

A woman with long dark hair, wearing a white t-shirt, is looking towards a white robotic hand that is pointing towards her. The background is a solid light blue color. A dark grey rectangular box is overlaid on the image, containing the title text.

# Fostering Tech Savvy Staff

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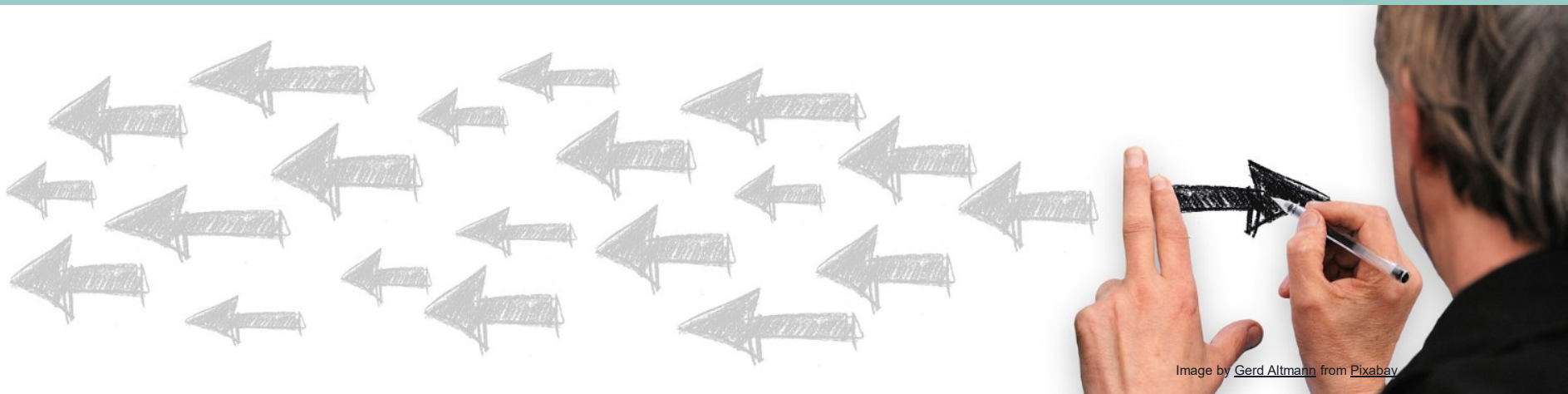
# What will we be covering today?

- What skills do staff need in today's environment?
- How can I effectively (and efficiently) train myself and others?
- How can a library build a culture that embraces technology?
- Your questions!

**Keeping staff tech-savvy is hard!**

# Navigating tech change is extremely challenging!

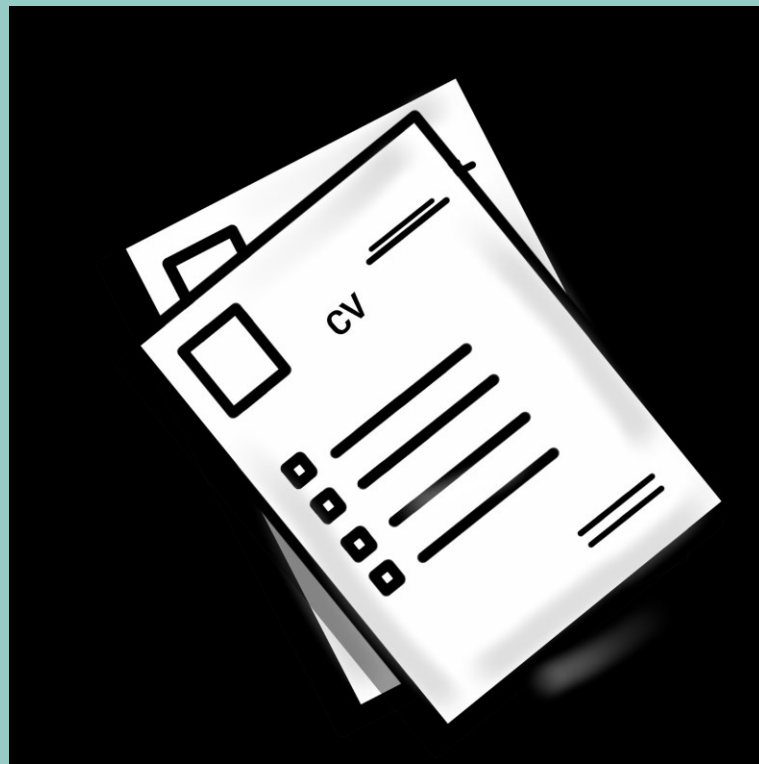
- Change is always hard.
- Disconnect from the library's mission.
- Time consuming!
- Change carries risk.



