# Technology in Libraries

What are we DOING?

< librarian.net/talks/sckls >

06nov08

Intro

Hi, I'm Jessamyn

- librarian

- blogger

- community moderator

- lifeguard

- "opinion maker"?

- show and tell lady

"at work"

One of my jobs involves a small town library in Tunbridge Vermont. They serve a community of about 900 but it could be much more because the library cards are free. You could get one yourself and listen to downloadable audiobooks.

October 21

How can I tactfully tell my employer and coworkers that I'm leaving the organization? My timing sucks and leaves everyone I work with in a bit of a bind... [more inside]
posted by **Slarty Bartfast** to **work & money** at 2:54 PM - **0 answers** +

Part-time Job Resources in DC [more inside]
posted by **aleahey** to **work & money** at 2:49 PM - **1 answer** **1 new** +

Can anyone recommend a good current events discussion forum? [more inside]
posted by **Smarson** to **computers & internet** at 2:28 PM - **2 answers** **2 new** +

Help a beer drinker expand his horizons a little bit. What's a good place to get an absinthe cocktail in Manhattan (or anywhere else in New York)? [more inside]
posted by **jason's_planet** to **food & drink** at 2:10 PM - **2 answers** **2 new** +

MusicFilter: I'm looking for more French-language music I can enjoy while keeping up my (very poor) French. I like April March, Les Sans Culottes and Bonjour Brumaire. Who else can I listen to? [more inside]
posted by **joannemerriam** to **media & arts** at 1:45 PM - **16 answers** **16 new** +

What foods can I take with me to an all-day seminar? I have no access to a microwave or refrigerator. They have to comfortably fit in a backpack. [more inside]
posted by **desjardins** to **food & drink** at 1:21 PM - **17 answers** **17 new** +

also "at work"

I also run a web community of about 35,000 people. We have a Q and A site which gets about 100–150 questions a day. It's sort of like a general–purpose FAQ in a lot of ways.
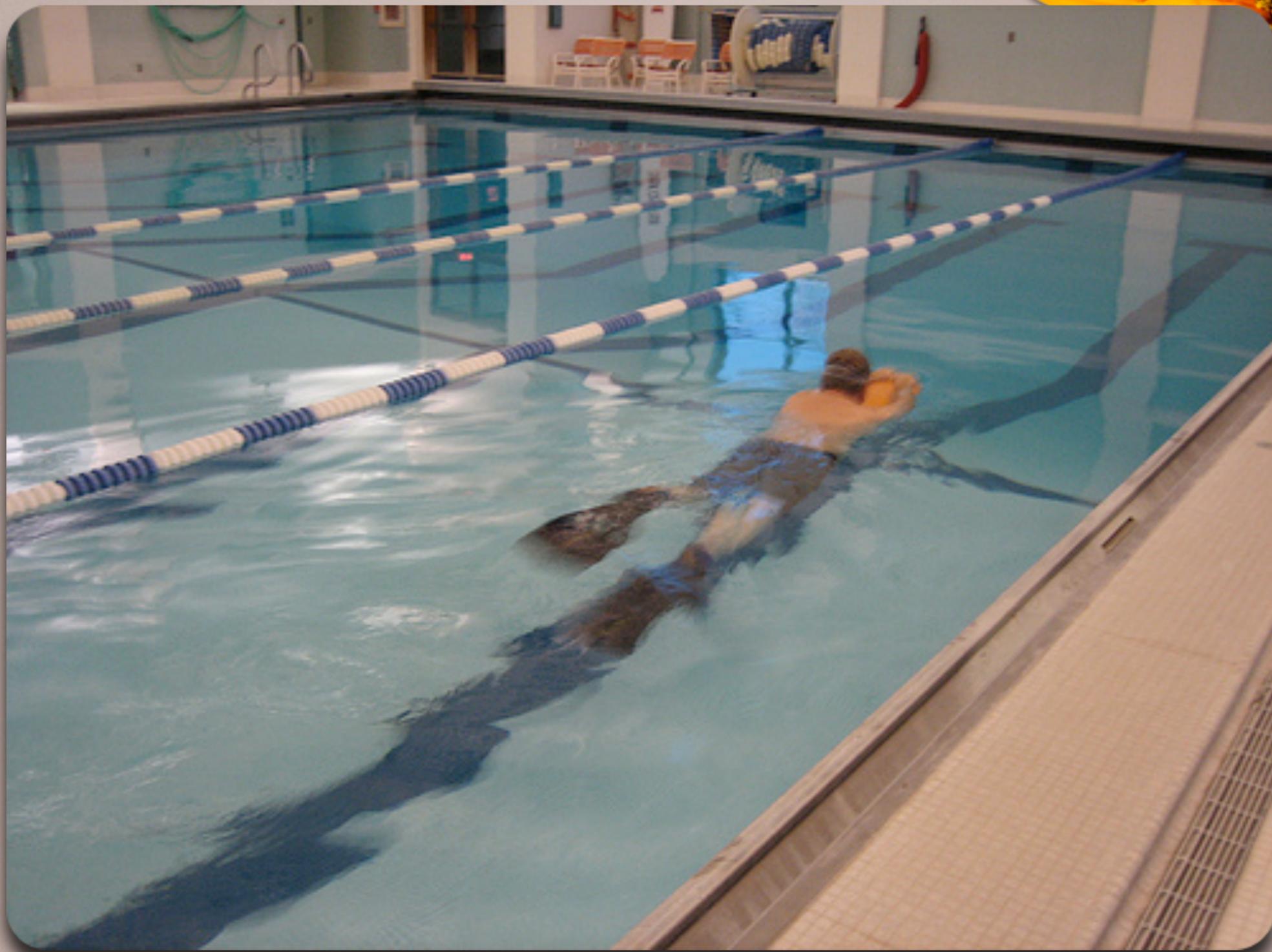
and more "at work"

