

# HOW TO MANAGE TECHNOLOGY WITHOUT BEING AN EXPERT

Because with Great Technology Comes Great Responsibility



Public libraries are constantly striving to innovate and grow to better serve their communities. Technology is pivotal to that success. A small step to enhanced technology can lead to a giant leap in patron satisfaction.

And yet, with great technology comes great responsibility. The good news is one doesn't have to be a technology guru to stay on top of the game.

**Check out these 7 ways to ensure technology is strengthening service to your community.**

## 1. TECHNOLOGY PLANNING

This seemingly tedious and boring task is actually an exciting, must-do step; its importance can't be emphasized enough. From the ILS to the type of mouse alongside public access computers, this step is a road map to all of the amazing things that can be achieved in the next few years. Start with an inventory of current technology (computers, software, online services, staff skills, network and tech-related programming). Next, keeping the community in mind, pick a few key areas that connect to the library's goals and objectives. Then develop a strong and in-depth plan including: Library Mission Statement, Tech Goals and Objectives, Current Inventory, Future Inventory, Professional Development Strategy, Budget, Evaluation Process.

## 2. BACK IT UP

Just because plans include cloud storage does not mean nothing can go wrong. Have at least one backup on-site, ideally secured in a fireproof and waterproof location. Diversify where data is stored and always create more than one backup. This may include cloud, on-site and off-site locations.

## 3. PATRON PRINTING

One of the more time-consuming aspects of managing public technology is helping patrons print their documents. Consider creating a card that includes step-by-step instructions on one side and general library information on the other so that patrons can keep the instructions for future use.

## 4. 3D PRINTERS

When considering adding 3D printers, look for equipment that is modular to reduce downtime for maintenance. Many 3D printers come with print heads that snap in and out easily, while others require much more work. When purchasing, include at least one extra print head to use when cleaning or changing the nozzle on the other print head.

## 5. COMPUTER CLEANING

Many people use small portable compressors to blow the dust and dirt from inside their computers. While this is less expensive than canned air, it is not a safe way to get the computer clean. All compressors build up condensation inside the tank and moisture can be expelled along with the air, resulting in damage. Additionally, the high PSI of most compressors could easily damage the electronics by creating a sizable static charge. Canned air is an inert gas and the PSI is very low, thus reducing the possibility of static charge. Regular cleaning will greatly increase the lifespan of the computer as dirt and dust buildup adds additional heat to the components.

## 6. CYBERSECURITY MATTERS

Over 10 million cases of identity theft occurred in the USA alone this year. Public libraries are especially susceptible to security breaches. Patrons consider libraries to be safe zones and they assume they are secure when using library Wi-Fi. Find ways to educate patrons and staff to be careful with their data. Ensure cybersecurity measures are in place such as two-factor authentication, stringent password requirements and account lock after a certain number of failed log-in attempts. Keep the software versions and patches up-to-date, keep viruses and malware away with effective anti-virus and anti-spyware and inform users how to avoid phishing or email scams.

## 7. FLAUNT IT

Take technology outside library walls. Recently, the San José Public Library took a 3D printer to a farmer's market and provided GoPro cameras at the skatepark. Host programs and trainings on private live streams using tools such as Periscope, a video platform for live streaming to invitation-only audiences. Repair Cafés or U-Fix-It Clinics are en vogue. Repair Cafés are free meeting places where patrons repair technology and other items and offer a great opportunity to educate the community about cybersecurity. Hosting repair events reduces waste and engages new patrons.

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