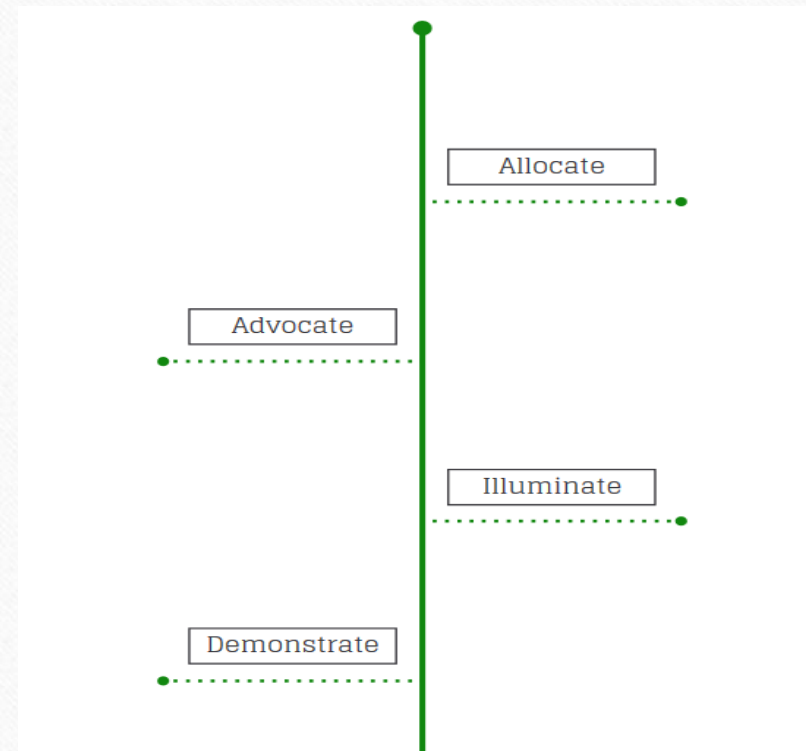# I Have An Agenda (here it is!)

- Tons of Tech
- Why defending technologies?
- Practical information:

1. Allocate
2. Advocate
3. Illuminate
4. Demonstrate

Allocate
Advocate
Illuminate
Demonstrate

WE'VE GOT TECH FOR DAYS

LEARN, PLAY & BE ENTERTAINED
- virtual reality
- augmented reality
- ereaders
- drones
- gaming consoles
- online resources
- MOOCs

CONNECT
- wifi
- portable hotspot
- chat
- video conferencing

ACCESS
- victor readers & daisy discs
- magnifiers
- mobility tech
- self-checkouts

CREATE
- makerspaces
- digital innovation hubs
- digitization
- drawing tablets & software
- 3D printing
- production studios & recording equipment

BACK-END
- security
- cloud
- online catalogues
- hyperconvergence
- mobile optimization
- booking software
- chat

EXPLORE
- device petting zoos
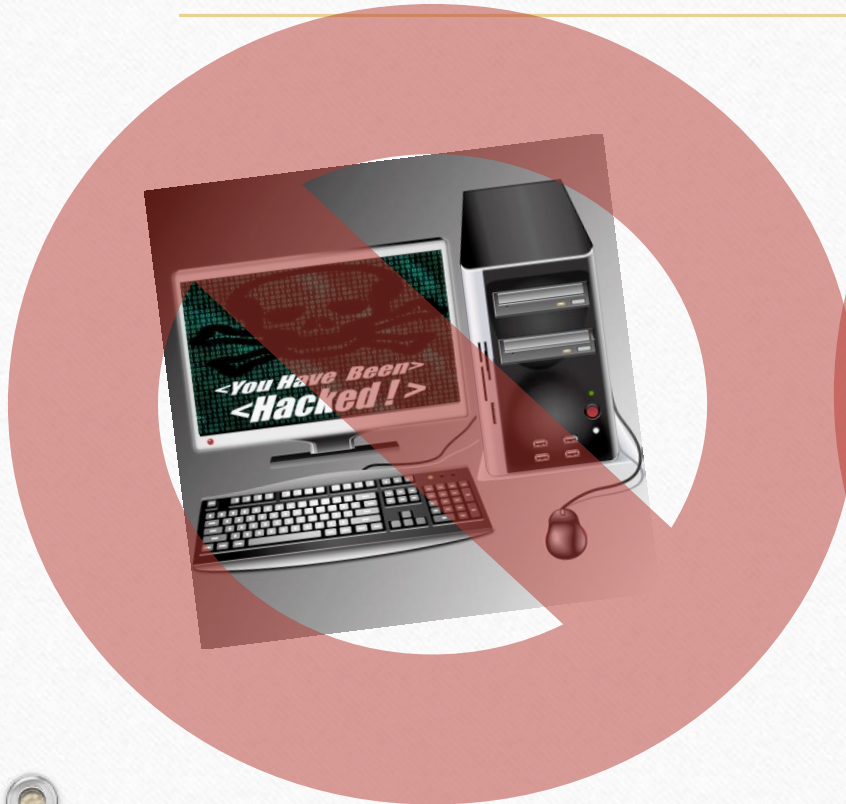- coding programs
- robotics programs

Defend tech!?

When They Come For The IPads
But Their Kids Only Come *IN* for the IPads

"Hello, I appreciate your hard work to improve the library, but I find putting the tablets in front of the door and without asking for it a little annoying. My 4 year old always goes straight to play with tablet before anything else. He used to go check books and play with cars, but he doesn't show any interest after experiencing the **tablet games**. I wish you can keep the tablets with reference desk librarian until the kid goes and asks for it. This way it is going to be

controlled and hidden.

Thanks."
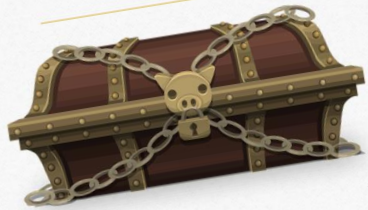
Patron Comment Card, 2018

(after asking a patron to silence his phone)
"Since you so obviously hate technology, why did you put those new-fangled toys (his exact words) downstairs that the kids are always playing with now? **Now all they do is play on those, they aren't learning anything, there's nothing educational to it.** Pretty soon there will be no books, just computers!"

Patron In-Person Comment

"The computers & toys distract from the books. Canmore library has cushions & teddy bears so that you can sit with your kids & read. **My son spends his time whining about iPads & cars here. I have to LEAVE to read** and honestly it's stressful and I don't like coming. In Canmore we went and read daily".

Patron Comment Card

"I have to say I am slightly disappointed to see IPADS in the library. We have thoroughly enjoyed visiting the library for the last 4.5 years- as a place to read and enjoy some quiet time. **I feel that if IPADS need to be a part of the library, they could maybe be signed out or in a separate room.** It is much too distracting to have IPADS & computers in the library."
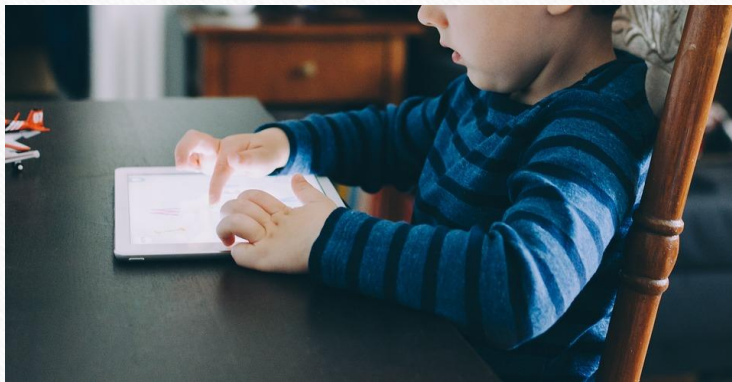
Patron Comment Card

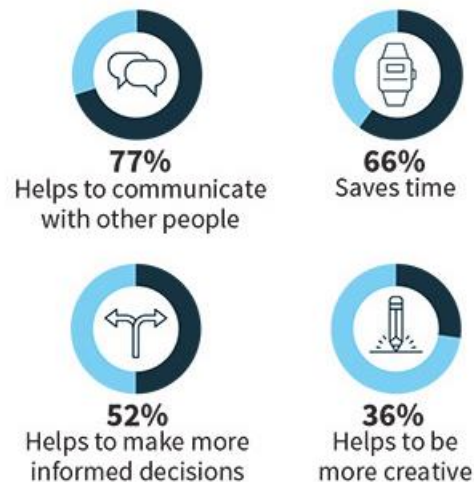"The kids don't need IPads. Every kid has at least one at home!"

