

STRATEGIC QUESTIONS

for tech & broadband

I have no idea what you're talking about.

I can't keep track of all these acronyms. What does ___ mean?
Are we talking about creating a new service or improving an existing one?
Is this similar to ___? [any technology you can think of that's remotely related]
Does this work the same way as ___? [again, anything you can think of]
What problem does our library have that this would solve?
I've never heard of this technology before. Is that because it's not widely used?
Do you see this as cutting edge or catching up?
I'm hearing a lot of pros. What are the cons?
Where else has this been used successfully?
Are we talking about impacting the library user experience, or the staff side?
This is outside my expertise, so bear with me: what does ___ [equipment, process] actually do?

How will our library users interact with this service? What difference will they see?
Describe what a patron will experience when they ___ [access the service].
How does this help library staff do their jobs? Does it change the way they ___?
What will happen to ___ [related service] if we do nothing?
I'd like to talk to another librarian who has tried this. Can you point me to someone?
How is this better than what we're already doing?
Does this improve on our existing services?
I'm not sure this fits into our library's mission. Can you explain why you think it does?

What's the value to my library?

This sounds like a huge project.

What kind of time commitment would you expect from me?
What kind of time and energy is it going to take for library staff to maintain this?
Is this something we have to act on right away, or can we continue with business as usual while we take time to explore this idea?
Does this create more work for library staff?
It sounds like this adds a step for library staff. How can we make it easier for them?
You know I don't have ___ [IT staff, extra time, etc.]. Do you still think this is doable?

What kind of ongoing costs will this project have?
Does this include hardware, software, licensing, subscriptions, account management, customer support?
What is the expected lifetime on this project? When will it need updates or equipment replacement?
How long until it's obsolete? (if they say 10+ years they're lying)
Can you show me an example of a real project and its full lifetime cost?
I'm going to have to show [the powers that be] some price breakdowns for this same service from other companies. Can you explain why this bid/quote is competitive?
I want to be sure I'm making the right decision, so I need more information. Can you find me some research about ___?

Get your hands away from my budget.