Lifeguarding is a lot like librarianship, you have to enforce rules that people feel are arbitrary, most people have no idea how you came into your authority and you sometimes don't follow the same rules you enforce.

What I mostly do.

I help people who have very little computer experience learn to use computers at small libraries.

Sometimes though...

I do busywork. We all do, it's part of our jobs. This particular job was cutting the tape from around the recycled barcodes we used for ILL books. "Aren't there bar codes you can just print out available online?" I said. They said maybe, but no one knew.

...and of course this.

I travel to other library systems and talk about technology. One of the big things about small systems is that we're not as free to travel and cross-pollinate as librarians from larger systems. Events like this one go a long way towards helping that. I like Kansas.
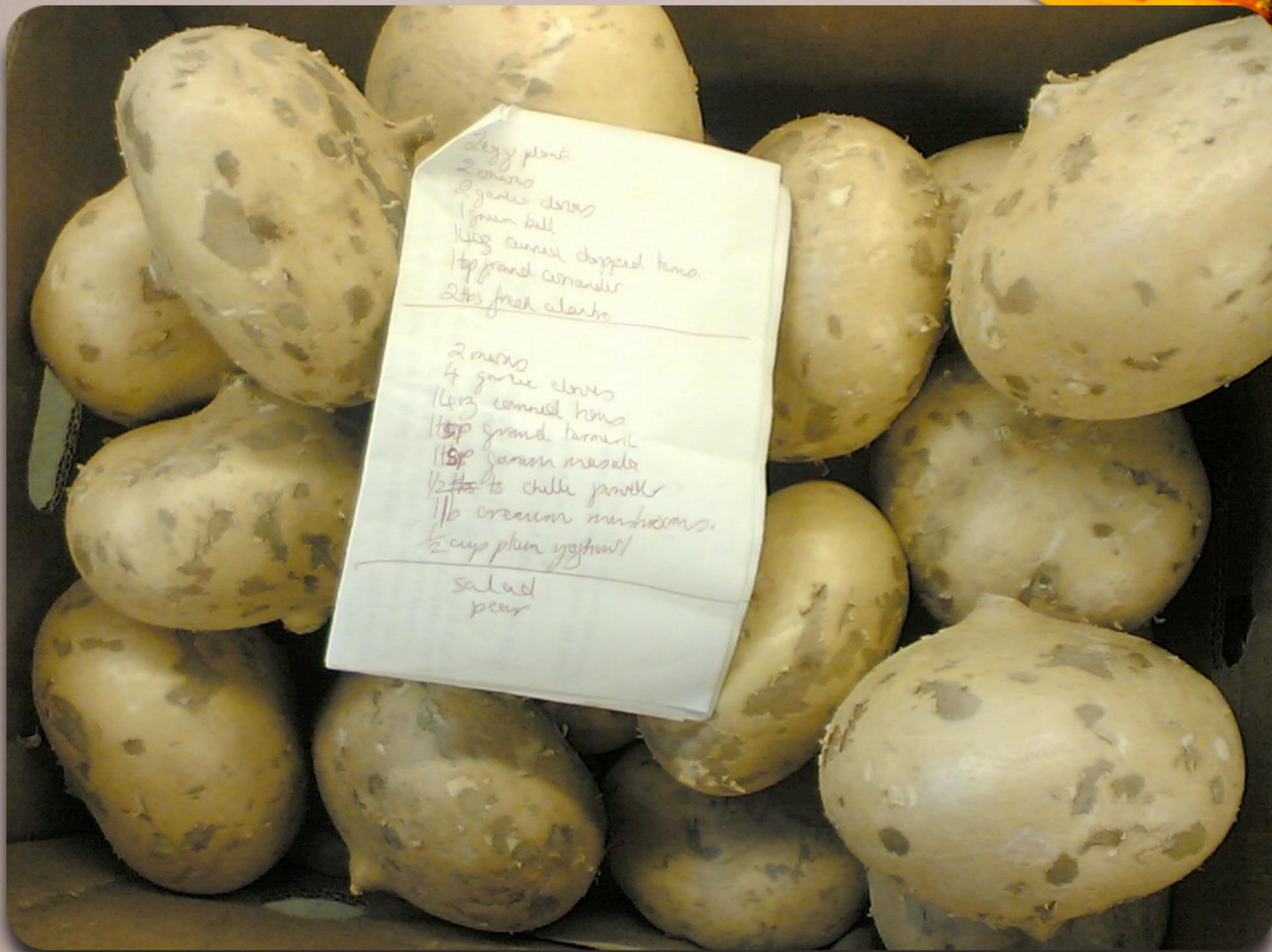
a few quick lists

Did you know you can do lists in a "2.0 fashion"? Apps like remember the milk, 43 things, tada lists and blabla lists are all different ways you can track lists online and in some cases socially. More on that in a bit.

What are we doing?

the tech thing

- We were there first.

- We then sat there.

- People came in and nudged us.

- We made some choices.

- Some were made for us.

- And here we are. Hi.

When I first started library school, the computer thing was a little newish. By the time I graduated, the graphical web was everywhere and we were expected to learn it [this was in Seattle]. A few things have happened that I think have had a huge impact on library technology. Z3950, Gates Foundation, automation generally.