…(staff response)

"Well, you say that, but
I guarantee these kids all have IPads at home".

Patron In-Person Comment

They All Have Technology At Home (In Their Dreams)

How do Canadians perceive technology? (2017)

77% Helps to communicate with other people

66% Saves time

52% Helps to make more informed decisions

36% Helps to be more creative

Statistics Canada. Table 22-10-0110-01 Use of technology by age group and sex, Canada, provinces and regions

SURVEY: CANADIANS WITH INTERNET ACCESS AT HOME
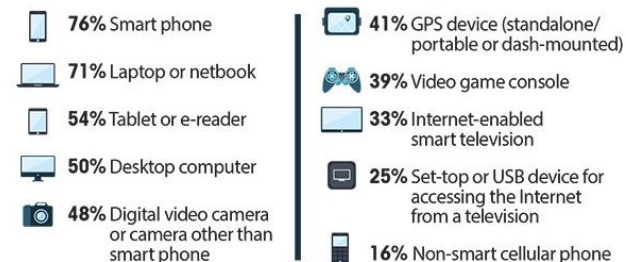**(STATISTICS CANADA SURVEY 2012)**

Don't Have (18%)

Have (82%)
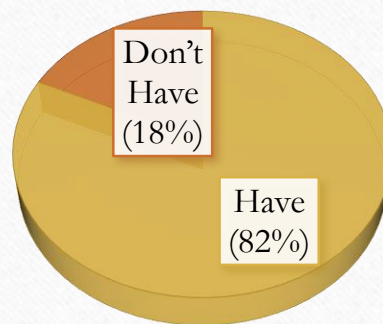
86% of Canadians have a broadband internet connection at home.

Canada's Internet Factbook 2018, Canadian Internet Registration Authority

Top 10 devices owned.
(Statistics Canada General Social Survey 2016)

- 76% Smart phone
- 71% Laptop or netbook
- 54% Tablet or e-reader
- 50% Desktop computer
- 48% Digital video camera or camera other than smart phone
- 41% GPS device (standalone/ portable or dash-mounted)
- 39% Video game console
- 33% Internet-enabled smart television
- 25% Set-top or USB device for accessing the Internet from a television
- 16% Non-smart cellular phone

"In Canada, we need only look at the current headlines to see proof that there are pressing digital rights issues - existing and emerging - facing communities across the country."

-Techsoup Canada, 2018

CRTC declares broadband internet access a basic service

Today's decision could pave the way for universal access to high-speed service in remote, rural areas

Matthew Kupfer · CBC News · Posted: Dec 21, 2016 10:17 AM ET | Last Updated: December 22, 201

CRTC chairman Jean-Pierre Blais said the telecom and broadcast regulator decided to declare broadband internet service a 'basic' service following the explosion in usage over the past five years. (Fred Chartrand/Canadian Press)

OPINION

What good is declaring broadband a 'basic service' without regulating retail prices?

Without affordability thresholds, there's no guarantee that access in vulnerable communities will improve

Saadia Muzaffar · for CBC News ·
Posted: Dec 28, 2016 5:00 AM ET | Last Updated: December 28, 2016

The targets are just that: targets. Not requirements. (Denis Rozhnovsky/Shutterstock)

RCI RADIO CANADA INTERNATIONAL

HOME | HIGHLIGHTS | LONG FORMATS | IN DEPTH | DISCO

oding was a priority in the Liberal government's 2017 budget with $50 million allocated to help teach students from kindergarten to Grade 12 how to code. (Teghan Beaudette/CBC)

Digital divide in Canada, reason for concern

By Carmel Kilkenny | english@rcinet.ca
Tuesday 19 June, 2018 · 1 Comment ↓

Digital literacy is an increasing priority these days as the economies of the future depend on a basic level of skills and comfort in the digital realm.

Canada has a very digitally savy population in those over 30, according to report for the OECD.

But for those under 30, there is evidence we're beginning to lag.

Canada's digital divide: Preserving Indigenous communities means bringing them online

By BRAD STOLLERY Opinion
Wed., May 2, 2018

The internet ranks among the greatest innovations in history. Yet in spite of continuing progress, four billion people around the world still remain offline, and some of them live in Canada.

The bulk of today's public discourse takes place online, so those who lack access to digital media are less likely to be civically engaged. The stakes are highest for Indigenous people, whose deprivation limits their political participation.

Sources: https://www.cbc.ca/news/politics/crtc-internet-essential-service-1.3906664
http://www.rcinet.ca/en/2018/06/19/digital-divide-in-canada-reason-for-concern/
https://www.thestar.com/opinion/contributors/2018/05/02/canadas-digital-divide-preserving-indigenous-communities-means-bringing-them-online.html
https://www.techsoupcanada.ca/en/community/blog/digital-rights-102-highlighting-the-issues-affecting-canadians
http://www.cbc.ca/news/opinion/broadband-basic-service-1.3913627

The Digital Divide

- "the information work of libraries may change in its particulars, but **library staff members are still in the business of providing access** to materials and technologies that people cannot afford, and of making efficient pathways to informed browsing of selections of information."

 - Neal Schuman, *Library Technology Companion*, p.12-13

Digital Literacy:

FEATURES

Resilience
To successfully reach an exit point, all learners need to have some level of resilience and perseverance.

Gold Pieces
Learners start with different levels of gold pieces, with no opportunities to collect more. Learners can use them to unlock Gold Locks to access learning opportunities and equipment.

Digital Literacy Gem
By collecting Digital Literacy Gems, learners are able to improve their digital literacy and skills.

Exit Point
Learners can win by reaching an exit point.

Self-Study
Learners that can access Self-Study can collect two times the Digital Literacy Gems for a short period.

Community Bell Jar
Bell Jars carry additional Digital Literacy Gems and equipment that can be accessed by learners.

EQUIPMENT

Tech Blade of Reckoning
Using the Tech Blade, learners can cut through barriers to access learning opportunities, equipment, and devices for self-study.

Summoning Lamp of Mentorship
With the Summoning Lamp, learners gain access to mentorship.

Scroll of Literacy
The Scroll of Literacy empowers learners with improved access to Digital Literacy Gems.

Kicks of Proximity
Learners equipped with the Kicks can leap over obstacles and access learning opportunities more easily.

OBSTACLES

Thorny Vines of BYOD
(bring-your-own-device)
The Thorny Vines of BYOD block a learner's access to learning opportunities, but they can be cut with the Tech Blade of Reckoning.

Gold Lock
Some learning opportunities and equipment are blocked by Gold Locks. Learners without enough gold pieces are barred from entry.

Unforeseen Circumstances
Unforeseen Circumstances plague the pathways to learning opportunities. Learners with the right equipment can overcome Unforeseen Circumstances in battle or avoid them altogether.

"The ability to **use technological tools to solve problems**, underpinned by the ability to **critically understand digital content and tools**.

This can include the more advanced ability to create new technological tools, products, and services."

