

Anne Arundel County Public Library



PASSPORT TO TECHNOLOGY



Bethany Tyler
Staff Development Coordinator

Stephanie Petruso
Virtual Service Manager



Prehistory

- ⦿ Generalists
 - Programming focus
- ⦿ Tech Competencies Standards
- ⦿ 23 Things
- ⦿ Technology assignments
- ⦿ Siloing of tech skills/knowledge

Challenges

- ⦿ Starting late
- ⦿ Technology changing quickly – and skills building on one another
- ⦿ Expectation is that libraries will be cutting edge
 - Mobile apps
 - 3D printers
 - Virtual Reality
- ⦿ Foundation made acquiring tech possible
- ⦿ Positioning staff to be tech leaders

First Thing's First



Job Description: Before

- Prepares reports
7. Maintains information service skills and knowledge.
 - Attends training and reviews professional literature
 - Learns new technology as necessary to retain proficiency in providing information service
 8. Other significant responsibilities.
 - Routinely registers patrons and performs all circulation activities to provide service to the public
 - Troubleshoots branch equipment and performs simple upkeep or repair; may serve as branch technology coordinator and liaison to ISS department
 - Uses word processor, databases, and spreadsheets to maintain records, prepare reports, etc.
 - Participates in developing and maintaining Community Analysis of branch service area, as well as assisting with survey of library customers
 - Acts as "in charge" personnel as designated - assists with resolving patron transactions which involve exceptions to normal procedures or other difficulties
 - May prepare master schedule in smaller community branches, information desk schedule in larger branches, and contacts part-time hourly staff to work
 - May serve as branch timekeeper and enter timesheet data
 - Submits information for Library Happenings as assigned
 - Completes training as required to fulfill state requirements for Library Associates
 - Enhances branch appearance by planning and preparing bulletin boards and other displays
 - Prepares for and serves as instructor for library instruction to groups such as Click Here classes
 - Follows guidelines for cross-marketing and word-of-mouth marketing of library services to patrons
 9. Performs other related duties as assigned.

Job Description: After

- Submits statistics for monthly activity report (i.e. door counts, circulation)
- Coordinates participation in system surveys and studies

% F. Technology

- Responds to and negotiates inquiries presented by email, social media, texting, and other networking media.
- Provides instruction on and assists in the use of the library's technology, including (but not limited to) online catalogs, internet, mobile apps, Microsoft software, databases, e-books, social media, e-readers, Playaways, tablet computers and printing stations.
- Demonstrates general interest in library and popular technology, and an awareness of trends and current events in technology.
- Ability to troubleshoot common library technology equipment, including copiers, printers and 3D printers, computers, e-readers, and other digital media.
- Ability to adapt to and willingness to learn new technology as it relates to the library, and explain/promote new technologies to customers.
- Regularly attends relevant training to keep abreast of and learn new technology.
- Uses Microsoft Word, databases and spreadsheets and the library's intranet to maintain records, prepare reports, etc.
- May serve as branch technology coordinator and liaison to IT department

