What Your Tech Wants You to Know

Infopeople helping libraries think differently

Wednesday, February 13, 2013
12 Noon Pacific

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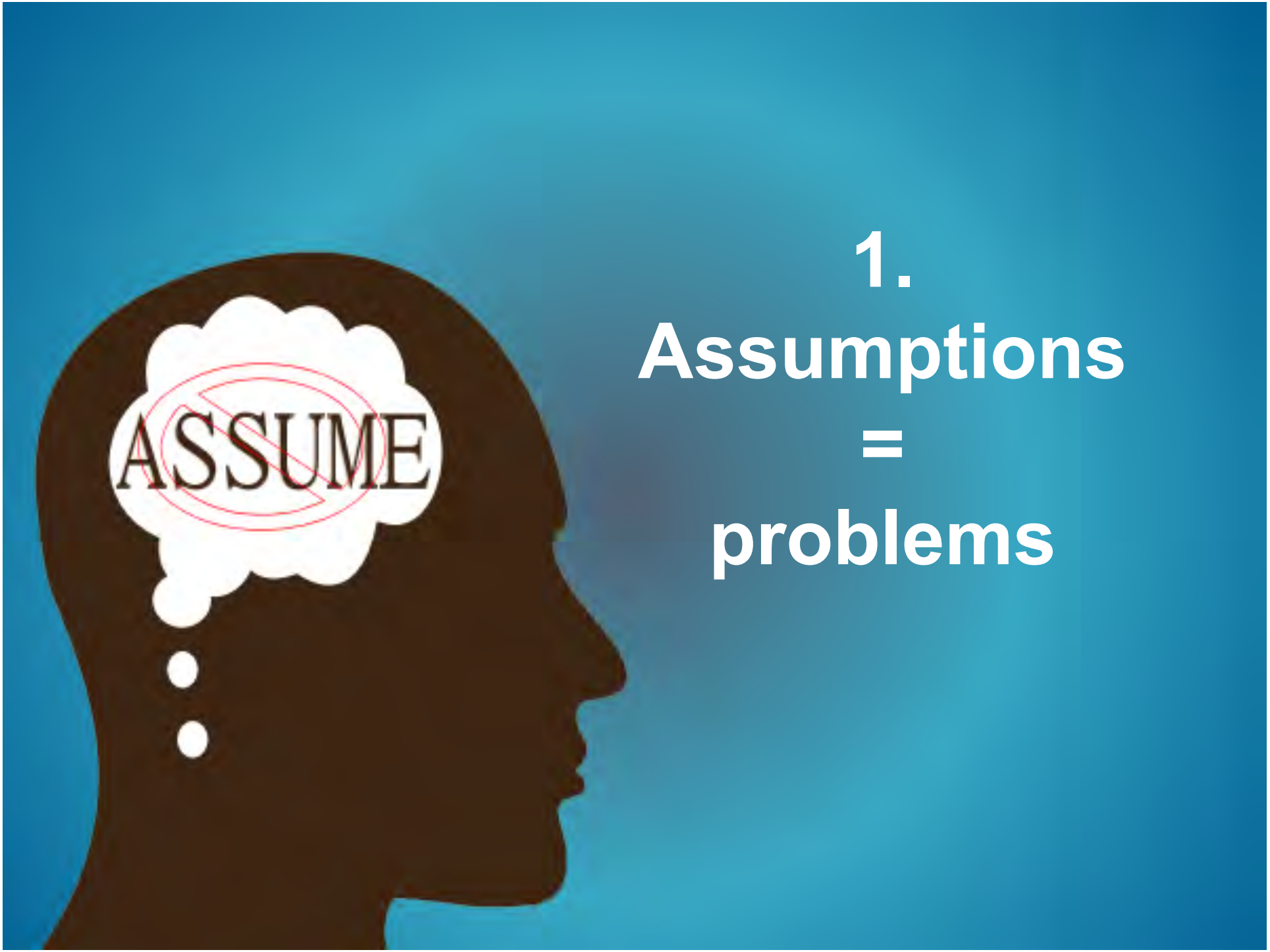
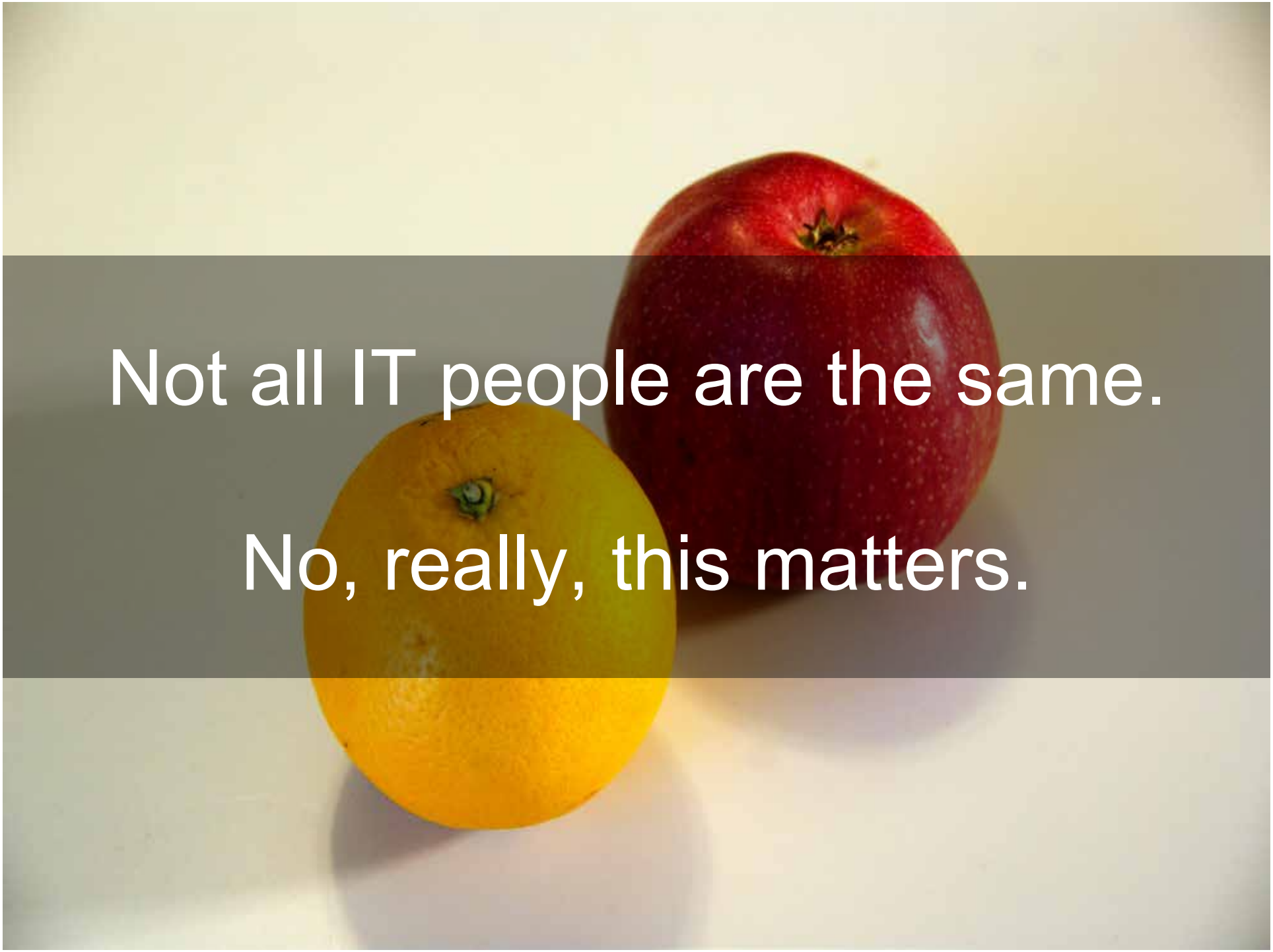
Infopeople webinars are supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian.


