



August 27, 2009

Agenda Item 7.0: Technology Training Initiative

TO: Sacramento Public Library Authority Board Members

FROM: Chris Freeman, Branch Services Manager

RE: Technology Training Initiative – “27 Things”

RECOMMENDED ACTION(S):

1. **Accept** this report updating and summarizing the “27 Things” staff training initiative.

REASON FOR RECOMMENDATION

The Library’s role as a provider of Internet access to residents of the community continues to be one that is valued by people without access in the home, as well as those seeking information through a variety of technologies, some new and evolving. Customers are increasingly requesting computer and Internet related assistance from Library staff. One result of this change in how customers use the Library means staff must develop a new range of technical skills in order to provide excellent service to customers.

The “27 Things” program was designed to provide library employees with a structured environment in which they can teach themselves and their co-workers about a variety of Web 2.0 technologies. The voluntary program is designed to be fun while library staff develops the skills needed to more effectively address the growing technology-based demands of savvy library users. Some examples of Web 2.0 technologies to which staff have been introduced through the “27 Things” program include blogging, downloadable media, podcasts, wikis, online office productivity tools, Flickr, and Twitter.

As evidence that staff recognize this shift in customer service expectations, over 100 staff signed up to participate in the “27 Things” program. Many participants have expressed an increased confidence in their ability to answer customers’ computer-related questions and have stated that the “helping one another” approach to learning encouraged in the program has led to an enhanced feeling of camaraderie at the Library.

This program will ensure that staff throughout the Library system will be engaged as the newly assigned Digital Services Librarian and a team of staff develop strategies to provide new and enhanced library services or access to library services through current and mobile platforms. As mentioned earlier, technology is changing quickly, and to stay relevant to customers the Library will need to respond accordingly. Staff confidence and technology skills are critical to the success of the Library and its customers.



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NEXT STEPS

As a comprehensive staff training program is developed, follow up programs will be developed to assist staff with new technologies, as well as refreshing the "27 Things" program.

ATTACHMENTS

None.