Professional

Workforce

Baseline
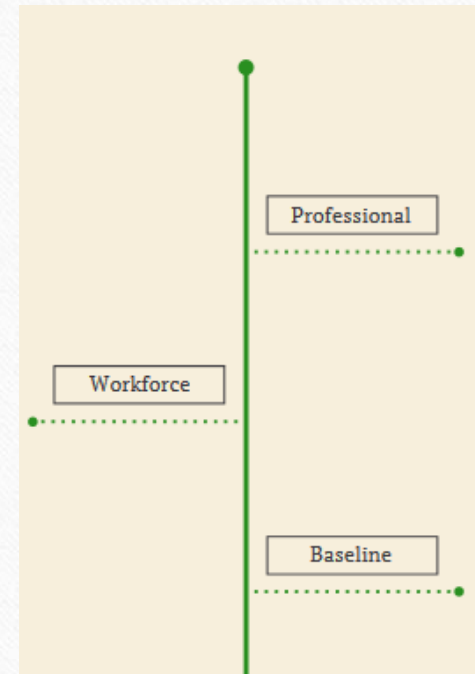
*These skills are not linear and do not evolve in a vacuum. Underpinned by

- Literacy and Numeracy
- Creative Abilities
- Critical Thinking
- Technical Skills

Source: *Levelling Up: The Quest for Digital Literacy,* Brookfield Institute, June 2018 (p.4-5, 16)

Digital Literacy (an alternate definition)

1. The ability to read and write with technology tools.

2. The ability to find, evaluate, utilize, share, and create content using information technologies and the internet.

3. The ability to use and manage technology proficiently.

4. The ability to comply with **ethical and legal technology use.**
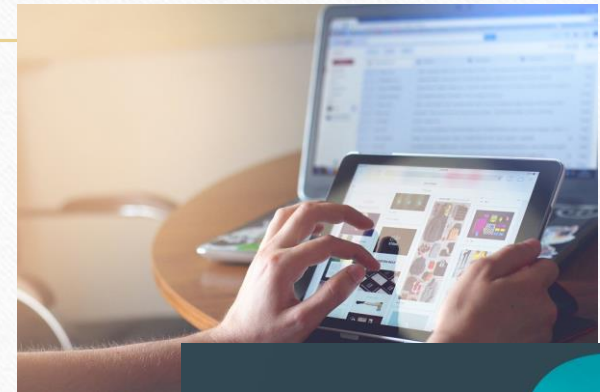
Source: *Library Technology and Digital Resources: An Introduction for Support Staff* by Marie Keen Shaw (p.18)

Talking Tech With

Jessie, Community Services Coordinator

Have you ever needed to defend or justify your tech choices?

- Yes. **Some parents don't understand the tech component** and want only programs with books and reading for their kids, but we invite them to see that digital literacy is also important! Technology is just another tool in the toolbox.

" Technology can no longer be viewed as a learning enhancer; it must be viewed as **a foundational piece of living in the 21st century.** "

-Justin Tarte, Educator

@justintarte

OK, so providing technology access IS important for libraries and IS **worth defending.**

But how do we ensure we make good tech decisions for our libraries?

Allocate!

Allocate Selectively:

Choose Wisely!

***It's difficult to defend something when it wasn't a **thoughtful, informed choice** to begin with!

Daniel, I know YOU love DDR, but do you really think this is the best use of our entire tech budget?
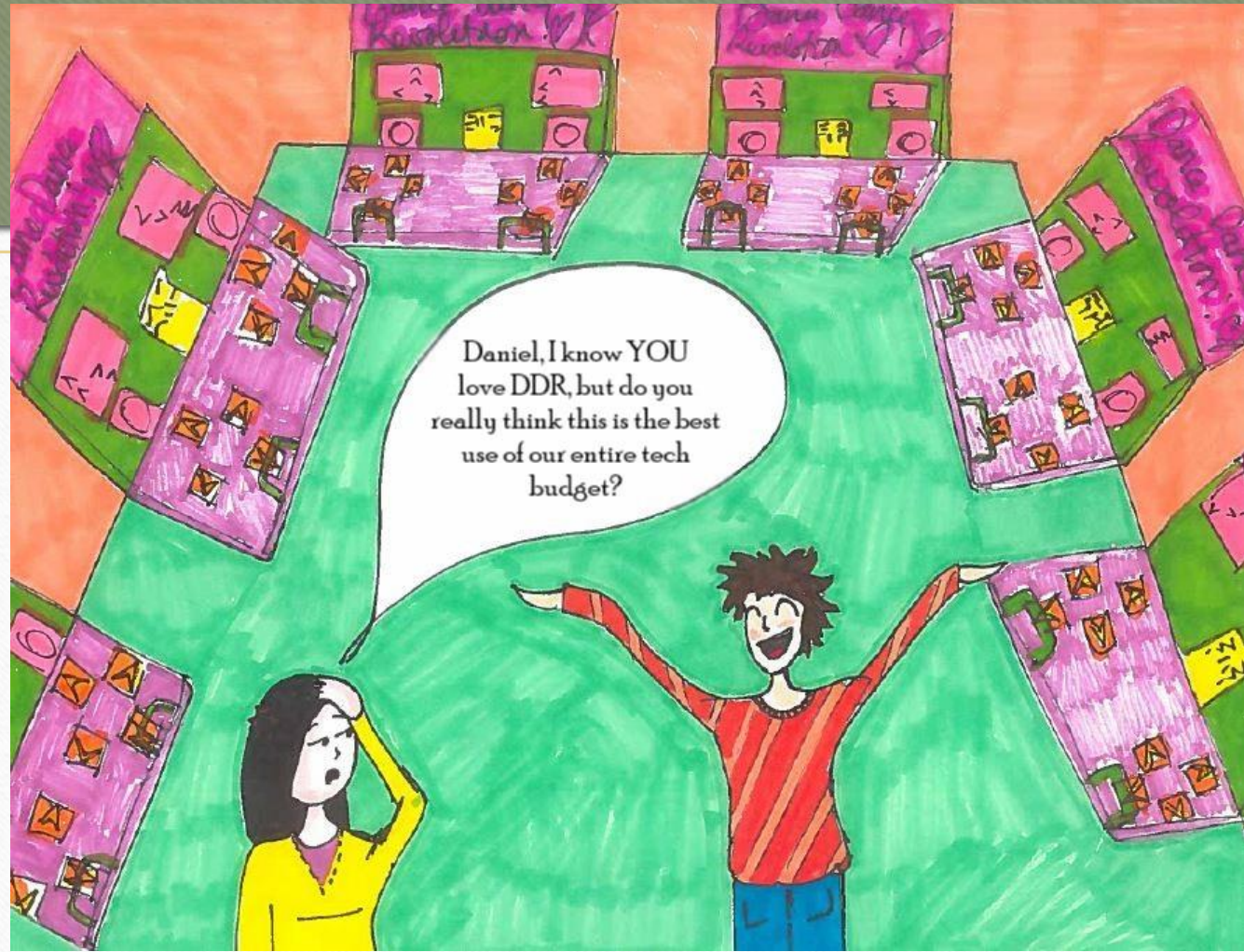
Allocation Considerations

***before you buy!
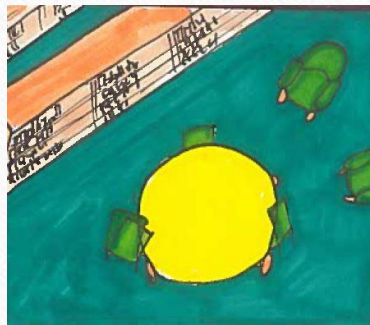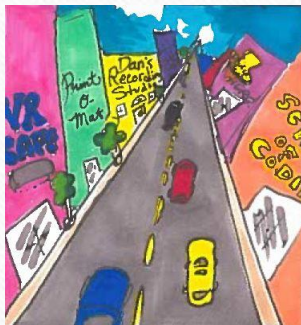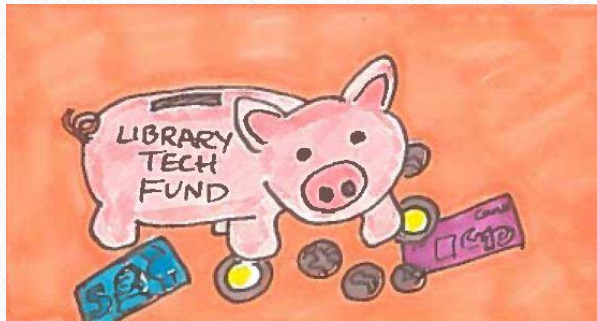
COST

- Technology can be **EXPENSIVE**. Will you get bang for your buck?