ASSUME
1.
Assumptions
=
problems


Not all IT people are the same.
No, really, this matters.

Web Developer

Save Job | Rate Job | Report Job | Apply Now

Share Job With Others | +1 | Tweet | Share

Location: New Castle, IN **Area Code:** 765 **Telecommute:** no **Travel Required:** none

Skills: HTML, CSS, CMS, PHP, ASP.Net, C#, VB.Net, SQL, Adobe Photoshop

Pay Rate: 70,000 **Tax Term:** FULLTIME CON_IND CON_HIRE_IND **Length:**

Date Posted: 1-22-2013 **Position ID:** 010551 **Dice ID:** 10480764

Web Developer

Save Job | Rate Job | Report Job | Apply Now

Share Job With Others | +1 | Tweet | Share

Location: Ladera Ranch, CA **Area Code:** 949 **Telecommute:** no **Travel Required:** none

Skills: Experience with LAMP stack (Linux, Apache, PHP, MySQL), HTML/XHTML, CSS, JavaScript, jQuery, jQuery UI, AJAX, XML, WordPress. B.S. degree in Computer Science with at least 3 years of web development

Pay Rate: $70,000 + bonus **Tax Term:** FULLTIME **Length:**

Date Posted: 1-24-2013 **Position ID:** wspos007004 **Dice ID:** RTX17f058

We make it look easy, but…

Real life IT

“What did you do before Al Gore invented it?”

It’s not new & shiny

FRAGILE
It’s not indestructible

It’s not always what you think it is

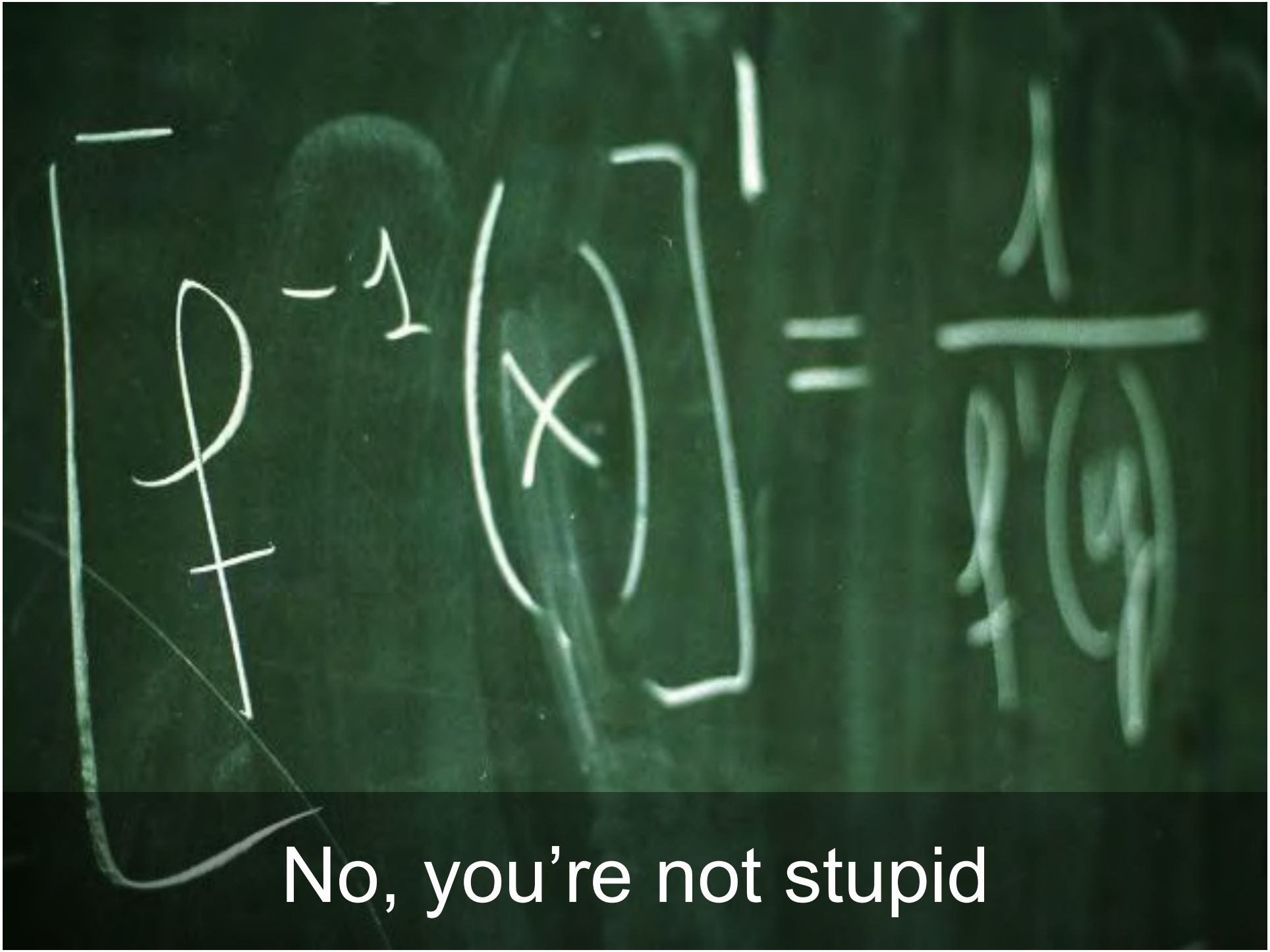
Image from http://day1of1.wordpress.com/2010/11/28/it-is-what-it-is/

