



Review

Implementing Technology Solutions in Libraries: Techniques, Tools, and Tips From the Trenches

Karen C. Knox. Medford, New Jersey: Information Today, Inc., 2011. 192 pp. ISBN: 978-1-57387-403-8. \$35.00.

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As technology budgets steadily decline, libraries are struggling with difficult decisions about whether to implement new technologies. Project outcomes can greatly enhance library services to patrons, save staff time, and streamline workflows, but the process also presents a significant challenge for library administrators and staff. *Implementing Technology Solutions in Libraries: Techniques, Tools, and Tips from the Trenches* offers strategies and practical guidance for library managers who are ready to take on new technology projects “of any size in any environment.”

The author covers the basic steps of a technology implementation from project inception to the “go live” stage and beyond. Topics include establishing the technology needs of the library, building a project team, evaluating products and vendors, planning an installation, training staff in the use of new technology, and launching the new system. Each chapter concludes with a brief illustrative look-in at the fictional Info City Public Library as they progress through the stages of their own project to implement a session and print management system for their public access computers. The final chapter presents

brief discussions of some common library technology projects, and the appendices provide example documents.

The tips on the process of technology project management are useful but elementary, and much of this information is readily available online. The main value of this book lies in the way it emphasizes for the reader the importance of planning. Successful libraries develop and maintain an overarching technology plan to guide their decision making, and navigate through their technology implementations using sound planning techniques.

There is some good advice here. However, even readers who only have limited experience with technology projects will not find much new information in this book. There is nothing innovative about the tips, tools, and techniques—they are simply tried-and-true project management principles and technology best practices. This book might make a useful initial read for a manager at a small to medium-sized public library tasked with overseeing a technology implementation for the first time, but it is not recommended for large public systems or academic libraries.

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