- Are there different price points to consider (memory, processing power, accessories, etc.)?

- Does your library have access to funding and partnership options that might help secure this technology?

"Although well-allocated money can be a fast track to improving your tech offerings, libraries of all sizes and budgets share a passion for great technology services."

-Nick D Taylor, *Raising the Tech Bar at Your Library*
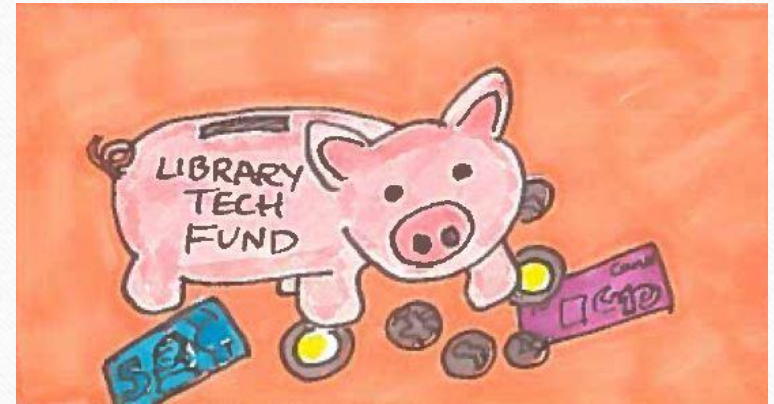
Talking Tech With

Sheri, Community Services Manager

Is there anything you wish staff and patrons more fully understood about technology in your library?

- **Funding** is key. When we don't have enough funding it's hard for us to keep up with the newest tech. As such, the **partnerships** we seek out might be partly determined by things like "Oh, XYZ group has VR sets they are willing to lend us".

Emerging Technology Stakeholder Buy In Checklist

Approved!

- What technologies do you want to implement?

- Why do you want to implement these technologies?

- Who are your stakeholders and what are their backgrounds?

- Why should your stakeholders support your technology initiatives?

- What is your budget for your technology initiatives?

- What training is needed to support these initiatives?

- Who will provide the training and what are the costs?

- How will you market these technology initiatives?

- What are the marketing costs?

- Did you perform a cost-benefit analysis for these technology initiatives?

- Are there legal fees? If so, what are they?

- What are the risks?

- What are the returns on investment (ROI)?

- What strategic partnerships can you establish?

- What is your timeline for implementing these technology initiatives?

Source: *Emerging Library Technologies: It's Not Just for Geeks* by Ida Arlene Joiner, p. 175

AGE & EVOLVEABILITY

- Technology changes rapidly. Will the tech be **capable of updating and evolving**?

- Will this be a lasting investment, or become **obsolete** too fast?

- Does this technology accommodate additional **assistive and adaptive technologies** for use?

Talking Tech With

Regina, Collection Development and Technical Services Manager

---

Is there anything you wish staff and patrons more fully understood about technology in your library?

[In technical services] we make decisions to **balance providing what is popular with justifying the costs…** technology changes every six months. When we introduced video games it was all about the Wii and PS3. Now we're phasing those games out for Switch and PS4. Soon there will be PS5.

A few patrons have asked for 4K Ultra HD discs, but we have to look at how many patrons we would be serving with that material- right now most don't have the technology to use it, so it would be harder to justify that cost in our budget.

MAKE & MODEL

- Are there many different **versions & brands** of this type of technology? Compare and try before you buy.

- What are the **pros and cons** of each?

Consider: suitability, durability, price, maintenance, learning curve, newness

- Which is **best for your library?**

Talking Tech With

Mark, Information Technology Manager

Have you ever needed to defend or justify your choice or implementation of technology?

I use the Plan of Service in developing our Tech plans. **It's a weighing of budget, needs vs. wants, and looking at the lifespan of equipment**, some of which is running 24/7.

We used to follow a sort of 3 year plan where we would replace our technology every 3 years regardless, but now we'll go right until it dies- the current Lenovo Thinkstation E31 computers we have are powerful and not one has died on us yet, so we haven't had to replace them.

COMMUNITY NEED

- Are there any **problems that need to be solved** in your community?

- What is your library's strategic plan? Do your **staff** have the **technology resources** they need to best serve the community?

- Do you know what kinds of **technologies your patrons want and need?**

Needs assessment:

☐ local demographics

☐ Surveys, interviews, comment cards

☐ door-to-door canvassing

*as big or as small as you want to make it

*gather information from outside of the library as well as inside it

"The receptiveness of our communities to new technologies will continue to shape libraries in the future"- Neal Schuman, *Library Technology Companion*, p.12

Sample Questions:
- Do you own a personal computer?
- Does your home have wi-fi or other internet access?
- Have you used the library for technology help? If not, would you like to?
- Have you paid for technology help in the past year? Where?
- Have you taken a computer class at the library? What topics would you like to learn?

-Raising the Tech Bar at Your Library by Nick D. Taylor (p.16)

ACCESS

- Is this technology offered **anywhere else**
in the community?
- If so, is **duplication of services** warranted or not?
Consider things like:
- ❑ **popularity**
- ❑ **price point for patrons**
- ❑ **ease of access**
- ❑ **locations and proximity**

SPACE

- Do you have physical space in your library

for these items? Consider things like:

☐ **Room size & layout**: lighting, furniture, ergonomics, accessibility

☐ **Room temperature & ventilation**: tech loves cool, dry spaces!

☐ **Room Usage:** Line of sight, age of users, frequency of tech related questions, noise levels