the 2.0 thing

- transparency/openness

- sharing   (was "user generated content")

- networking/networked

- simple   (if not easy)

- recombinatorial! (mashups)

- and omg!

YOU MAKE
KITTY SCARED

The 2.0 thing is what's getting buzz lately, but it's really just something you can break down as "using technology to be more effective" there is a catch though.... we're outside of our comfort zone. http://www.youmakekittyscared.com

why it matters

- government things, like **taxes**

- urgent things, like **disaster relief**

- fun things, like grandchildren

- the high cost of everything

- things we don't talk about as much, like unemployment, fear and loneliness

@ your library

Who do you serve?

On a planet where only 50% of the earth's citizens have made a phone call, nickle and diming about email seems silly but it's our reality. There are patrons who come read the newspaper every day and there are patrons who are already "post-email"

looking ahead

TELEPHONES

Why, yes, they are fast becoming a necessity. What line do you need?

The Farmers' Telephone Line

Gives you more local and neighboring town service than any other line.

Free Service With People's and Orange County Telephone Companies.

We have never removed a 'phone for reason of poor service, as any of our subscribers can testify. No 'phones to buy—just a monthly rental.

"... they are fast becoming a necessity!" sound familiar?

and you care, why?

This poor guy, I use him in every example of a reference desk in every talk I give. Doesn't he look pleasant?

