Closing the digital knowledge gap in Access Services Staff

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So, why am I here?

Why talk about the digital gap in access staff?
Reasons for the digital gap

- Age
- Financial Aspects
- Personal Preference & Work Ethic
- Type of technology available at the workplace
Guidelines

• Make technology a requirement for workflow.
• Keep workflow simple and straightforward.
• Training: get your tech savvy staff involved.
• Don’t ditch the old school altogether.
• Prepare for resistance and its causes.
Example: Using Google

• Scheduling
• Meetings
• Drive and docs for policy, projects, and information sharing
Example: using B.Y.O.D.

• “Bring Your Own Device”
• Cell Phones and texting as communication tools
• Camera to convey and document events and issues
How can I meet with my peeps?
How can I train my peeps?

Screencasts

• Snagit
• Screenr
Questions, Comments?

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