☐ **Room Readiness:** Wi-Fi stability, network cable wiring, number of power outlets & their placement
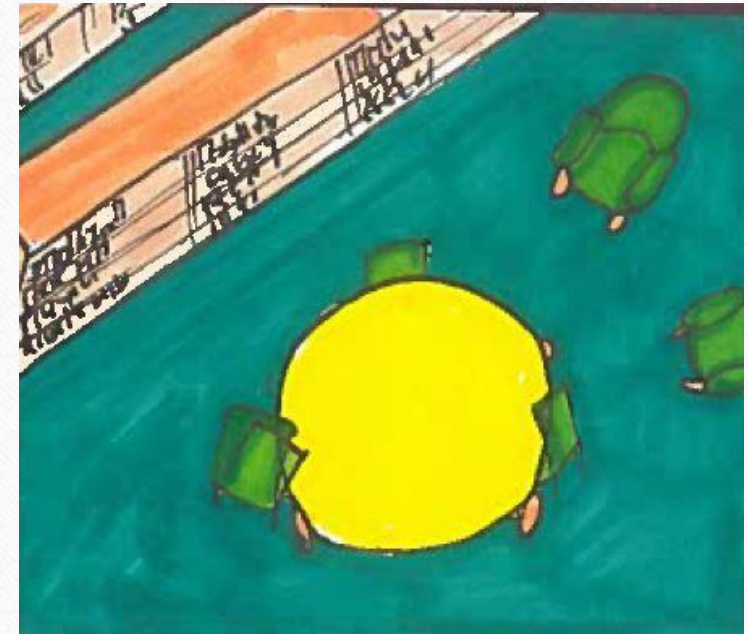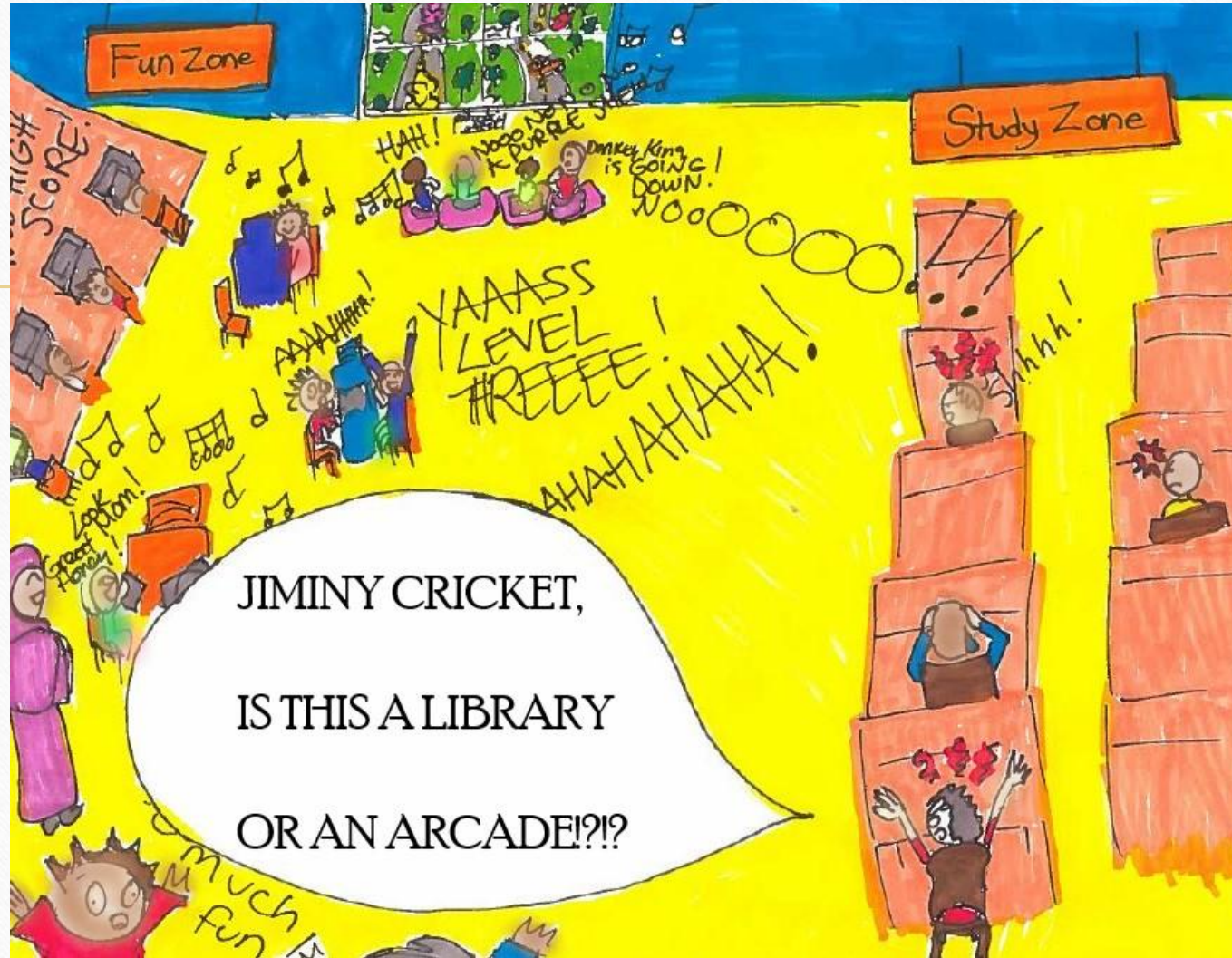
EXTRAS & ACCESSORIES

- Does this tech require necessary **add-ons for usage**? Consider the **costs and other concerns** with things like:

❑ Headphones

❑ Dark rooms

❑ Soundproofing

❑ Green screens

❑ Cords

❑ Tablet pens & styluses

❑ Charging docks

❑ Batteries

❑ Printing cartridges

❑ Game controllers

❑ Security software

TRAINING & IMPLEMENTATION

- **Staffing:** Adequate number? Tech experts? Dedicated IT staff?

- **Installation:** Who will be installing the hardware & software?

- **Assistance:** What level of help? Boundaries?

- **Policies and Procedures:** Drop-in help times? Usage time limits? Check-out limitations? In-house use only? Etc.

- **Training**

- **Marketing**

- **Evaluation & Assessment**

Talking Tech With

Kelly, Reference Services Manager

What challenges do you and your department face with regards to technology?

- Sometimes new tech is introduced very quickly- **the Reference team handles a lot of public service interactions**, so being a part of the planning, setting up, and training *before* the tech makes its way onto the floor would greatly enhance the Ref team's ability to utilize and demonstrate tech for patrons.

UPKEEP

- Will additional funds be required down the road to **maintain, upgrade, and fix the tech** as required?

- Does your library have the staffing to do this yourselves, or will you need to **outsource?**

Talking Tech With

Regina, Collection Development & Technical Services Manager

What challenges does your department face with regards to technology at WBRL?

- **99% of what we do [in Technical Services] is online now-** acquisitions, ordering… so when there is a technology issue internally (internet connection, etc.) or externally (vendor sites, etc.) we are forced to grind to a halt.

Talking Tech With

Dawn, Marketing & Fund Development Manager

How does technology come into
play in your role at the library?

- **I use my computer for everything** (funding requests, webinars, research, purchasing, planning, scheduling, presentations, invites)…

If the computer goes down it's like "well, I guess I can tidy my desk!"

Advocate!

Advocate Proactively:

Prepare the people!

Advocate

Advocate

Start with Staff (Training)

- Train and prepare relevant policies before the tech is unveiled

- Don't assume a department will not have any involvement with the tech

- Ensure all staff know basics, and that some staff have broader knowledge

- ***Training is never over- always refresh and re-visit!
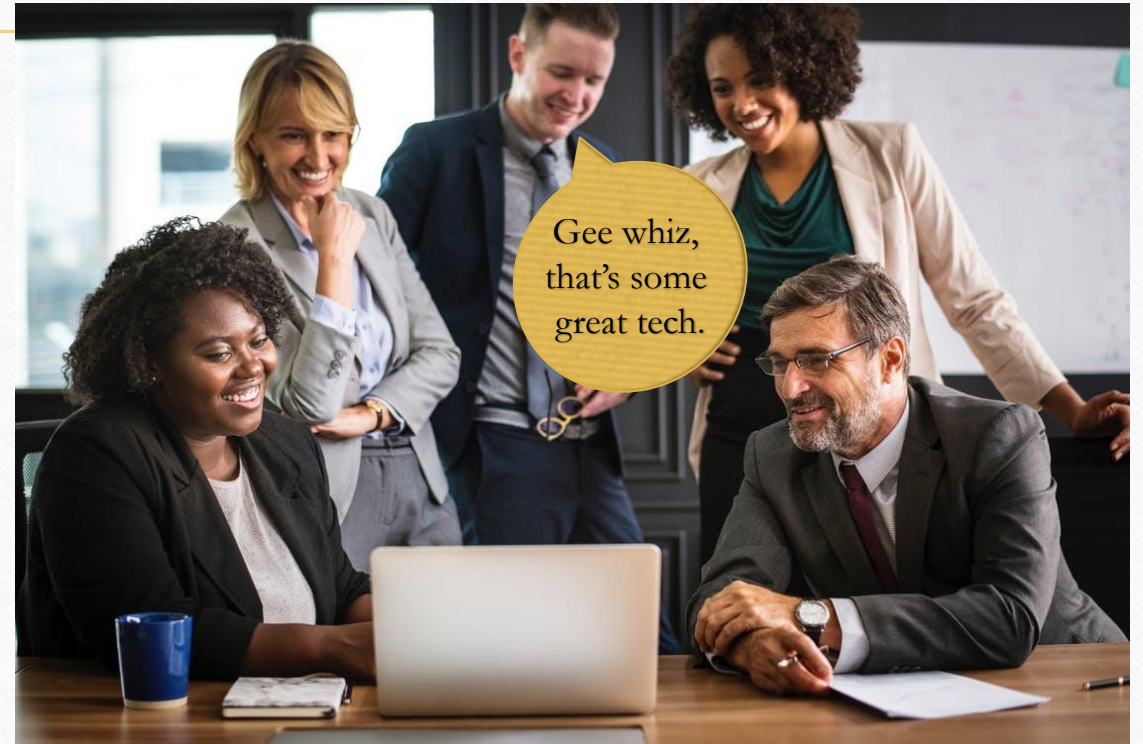
Talking Tech With

Sheri, Community Services Manager

Is there anything you wish staff and patrons more fully understood about technology in your library?

