

**Continuing Leadership Learning Plan and Bibliography**

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## **Introduction:**

Lew Daniels, Director of the Westbrook Public Library, has agreed to help mentor me in my goals of becoming a library technical specialist. In order to do this, he has agreed to help me better understand aspects of the library that I do not have access to at my part-time job. The work I do at the Guilford Free Library is good, but with the help of Mr. Daniels, I would like to become more experienced in all aspects of the library. As a result, Mr. Daniels has offered to help me better understand the leadership position of a Technical Specialist in a library, and has offered to work with me to create a stronger technical department of the library.

## **Leadership Learning Plan**

The Leadership Learning Plan will consist of a few pieces. These pieces are designed to work in conjunction with what I have already learned in school and what I've learned from working at the Guilford Free Library. While I have experience in the day-to-day tasks of Circulation and some experience in Reference, I would like to gain more specialized experience with Mr. Daniels. The Leadership Learning Plan is comprised of two parts that will be incorporated into an internship.

The first part of the internship (which will be approved through Southern for credit if the plan works out) will be focused on demonstrations and assistance. This internship will contain some elements of working with the public on technical problems (from troubleshooting computers to one-on-one demonstrations) and also on larger programs (information sessions to use devices). By incorporating these two pieces, the work with the public will be well-rounded and incorporate parts that are important to understanding technology problems of the public.

The second part will be more behind the scenes at the library. Most of this will be working with the cataloging system and inputting data into the Westbrook Public Library catalog. There will also be a fair amount of work done on the Westbrook Public Library website. The website software is difficult to update, so Mr. Daniels and myself will be working together to better understand it. The website will also be updated with a series of instructions for basic troubleshooting problems (most likely in video format). We will be also working together to find ways to update and enhance the library.

The end goal will be to leave the library with a well setup program to assist the public of Westbrook with their technology. The internship will also leave a series of videos and instructions for patrons to use to troubleshoot their own devices.

**Personal Classified:**

Technical Specialist Wanted:

A Technical Specialist will be needed in the library setting to enhance the experience of the library users in the technology they use and the technology they want to better understand. Experience working with the public is a must and experience in a public library is preferred. The technical specialist will have to be able to troubleshoot and fix regular problems with a variety of technical devices (or at the very least identify problems that will arise with these systems). This position will require knowing about various technical systems and being able to not only help the public with basic problems, but assist library staff with technical problems or queries that may arise in the library. Technical Specialist will also have to learn how to work the cataloging and circulation systems, both for cataloging new materials and troubleshooting problems that will arise with the systems.

### **Annotated Bibliography:**

The following is a list of resources that will be useful during the duration of my internship and subsequent Leadership Learning Plan. The list will most likely continue to grow as problems arise and patrons bring various technologies to the library for assistance. The list will continue to grow, but the following are immediate resources that will be useful in the development of the leadership plan.

1. Banks, F. (Ed.). (2003). *Teaching Technology*. New York, NY: Taylor & Francis.

This book, while slightly outdated, contains many articles that will be useful when planning and designing programs. The book is focused on curriculum based teaching styles, but these methods can be used to build strong programs.

*Teaching Technology* also contains helpful articles on how to configure lessons so that students get the most out of the classes. Using this book, I will be able to have a resource I can use to format my prospective programs to give learners as much as they can benefit.

2. Johnson, M. (2010). *The Book is Overdue: How Librarians and Cybrarians Can Save Us All*. New York, NY: HarperCollins Publishers.

This book has a few articles on technology and how it has changed the library.

There are two sections in particular that I will be examining. The first chapter in the book will be “How to Change the World”, which describes an initiative by Librarians at the St. John’s University library in Queens, NY to provide tech training to students from developing nations. The second section of benefit will be “To the Ramparts!” which describes librarians using technology in the Radical

Reference service to provide reference services to patrons in a quick and accurate manner from the streets. Using these chapters, I will try to better understand how to use these technologies to the best of my benefit and how to introduce them to the public. This book also has sections on taking libraries into the digital age, which could be important for the Westbrook Public Library (given the state of Westbrook's current technological status).

3. MacDonald, M. (2009). *Creating A Web Site*. Sebastopol, CA: Rouge Press.  
This book will be incredibly useful during the portion of the Learning Plan to work on the website. *Creating A Web Site* offers a variety of instructions for improving the Westbrook Public Library webpage. There are sections that cover everything from creating and generating script for websites to suggestions and tips for style and design. This resource will be useful to both Mr. Daniels and I as it takes a potentially confusing and complex subject and makes it easier to understand. This is something that Mr. Daniels and I will attempt to learn together and having something to guide us both would help.
4. Williams, B. K., & Sawyer, S. C. (2011). *Using Information Technology: A Practical Introduction to Computers & Communications*. New York, NY: McGraw-Hill.  
This was a textbook that I used from a previous course at Southern. However, after looking it over a second time, I believe the information is still relevant and will be useful for this endeavor. The book is good for describing the inner workings of a computer system in a simple way to users. For example, when trying to trouble shoot problems for my family, they struggled when I would

describe parts of the computer. This book (in addition to explaining the various benefits and uses of online databases and information technology of today) will be helpful in finding concise ways of explaining potential hardware and software problems that patrons will approach me with during this learning process.