2.
Communicating with us

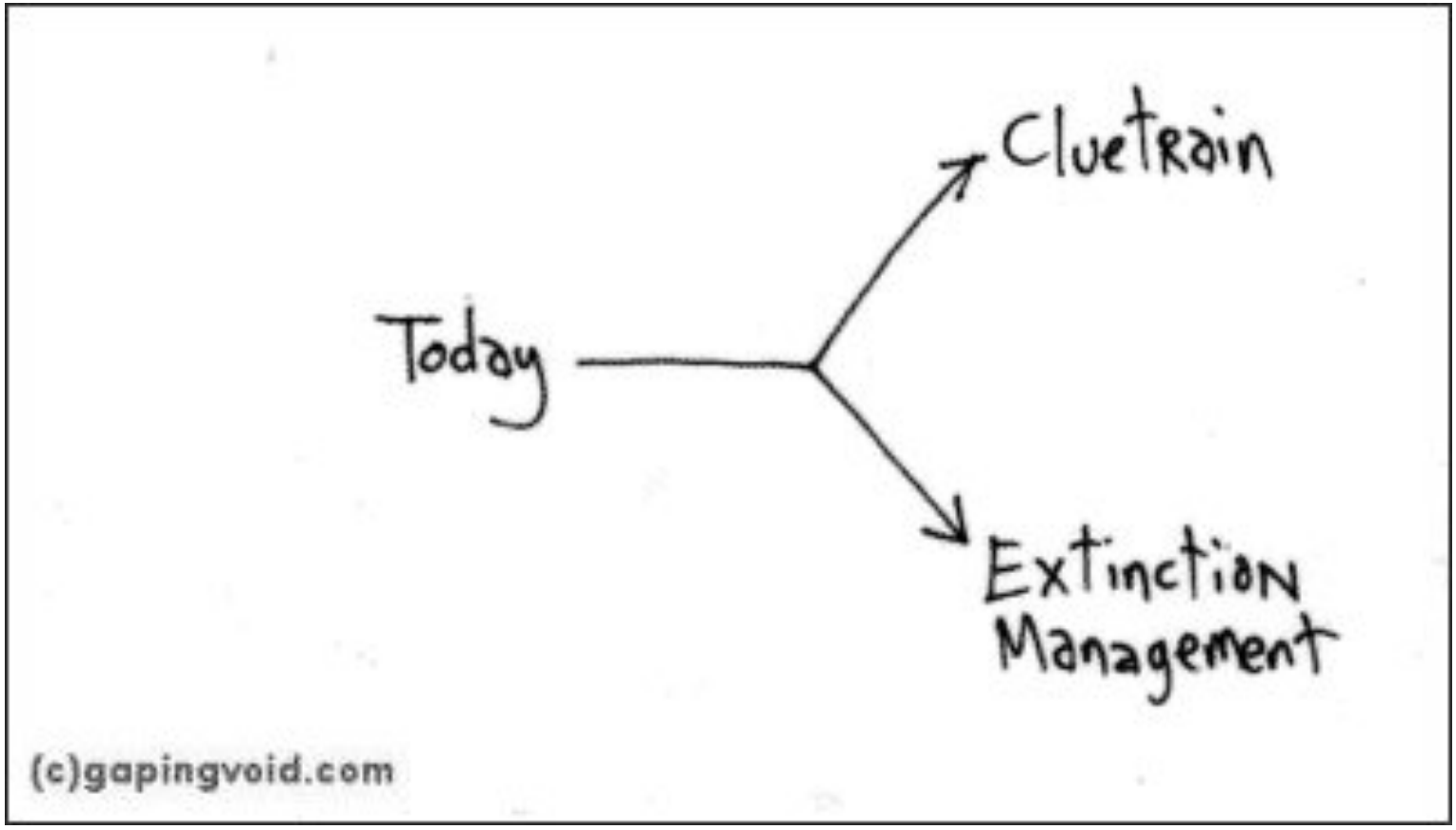
Understand that we’re jugglers

Be careful what you say

Just answer them…please?


No, you're not stupid

Ask & Pass



Read. Read. READ.

3. Reporting Problems

From Hitchhiker's
Guide to the Galaxy
DON'T PANIC

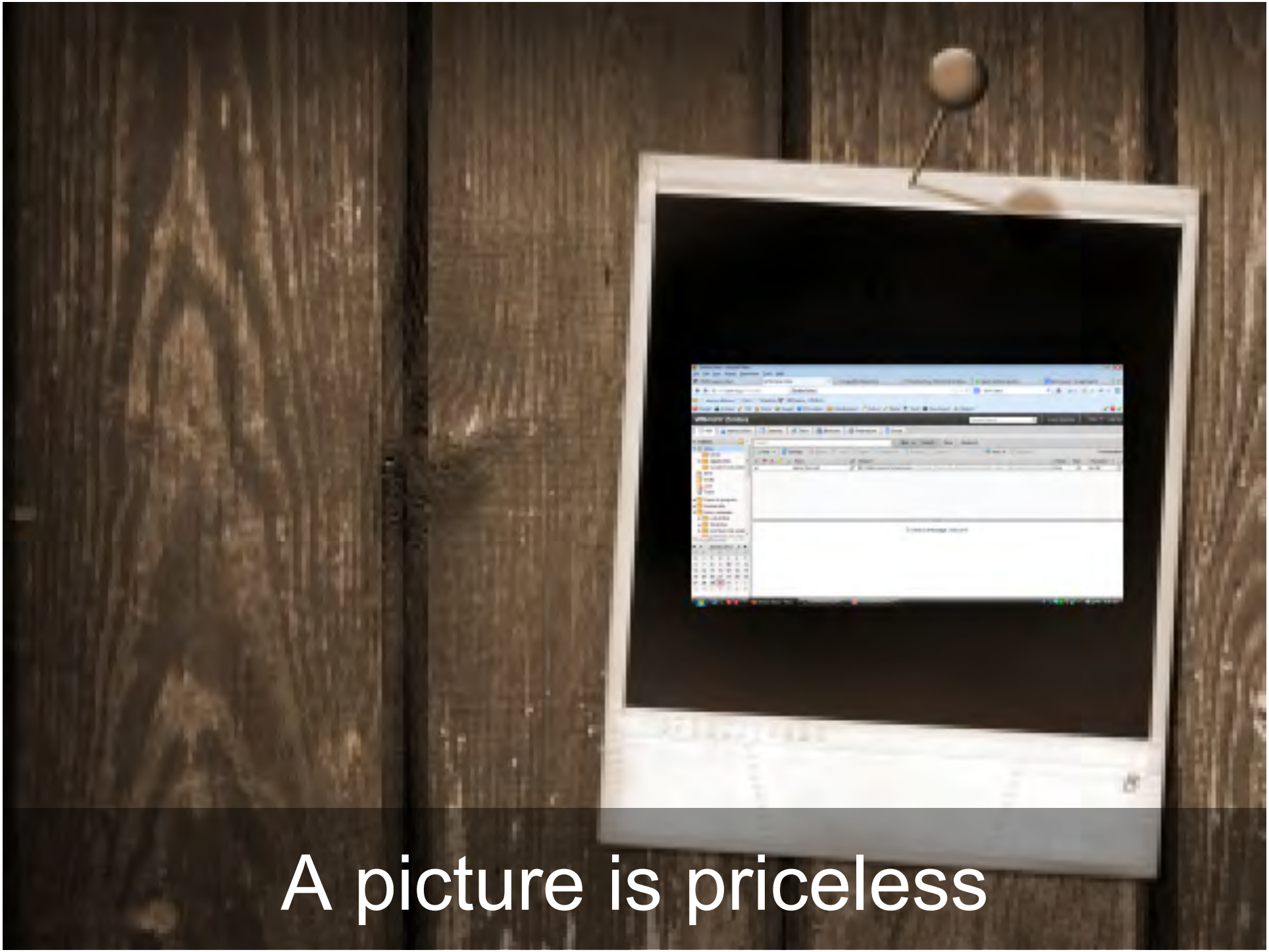
Respect channels

“The computer is down!”

