

ISSUE 3 | VOL 1 | FEBRUARY 2023

ADMINISTRATOR

ALLEY

GET TO
KNOW HER

LEARN MORE
ABOUT AMY AND
HER LOVE FOR
GARDENING

AMY
VATERLAUS
SUPER USER

TECHSTREET
ENTERPRISE



MEET AMY VATERLAUS

Amy is one of the many Administrators Techstreet is proud to work with.

Since 2012, Amy has been working in Information Science and Library Services and has held positions in archives and special collections, academic libraries, public and non-profit libraries, and corporate environments.

Techstreet: How long have you worked with Techstreet?

Amy: I've been working with Techstreet since 2019.

Techstreet: Why do you choose to work with Techstreet?

Amy: I started working with Techstreet because of how fast and easy it was to add the standards we

Take a peek into the life of super user Amy Vaterlaus and how she leverages Techstreet Enterprise

"I started working with Techstreet because of how fast and easy it was"

require to our subscription. Historically, we would buy a copy of a standard when we needed it and wait for it to be added to the subscription, which could take days, weeks or even months. Techstreet helps to ensure that we provide access to required documents to our users the same day they request it.

Techstreet: What's your favorite part about working with us?

Amy: I truly enjoy the team we work with. They are always responsive and helpful with any questions we may have. I can't stress enough how fast and easy it is to get access to anything we would require, which is also my favorite part.

Techstreet: Does your organization depend on usage analytics to ensure ROI and optimal configuration of standards in your organization?

Amy: Our organization relies on data to support what we are buying and why we should continue to use the service. The analytics provided by Techstreet

help me determine the ROI for my business leaders. As an admin, I am happy that I can quickly retrieve usage reporting from Techstreet as many others do not give that level of direct access.

"I can quickly retrieve usage reporting from Techstreet... many others do not give that level of direct access."

Techstreet: What's your best #SuperUser tip for other Techstreet Enterprise users out there?

Amy: I love looking at the Usage Reporting to see the trends and get a better understanding of the documents most accessed and the turnaway report. I tend to use the Legacy report and export it to Excel. From there, I can create my own charts for my team and reporting.

3 THINGS AMY LOOKS FOR IN A STANDARDS PROVIDER

Find out what Amy's three key things she values in a standards provider are.

ACCESSIBLE

"Techstreet makes access easy and their customer service is quick to respond to our users when our internal team is not available to assist."

DEPENDABLE

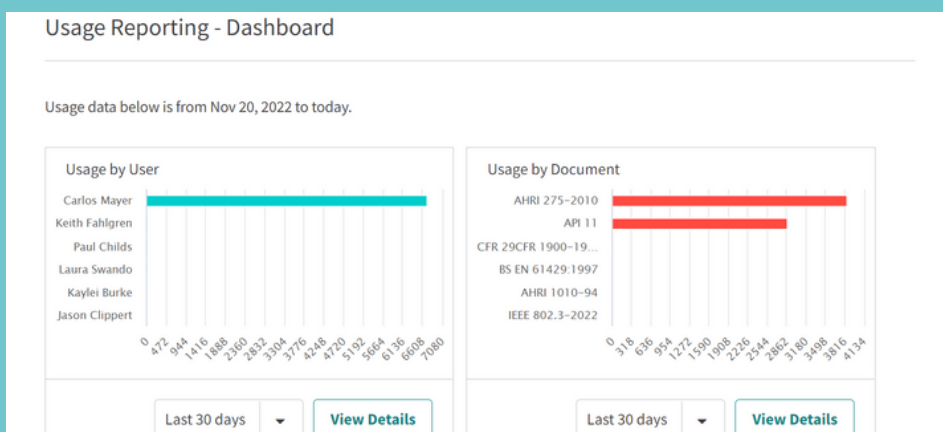
"It is important that we have a dependable platform for our users. Techstreet has had few (if any) disruptions in service."

COST

"Costs are increasing for everyone. In my role, I have to manage costs while ensuring we still have access to all required documents and standards. Techstreet is great to work with on finding ways to meet those challenges and even provides other options so we are not without access."

USAGE REPORTING

Techstreet Enterprise's detailed and easy-to-use usage dashboard gives administrators full visibility into their organization's standards usage across users, documents, locations, and publishers. Usage is presented visually through charts, and users can interact with their usage data and manipulate the report on-screen before copying to a spreadsheet.





Check out this harvest direct from Amy's desert garden. Impressive!

ALL ABOUT AMY

As mentioned, Amy has been working in Information Science and Library Services since 2012. During this time, she has managed as many as 130 people at a time. Recently, she completed her Six Sigma Greenbelt and is working towards SAFE certification.

Day-to-day, Amy thrives on routine.

"My usual day starts with coffee, followed by a few team meetings and then the excitement begins."

At her company, she gets to meet many different people and help them with the resources they offer.

"I am never bored in my role, which makes things exciting and a little overwhelming at times, but I wouldn't change it."

After work, she likes to wind down by

making dinner and relaxing with her dogs. Her family consists of her husband, son and two dogs.

"I try my best to keep my family first. I (or my husband) cook almost every day so we can sit at the table together."

As a family, they love to have dedicated board game weekends, travel, hike, and try new foods.

Outside of board game weekends, she really enjoys reading (and not just because she's a librarian she says), but even when she was young, she would pick books over television.

If you're not finding her with a good book in-hand or playing an intense game of *Catan* or *Ticket to Ride*, you can find her growing veggies in her garden or tending to her indoor plants!

Interested in being featured in the next Administrator Alley or want to nominate someone? Head to <https://bit.ly/361GyPc> and fill out our form.

RAPIDFIRE QUESTIONS WITH AMY

Q: If you were an ice cream flavor, what would you be?

A: Rocky Road!

Q: Hot coffee or iced?

A: Hot coffee in the morning, iced coffee in the afternoon.

Q: Dogs or cats?

A: Dogs! However, I visit a local cat café to play with the kitties

Q: If you could have one superpower, what would it be?

A: I would love to be able to speak and understand all languages. I think the key to solving many issues is communication, so knowing all the languages would be an advantage.

Q: What is one place you want to travel to that you have never been?

A: Japan! I have been planning that for years and have yet to go.

AMY'S BEST ADVICE

We asked Amy what the best piece of advice she has ever given or received is and here's what she said:

"Do what's right, not what's easy."