

MANAGEMENT OF TECHNOLOGY COURSE CURRICULUM

DAY ONE

Module 1: Developing an Inventory: What Do We Have Now?

Contact Hours: 1 hour and 15 minutes (10:00-11:15, one 15-minute break)

Learning Objectives

- Understand the terminology of computer and communication technologies.
- Understand the data needed in an inventory of technologies.

Agenda

- | | |
|-------|------------------------------|
| 10:00 | Introductions |
| 10:15 | Technical inventory elements |
| | ▪ Desktops |
| | ▪ Servers |
| | ▪ Networks |
| | ▪ Other |

Case Study: Tree County Public Library Technology Inventory

Group Exercise:

- Discuss participants' current technical inventories

Module 2: Assessing Current Technology-enabled Services: How Are We Using What We Have Now?

Contact Hours: 45 minutes (11:15-noon)

Learning Objectives

- Link existing technologies to library service objectives and administrative functions
- Understand technology policies as used in libraries

Agenda

- | | |
|-------|---------------------------|
| 11:15 | Public Services Functions |
| | Administrative Functions |
| | Service Inventories |
| | Technology Policies |
| 12:00 | Lunch |

Case Study: Tree County Public Library Goals and Objectives

Group Exercise:

- Complete a Tree County Services Inventory

Module 3: Sustaining, Expanding and Phasing Out: What Do We Want to Do About the Present?

Contact Hours: 1 hours and 15 minutes (1:00-2:15, one 15-minute break)

Learning Objectives:

- Develop an awareness of the appropriate computer/communications hardware and software applications to achieve library objectives.
- Make decisions about current technology investments, whether they should be sustained, expanded or phased out based on the relationship to library objectives.

Agenda:

- 1:00 Criteria for decision-making
- Sustaining
 - Expanding
 - Phasing out

Case Study: Tree County Technology Planning Process

Group Activity

- Discuss how to select what to sustain, expand, or phase out

Module 4: Exploring New Opportunities: How Could Technology Help Us in the Future?

Contact Hours: 2 hours and 30 minutes (2:30 – 5:00, one 15-minute break)

Learning Objectives:

- Develop an awareness of the appropriate computer/communications hardware and software applications to achieve library objectives.
- Understand how to evaluate electronic products and services to make cost effective selection decisions.
- Understand the Internet and emerging Web technologies.

Agenda:

- 2:30 Identifying Options
3:15 Evaluating Public Service Options
4:00 Evaluating Administrative Function Options
4:30 Reality Check: Summarizing and Communicating with Others

Case Study: Tree County Public Library Technology Planning Process

Group Activities:

- Develop list of new technologies to be considered for meeting library objectives
- Evaluate identified options based on service-related criteria
- Evaluate identified options based on administrative criteria

DAY TWO

Module 5: Sustaining the Good: How Do We Keep Doing What is Working Now?

Contact Hours: 2 hours (8:30 – 10:30, one 15-minute break)

Learning Objectives:

- Identify the upgrades or replacements needed to sustain existing services.
- Survey staff technical skills.
- Develop cost estimates for identified projects.

Agenda:

- 8:30 Assessing Upgrade or Replacement Requirements
- 9:15 Assessing Staff and Public Skills
- 9:45 Developing Cost Estimates

Case Study: Tree County Public Library Technology Planning Process

Group Activities

- Discuss the elements to include in a staff survey
- Discuss experiences when determining purchase and installation costs

Module 6: Expanding or Adding New Services: What Would We Need?

Contact Hours: 1 hour and thirty minutes (10:30-noon)

Learning Objectives

- Know what questions to ask to develop reasonable estimates of the money, time, and skills needed to implement new or expanded services.

Agenda:

- 10:30 New and Expanded Services
 - Questions to ask vendors about products
 - In-house vs vendor installation
 - Skills needed
- 11:15 Project Timelines
 - Project Life Cycles
 - Estimating Time
 - Pilot Projects
- 12:00 Lunch

Case Study: Tree County Public Library Technology Planning Process

Group Activities:

- Develop project timeline estimates
- Estimate on-going maintenance requirements

Module 7: Making Choices: How Do We Decide?

Contact Hours: 1 hour and 45 minutes (1:00 – 2:45, one 15-minute break)

Learning Objectives

- Summarize options and select from among them based on available resources, library objectives, and return on investment.
- Present options and rationale, with preliminary budget figures and timelines to decision makers.

Agenda:

- 1:00 Summarizing and Sorting Options
 - Easy vs challenging
 - Reasonable vs expensive
- 1:45 Choosing What to Do
 - Sustain current services
 - Choose Among New and Expanded Project Options:
 - Required by Law/Politically Advantageous
 - Highest Priority Public Service
 - Return on Investment
- 2:30 Present Results

Case Study: Tree County Public Library Technology Planning Process

Group Activity:

- Select from among Tree County's options

Module 8: Implementing and Sustaining: How Do We Make It Happen?

Contact Hours: 1 hour and 45 minutes (2:45 – 4:30)

Learning Objectives

- Understand the steps involved in implementing technology plans.
- Develop and implement assessment tools to judge success in meeting technology plan objectives.

Agenda:

- 2:45 Project Management:
 - Project Sponsors,
 - Project Schedules
 - Project Post-Mortems
 - Measuring and Reporting Results
- 3:30 On-going Planning: Project Prioritization
- 4:15 Review and Evaluation
- 4:30 Adjourn

Case Study: Tree County Public Library Technology Planning Process