You want...

save money, save time, help people. Let's get back to you in a second....

meet Farmer Bob

actually this is Dave Eddy, he plows the driveway and is our electrician. He is speaking at town meeting. I find it useful to have real people in mind when I use examples. He is one of those guys who is a part of the information economy whether he wants to be or not.

©ontent

Selected Essays on Technology, Creativity, Copyright,
and the Future of the Future

New York Times Bestselling Author
Cory Doctorow
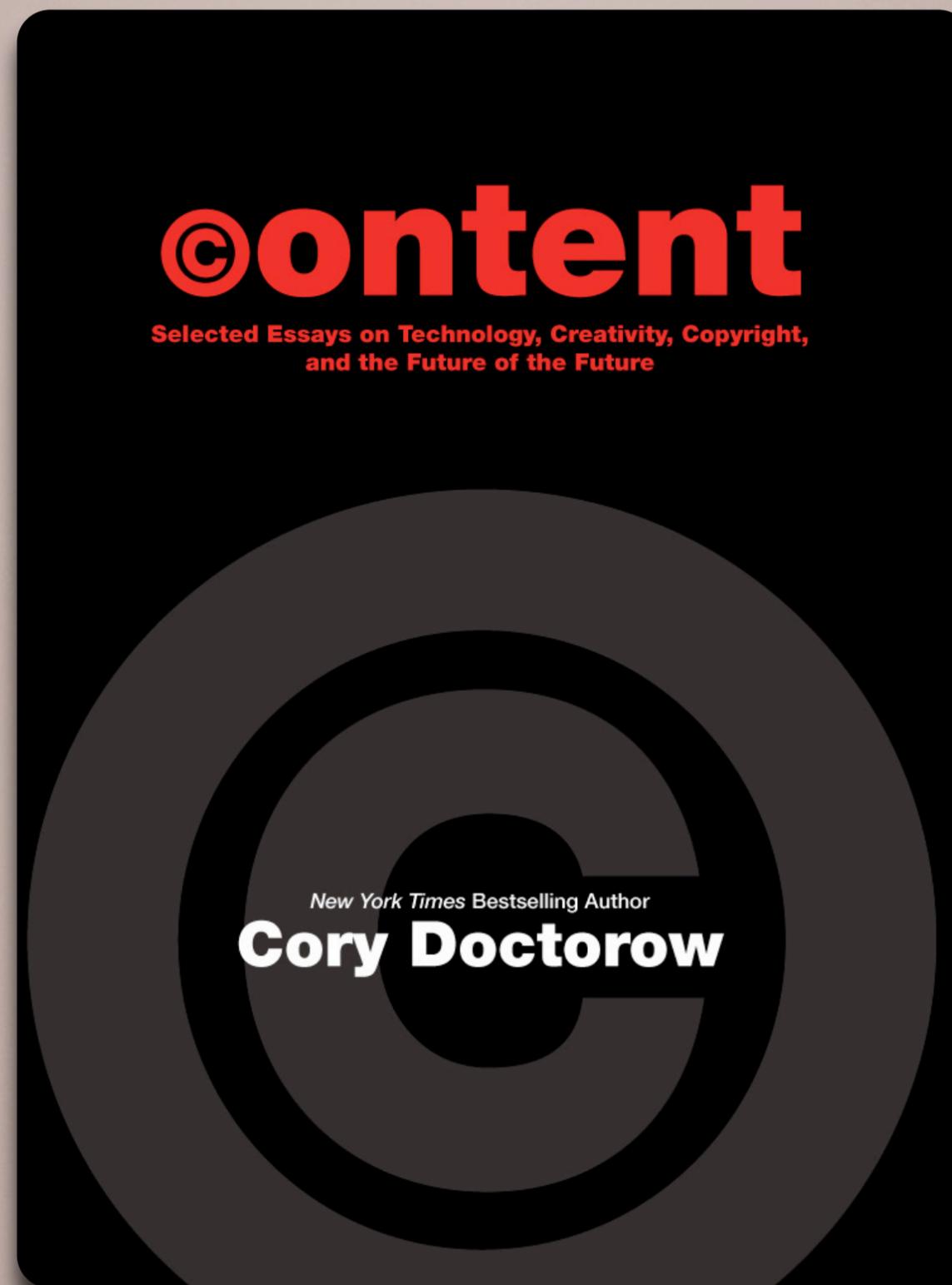
"there is an information economy…"

"You don't even need a computer to participate. My barber, an avowed technophobe who rebuilds antique motorcycles and doesn't own a PC, benefited from the information economy when I found him by googling for barbershops in my neighborhood." It's not NOT an info economy just because some people aren't using it.

