Making the Case for Technical Services

Gathering the Attributes:

Astuteness: Keen in judgment, crafty.
Integrity: Rigid adherence to a code of behavior; probity. Completeness, unity, soundness.
Assertiveness: The quality of being inclined to bold assertion; positive. Assertion: a declaration stated positively but with no support or attempt at proof.
Attentiveness. Attentive: paying attention; observant; listening, courteous or devoted. Considerate, thoughtful.
Pride: A sense of one's own value. Self-respect. Pleasure or satisfaction taken in one's work or achievements
Initiative: The power, ability, or instinct to begin or follow through with a plan or task. Enterprise and determination.

Things That Don’t Work Nearly So Well As You Might Think

Facts
Statistics
Earnestness
Pleading Need
Acknowledging the Other Side
Offering Compromise
Having No Fallback
Playing Enemies

Things That Work Better

Get Your Facts Straight
Play Your Violin
Be Alert to Ignorance
Be Patient But Varied
Adopt the Native Dress
Walk Tall
Be Axiomatic
Tell Stories
Draw Analogies

Janet Swan Hill
Ohio Library Council, Technical Services Division
Mohican State Park, May, 2003
Some Technical Services Axioms

Without Bibliographic Control there would be no librarianship

Bibliographic Control is the one thing that defines the field

Without a catalog, all you have is a warehouse .... Or a data dump

The best reference librarian in the world can’t make up for poor cataloging

If you can’t find it, you might as well not have bought it.

Sometimes it is more important to be consistent than to be right

Sometimes if it is not necessary to do something, it is necessary NOT to do it.

Just because you can do something doesn’t mean you should

Janet’s Warning: Beware devising novel practices: Very few situations turn out to be as novel as they were first thought to be.

Arnold’s Law: If you follow a non-standard practice, someday, someone, somewhere will curse your name.

Janet’s Corollary: And if you stay long enough at your present job, chances are it’s going to be you.

Charlotte’s Rule: We are all like flies on a spider web. If I wiggle, every other fly feels it. If you flap your wings, I can tell. If any of us makes too great a fuss, the spider finds us all.