How To Effectively Communicate With Techies

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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:

How To Help People Use a Computer: http://polaris.gseis.ucla.edu/pagre/how-to-help.html
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!
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:

- Designed tough inside and out
- Most of what you do can be undone

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

Or, At Least Copy/Paste The Message
Google It!

Keep Calm and Google It!

Keep Calm and YouTube On

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

MIT OpenCourseware

w3schools.com

TechSoup for Libraries

edX

Udacity

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

And Be The Person Who Finds Cool Stuff
Questions? Stories? Things to Add?
From the NELA Group Discussion

Huge thanks to Mary Russell for her NELA Conference Blog Post! This was a great, succinct memory refresher!

Q: How do I pick virus free places to download from?

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

Fun Sources of Information, Collection Development, and Smarty Pants!

The board got erased before I could write down all your wonderful suggestions and points! Did I miss something you shared or remember? Let me know! helen.linda@goddard.edu (some things have already been added to the slides)