**What are the core skills that staff need?**

# What is the new baseline for tech skills?

- Think about “classic” computer literacy.
  - Word processing.
  - Internet.
  - Email, communication.
- Consider the modern equivalent.
  - Mobile technology
  - Collaborative workspace
  - Video chat



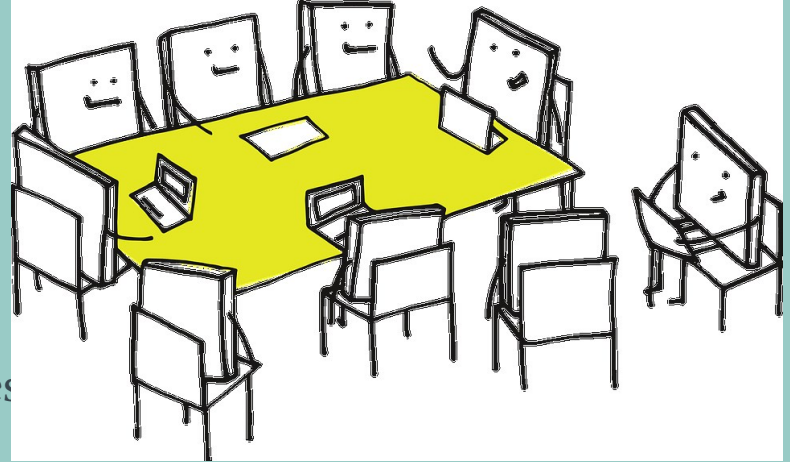
# Libraries continually adopt emerging technologies

- So much change!
- 3D printing
- Augmented reality
- Virtual reality
- Laser engravers
- Robotics
- The metaverse



# Don't underestimate the importance of soft skills!

- Problem solving
- Adaptability
- Teamwork
- Creativity
- Flexibility
- They tie in very well to emerging technologies
- There's some debate here!





Time for a thought experiment



# Let's Talk Training

# General staff training process

Create Curriculum

Identify  
Trainees

Conduct  
Training

Demonstrate  
Proficiency

Repeat as  
Necessary

Tied to intended use of a technology.

Match trainees to their module.

Adhere to a start/end date.

Create a way to demonstrate understanding.

Establish a proficiency chart.

Modular.

Tied to job title?

Support different learning types.

Consider a “driver’s test”.

Retrain at regular intervals.

Onboard new employees.

# Training Formats

## Live

Staff instructor teaches individuals or groups in real time.

- Lecture style for large groups.
- Hands-on for smaller groups w/narrower topic.
- Must have same learning levels.

## Asynchronous

Staff remotely accesses a learning module at their own pace.

- Created/curated modules
- Niche academy, LinkedIn Learning, YouTube.
- Self reporting, scored.
- Good for straightforward topics.

## Hybrid

Self-guided training, then in-person testing with an instructor.

- Videos, detailed info very important!
- Good for ensuring safe operation of equipment.
- Schedule "tests"

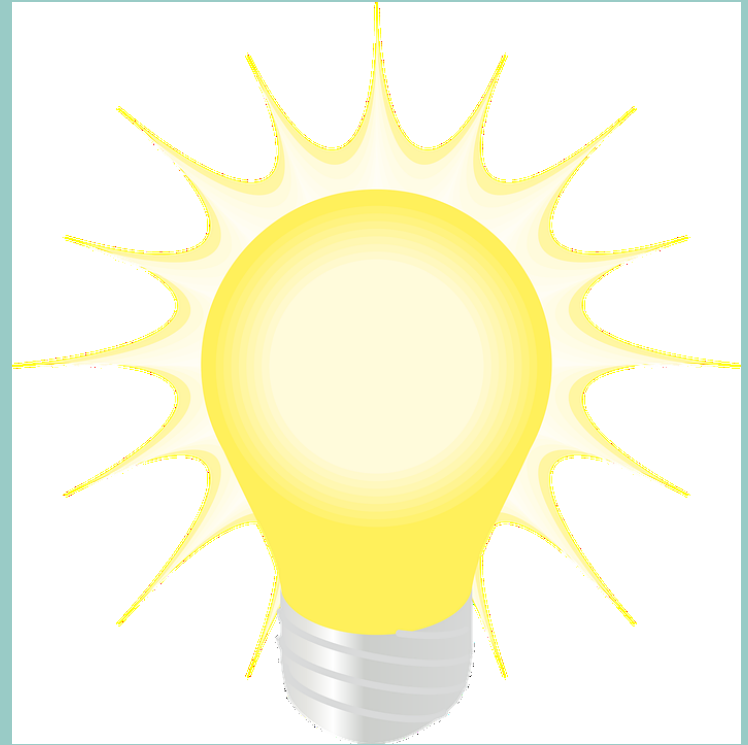
## Passive

Staff accesses hardware/software sans instructor.