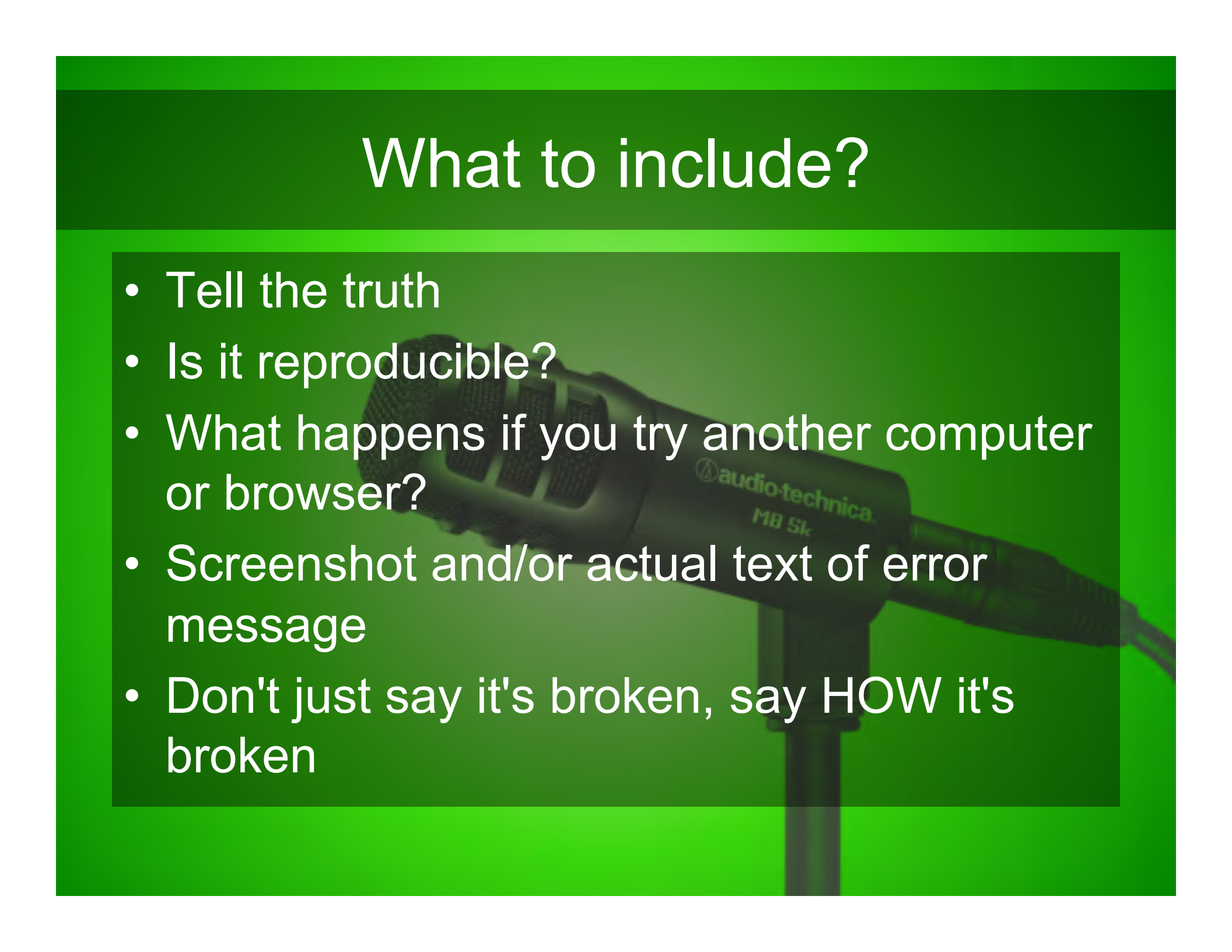
- The ILS software temporarily lost network connection
- A workstation lost network connection
- All workstations lost network connection
- A workstation will not boot
- An unexplained message appeared on a workstation
- A given website will not load
- Someone has disconnected the display from the workstation, or almost any other possible occurrence.

“Take the time to explain
your problem.
If your explanation is
one sentence,
it’s probably not enough.”

--IT guy at Stanford University


A picture is priceless

What to include?



- Tell the truth
- Is it reproducible?
- What happens if you try another computer or browser?
- Screenshot and/or actual text of error message
- Don't just say it's broken, say HOW it's broken

We go **here**

4. How to Think Like an IT Person

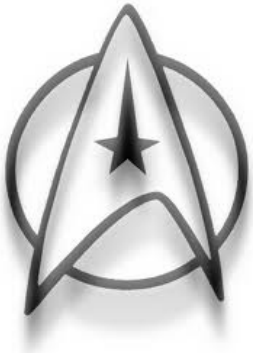
????

Red Bull

Doritos
Nacho Cheese

STAR
WARS

There's no place
like 127.0.0.1



DIABLO

BAWLS

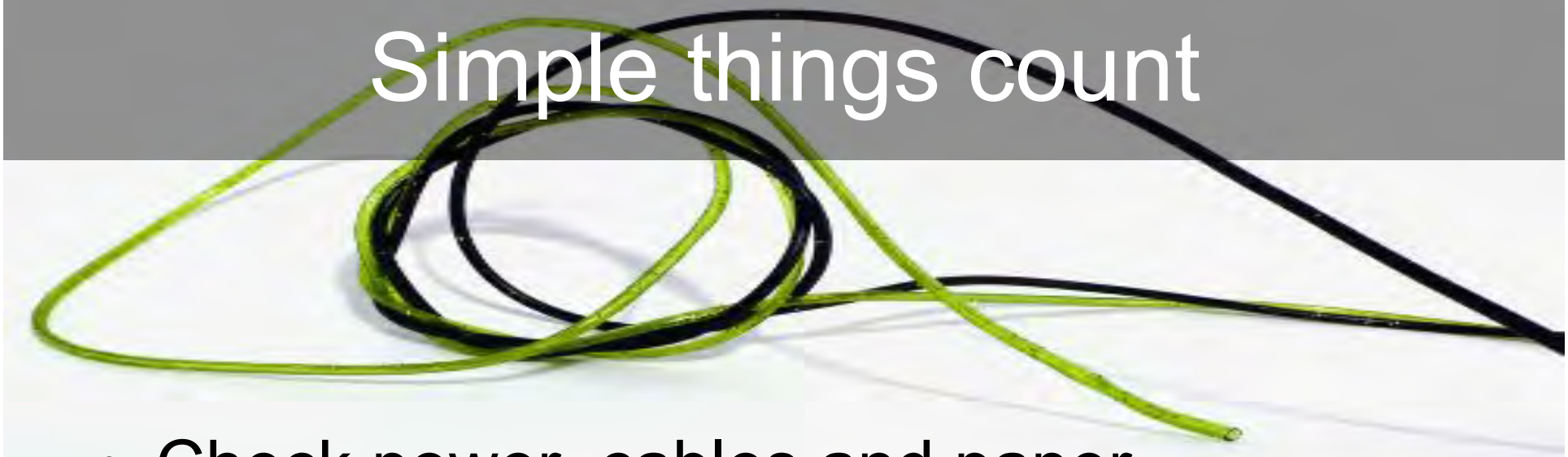
+

FTW

Understand dependencies

If “A” doesn’t work, then “B” probably won’t, either.

