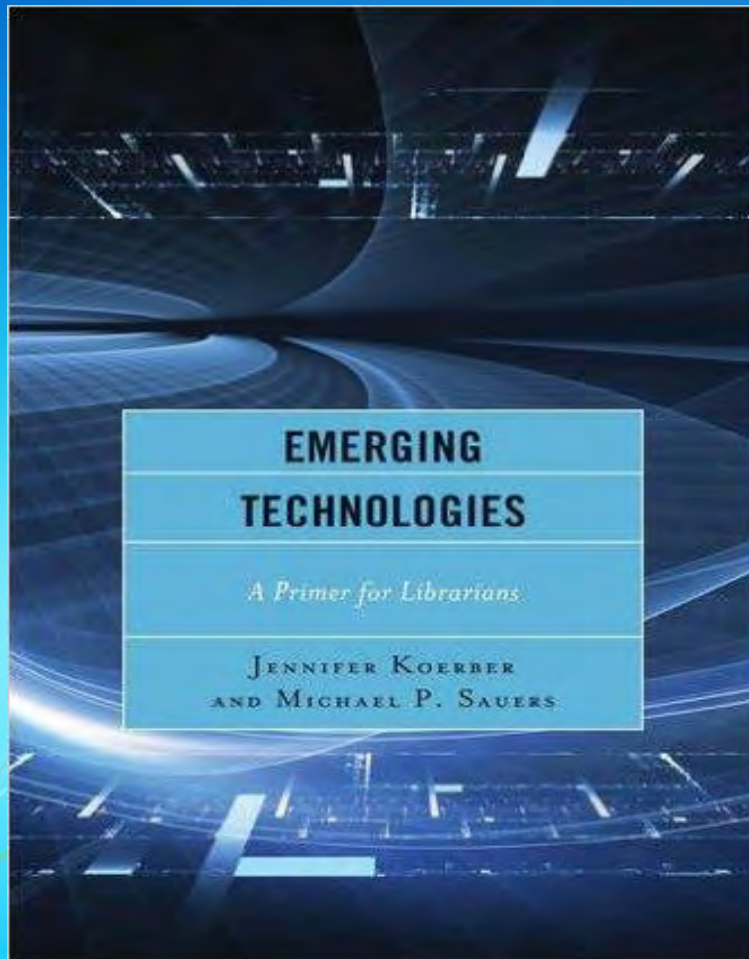


# Coping with Technology in Academic Libraries

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# A digital lifestyle



# Technological revolution

Technology  $\implies$  improved library services

Faster preservation, distribution and manipulation of knowledge

From automation to digitization

Librarians have to acquire new skills & competencies & be educated in the new technologies

“Librarians must not simply be the wards of technology. We must have a new worldview. We must actively seek out new technologies and become the **experts**” – Elizabeth Marcoux in ***Technology & You***

# Issues

lack of librarians' technology competencies

rapid transformation and

lack of formal technical qualification

# This paper ...

- Serves as a preliminary background into the nature of librarians who are supporting library operations through the application of technologies in academic libraries.
- Based on a study conducted by Nicole Engard and Rachel Gordon (2012).

# Methodology

- an online survey distributed to Systems Librarians from more than 15 academic libraries involved in the management of technology in the library.

# Findings & Discussion

- Job titles of those assigned to work with technology in libraries vary from library to library.
- 50% of the respondents spend 70% of the working time devoted to systems responsibility including automation support, help desk, computer training, troubleshooting and web development.



- wish they had learn IT management and Web Development, followed by Programming in library school.
- perceive they perform systems duties effectively by having a better knowledge on how information is organised and ability to communicate with other staff and patron on library issues
- majority (65%) rely on online information for tech support while 15% are in favour of IT training and assistance from vendors with only 5% on their colleagues.

- When asked what they like most about systems work, they like the challenge, ability to troubleshoot, not boring and they get the chance to conduct analytical work.
- Similarly, when dealing with technology librarians found heavy and risky responsibilities the most frustrating, having to cope with change and having to learn very fast, meeting deadlines, low pay and lack of recognition, lack of IT knowledge and slow response from vendors.


# Limitations of Study

- only overview of librarians who are responsible for the operations of technology in academic libraries setting.
- More investigations need to be carried out to identify the level of technology competencies of other librarians within the same organisation.
- Everyone working in libraries today is part of a technological revolution whether they want to be or not. As such, an assessment of competencies is necessary to ensure all librarians have some basic capabilities with technology.

# Recommendations

- Knowledge is power – know your goals and have strategic plans to achieve the goals
- Know the limits – investigate what the organisation and its people are capable of
- Stay in control
- Read, play & teach
- Communicate effectively across the board

# Conclusion

- Everyone working in libraries today is part of a technological revolution whether they want to be or not.
  - Important to become an embracer rather than a resistor in order to survive in the new economy.
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- “be passionate about your job, learn, unlearn and relearn – that is how you cope with technology, stay current and be ahead”.

*Thank you*

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