Leveraging Technology:

Enabling a Collaborative Working Environment with Your Systems Department

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Supply Chain

Producer = Systems Librarian

Retailer = Systems Librarian and “traditional” Librarian

Consumer = “traditional” Librarian
Need For Collaboration

- Our work is increasingly computer-based
- Job responsibilities have become blurred
- Working together to understand Voyager’s complexities
The Challenge

Librarian as consumer of Systems services

Management support for collaboration
To Make It Work

- Translating “Librarian Language” to “Systems Language” (and vice versa) can be difficult.
- Learn aspects of other’s jobs
- Willingness to allow projects to unfold under the constraints of each other’s primary duties
To Make It Work

- Try to be able to replicate problems to help systems staff know exactly what the problem you are having is
- Collaborate at all stages of a project
- Don’t get defensive
  - Answer questions
  - Follow simple directions/guidelines
- Did you reboot?
To Make It Work

Management must work to “avoid a polarizing “us vs. them” attitude in the ranks of technical staff and librarians.

Don’t complain – be direct, and …

Ask questions!
Examples Of Making It Work

Editing UNIX files via Samba (and other tools)

- Installing Samba on your UNIX WebVoyage/ Web server allows librarians to access and edit WebVoyage (and other web server files) from Windows clients using the native Windows interface.
- No need to know vi.
- Samba is freely available under the GNU General Public License
- No waiting for the systems person to get “free time” to get to your updates.
Examples Of Making It Work

Public service librarians and systems administrators collaborating

- EZproxy troubleshooting document
- Student worker troubleshooting document
- Scheduling calendars

The small things help the most...
Examples Of Making It Work

Access (and other) Voyager reports

- Who runs what?
- Work together to design custom reports
- Planning: Don’t ask for something at the last minute if you know you are going to need it
- Scheduling reports
Conclusions

Communication

- Librarians need to be able to get there needs across to systems people
- Systems people need to get their point across to librarians

Learn a little bit about what each other does

Work with each other - not against each other
References


Voyager ad hoc report request form:
http://libweb.princeton.edu/services/voyrept.php

Remote access to databases using EasyPass:
http://library.rider.edu/talbott/directory/rterrio/ez.pdf