



Disconnected

“Difficulty stems from the tendency to define work even now as outside the purview of librarianship and as falling in the realm of the IT department or as the responsibility of computer technicians.”



Working in separate silos

“If a library ... lacks librarians who are not able to interface with its IT department, technology may either fail to meet institutional needs or it will **just plain fail.**”



Failure or success?

**“IT personnel tend to be heavy on jargon and may emphasize library systems over the people who use them.”**

**“IT people who find themselves in library roles need to acquaint themselves with the unique requirements of libraries and the user-centered foundations of the profession.”**





Change your perspective

“IT people must also realize the importance of keeping the lines of communication open when there is a problem with computing equipment or services.”

“While non-technical library staff will understandably be frustrated when a service or machine is “down”, they will be more understanding if they are kept informed about the progress of the situation.”





Partners

All quotes from:

The Accidental Systems Librarian, second edition.

2012

Nicole C. Engard with Rachel Singer Gordon