6-2019

Anecdotes, Barriers, Cooperation: The ABC's of a Library/IT Collaboration

Lee Ann Fullington  
*CUNY Brooklyn College*

Mariana Regalado  
*CUNY Brooklyn College*

Jane Cramer  
*CUNY Brooklyn College*

How does access to this work benefit you? Let us know!

Follow this and additional works at: https://academicworks.cuny.edu/bc_pubs

Part of the Library and Information Science Commons

**Recommended Citation**


This Poster is brought to you for free and open access by the Brooklyn College at CUNY Academic Works. It has been accepted for inclusion in Publications and Research by an authorized administrator of CUNY Academic Works. For more information, please contact AcademicWorks@cuny.edu.
Anecdotes, Barriers, Cooperation: The ABC’s of a Library/IT Collaboration

Lee Ann Fullington, Mariana Regalado, & Jane Cramer
Brooklyn College, City University of New York

The Problem:
Implementing a new self sign in system for our computer labs the library.
Limited pilot of the software did not reveal issues
Rolled out the software quickly and addressed issues as they arose.
And there were SO MANY!

Anecdotes
Observation:
We could see the problems happening
Complaints: students told us; library staff had complaints too.
Student newspapers wrote several articles raising questions and issues
Our library survey was full of complaints about the new system

Barriers
Communication:
The words we librarians were using to describe the problems did not make sense to IT.
Library staff were giving IT staff insufficient information to understand the problems users encountered. We had trouble describing what was happening in language IT staff could interpret.

Misreporting the issues and miscommunication caused delays in resolving issues

Cooperation
Eureka moment!
IT staff came down to Reference during the busy hours and observed the issues students were having in real time. When we could see the problems together in real time we were able to find common language for describing and reporting problems. Observing the problems together made all the difference!

Solution:
A form to collect exactly what critical information was needed by IT staff to troubleshoot issues.

Why can’t I log in?
I’m a current student!

Why is the system assigning computers right next to each other when the lab is not crowded???

Why is the system assigning the most recently vacated computer first???
BC Library Changes Computer Login System, To Students' Chagrin

By Zeus Smales
Managing News Editor

Just days before classes began, the library launched a new system for getting access to computers. Librarians will no longer act as gatekeepers, students will be able to unlock computers on their own. Instead of a librarian unlocking the computer and handing over the laminated sheet that showed you the computer you could use, students will have the power to sign out a computer at kiosks throughout the library.

With this new process, students log in to one of the newly designated kiosks with their EMFLD and are then assigned a computer.

"It will streamline the process and cut our time," said Lee Ann Fullington, Assistant Professor and Health Sciences Librarian. She is hopeful that students will find the new procedure to be less time-consuming while also making things easier for staff.

The new login system has also been implemented at the Library Café.

It comes with features that were not previously available. If no computers are available, students are given a spot on a waitlist and can wait at the kiosk computer to observe their place in the queue.

But not everyone is buying the new system.

"The old way is more convenient," Fullington said.

People are confused and keep asking questions," said Sabrina Brauman, a senior majoring in Psychology. She says that the process is redundant, as students are logging into the kiosk only to log in a second time when they get to the assigned computer.

"Initially I went to the computer, but it didn't work. Then I went to the desk and someone was there. So they had to assign me to another computer again."  

-- Tahir Noel, BC Student

Ibrahim said that she would have preferred the resources to be allocated elsewhere. When asked what changes she would have preferred to see at the Library, Ibrahim said that the Library should allocate resources to creating better quiet spaces that would be more beneficial to students.

Another student seemed to have an even more frustrating experience.

"It took me ten minutes to finally get a computer," said Tahir Noel, a senior who majors in Psychology. "Initially I went to the computer, but it didn't work. Then I went to the desk and someone was there. So they had to assign me to another computer again."

Despite some complaints, Fullington seems hopeful that after an initial hump of students getting adjusted, the process will catch on. And Fullington notes the efforts to make the transition as painless as possible. According to Fullington, a blast e-mail was sent to inform students of the change, an advertisement was placed on the LCD screen outside the library, and staff members have been stationed at the designated login computers to assist students who are having difficulty during peak periods.

The system is not equipped to assign students to Bloomberg Terminals yet, so students looking to use the business computers will need to be assigned access by a staff member. Staff members are still available to all students looking to use the old system.