- May require a kiosk or semi-permanent space.
- Good for unsophisticated, easy to maintain tech.
- Tech playdates.

# Time Saving Trainer Tips

- Train the trainer (use hierarchical training)
- Don't waste anyone's time.
- Allow cheating!
- Maintain good referral information!





A conceptual image showing a man in blue shorts jumping over a smartphone. The smartphone screen displays a blue water texture, and the man is captured mid-air above it. The phone is lying on a dark, reflective surface.

# Creating a Culture That Embraces Technology



# It Begins with Planning!

- Purpose
- Policy
- Procedure

START

# Focus on Training with a Long Shelf-Life





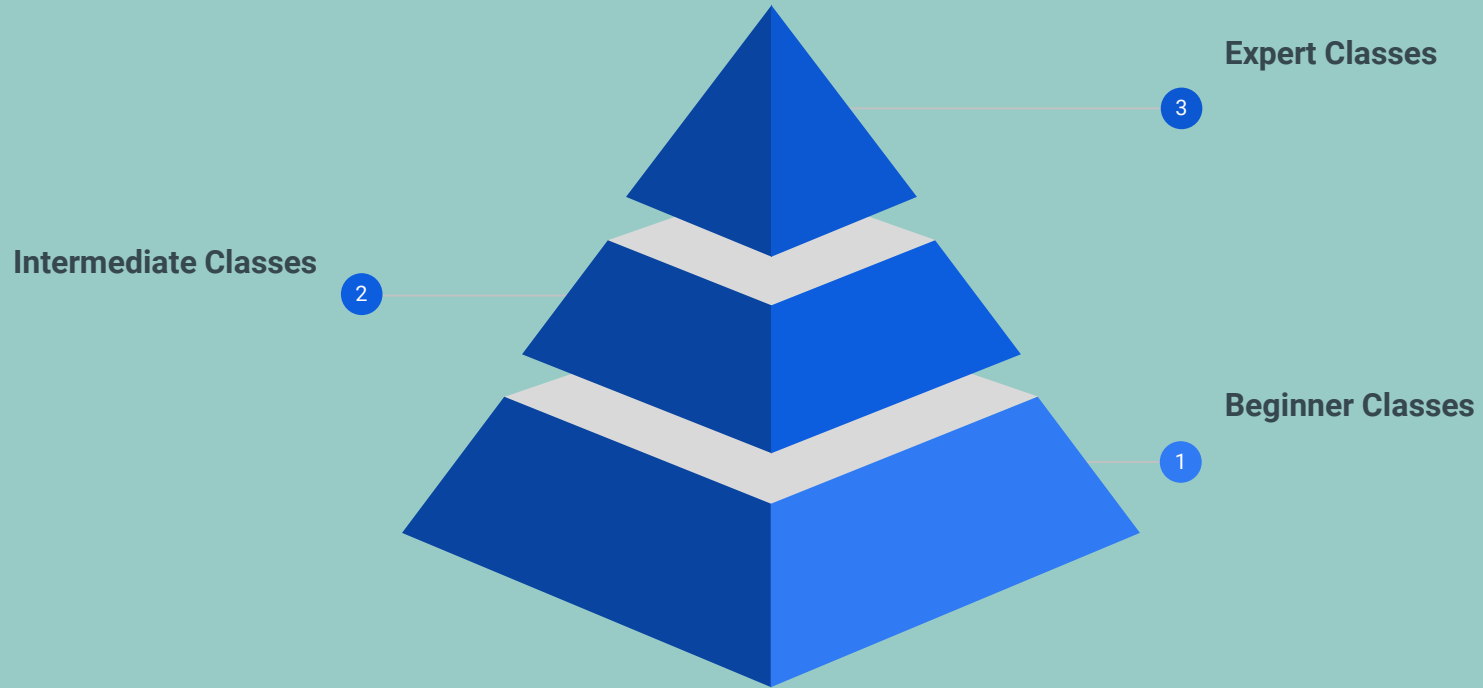
**Time and opportunity are  
necessary ingredients.**



# Take a Slow, Steady Pace to Tech Programming



# The Pyramid of Programming



# Use Early Successes to Build Momentum



A photograph of a laboratory setting. In the foreground, a clear Erlenmeyer flask contains a bright orange liquid. To its right, another flask contains a yellowish-orange liquid. In the background, a flask with a vibrant green liquid is visible. The flasks are on a dark, reflective surface. A semi-transparent white rectangular box is overlaid on the center of the image, containing the text.


**Encourage Experimentation  
and Don't Punish Mistakes!**






The background of the image features several bright yellow balloons with simple black smiley face drawings. The balloons are clustered together, with some partially obscured by a central text box. The background behind the balloons is a textured, greyish-blue surface.

# Identify and Nurture Staff Enthusiasm

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