



Keeping your computers up and running: We can help!

Brenda Hough
ALA 2008



Do you support public access computing?



- What are the successes you have experienced?
- What are the challenges you are experiencing?

Learn from the Experience of Others

We hunt down good ideas so you don't have to reinvent the wheel.

The screenshot shows the MaintainIT Project website. A blue arrow points from the main heading to the 'LIBRARY SPOTLIGHT' menu item. A blue oval highlights the main heading and subtext. A green button labeled 'Download a Free Cookbook' is also visible. The page includes a navigation menu, a search bar, a 'Latest Blog Post' section, and a 'Contribute to the project' section.

MaintainIT Project

HOME COOKBOOKS GET INVOLVED LIBRARY SPOTLIGHT BLOG ABOUT US

Learn from the Experience of Others

We hunt down good ideas so you don't have to reinvent the wheel.

The team at MaintainIT interviews hundreds of librarians, staff, and tech support personnel about supporting public computers, and publishes their good ideas in FREE Cookbooks and articles.

Download a cookbook today and find out how libraries are getting things done!

[Download a Free Cookbook](#)

Contribute to the project

Share your experiences Join the discussion Learn from others

"We have had customers come in and curse at the staff members because the computers are not working, as if it's our fault. People are getting more and more accustomed to instant gratification and they want it and they want it now. And I used to be

How do you maintain your public computers? Librarians want to know.

SEARCH

Latest Blog Post

After the webinar: Wireless reflections

06/18/2008 - 12:43 | Brenda Hough

Just attended the 30-minute webinar, "Notes on setting up wireless at your library," featuring Sharon Moreland and Liz Rea from the Northeast Kansas Library System (my old stomping grounds!). I feel the same way I did after the other 30-minute webinars: "Wow! I cannot believe we covered that much in that short amount of time!" I like the quick, practical approach and think it suits the busy life of a librarian well.

[Read more](#)

Library Spotlight

JUST IN: Learn how Paul Ericcson, the Branch Manager at Bemidji Public Library benefits from the

The MaintainIT Project

<http://WWW.MAINTAINITPROJECT.ORG>





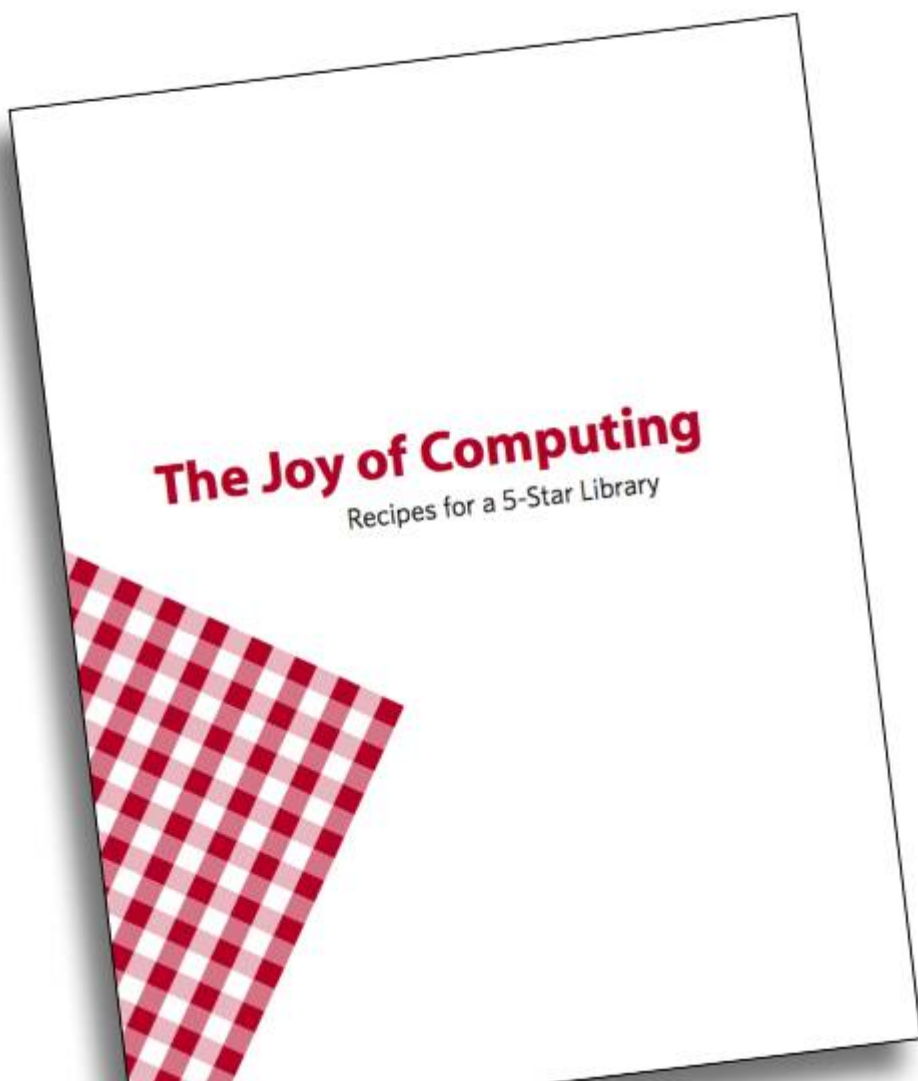
Cookbook 1: A Cookbook for Small and Rural Libraries