- **Staffing** is a consideration; we've found that with programs like Appy Hour everyone wants to explore a different app and you almost need a staff member for every 2 people to keep up. On that note, when hiring we look for people with at least some baseline tech-savvy skills, and we have regular training so staff members aren't stressed when dealing with different tech.

Advocate

- ***Your **technology choices involve all staff**, not just your IT department ☺

What did she say?!

Photo source: The IT Crowd (TV series, Universal Studios Home Entertainment, 2006-2013)

Talking Tech With

Mark, Information Technology Manager

Do you have any memorable anecdotes regarding technology in the library?

- One time we were working with an external group and **they needed tech setup for an online meeting with our staff- with 45 minutes notice.** They only had FaceTime, which is Mac, and we only had one iPad at the time. We had to figure out how to stream the FaceTime video through our Ipad and connect it to Apple TV so that a room full of people could see it AND the external group had to be able to hear us, but the Ipad was making lots of feedback noise, so we hooked up the phones for a separate communication line… it was crazy, but we made it work. Now I use that scenario in IT job interview situations!

Advocate

Marketing to Patrons, Stakeholders

- Build excitement

- Brief explanation of best features

- Promote at programs & by word of mouth

- Include in newsletters & other marketing

- Gather swag (if applicable)

- Ensure your tech goals reflect your plan of service

Learn a New Language with Pronunciator!

WBRL is happy to introduce our newest online resource, Pronunciator! Learn a new language with one of the largest ESL curriculums on the planet, with courses taught in 51 non-English languages! Features include live online teaching sessions, mobile apps, ProFlix World Cinema, and more! Try out Pronunciator today with your free library card here.

pronunciator:)

Wood Buffalo Regional Library
August 5 at 12:00 PM

Have you wanted to learn a new language? Check out Pronunciator!

There are thousands of language courses, free apps for Apple and Android, ESL for 50 languages, interactive movies, virtual coaching and so much more!

Check it out today with your free library membership! Visit wbrl.ca, hover over "More", select "Online Resources, log-in and you'll see Pronunciator right at the top of the page! Ask staff at either Reference Desk for additional information.

pronunciator:)
A World of Languages!

👍 Like   💬 Comment

Service Response: Satisfy Curiosity: Lifelong Learning			
Goal: We will be essential to the lifelong, formal and informal, learning of the Region.			
Objective	**Action**	**Goal Date**	**Updates for**
1 We will keep pace with emerging trends and changing interests.	1.1 Enhance user-experience and access to technology	Achieved and ongoing	Updates: • Utiliz • Long are fa date: explo

Talking Tech With

Nicole, Marketing Coordinator

What challenges do you and your department face with regards to technology?

- It's good to be mindful that **social media online has a limited audience**- we can make a Facebook or Twitter post about our public computers being down, but if someone is coming in to use those computers they might not have access to see that communication!

Advocate

Advocate Before Change

- When possible, anticipate questions and concerns when something tech-related is changing, and be proactive about addressing it

Talking Tech With

Angela, Circulation Services Manager

Have you ever needed to defend tech in the library?

- Absolutely. **From the very beginning, the self-checkouts were a back & forth.** Originally they were to be called "express checkouts" but staff (including myself) thought that name missed the point- the self checkouts aren't faster than staff. What they DO accomplish is that they free up staff so that they have availability to help patrons with more complex questions, and to have a more personal one-on-one time. Self-checkouts also provide additional privacy for patrons who might prefer them for checking out sensitive materials.

Illuminate!

Illuminate Responsively:

Enlighten the people!

Illuminate

Are books
under attack
by technology?

"Did not like the idea of having tablets installed for kids- my daughter used to come library for reading books. But now she wants to use the tabs the whole time. That definitely has reduced our library visits. Thanks."

Patron Comment Card

Illuminate
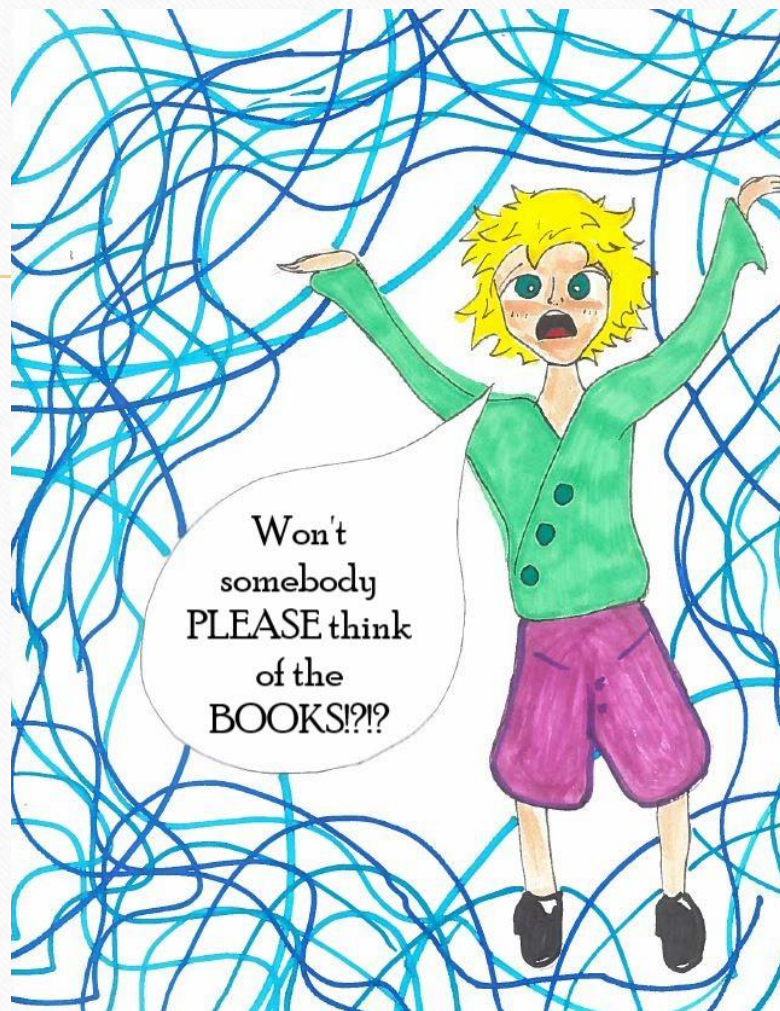
Screen Time vs. Real Time

- Technology is here, bigger and better and more ubiquitous than ever, whether we like it or not. The **digital divide** is also ever-present.

- **DON'T DO THIS**: do not remove technologies from your offerings (or make them harder to access) because they are TOO popular

- **DO THIS:** encourage and support your patrons in seeking BALANCE between *screen time* and *real time*

Is she getting enough face time with you?

Young children learn best by interacting face-to-face with caring adults. Not with screens.

Make time for reading, singing, dancing, arts and crafts, and playing outside.

Limit screen time
- Under 2 years old: No screen time
- 2 to 5 years old: Less than 1 hour per day

Tune in to kids
- Turn off screens when no one is watching
- Turn off screens at least 1 hour before bed
- Watch with your children
- Choose content that is right for their age
- Set limits when children are young
- Be a good role model: Limit your own screen time, especially around your children

More info: www.caringforkids.cps.ca

Canadian Paediatric Society   caring for kids

Screen Time vs. Real Time

RECOMMENDATIONS

To promote child health and development in a digital world, physicians and other health care providers should counsel parents and caregivers of young children on the appropriate use of screen time. Specific recommendations include the following:

***Minimize* screen time:**

- Screen time for children younger than 2 years is not recommended.
- For children 2 to 5 years, limit routine or regular screen time to less than 1 hour per day.
- Ensure that sedentary screen time is not a routine part of child care for children younger than 5 years.
- Maintain daily 'screen-free' times, especially for family meals and book-sharing.
- Avoid screens for at least 1 hour before bedtime, given the potential for melatonin-suppressing effects.

***Mitigate* (reduce) the *risks* associated with screen time:**

- Be present and engaged when screens are used and, whenever possible, co-view with children.
- Be aware of content and prioritize educational, age-appropriate and interactive programming.
- Use parenting strategies that teach self-regulation, calming and limit-setting.