Simple things count



- Check power, cables and paper
- Is the computer frozen, or just the program?
- Recognize that printing directly from the Web or from an email is often a losing proposition

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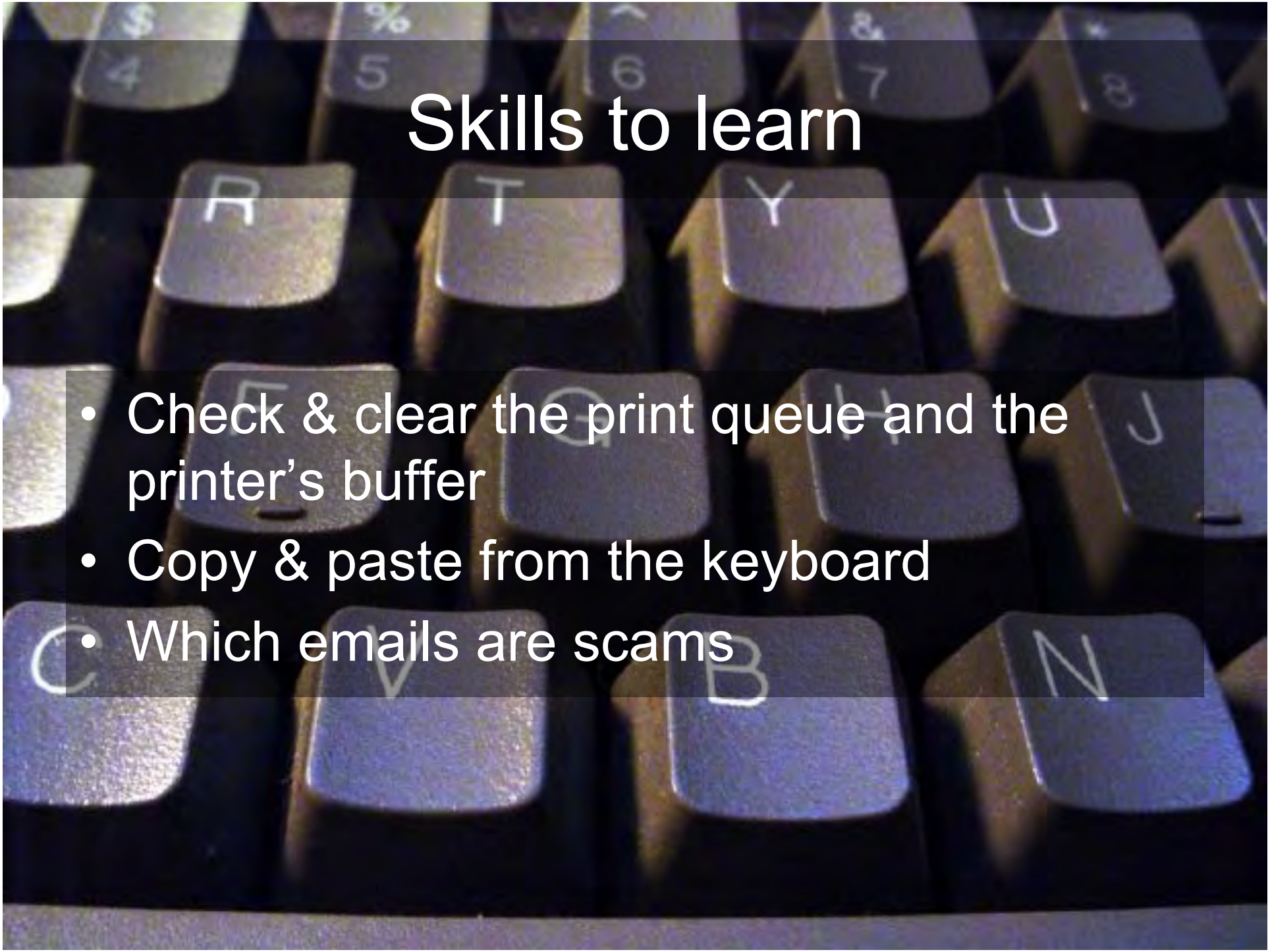
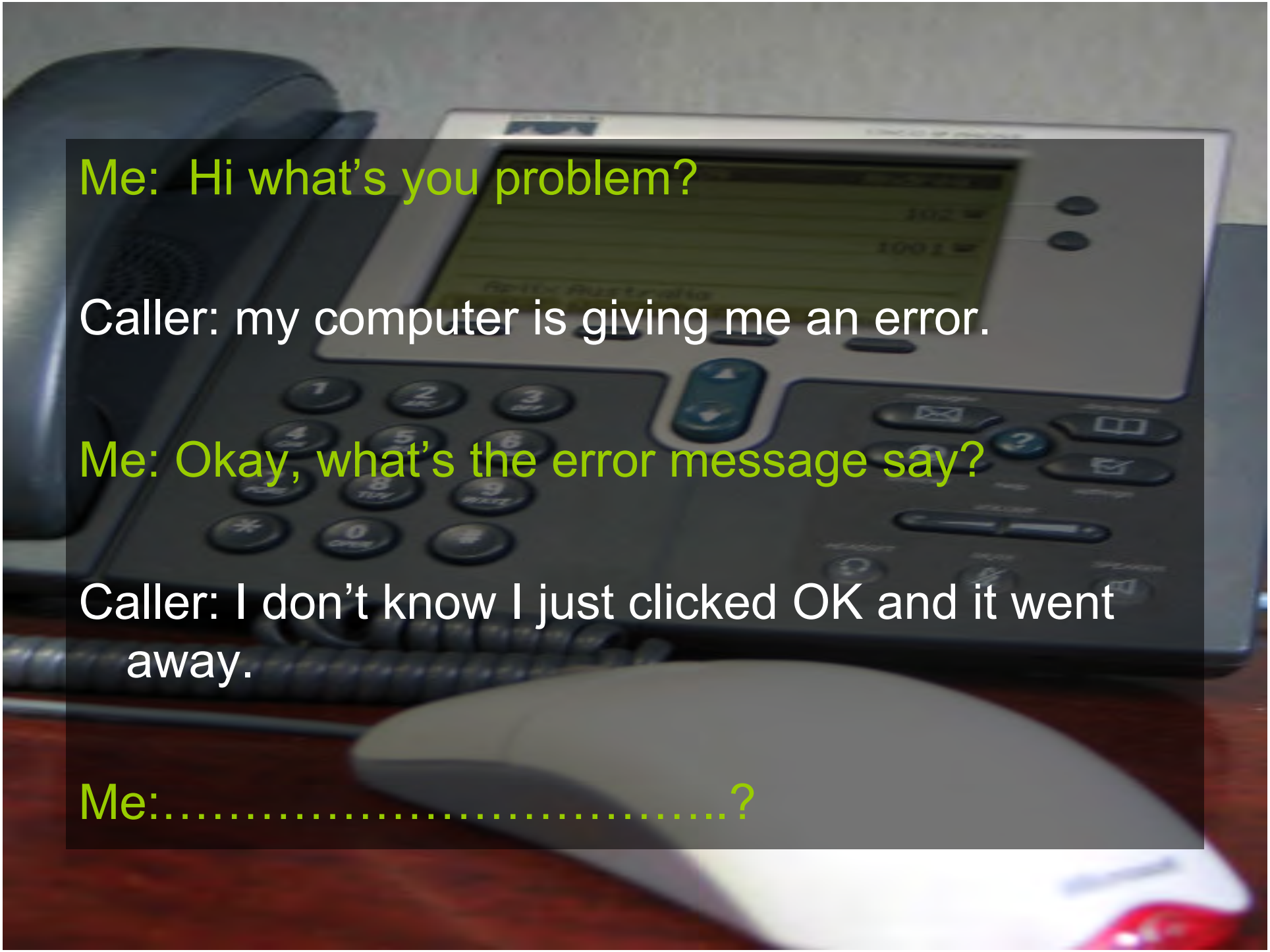
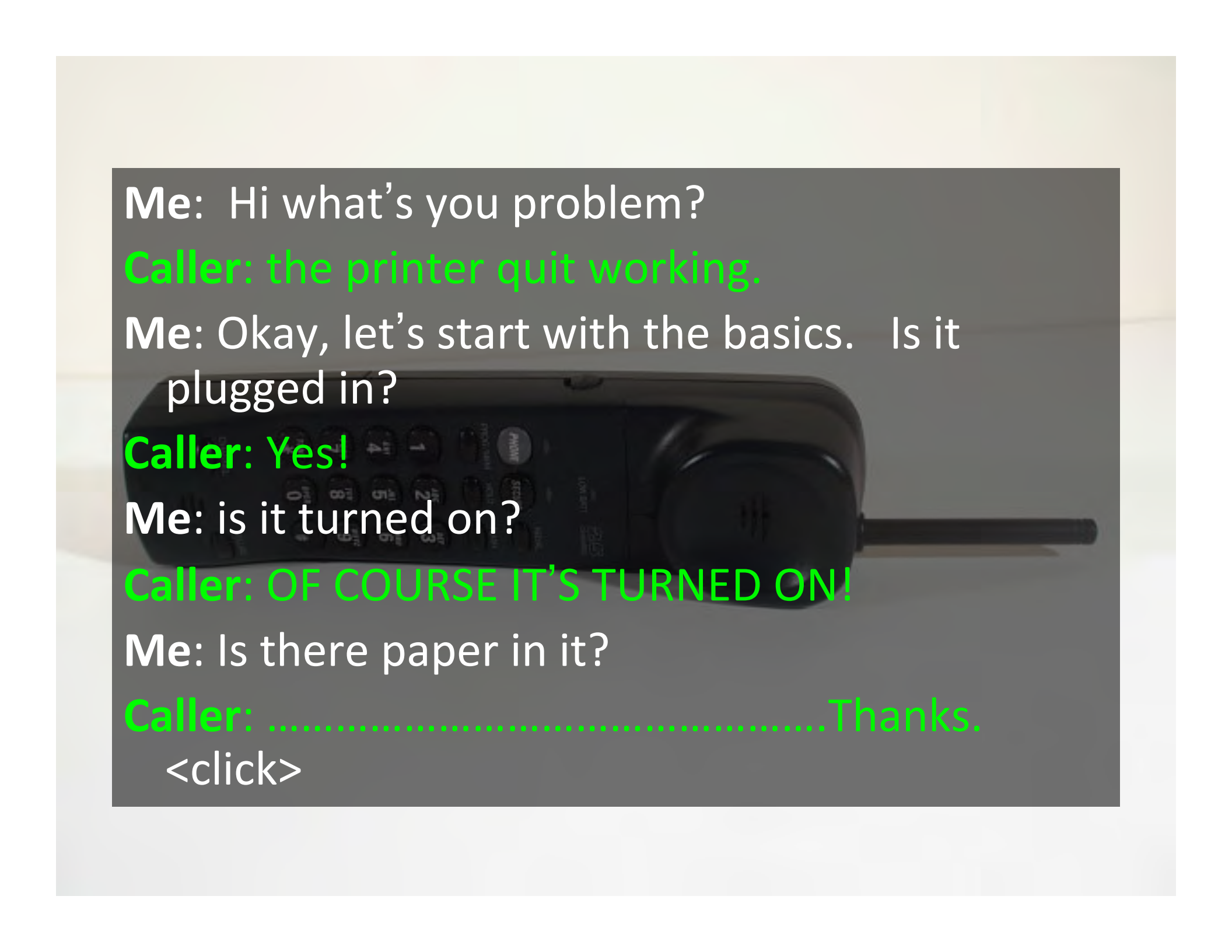