He wants...

well to save money, save time and not go crazy. He serves on several town committees and has a pretty busy life. What he does NOT want is another project.

does 2.0 help him?

maybe? While he may not care about social software, he might like to find ways to advertise his business or see photos of his grandkids. When you look up Bethel Vermont on Google one of the first hits is the Wikipedia page. I wrote most of it.

Meet Erica

She is holding a copy of the Beatles Revolver album. She wanted to learn to use Ebay but first she had to learn to use her email, get a paypal account, an ebay account and get a lecture from me about online safety. She came to drop in time regularly over a few year. We helped her get her late husband's photo into the IMDB. She had and I believe still has a dot matrix printer at home. She's not busy but she's scatterbrained and has a hard time remembering things.

PayPal confuses her

This logout page on paypal confuses her. The whole login/logout part of the internet is confusing to people. How do you explain a password to someone who has never had one?

she sold a pen for $700

I am her hero and also her librarian.

did 2.0 help her?

a little – actually sometimes it "hurts" She's a stained glass artist and people are ebaying lamps from china for much less money lately.... the part we always overlook is her willingness to dive in and DO IT. This is important to both patrons and librarians and possibly the biggest hurdle to getting more out of free simple tools. This is our biggest challenge.
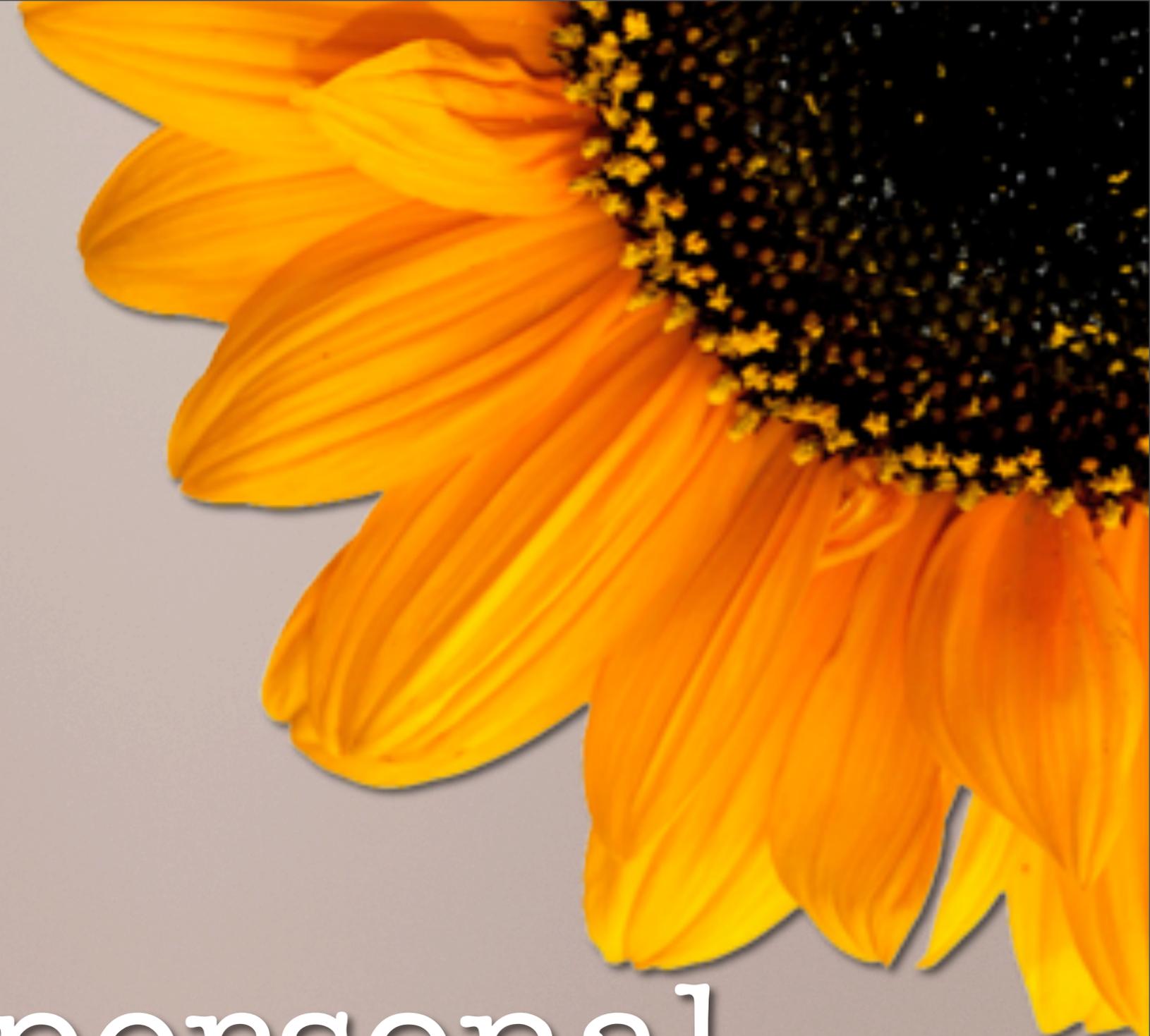
now it's personal

