



Closing the digital knowledge gap in Access Services Staff

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So, why am I here?

Why talk about the digital gap in
access staff?

Reasons for the digital gap



- Age
- Financial Aspects
- Personal Preference & Work Ethic
- Type of technology available at the workplace



Guidelines

- Make technology a requirement for workflow.
- Keep workflow simple and strait forward
- Training: get your tech savvy staff involved
- Don't ditch the old school altogether
- Prepare for resistance and its causes



Example: Using Google

- Scheduling
- Meetings
- Drive and docs for policy, projects, and information sharing



Example: using B.Y.O.D.

- “Bring Your Own Device”
- Cell Phones and texting as communication tools
- Camera to convey and document events and issues

How can I meet with my peeps?
How can I train my peeps?



Screencasts

- [Snagit](#)
- [Screenr](#)



Questions, Comments?

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