Skills to learn

- Check & clear the print queue and the printer's buffer
- Copy & paste from the keyboard
- Which emails are scams

5. Stories From the Field


Me: Hi what's you problem?
Caller: my computer is giving me an error.
Me: Okay, what's the error message say?
Caller: I don't know I just clicked OK and it went away.
Me:……..?



Me: Hi what's you problem?

Caller: the printer quit working.

Me: Okay, let's start with the basics. Is it plugged in?

Caller: Yes!

Me: is it turned on?

Caller: OF COURSE IT'S TURNED ON!

Me: Is there paper in it?

Caller: .....Thanks.

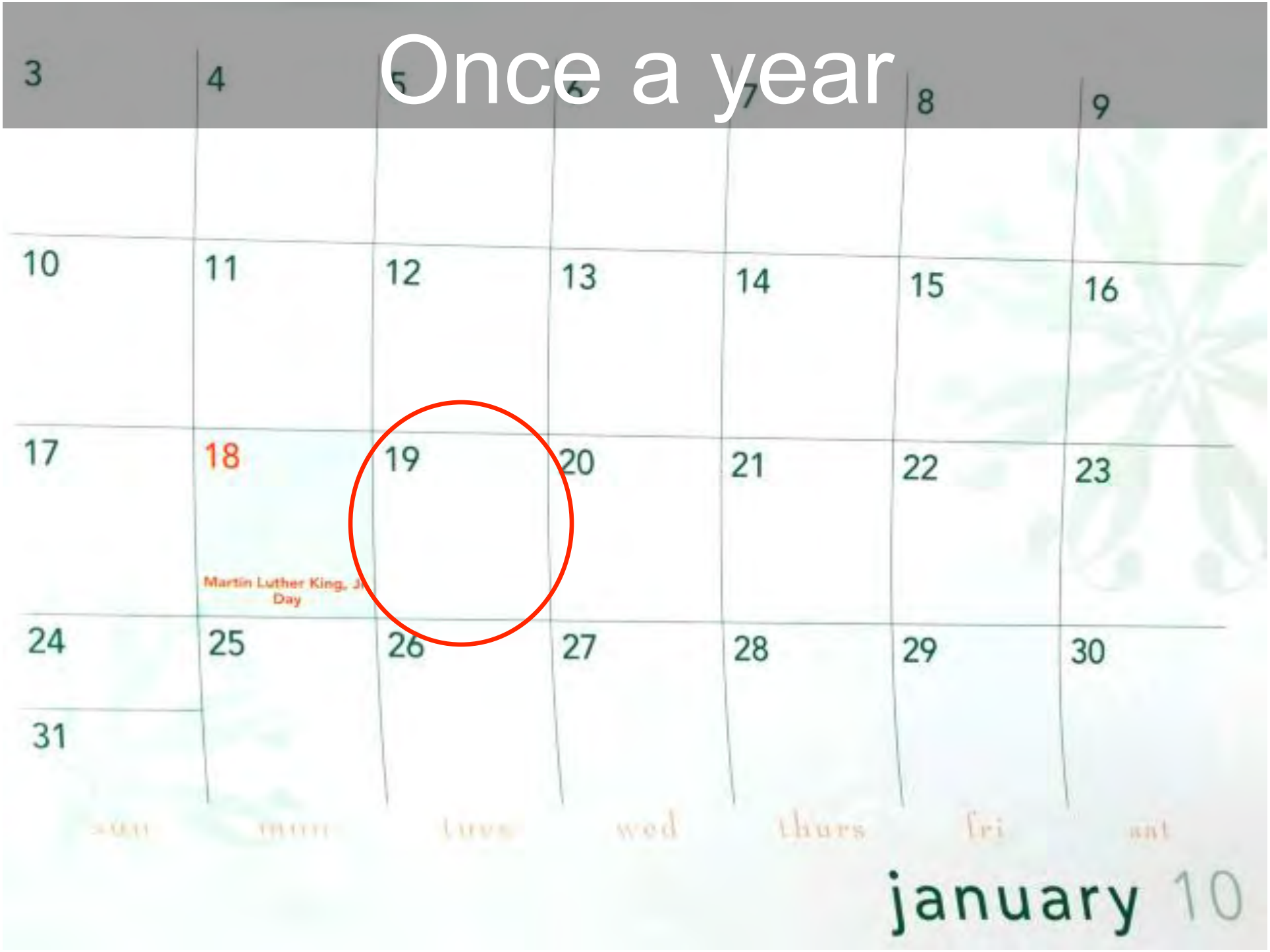
<click>

“I was once instructed to refer to the computer as a monitor and the monitor as a computer in order to suit the outlook of a particular co-worker. “

Printer pickle

Not thinking it through

Once a year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A patron story

Not always about the tech

Not just non-techs

4 surefire ways to annoy IT staff

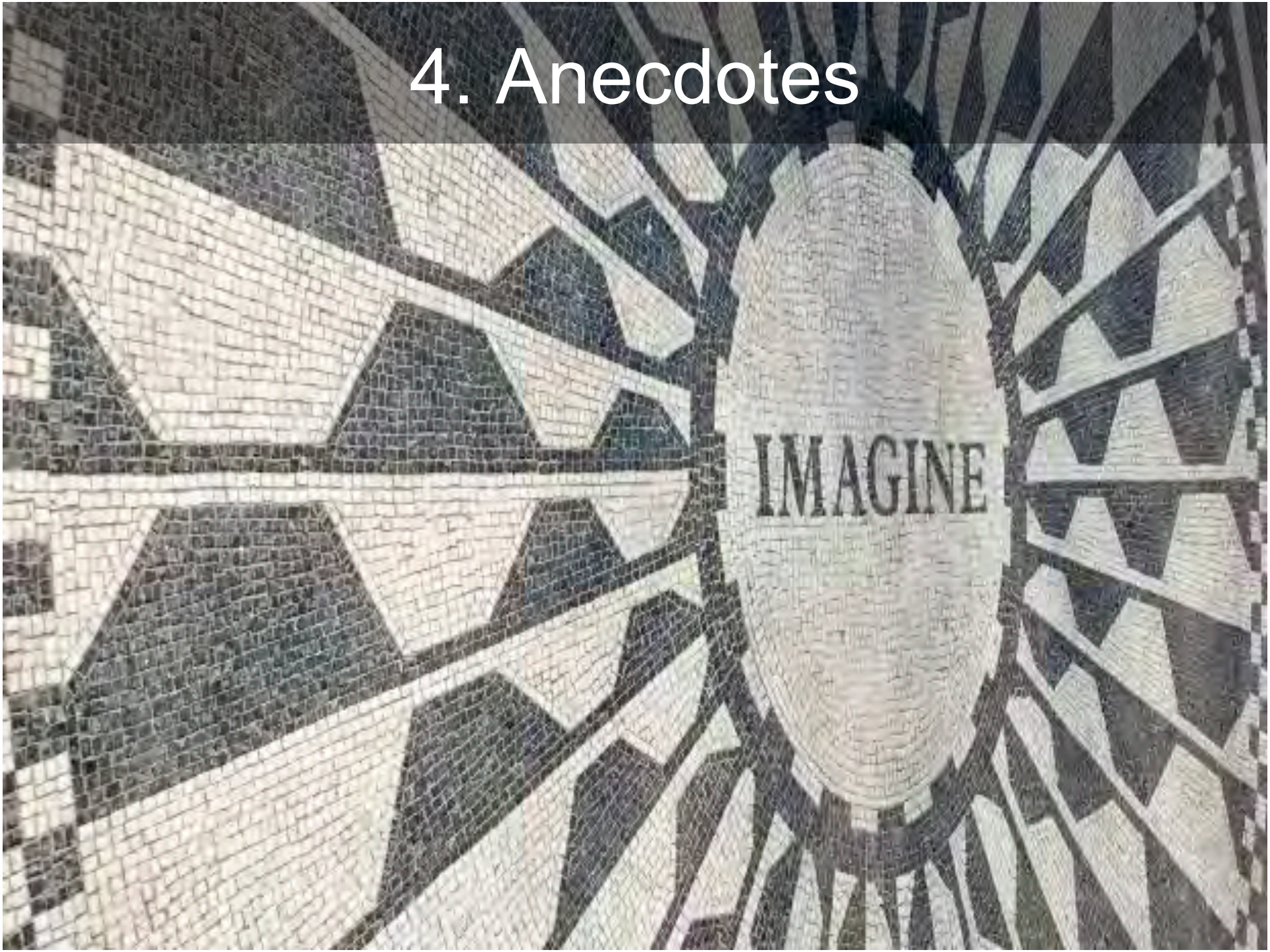
1. Staring at plugs

2. Making us play Sherlock

3. Exaggerating

vs.

4. Anecdotes

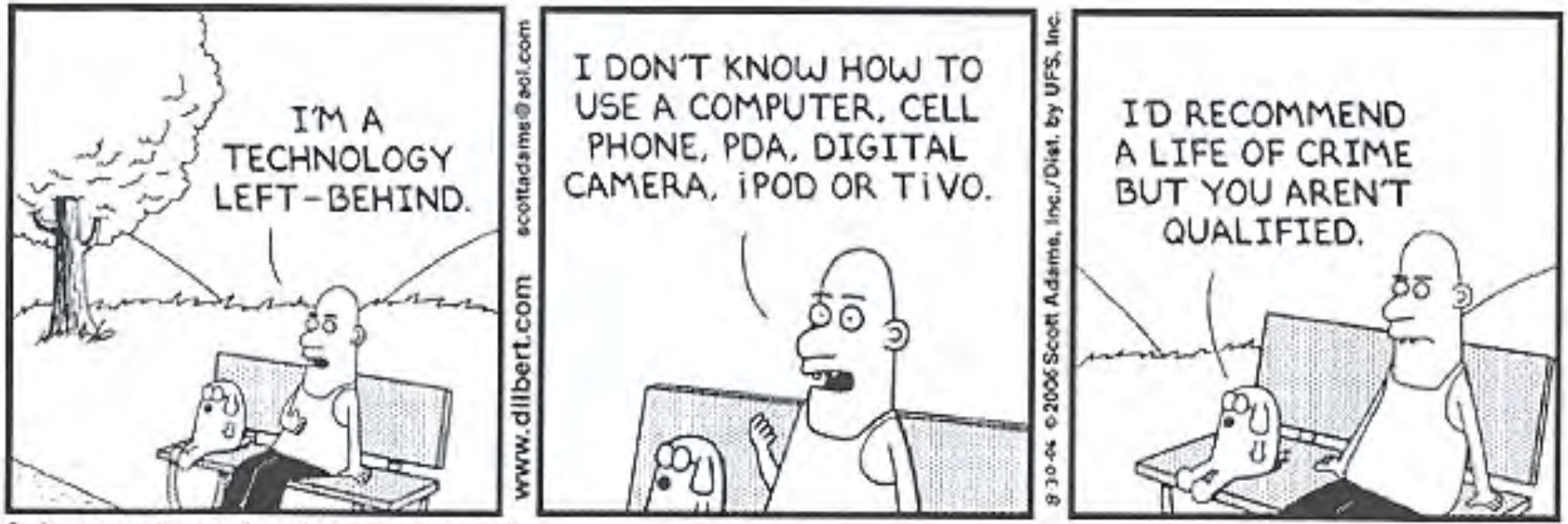


What Does This Mean to Me, Laura?

