How To Talk With Techies

DON'T WORRY

I'M FROM TECH SUPPORT

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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!

ByWater Solutions How-To: http://bywatersolutions.com/2014/04/16/koha-support-tickets/
The Courage To Try

- 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

Copy/Paste The Message, Too, If You Can
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!
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

COOLTOOLS  lifehacker  GIZMODO
TechRepublic  Resource Shelf  engadget

And Be The Person Who Finds Cool Stuff
Questions? Stories? Things to Add?
Q: Google can be as harmful as helpful. How do I pick virus free places to download from?

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

Tips For Calming Down & Helping Create Calmness

- Use **deep breathing exercises** to slow your heart rate & think about something else.
- Recognize when you or someone you’re talking to isn’t getting it and stop, find another path.
- Try appropriate rewards for you and your patrons.
- Remember, if there’s no water, fire, or blood, it’s not a crisis.
- Walk away for as long as necessary.