

FROM THE KITCHEN OF: Darla Wegener

Lincoln Public Library, Lincoln, CA

RECIPE: Hiring the right techie for the library

"You need to hire someone who has a foundation in IT and someone who can fit into the library setting, whether they have the knowledge or not. You need someone who knows that customer service is the priority—internally and externally—which is the key really, because if you get an IT person, and all they care about are their computers and their services, they're not going to be a library type of person. They're not going to work. They'll say, 'I need to do this backup at 3 o'clock,' when you're the busiest, because that's when it's convenient for them and because they leave at five."

FROM THE KITCHEN OF: Darla Wegener

Lincoln Public Library, Lincoln, CA

RECIPE: Hiring the right techie for the library

"You need to hire someone who has a foundation in IT and someone who can fit into the library setting, whether they have the knowledge or not. You need someone who knows that customer service is the priority—internally and externally—which is the key really, because if you get an IT person, and all they care about are their computers and their services, they're not going to be a library type of person. They're not going to work. They'll say, 'I need to do this backup at 3 o'clock,' when you're the busiest, because that's when it's convenient for them and because they leave at five."

Tell us your story!

Take a moment to get in touch and tell us how you maintain public computers in your library.

maintainit@techsoup.org

Remember what may be
“that’s nothing” to you may be an
“aha!” to someone else!

MaintainIT

The MaintainIT Project
www.maintainitproject.org

Learn from the experiences of others!

Visit ***www.maintainitproject.org*** and learn how libraries are keeping public computers available, and be sure to download free guides—called “Cookbooks”—packed full of stories and practical tips from public libraries across the country.

Tell us your story!

Take a moment to get in touch and tell us how you maintain public computers in your library.

maintainit@techsoup.org

Remember what may be
“that’s nothing” to you may be an
“aha!” to someone else!

MaintainIT

The MaintainIT Project
www.maintainitproject.org

Learn from the experiences of others!

Visit ***www.maintainitproject.org*** and learn how libraries are keeping public computers available, and be sure to download free guides—called “Cookbooks”—packed full of stories and practical tips from public libraries across the country.