



Relationships in Academia

Delivering 21st Century Information Services: Information Technologists and Librarians as Partners

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“Common” IT Organization in Law School

Library

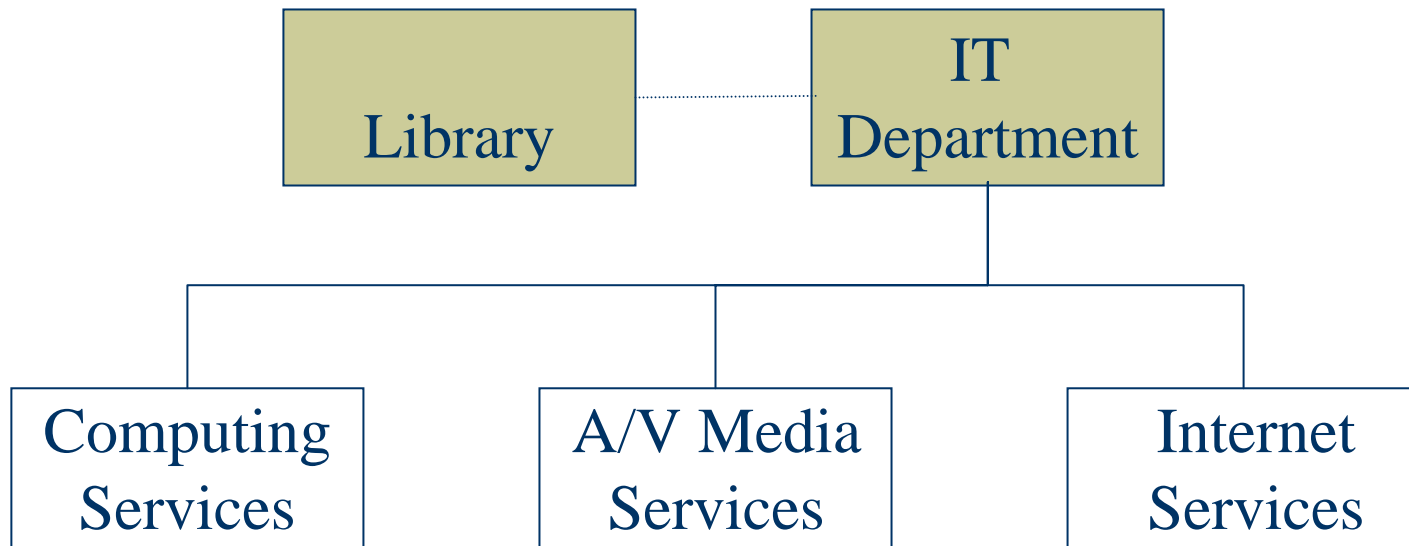
Associate
Dean

Computing
Services

A/V Media
Services

Internet
Services

“Common” IT Organization at Law Firm



Common Problems & Issues

- ◆ Technology Budget
- ◆ Policies & Procedures
- ◆ Training
 - End User
 - IT Staff
- ◆ Various Technologies
- ◆ IT Staffing



Delivering Services to Clients



Who are your clients?

Law School

- ◆ Faculty
- ◆ Administration
- ◆ Support Staff
- ◆ Library
- ◆ Students

Law Firm

- ◆ Lawyers
- ◆ Legal Assistants
- ◆ Support Staff
- ◆ Administration
- ◆ Sometimes Clients



What is their environment?



- ◆ Core technologies
 - Word processing
 - Calendaring
 - Email
 - Web browsing
 - Legal Research

What is their environment?

- ◆ Other technologies
 - Classroom
 - Multi-media
 - Substantive Software
 - Law Practice Management
 - Gadgets

What is their environment?

Law School

- ◆ Specific requirements
 - Admissions
 - Student Affairs
 - Career Services
 - Library
 - Faculty
 - Clinics

Law Firm

- ◆ Specific requirements
 - On-Demand Research
 - Services
 - Helpdesk
 - Training

Communications Among IT, Library & Faculty

- ◆ The right hand – left hand syndrome
- ◆ The selective listening syndrome
- ◆ The “computer ate my email” syndrome

“Tell ‘em what you’re gonna tell ‘em.”

“Tell ‘em.”

“Tell ‘em what you told ‘em.”

Suggestions & Ramblings

- ◆ Improve relationships with users
 - Market your technologies
 - Market your services
 - Roam the hallways – don't use email
 - “Be the consultant”

Your users will be your cheerleaders

Suggestions & Ramblings

- ◆ Improve your technologies
 - Planned technology rotations
 - Develop a 5-7 year technology plan
 - Develop a 3-5 year budget
 - Attend CALI & AALS & AALL

You have to budget the budget!

Suggestions & Ramblings

- ◆ Provide vision & leadership
- ◆ Educational technologies
- ◆ Technology initiatives
 - CPR: *Commitment, Professionalism, Responsibility*
 - TOP: *Technology Orientation Program*
 - LTC: *Levin Technology Challenge*

Suggestions & Ramblings

- ◆ Establish standards & policies
 - File Sharing Programs
 - MP3 Files
 - Home Computers
 - Password Sharing
 - Audio/Video Taping Lectures
 - Laptop Support

This will make your life easier

What's on the Horizon?

- ◆ Distance Learning/Distance Teaching
- ◆ Streaming Audio/Video
- ◆ Interactive Internet Applications
- ◆ Mandatory Equipment

You've got to begin marketing these NOW!



Recipe for Disaster



- ◆ Ignore the main players' personalities
- ◆ Accept past assumptions – “It’s always been done this way.”
- ◆ Pigeonhole professionals by degree
- ◆ Shut down communication channels

Personalities

- ◆ Successful teams recognize the members' personalities and adapt their work strategies to account for them.
- ◆ Changing the players when you start a project is a rare luxury – so figure out how to maximize the worth of the involved staff.



Assume Nothing

- ◆ Sometimes routines work, sometimes they don't.
- ◆ New challenges present new opportunities.
- ◆ New opportunities may require new solutions.
- ◆ Old problems may also require new solutions.

Career Qualifications

- ◆ What degree is the best for managing I.T.?
 - Heated discussion on Teknoids list
- ◆ M.I.S.? M.S.L.I.S.? C.S.?
- ◆ Managing the people is at least, and maybe more important than managing the technology.
- ◆ Stereotypes will not work.



Communications



- ◆ Communicate with team members at all stages:
 - Planning
 - Execution
 - Evaluation



Librarians and Technologists Together



- ◆ Creating successful teams benefits the organization and the team members.



Thank You

<ftp://ftp.barw.com/seaall.zip>

<http://www.law.ufl.edu/lti>