let's talk about you

What did you want again? You'd like the time to learn this stuff, the money to dedicate staff to it and you don't want it to get in the way of what you already do.

do we lead or follow?

Depends on...

- our patrons

- our staff

- our resources

- our time/$/crazy level

the big question to ask ourselves...

if we lead

- we still have people starting from the very bottom

- we make choices and "sell them"*

- we advocate as well as inform

* example after the break....

We teach basic computer classes at the high school, we still have to have pre-school classes for people who need mouse skills.

if we follow

- We need to trust what people are telling us

- We need to find standards for evaluating new technologies and services.

- We must be prepared to be (somewhat) uncritical as we get up to speed

find new ways to engage

People like to see themselves reflected back at them.

"2.0" means there may not be a book about it

- Similicio.us

- LibSuccess

- Most of all: Other People!

Based on the Book

'Based on the Book' is a compilation of over 1,250 books, novels, short stories, and plays tha been made into motion pictures. Utilizing the Internet Movie Database as the authority, all m this collection have been released as feature-length films in the United States, in English, sir 1980.

View by:

Movie Title	Book Title
Movie Release Year	Book Author

We have to use our evaluation skills ourselves. They may be rusty.
http://www.mcpl.lib.mo.us/readers/movies/

there are risks

you might look silly

we're used to it

you might look more silly than usual you mean?

"these are our shared values"

But as we get more immersed in technology it begins to become indivisible from everything else that we're doing. It's not just creating an electronic newsletter where once we had a paper one, it's about expanding our reach, reaching new people and remaining relevant and competent

Intermission

see you at 11:20!

Things you might not know

about technology in libraries...

< librarian.net/talks/sckls >

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1. We must find new ways to engage

People like to see themselves reflected back at them.

1. We must find new ways to engage

People like to see themselves reflected back at them.