- Technology Planning
- Computer Maintenance
- Volunteer recruitment
- Technology Training tips
- Library technology in the future





Cookbook 2: Recipes for a 5-Star Library



- Wireless Networks
- PC Reservation/Time Management Software
- Print Management
- Laptop Checkout Programs
- Both cookbooks are FREE on www.maintainitproject.org





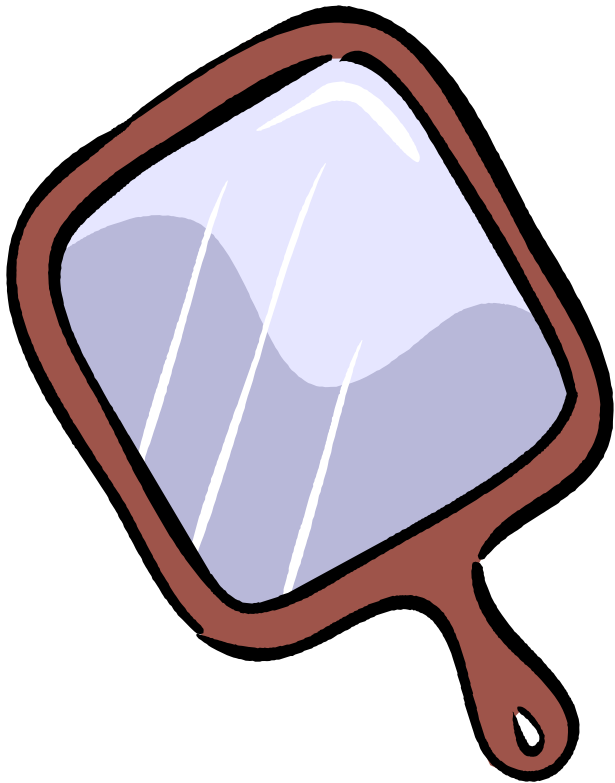
Cookbook 3: in progress

- Plans, Decisions and Strategies
- Measuring the True Costs and Benefits of Technology
- Communicating with techies and non-techies
- Purchasing
- Installation and Rollout
- Support and Troubleshooting
- PC Lifecycle





Who writes the cookbooks?



You!

**(and other librarians
like you)**



Beyond the Cookbooks... Library Spotlight

Working Together: Thriving With Minimal Outside Help
How confidence, communication, and connectivity can result in a happier staff and public computers that last.



In a small, rural town in southeastern New Mexico, Phyllis Reed directs Pueblo Public Library with little outside technical help. Despite the library's remote location, Reed's leadership and the library's staff have managed to keep the library's computers running smoothly and efficiently. This success is due, in part, to the library's strong communication and connectivity. Reed believes that everyone—colleagues and clients alike—benefits from sharing information and working together to solve problems and learn as a team.

