

10 Ways to Keep Techies Happy

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Techie Things

<http://turma.sapo.pt/challenge>



TE  IES

1.

Techies are part of the team

- Include techies in planning groups, committees, taskforces
- let them research the techie parts of a project
- Non-techie figures out the end result - techie figures out how to get there with the technology
- collaboration is key

2.

Toys, gadgets & server playgrounds

- many techies consider their job to be playing with toys
- let the techie test drive new things first (tablet PC, PDA, etc)
- Create a server playground
- Create time to play

Everyone Plays a Part



3.

Do your part...

- Don't automatically assume it's a techie task just because it's on the computer...
- Learn the basics - and those are always changing
- Don't waste our time

4.

Healthy Workplace

- fighting between 2 people vs departmental power struggles
- Work on change management
- It starts with **you**.

5.

Training - them and you

- Conferences, seminars, classes
- budget for books, white papers, etc
- Train EVERYONE



Expanding Minds, Empowering Individuals, Enriching the Community

Learning 2.0

About the Learning 2.0 Project:

[Staff Prizes](#)

[Frequently Asked Questions](#)

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This blog has been set-up as part of [PLCMC's](#) Learning 2.0 project to encourage staff to experiment and learn about the new and emerging technologies that are reshaping the context of information on the Internet today. The objectives of this program are to:

- encourage exploration of Web 2.0 and new technologies by PLCMC staff.
- provide staff with new tools (that are freely available on the Internet) to better support PLCMC's mission: *Expanding minds, Empowering individuals and Enriching our community.*
- reward staff for taking the initiative to complete 23 self-discovery exercises.

The Learning 2.0 program was conceived and designed by Helene Blowers, PLCMC Technology Director, with the support and assistance of several staff and is loosely based upon Stephen Abram's article, [43 Things I \(or You\) might want to do this year](#) (Information Outlook - Feb 2006) and the website [43Things](#).

The design of this online program was completely built on Web 2.0 technologies that are freely available on the Internet. These sites include: [Blogger](#), [Flickr](#), [Odeo](#), [YouTube](#), [PBWiki](#) & [Bloglines](#).

Staff Prizes & Incentives: [\(back to top\)](#)


23 Things - Every staff member who completes all 23 things will receive a USB MP3 player* capable of holding at least 256mb worth of data, music and/or audio files. The device can not only be used as a regular USB/Flash drive to store work files, but it can also be used to download and play [NetLibrary](#) audio books, music and more.



[Home](#)

[The 23 Things](#)

[The Participants](#)

 [RSS Feed](#)

This blog has been setup to support PLCMC's Learning 2.0 program for staff. Questions or comments about this project should be directed to [Helene Blowers](#), Public Services Technology Director for the Public Library of Charlotte & Mecklenburg County ([PLCMC](#)).

 I Power Blogger

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**anything your customers
ask, you should know...**

<if a lot of them ask>

Refer back to #3

6.

adequate staffing / project balance

- Branch staffing vs web staffing
- 1 person to how many PCs?
- 1 person to how many staff members?
- how many techies, vs how many projects, vs time each project takes?

7.

Tell them when you don't get it

- Don't pretend or be a know it all
- don't let your lack of knowledge be a scapegoat!



Money Matters

8.

pay them well

- actual pay
- time off for overtime
- Some have re-worked payscales!

9.

budget appropriately

- new techie projects cost...
- budget those things!
- Figure out:
 - the end result
 - how to get there
 - how to pay for it (then revise if necessary)

10.

We're all
geeks

05/13/2005

