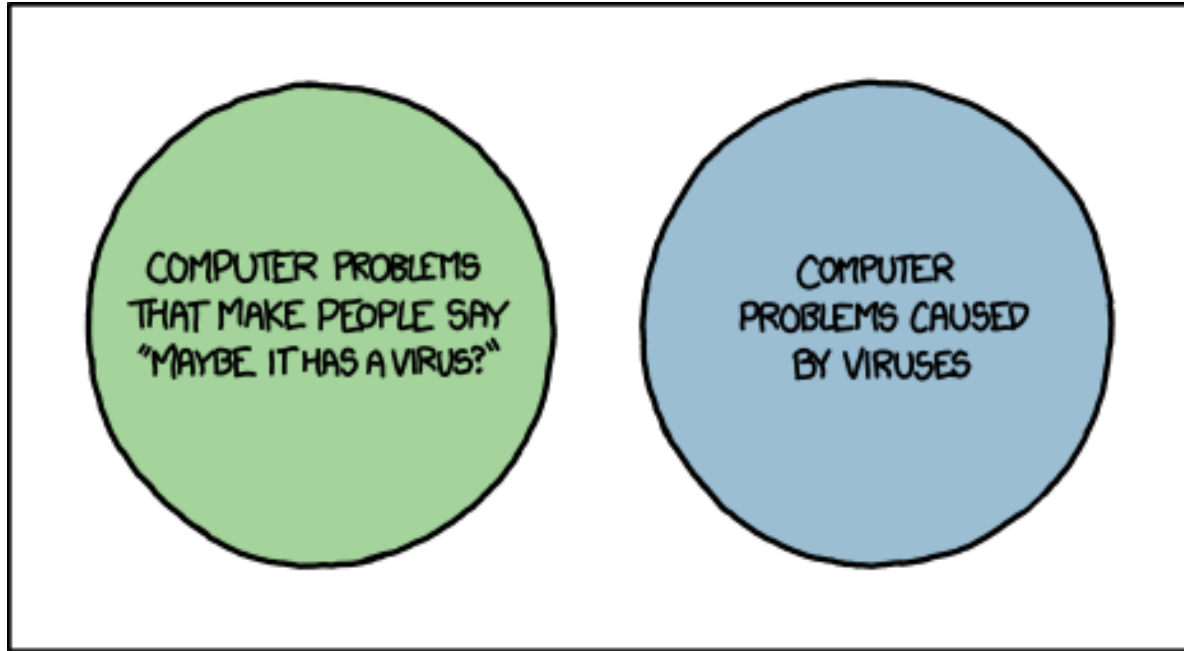# Really, Take Screenshot/cast

Copy/Paste The Message, Too, If You Can

Google It!

YouTube Gets The Job Done, Too

Give The Symptoms, Not The Diagnosis

No Such Thing As Too Much Information

- Collect all the information you can

- Provide it all at once

- They'll decide what's relevant

Keep Learning

Embrace Tech! It Might Even Be Fun!

Learning Opportunities

Codecademy

OCLC WebJunction®
The learning place for libraries.

MITOPENCOURSEWARE
MASSACHUSETTS INSTITUTE OF TECHNOLOGY

w3schools.com

techsoup
for libraries

edX

UDACITY
Learn. Think. Do.

iTunes U

webcast.berkeley

Keep Current

code4lib (computer programming & LIS)
DIGLIB (digital libraries)
NGC4Lib (Next Generation Catalogs)
Web4Lib (library-based World Wide Web)
OSS4Lib (open source software & lib)

Library Technology Guides

COOLTOOLS   lifehacker   GIZMODO

TechRepublic   Resource Shelf   engadget

And Be The Person Who Finds Cool Stuff

Questions? Stories? Things to Add?

From the VLA Group Discussion

Q: Google can be as harmful as helpful. How do I pick virus free places to download from?

A: This is a moving target! Even places considered reputable get infected. Use reputable sources for reviews, like those from the Keep Current slide. Ask your IT folks for their advice. Try your best but follow the basics. When this inevitably happens to you, it will be simply annoying instead of devastating if .

PERSEVERANCE!

Tips For Calming Down & Helping Create Calmness

- Use deep breathing exercises to slow your heart rate & think about something else

- Recognize when you or someone you're talking to isn't getting it and stop, find another path.

- Try appropriate rewards for you and your patrons.

- Remember, if there's no water, fire, or blood, it's not a crisis

- Walk away for as long as necessary.