The Human Side of Digitization

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Introduction

Digitization has resulted in a quite revolution. Old approaches and attitudes to information generation, storage and dissemination are being challenged. In many instances, they are radically changed.
Introduction (cont’d)

The University Librarian should know these changes, anticipate reactions, and plan for the management of change among his staff.
Have a strategic plan

• Articulate, together with your staff your plan of digitizing and write this down.
  – Staff should be intimated of expected changes in roles; for example, from being the “expert” librarian to being merely a “guide” at the side.
Do not underestimate possible reactions from your staff and clients

- Identify the categories
  - Are there going to be group reactions?
  - How do you get staff to have the same goal?
  - How do you measure reaction from clients?
Constantly Review Goals

- Have your Information Technology Goals realistic, reasonable, challenging, and attainable. Are they broken into
  - Long
  - Intermediate
  - Short-term goals?
Develop Plans of Confronting Human Reactions

• Develop programs/methods/plans of action with active participation of:
  – the professional staff
  – the paraprofessional, and the
  – auxiliary staff

TIP
Ask yourself: how do I motivate the senior librarians to lead in the revolution without blurring of vision? How do we sustain the initial motivation?
Set the environment

- You must provide visible leadership in IT adaptation
- Beware of the effect of Nigeria’s political economy on attitudes to work
- Anticipate differential adaptation of change by staff
Prepare to lose some staff.

Provide back-ups.
Plan a Monitoring Process

- Ensure adequate feedback from unit leaders

TIP
Emphasize commitment.
Conclusion

- Overview
- More benefits than distractions