

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

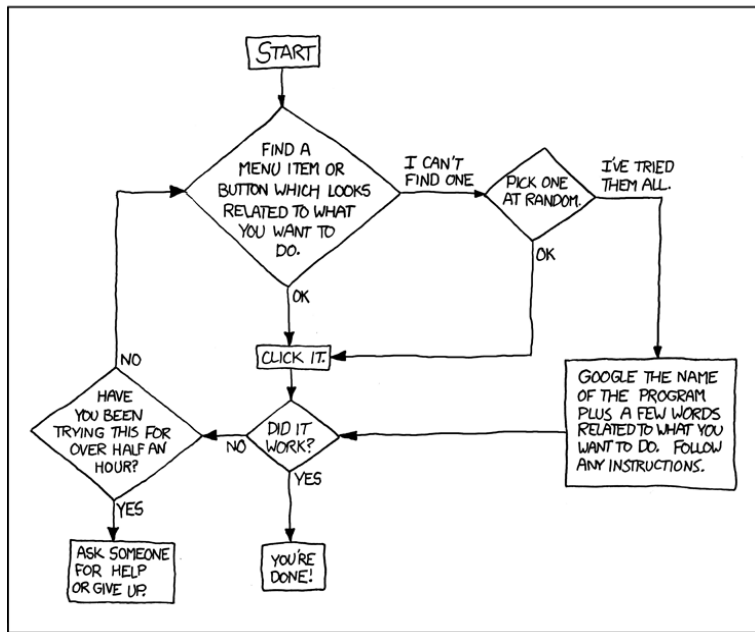


- How does IT prefer to have a problem presented or reported?
- Can they help you learn to do those things?
 - Stick with it!

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:



PLEASE PRINT THIS FLOWCHART OUT AND TAPE IT NEAR YOUR SCREEN.
CONGRATULATIONS; YOU'RE NOW THE LOCAL COMPUTER EXPERT!

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

Image credits: **xkcd** - A webcomic of romance, sarcasm, math, and language. <http://xkcd.com> Beloved by geeks everywhere.

Don't Panic!



Problem Solving Thrives on Calm

The Basics Prevent Panic



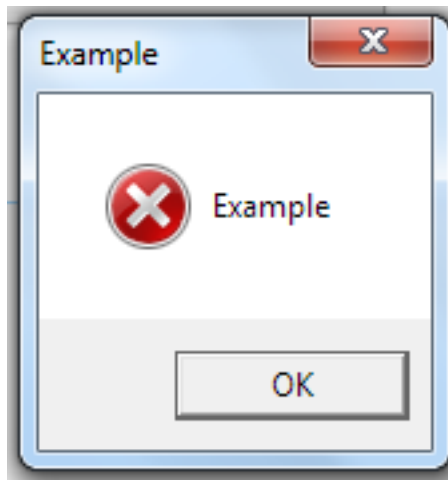
- Learn software off deadline
 - Save early and often
- Don't just save to desktop
 - Back up your back ups
 - Know your undo
- Don't open attachments
 - Use in-software help

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



EVERNOTE
Skitch



Jing®
TechSmith

Gadwin
Systems, Inc.



CamStudio™
OPEN SOURCE

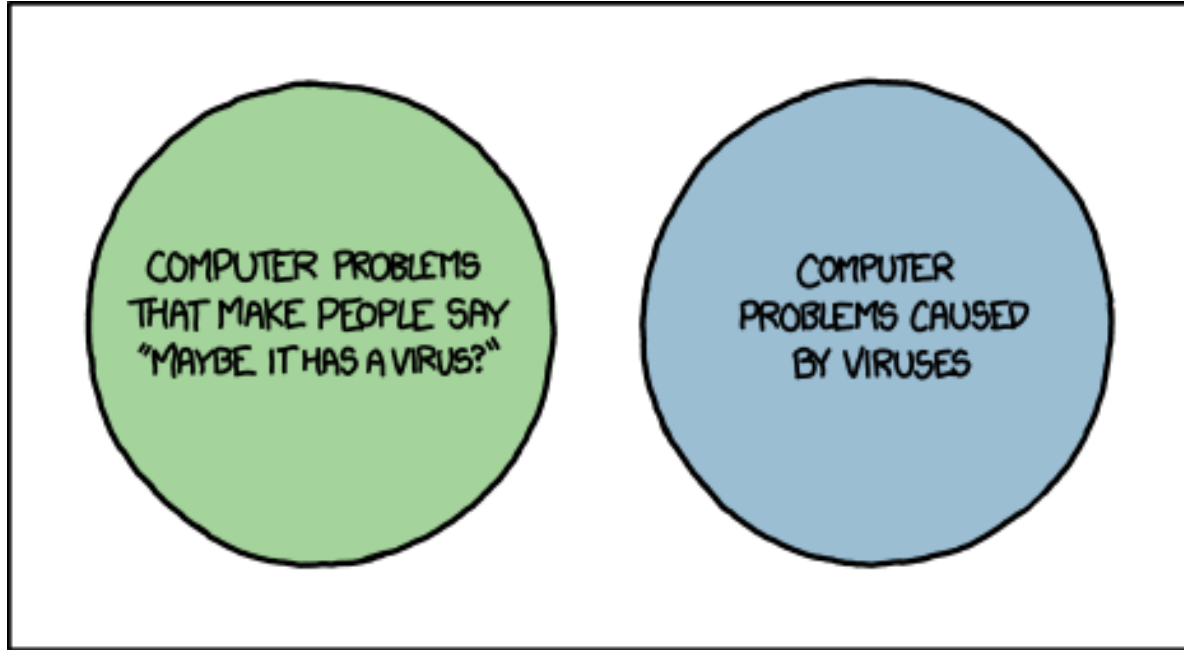
Or, At Least Copy/Paste The Message

Google It!



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



MITOPENCOURSEWARE
MASSACHUSETTS INSTITUTE OF TECHNOLOGY



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

COOLTOOLS

lifehacker

GIZMODO



Resource
Shelf



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)