



Keeping Your Computers Up and Running—We Can Help!

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5 years of collaboration on WebJunction

- 90,000+ unique monthly visitors
- 30,000+ registered member
- 700+ new members each month
- 30,000+ courses taken



WebJunction

- Thousands of articles and tips on the challenges you face every day.
- Free Webinars on hot topics, featuring guest speakers from around the library community.
- Hundreds of courses on library, business, and technical skills.
- Active discussions on a wide variety of topics, driven by library staff from all aspects of the profession.



Connect

With colleagues and groups;
Around content and training;
Planned or spontaneously

Create

New communities,
relationships, insights,
opportunities, and learning

Learn

The skills to be more
effective at your job and
improve your organization



Stop reinventing the wheel!

- Be a Learning Organization
 - Peter Senge
- Be Knowledge Stewards
 - *Cultivating Communities of Practice: A Guide to Managing Knowledge* by Wenger, McDermott, Synder
- Pull Open the Circle
 - [Collaborative Inquiry and Civic Engagement](#)



Collaboration

Library Staff

- Shared technology solutions for common challenges
- Constantly changing technologies
- Frontline staff, student assistants
- Reference and program staff
- IT staff

Trustees or other stakeholders

- Changing technologies, changing roles for library board
- Advocates for your community's technology needs

Volunteers, Community AND Patrons

- Never know who's ahead of or behind the curve
- Information needs and technology needs
- Who knows how your library is changing to meet both?



TechAtlas for Libraries

Ensure collaboration broader representation: “tech team”

- **Envision:** Mission statement, goals, objectives
- **Survey:** Break down goals via assessment of needs, skills
- **Inventory:** Easily inventory computers in multiple locations, multiple facets
- **Budget:** Years covered, budgeting levels
- **Evaluate:** Ongoing, varied input, approval process
- **Tools for Support:** Event Tracker (your own online “help desk” tool)
- Track and guide through E-rate application process



Rural Library Sustainability Project

- Technology challenges/solutions not unique to rural library staff
- Action Planning
- Brainstorms



Action Planning for Technology

- [WebJunction.org/Rural & Small Libraries/Rural Technology/Action Planning for Technology](http://WebJunction.org/Rural%20%26%20Small%20Libraries/Rural%20Technology/Action%20Planning%20for%20Technology)
- Focus efforts, time management
- Bring others into the process—stop trying to do it all yourself!
- Adapt and build templates to meet your needs
- Online Rural Library Sustainability course

Action Plan: Technology Support / Upgrade and Maintenance

Where you are now:	<i>[What are you already doing? What actions have you taken? Do you have any partners? What are staff and patrons saying?]</i>			
Your Goal	Next Steps/Resources	Who?	When?	Completed
Establish line item in budget for technology support.	Identify priorities (new wireless provider) and cost for support services.	<i>[Open up the circle...]</i>	<i>[Be realistic, but bold!]</i>	
	Initiate contract and support schedule with new provider.			
	Take proposal to board for approval.			
<i>[Add more goals as needed.]</i>				
Indicators of Success	Library has increased patron usage of library technology resources with addition of wi fi and a reputation for reliable service and prompt support staff and colleagues.			



Library Technology Brainstorms

- Over 6000 library staff involved in the creation of these brainstorms
- Technology Support Brainstorm
- Upgrade and Maintenance Brainstorm
- And more!



Community Partners for Technology Support

- Local schools, Colleges or Vo-Tech; recruit interns (support, web, classes)
- Retired Techies, service groups
- Community members who are upgrading their laptops
- Retailers (Best Buy/Circuit City/Radio Shack) conduct a "techno-gadget" demonstration program public or staff training day...bring in gadgets...talk about how they work...free publicity for company and free training for library.
- Have town re-negotiate its phone/cable/ISP contracts and include provision for free hook-up for the library (free advertising for them)



Have a Technology Plan

- TechAtlas for planning/inventory/maintenance
- Do a yearly technology review
- Make a plan in the budget for a 4 year replacement schedule
- Budget line items: hardware/software/support; contingency fund; capital improvement fund
- Consider long-range plan



Elements to include in a Maintenance Plan:

- Prevention: Centurion Guard or DeepFreeze
- Have a disaster and recovery plan
- Log of all current and past computer issues, including whether and how they were resolved (Event Tracker in TechAtlas)
- A maintenance checklist or schedule that takes into account the different needs of PACs and staff computers.
- Plan for hardware upgrades (not just replacements). Often just an increase in RAM can add to the computer's life span
- Don't forget to plan for spending on printers, printer supplies and networking equipment
- Budget for replacement and add-on hardware, like mice, keyboards, USB hubs or wifi routers
- Track failures/downtime—determine if cause was due to lack of maintenance
- Hang inventory/replacement plan easily accessible to staff and consultants



Top 4 ways to collaborate

1. Involve unlikely collaborators
2. Use TechAtlas and PLAN
3. Create a Tech Team (staff, trustee, community)
4. Pull open the circle! It's your civic duty.



Thank You!

Find Today's presentations at:

<http://presentations.ala.org/index.php>

or on **WebJunction.org**

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