Pueblo is a high demand throughout the year, as it is only one of two certified libraries in its local county. The town of 11,000 people relies on the library for a wide range of services. In the winter, the town of 11,000 people relies on the library for a wide range of services. In the winter, the town of 11,000 people relies on the library for a wide range of services. In the winter, the town of 11,000 people relies on the library for a wide range of services.

Solving a Dirty Job
When Reed first started work at the library five years ago, a library technician had replaced the three computers available for each reader. Reed's job was to fix the computers at the book club. Reed's job was to fix the computers at the book club. Reed's job was to fix the computers at the book club.

Page 1 of 1

Learning without Fear, and a Few Lessons in Betwixt
How a staff taught itself to use a library up and running




Faye Howe, the director and IT manager of the South West Regional Library, shares a story about how she and her staff learned to use a library up and running. Howe, who has been at the library for over 10 years, shares a story about how she and her staff learned to use a library up and running. Howe, who has been at the library for over 10 years, shares a story about how she and her staff learned to use a library up and running.

Located in one of the poorest counties in the state, this small town library is home to 15 computers, a scanner, and a color printer, which provides help for everything from job training to job training. Howe, who has been at the library for over 10 years, shares a story about how she and her staff learned to use a library up and running.

Howe's staff might have felt overwhelmed by the responsibility, but they embraced their role, enthusiastically taking on everything from maintaining computers to coding up networks. In the process, she was an open mind—and that the staff's ability to embrace any organization can have a generous spirit and a willingness to learn.

Page 1 of 1

Everyone's a Potential Library Supporter
How a small town library is a big-time force in the community



The Kananaskis Valley Library in Kananaskis, Alberta, is a small town library that is a big-time force in the community. The library's staff and volunteers work together to provide a wide range of services to the community. The library's staff and volunteers work together to provide a wide range of services to the community.

Big-Time Things
Over 1000 people attended the library's 19th anniversary celebration. The library's staff and volunteers worked together to make the event a success. The library's staff and volunteers worked together to make the event a success.

Howe shared, "I know more about computers than I ever thought I would, and that's not by chance to cooperate, but I kept at it until I got it right."

It's that spirit of cooperation that Howe was able to instill in her staff and her community. Howe was able to instill in her staff and her community. Howe was able to instill in her staff and her community.

Page 1 of 1

Linux Replaces Windows at Geneva Public Library
How an innovative library found a challenge to an opportunity



Geneva Public Library in Geneva, Illinois, found a challenge to an opportunity when it decided to replace Windows with Linux. The library's staff and volunteers worked together to make the transition a success. The library's staff and volunteers worked together to make the transition a success.

A majority of the computers in the library were running Windows XP at the time. The library's staff and volunteers worked together to make the transition a success. The library's staff and volunteers worked together to make the transition a success.

"I had run across some information about a version of Linux called Fedora, and I decided that it was worth a try," said Wynn. "So I thought the best thing to do is just to get it and try it."

Wynn's staff received Linux in February from the Library Services Technology Act. The staff received Linux in February from the Library Services Technology Act. The staff received Linux in February from the Library Services Technology Act.

Page 1 of 1





30-minute Webinars

Next free webinar

July 15th

Notes from a PC Reservation system that works!



**Kieran Hixon & Jesse Walker from
John C Fremont Library in Florence, CO**



Cookbook Book Club

Join the Cookbook Book Club,
where technology discussions are **fun**,
good ideas are **shared**,
and participants **learn** from each other.

‘PC Reservation/Time Management Software’

July 29th



Stay Informed

- Receive our monthly newsletter
 - Sign up on the web site
 - or*
 - Add your name to the sign up sheet
- Read the project blog
(<http://maintainitproject.org/blog>)



Would you like to get involved?

- Download the cookbooks
- Attend a webinar
- Participate in a book club
- **Let us interview you!**



Spread the Word!

- Send the newsletter to a friend
- Use MaintainIT materials in technology training



For More Information

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www.maintainitproject.org