

## Technology Services

### Services Offered:

- *In-person Technology Consultations*
  - We will help by meeting with library professionals to provide strategic advice, provide technology audits, troubleshoot technical issues, and offer expertise in areas such as hardware, software, networks, and project management.
- *Develop training programs*
  - We will help create training programs to teach staff how to use new technologies or better understand existing ones.
- *Develop budgetary planning*
  - We will help with creating and maintaining a budget-driven lifecycle for library technologies.
- *Research*
  - We research the latest technologies to help make informed decisions for the library organization.
- *Procedures and/or instructional documentation*
  - We can help create documentation to help staff streamline processes and help new hires to easily understand procedures.
- *Attend Meetings*
  - We can attend meetings to help with explanations of technology or meet with vendors for project planning and quotes.
- *Websites*
  - We can edit and update websites. We can also train or help staff learn to upload and update website information for the library.

**How to request technology services:** Libraries should request technology services via work order. Work Orders give a written record of the request and allow the technology staff to create a running list of all library needs and equitably work through them.

The Work Order Form can be found at <https://northcentrallibraries.org/work-order/>

**Questions?** Please contact the district IT team at [it.nclcd@jvbrown.edu](mailto:it.nclcd@jvbrown.edu)