

**APL President's Day Planning Retreat**  
February 19, 2007

**Individual Exercise #1**  
**Technology/Automation – Short Answer**

Attendees were asked to answer three questions with a word, a phrase, or a sentence.  
Responses are compiled below.

**1. During the past three years, what technology used by the library has improved service to library patrons the most?**

- Computers – 4
  - Use by staff
  - Availability to public – 2
- Internet – 14
  - Gates grant has resulted in more public access
- InfoSoup – 27
  - Better online catalog
  - Better self-check
  - Ease of patron reserves
  - Easier access to renewals
  - Easier to use
- Millennium – 4
- Online resources
  - Databases
  - Magazine indexes
- PC reservation – 2
- Self-check – 4
- Web Page

**2. During the past three years, what technology has most improved your ability to do your job?**

- Cell phone
- Computer equipment – 6
  - Updated
- Computer training
- E-mail – 4
  - Communication of important information to each of us
- Intranet
- Internet – 6
  - More databases and resources available now

- InfoSoup – 5
  - Research tools
  - User friendly catalog
- Home page
- Millennium – 16
- Network – 2
  - Having network on service desk computers
  - With shared drive can work on things from multiple locations
- Ordering
- PC Reservation – 2
- Resources found on the computer
- Scanners
- Software programs – 2
  - Better programs
  - Photoshop
  - Dreamweaver

### Comments

Anything that frees up staff time from doing mundane tasks and allows them to use their skills and improve their skills

### **3. During the past three years, what technology implemented by the library has been the most difficult for you to adapt to or cope with?**

- Blockage of access to account when checking in or checking out
  - Can only checkin or checkout on account
- Changes made and not commented to those who need to know it
- Computers not working
- Different service providers
- Email
  - The new way we are receiving our email in our department
- Fast and continuous changes in all technologies – 3
- Fax machine
- Internet access – 2
  - More time spend teaching and fixing things for the public means less time to do other jobs
- Lack of software
  - Not having software available on my computer that I need to do my job results in using other people's machines
- Library's Website – 2
- Millennium

- Microsoft updates
  - So many updates
  - Latest one affects my ability to do job
- Overdrive
- Parking
- Photocopy machine
- Printers
- Security system
- Self-check machines – 8
- Software – 2
  - Learning to use spreadsheets
  - Spreadsheet data entry
- Surf Patrol
- System upgrades
- Task sheets
- Telephones – 2
  - Have been a challenge
  - IP phones don't work well
- Upgrades causing problems with PC Reservation
- Web 2.0
  - Blogs – 2
- When machines don't work