Technology Information Forum Meeting
April 2, 2015 at South Country Library

The meeting was called to order at 10:10am by Bob Johnson. On behalf of the CATS Board and the TIF committee, Bob presented a plaque of appreciation to Stephen Ingram for his dedication to CATS and TIF. Stephen, who is moving to the Reference & Adult Service Division, gave a short thank you speech.

Bob then asked for hosts for the remaining meetings. The May 14th meeting (pushed back a week because of the LI Library Conference) will be at Quogue Library or Northport Library. Smithtown volunteered for the September meeting and we still have openings for June, October, November, and December.

Bob then led a discussion on "How does information (good and bad) spread across to your staff?"

- Underground network of information that IT dept. does not hear about…because
    - They don't understand
    - They don't want to talk about it
    - They think it can't be fixed
- How do you get notified of problems?
    - Calls, texts, emails, tickets, work orders, feedback from other IT
- Outline of proper procedures
    - Charts with workflow information for IT, info on testing & IT contact information for staff
    - Troubleshooting procedures for staff
    - Emergency Procedures binder
    - IF/THEN procedure manual
- Online Ticketing System (email)
    - Ability to leave open until resolution
    - Response from IT staff giving information to help in future troubleshooting
    - Better communication between IT and staff reporting issue
    - Creates knowledge
    - IT Help Desk Software
        - Spiceworks – ticket tracking system, free
        - Fresh Desk --- online customer support, ticketing, and help desk, from $15/mth
- "No one ever told me" -- Panic triggers and how to avoid them
    - Checklists, staff meetings, information via network
    - Identify disconnects in departments
    - Remove yourself from IT role and see things the way staff does
- Changes in technology (i.e. SuffolkWeb going away)
    - Newsletter, email, phone calls
        - Provide help resources
- Underpromise/Overdeliver
    - Involve staff in project
    - Work with staff on their needs/preferences/workflow
- Staff member technical savvy and choosing the right staff to respond
    - Help train staff to fit other roles/needs
    - Utilizie staff members' outside experience
- Special projects
    - When do staff members need to know
    - Use their skills and interests
- Create an environment for "buy in" from staff members
    - Make them part of the solution
    - Share with them knowledge of new services

A reminder that the LI Library Conference will be held on Thursday, May 7th. Our next meeting will be on Thursday, May 14th with host library to be announced.

Respectfully submitted,
Barbara Schott