As a family, ***be mindful*** about the use of screen time:

- Conduct a self-assessment of current screen habits and develop a family media plan for when, how and where screens may (and may not) be used.
- Help children recognize and question advertising messages, stereotyping and other problematic content.
- Remember: too much screen time means lost opportunities for teaching and learning.
- Be reassured that there is no evidence to support introducing technology at an early age.

Adults should model healthy screen use:

- Choose healthy alternatives, such as reading, outdoor play and creative, hands-on activities.
- Turn off their devices at home during family time.
- Turn off screens when not in use and avoid background TV.

Canadian Paediatric Society

Protecting and promoting the health and well-being of children and youth

Illuminate Tips

Assure those concerned about library technology choices that:

- New technology is an ***ADDITION*** to libraries, NOT a *SUBTRACTION*

- As with print materials, it is the **prerogative of the parent or guardian** to choose whether to set limits and to supervise what children have access to and when/how long

- The library has **security and privacy measures** in place to protect patrons using our tech (Make sure you actually *do*!)

- Their **concerns are being heard** and will be given due thought and consideration (Consider: is this a valid concern? Are there changes or compromises you could consider making to your tech policies and implementation?)

Talking Tech With

Kelly, Reference Services Manager

Is there anything you wish staff, patrons, or stakeholders knew about tech decisions in your library?

- Concerned patrons may be happy to know that the games, sites and apps on the Children's Computers and iPads were **chosen in consultation with our local school boards**.

Illuminate: Example

- Thank you for your feedback regarding our Krayon Kiosk Ipad Stations. We have created a self serve "Technology" area to the left in the Children's Library including this iPad station. A big thank you to Cenovus for the **generous donation** of the Krayon Kiosks which house the 7 iPads available for our youngest patrons to enjoy. **This station is very popular. Many children in our community enjoy the access to technology provided here at the Library, as all children do not have access to these types of technologies at home. We consulted the local school boards when choosing the games, sites and apps we use.** We at the WBRL strive to provide **engaging activities and equitable access** for all children, reaching a variety of learning styles through our programs, educational toys, technology, books and other resources. **Based on staff interaction and patron feedback regarding the location of the iPad kiosks over the last few months, we have relocated the iPads at the front of the library.** The kiosks are now in close proximity to soft seating to allow caregivers to sit comfortably while observing and interacting with their children at the iPads, and small tables on which children may elect to play board games and puzzles (which are available at the Reference Desk). The location of the children's iPads makes it a consistent space flowing out of the ComputerWorks area for adults at the front of the library. **Based on patron feedback we have created a technology- free dedicated reading space at the back of the children's library.** The space at the back of the Children's Library has soft seating, rugs and a selection of board books and read aloud selections that are perfect for reading to your child. **We hope your family continues to visit the library and to enjoy all the resources our space has to offer.**

A Note About Illumination…

- Be prepared that **sometimes your patrons will illuminate YOU!**

- Patrons may have tips, tricks, suggestions and concerns regarding your technologies that your library hadn't considered. Listen to them. ☺

Demonstrate!

- Demonstrate Assistively:

Teach the people

& assert value! (ongoing)
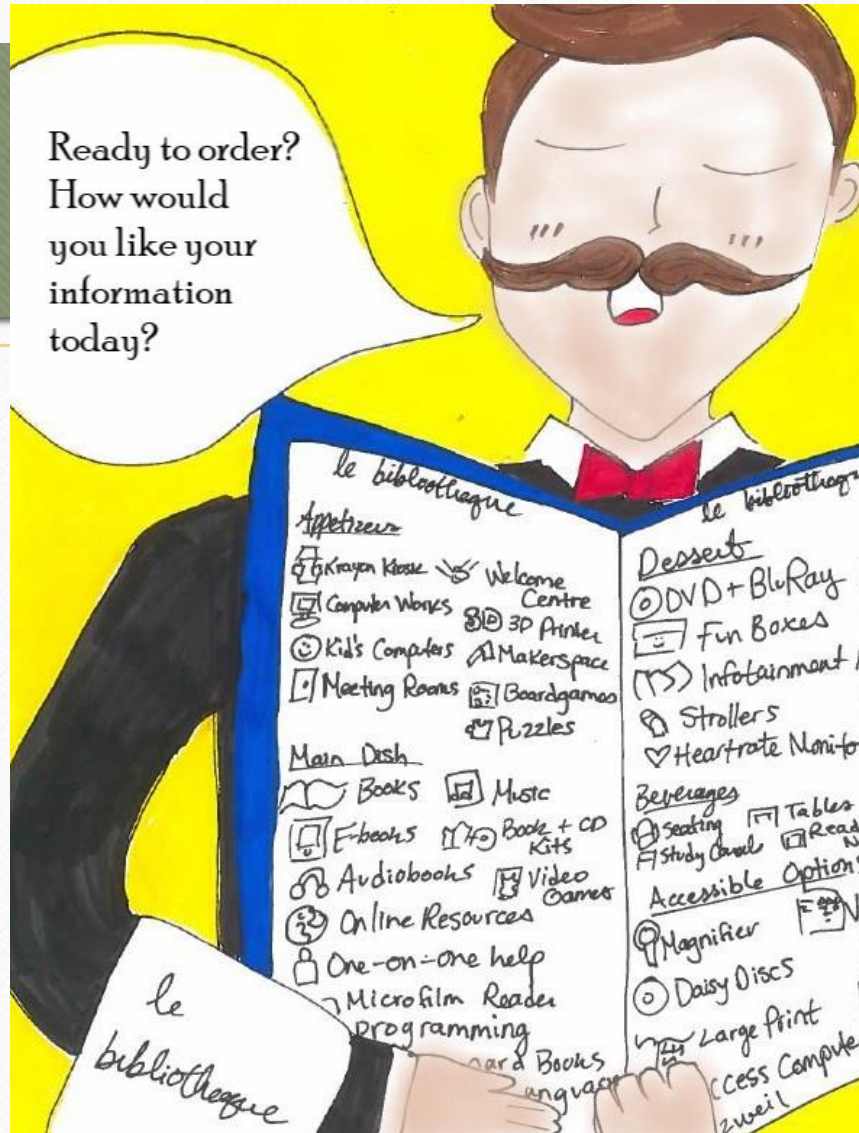
Talking Tech With

Sheri, Community Services Manager and Jessie, Community Services Coordinator

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What challenges do you and your department face with regards to technology?

- Sheri: Our **mobile staff** may rely on internet access and if it isn't working properly they can have issues while out and about.

- Jessie: Yes. **Even IN the library, sometimes you will depend on wireless and it doesn't work when you need it.**

- Sheri: We run a lot of fun programs on **evenings and weekends** when there may not be as many staff around to assist if we have IT issues.

- Jessie: It can also be a challenge keeping up with **ever-changing tech.**
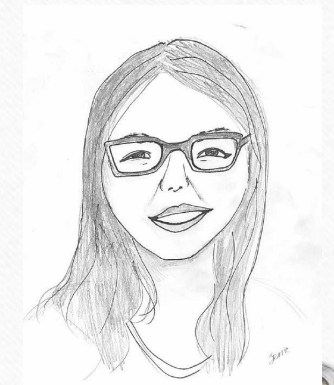
Demonstrate

- Demonstrate with your **staff** through showing and encouraging use of the tech! (programming, job duties and research, personal use, etc.)

- Demonstrate with your **patrons** through suggestions, social media, one on one help, and programming

- Demonstrate with your **stakeholders** through diligent statistic keeping and recordkeeping

Ongoing Promotion: How might the technology **tie in with what's currently going on in the community and the library?**

Wood Buffalo Regional Library
May 29 · 🌐

Hoping to ace your exams this semester? Check out Solaro for online study help and exam preparation! It includes resources for Math, English Language Arts, and Science for grades 3-12 and Social Studies for grades 6, 7, 9, 10, 11, and 12.

Visit wbrl.ca and access Solaro under "More" and clicking on "Online Resources". Free with your free library membership. Call 780-743-7073 for more information.

