

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.

06-Feb-14

Introduction (cont'd)

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

06-Feb-14

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?

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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

06-Feb-14

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

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Present a sense of

Prepare to lose some staff.

Provide back -ups.

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Plan a Monitoring Process

- Ensure adequate feedback from unit leaders

TIP

Emphasize commitment.

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Conclusion

- Overview
- More benefits than distractions

06-Feb-14