THE IMPACT OF TECHNOLOGY ON ORGANIZATIONAL

CHANGE IN PUBLIC LIBRARIES: A QUALITATIVE STUDY

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ABSTRACT

This dissertation investigated the impact of technology on organization change in public libraries. Over the past 12 to 15 years, public access computers have been introduced into public libraries of all sizes. Once these public access computers were connected to the Internet, the computers attracted patrons who had not previously used the public library services. The main themes were technology with facilities and services, city government, and people. The main research questions were 1) How has public library culture changed since the introduction of computers for patron use? 2) What adjustments were necessary to deal with the influx of computers and other technology in public libraries? 3) Have public access computers changed the way the libraries are organized and how they are staffed?