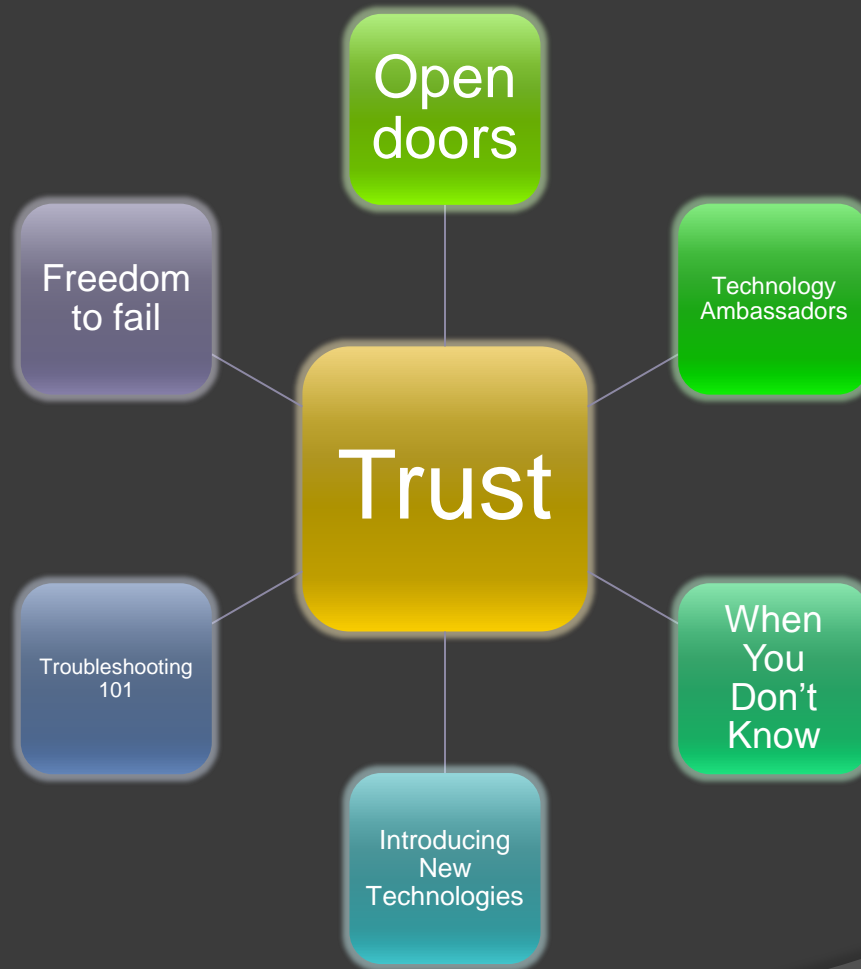
5% G. Other Duties as Assigned

Interview Questions

- At least 1-2 technology questions are now part of every job interview
 - Teaching Tech
 - Tech Curiosity
 - Learning New Technologies



Building a Culture of Trust

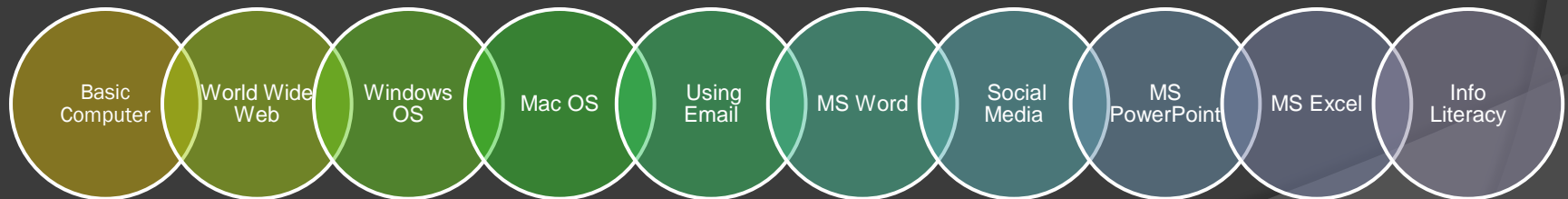


Passport to Technology

- ⦿ Can't move to future without addressing staff competencies
- ⦿ Friendlier name
 - Focus on end goal, not the problem
- ⦿ Credly badging system
 - Gamify learning
- ⦿ Objective way to measure training needs
- ⦿ An ongoing project

Northstar Digital Literacy Assessment

- St. Paul Public Library/IMLS
- Free to self-assess
- Charge to get results for staff or patrons
- Can get certificates & Credly badges
- Scope & topics:

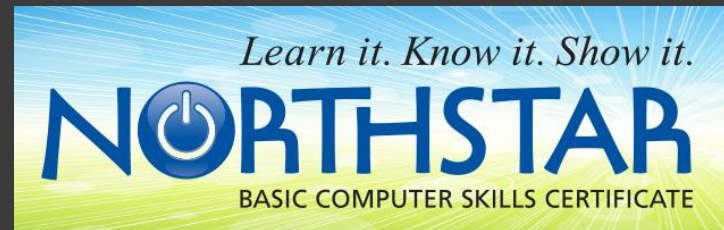


Administering Assessments

- ⦿ Setting expectations for staff and managers
- ⦿ Challenges
- ⦿ What we learned
 - Some training needs widespread
 - Some staff need individualized training plans
 - PowerPoint and Info Literacy

What's Next for Northstar

- ⦿ Assessments currently date to 2011/2012
- ⦿ Early 2018
 - HTML5 compatible/mobile friendly
 - Update assessment standards



Addressing Training Needs

- ⦿ Offer training for different learning styles
 - Online
 - Classroom
 - On the job

Lynda Courses

- Video tech training course for staff and public.
- Selected recommended courses to follow each assessment.
- Varying levels & commitments.
- Available to any MD resident.
- Sign up for an AACPL card online.

To the Future

- Competencies
- Technology training expectations
- Service desk expectations
- Taking the Fear Out of Tech: Reprise