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Wood Buffalo Regional Library
July 14 at 9:30 AM · 🌐

OverDrive for Libraries has you covered for our Summer Reading Competition! Borrow ebooks & audiobooks straight to your device and submit your ballots from anywhere!

Check out OverDrive: https://wbrl.overdrive.com
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Hit your summer reading goals!
Borrow free eBooks & audiobooks now.

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Tech is for **Everyone**

https://www.mirror.co.uk/news/uk-news/gran-80-spends-holiday-cash-11338170

http://www.dailymail.co.uk/sciencetech/article-4977596/Disabled-gran-travels-world-using-Oculus-Rift-headset.html

Talking Tech With

Melissa, Library Director

Do you have any memorable or otherwise remarkable anecdotes regarding technology in libraries?

- One of our former staff shared a patron story from Tech S.O.S. It was a program aimed at helping seniors use technology and a patron had went to the store, and bought a brand new iPad to bring to the library for the program. **The patron had shared that they always wanted to learn how to use an iPad and Facebook but were intimidated by the device and using the app**, so never bothered until that moment when they had someone at the library who could physically help them.

Senior Social: Appie Hour

Talking Tech With

Jessie, Community Services Coordinator

Do you have any memorable or otherwise anecdotes regarding technology in the library?

- The first time we tried **Appie Hour**, the seniors didn't understand why we were bringing out iPads and laptops… they understood the appetizer part! But it ended up being a popular program.
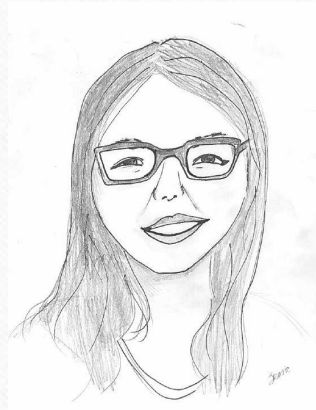
Gaming
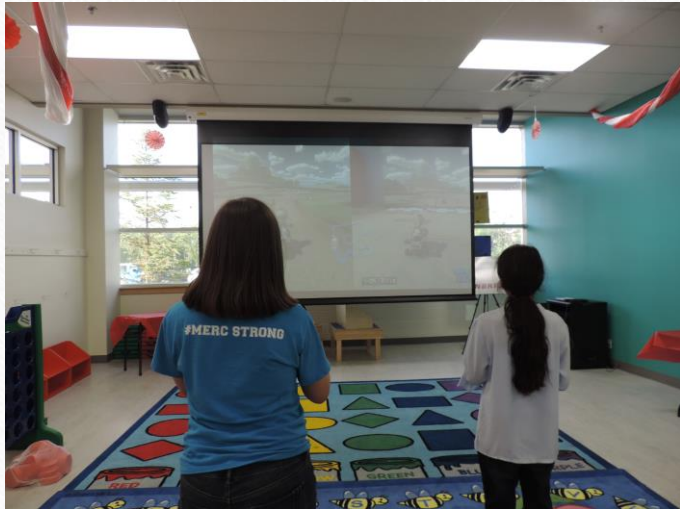
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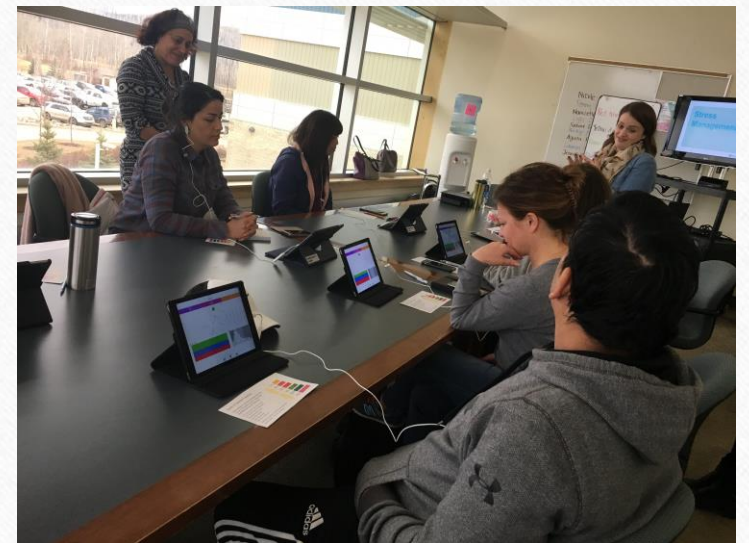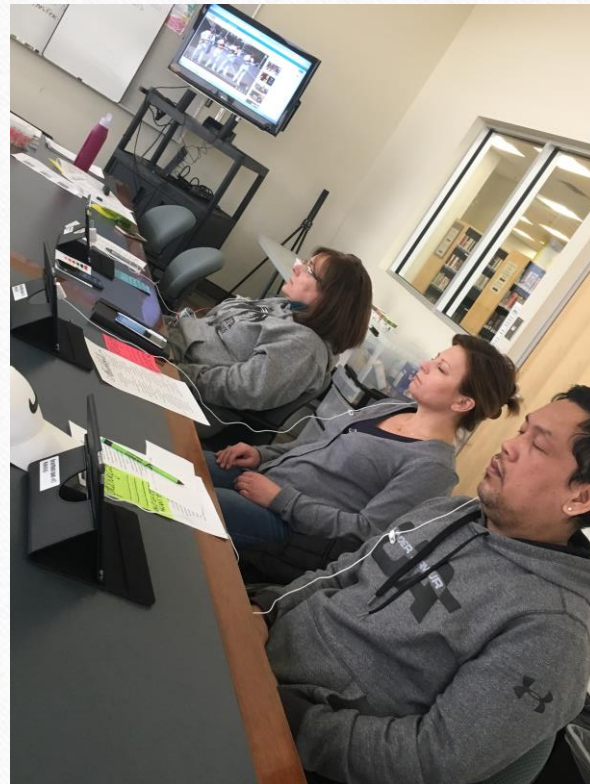
Ancestry.com

Book a Librarian

Demonstrate Every Day

Still having problems defending your tech?

Reflect:

- Did you miss one of the above steps (Allocate, advocate, illuminate, demonstrate?)

- Have the needs of your communities changed since your tech was unveiled?

- Could you make changes in your tech policies and/or procedures to better serve your communities?

- Consider reaching out to other libraries, schools or organizations who have been successful with similar technologies to get suggestions and feedback.

Questions? Comments? Take-Aways?
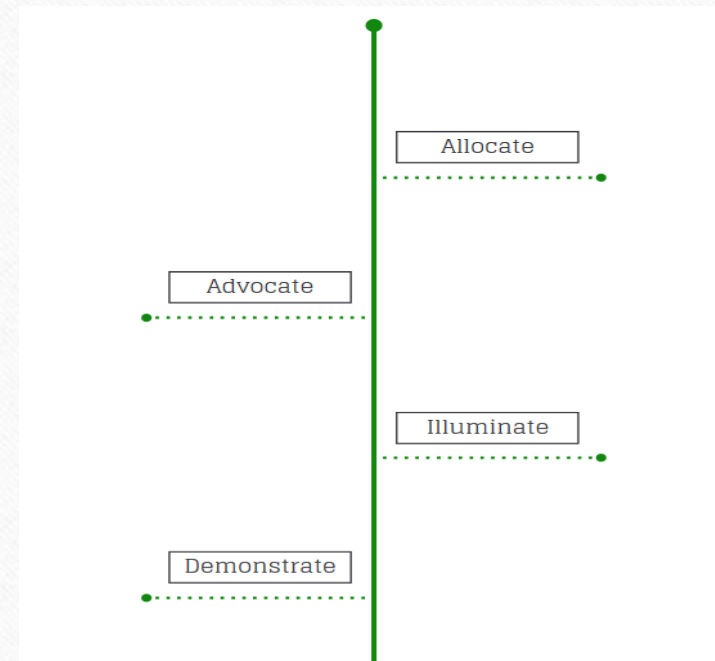
Resources

References and resource lists are

 provided with this presentation

on The Library Toolshed

https://librarytoolshed.ca/

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