Competency

2. Technology’s role in creating, retrieving and delivering library resources, functions and services.

Portfolio Development Suggestions

2.1 Describe how multimedia and computer technologies and applications are being used to create information. Give at least three examples of how these might be used in a library. I focused this competency to our library and what we are using to reach our patrons.

Evidence

We at the XXX Library have used technology to get our information out to patrons and users several new ways using new technologies. These tools have presented both users and staff with tremendous opportunities to learn and grow. We as a staff have had to consider what it is we want to get out to people and what we think would be useful to our Patrons. This discussion amongst staff has given us the opportunity to reconsider our skills, knowledge and products in new frameworks. We currently have a host of pathfinders and step by step guides that we can physically give to our patrons and are available on our website; but these new technologies allow us to reach users within new and hopefully exciting ways.

The response from the public who have has been great, but we still struggle with getting the word out about our new products. We publicize on our website, use Facebook to advertise new episodes and products, upload podcasts to the Internet Archive as part of the Open Source Audio Collection, and list it on Podcast directories such as podfeed.net

These new projects have also complimented the libraries push into the world of social media; we can use sites such as Facebook and Twitter to direct followers to our new products. It gives us a great platform to start dialogues and conversations in many different avenues (in person, on the website, social media, community outreach etc.)

Podcasts

The Everyday Law podcasts are our first venture into the world of podcasting, our librarians were already writing short informational articles called “everyday law” which are posted on our website and linked to the County Website each month. When we began to discuss the possibility of breaking to the world of podcasting the short informational style of the articles lent themselves to the medium. Patrons can hear Librarians and staff share legal tips and news you can use on general interest topics. We try to make them accessible topics that we feel our patrons can use as well as the general public who may find our site while doing internet searches on a whole variety of topics. We use a program called Audacity to record our podcasts and a designated staff member uploads them to the website. And although the writing of the articles is limited to librarians and staff member can record a podcast. Episodes are available at XXXX
Visitors can listen now, or download the episode and take it with them. Podcasts also can be subscribed to so patrons can receive future episodes by email or RSS feed.

On Episode 9: Job Scams you can hear me reading an article as originally written by Jane Doe Public Services Librarian.

Screencasts

We currently have several podcasts up on our website; and we are hoping to expand our selection. Our current selections include

**Renewing library materials online.** Watch as a librarian demonstrates how to renew library materials online using the online catalog. As the Circulation lead I have found this to be a great resource when the patron is open to viewing it.

**How to serve court papers by mail.** We walk through how to serve documents by mail and provides instructions for completing the Proof of Service by Mail form. This is our most popular screencast currently.

Personal service of court papers Watch as a librarian explains the requirements for proper personal service of court papers. This screencast includes demonstrations of proper personal service. This was our first foray into animation it came out great and it was a great teaching tool for staff to learn how to record their voices. (I voiced the “angry woman” in this video)

**How to find your case available in both Spanish and English.** In this presentation, you will learn how to find your case on the County Superior Court's website. You can use the court's website to read and print all documents filed in your case. This was our first Spanish screencast, this opportunity to reach out to our Spanish speaking patrons was a great achievement for us.

Class Videos

Our catalog of available videos is available at

California Attorneys are required to complete continuing legal education each year. These credits are broken into “participatory” and “non-participatory”. The non participatory requirements can be fulfilled by listening to tapes of existing lectures or watching dvd’s and videos. Many legal publishers produce these materials and as a Law Library we have them available for circulation. We also offer a variety of classes that qualify as participatory credits. These are taught by our law librarians or by outside speakers.

Last year we introduced attorneys the opportunity to get Participatory credits by downloading videos of our classes from our website. According to the California State Bar Association these
downloaded videos are available for participatory credit as long as they are downloaded as opposed to watched via streaming video.

This has been our most ambitious and difficult project using technology to date. The learning curve for all of us (staff and patrons) has been rather steep. Patron’s personal computers sometimes have problems with the licenses, but it is impossible for us to troubleshoot all the problems over the phone. However the kinks seem to be worked out and the feedback we have gotten has been tremendous.

As an team member involved with these projects in various ways I have learned a lot about the technology involved and how to use it. I have recorded my voice for products, helped with the animation portion of our screencasts and helped to test some of the functions of our online classes.

With just these three new endeavors using available technologies we have been able to reach out to our users in a variety of new ways. Staff has been energized by the chance to change their way of thinking and have new tools to get our information out to our patrons, and we have all learned some new useful skills.