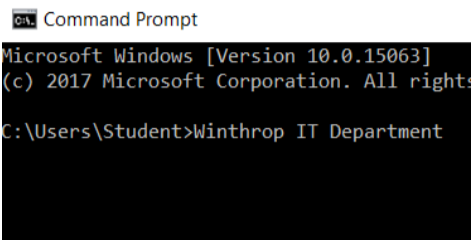# Building Networks

Working with Campus IT to achieve technology goals

It is important to have a solid relationship with your IT department in academic libraries. From scheduled maintenance and upgrades being in good standing can ensure that library technology runs smoothly. Over the course of the last three years I was able to develop a close working relationship with the campus IT department. From this renewed partnership, I was able to encourage a more collegial atmosphere, while also providing hands on professional development for myself and my staff. In this poster session I will discuss how I developed a network with campus IT that led to upgrades, collaborations and innovations in the library.

PING: Hello? Are you there?

Command Prompt

```
Microsoft Windows [Version 10.0.15063]
(c) 2017 Microsoft Corporation. All rights
C:\Users\Student>Winthrop IT Department
```

01

In 2017, the library and IT was in a transition phase. We has done some restructuring and were hiring for a new Library Technology Assistant. IT around that same time had recently hired a new Director of Technology Services. We invited her to be on the search committee for the LTA as this position would be working with IT closely.

Establish Infrastructure: Get Dirty

02

Library IT was able to shadow Campus IT . During this time we were able to ask questions and get insight in to how the unit functioned. We we also able to get hands on training as we started our new roles. This is a continuous step. Each semester we learned and shared more.

Build Network

03

Once the foundation was set, we were able to start identifying projects and collaborations that would be mutually beneficial.

- Upgraded old computers in 2 labs and added them to campus network
- Library IT added to IT ticket routing system so that we could troubleshoot first
- Piloted IT Student Lab Operators in the library to help with technology support, during extended hours.

Run Server: Communicate

04

Communication is always key and it needs to go both ways. Also you must respect the communication processes can be different between divisions.

We noticed faster response times, more willingness to collaborate and more awareness of how the library functions.

IT is now more willing to share the workload, because we've built open lines of communication.

Scheduled Maintenance

05

Processes and procedures will always need to be reevaluated.

Technology is always updating and so are work ecosystems.

New co-workers may mean starting the process over.

A collaboration may be unsuccessful because of timing.

Don't be afraid to revisit any part of the process.

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