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	Autore	Bolan Kimberly
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	Sommario/riassunto	Implementing and maintaining effective technology services is a perennial challenge for libraries; for small to medium sized libraries, it can be overwhelming. Often without a technology expert, and with limited resources, they must address customers' growing appetite for electronic information amid constant technological changes. Not a techie? Not a problem. A librarian and technical expert join forces in this thorough and easy-to-understand primer. Expansive and practical, it offers detailed how-tos, nine reproducible forms, and inspiring stories from libraries that have demystified the tech