2. bad examples

- Twittervision

- an internet friend

- Red Sox

- everyone
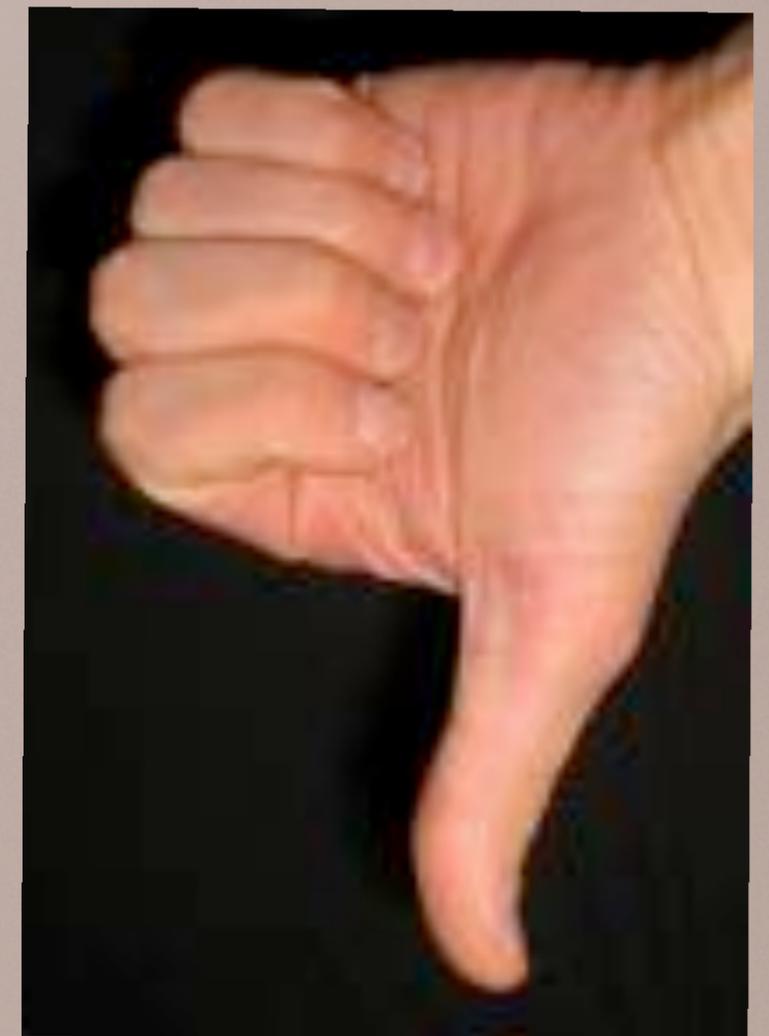
how to make twitter look stupid

2. vs. good examples

- local(ish) librarians!

- SLK Blogs

- weather!

- Q&A 1, 2

Replies — Updates beginning with @jessamyn
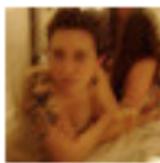
megvsmeg @jessamyn I seriously love Kansas. *22 minutes ago*
from FriendFeed in reply to jessamyn

pattinichols @jessamyn that midwestern friendliness is so great. and it even seems sincere! love those kansas turnpike tollfolks. *about 2 hours ago from web in reply to jessamyn*

how to make twitter look useful

3. our strengths
are local

(or why I love the libraries here)

state library

need secure passwords

Simply Cool by Heather | 1 comment

you have probably heard on the news that the e
didates (Sarah Palin) was hacked last week. A le
: why you need to start using secure passwords
w personal information about yourself or your fan

log post, that includes descriptions from the hac
how s/he actually hacked into the account (the
germane to the story).

strong visible consortia

My Kansas Library on the W

Home	I need help!	Request a KLOW Site	Policie

KLOW Featured on librarian.net

October 8, 2008

Jessamyn West highlighted our project on her blog at librarian.net.

Aw, shucks. *blush*

As to who in Kansas are the brains behind the project, it was started by Brenda Hough and Liz Rea at the Northeast Kansas Library System in 2006. Liz is still on the project (*wave*) but Brenda has moved on, her place being very capably filled by Sharon Moreland, NEKLS Technology Consultant. It is funded by NEKLS and the State Library of Kansas.

Thanks for the nod!

MyKLOW

LIBRARIES

Blogs and Feeds
A listing of blogs and feeds created by K-State Libraries staff.

SEARCH

GO!

Committees and Departments

- Subscribe — 509
- Subscribe — Ambassadors
- Subscribe — Annex
- Subscribe — Collections Council
- Subscribe — Digital Initiatives
- Subscribe — Help Desk Trade Bazaar
- Subscribe — ILS Task Force
- Subscribe — Library Instruction

KState

Some starters...

- Googling error messages.

- Getting drivers online.

- Bargain shopping!

- Wherever you go, where are you?

  - polling places?

  - my house!

  - where am I going?

4. what else?

Thank you!