Reporting matters. A lot.

Passivity is negative

YOU *are* a tech



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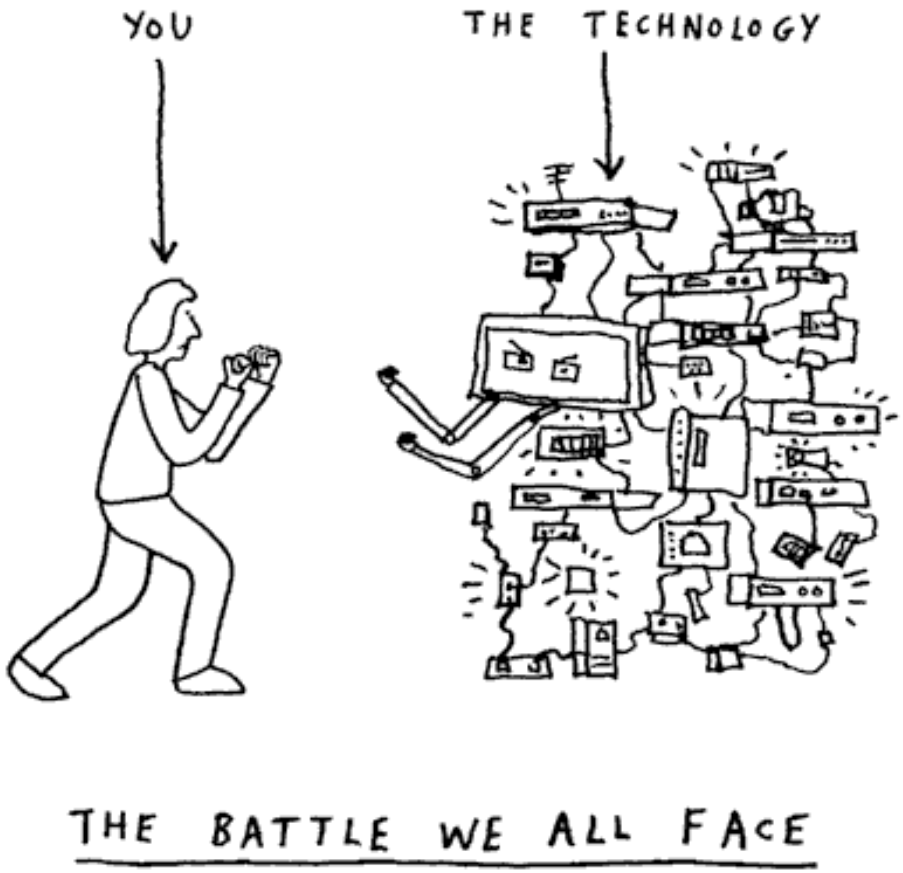
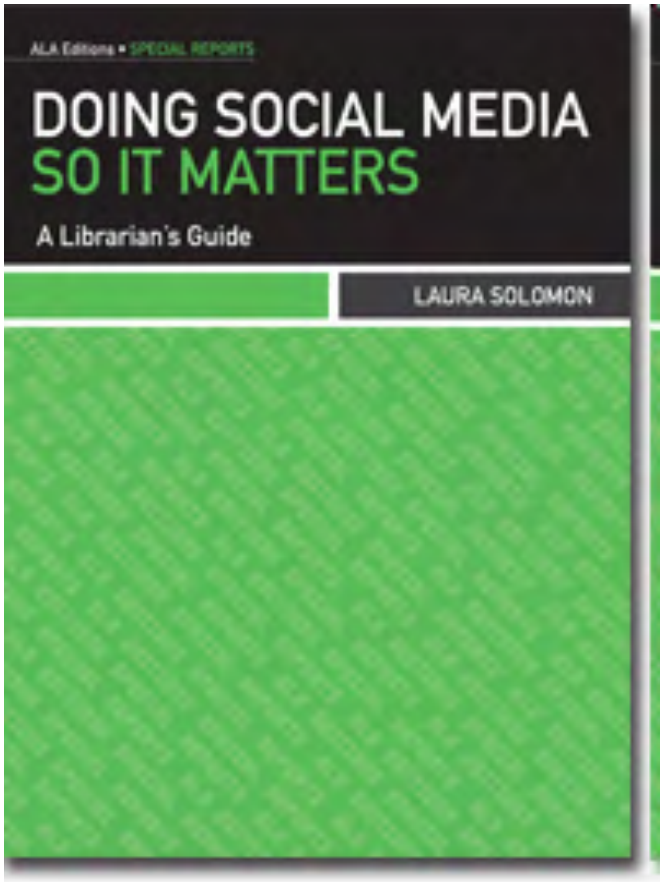
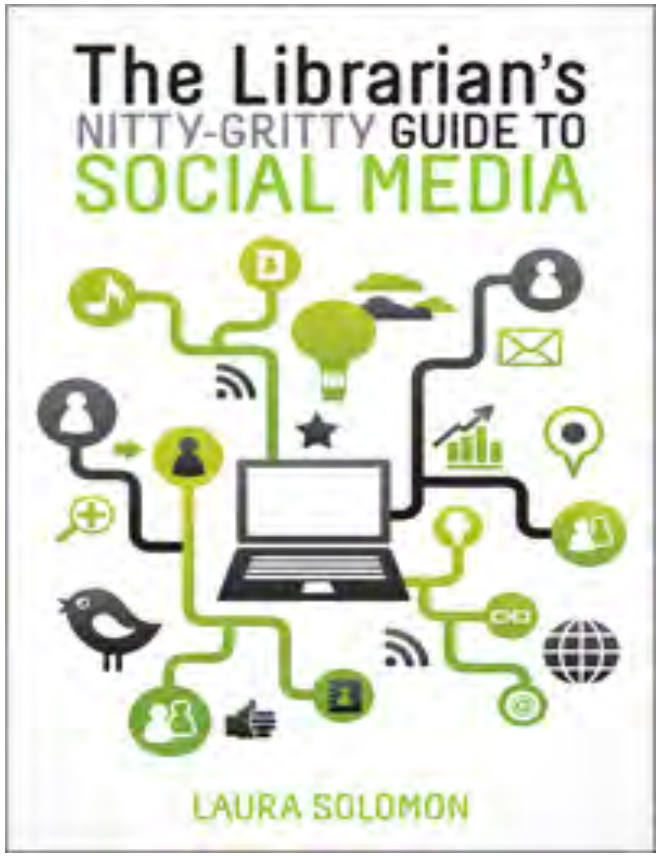
We are not the enemy



(Absolutely shameless plug)





Questions?

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