

# Ada Community Library Technology Plan 2007-2010

## **Introduction:**

Ada Community Library (ACL) has had a strong historical commitment to technological innovation and the integration of technology into its programs and services. A history of technology implementation to date and the Ada Community Library Mission Statement referencing the staff and Board's vision related to technology are included at the end of this document. *Strategic Goals During a Period of Change*, approved by Library Board of Trustees 01/19/00 also included, focuses several goal areas on technology and automation. That document is scheduled for review in 2007.

## **Technology Plan Goal Summary:**

**Goal 1: To continue to implement equipment replacement and upgrade procedures which are responsive to changing technology and public service needs.**

**Goal 2: To continue to plan for and implement needed software upgrades and purchases.**

**Goal 3: To further integrate appropriate emerging technologies into library technical services and public services processes.**

**Goal 4: To meet the unique needs of digital natives while effectively serving digital immigrants**

**Goal 5: To enhance the Library's role as a community leader in automation and automation training, incorporating emerging technologies.**

**Goal 6: To continue to address the training and information needs of the ACL staff.**

**Goal 7: To further develop the library's web-based services in relation to other library public services, and work to increase the usefulness of the library website as an e-branch.**

**Goal 8: To evaluate and take advantage of appropriate state and federal initiatives.**

**Goal 9: To continue to implement an annual technology budget that supports the technology needs of the library.**

**Goal 10: To continue to implement an evaluation process of the technology projects of the library.**

**Goal 1:** To continue to implement equipment replacement and upgrade procedures which are responsive to changing technology and public service needs.

### **Strategies:**

1. Cooperate with LYNX Consortium in the new SirsiDynix Horizon automation system and effectively manage changing technology and needs.
2. Follow set program for planned replacement of outdated or failing desktop and public access workstations and servers (generally every 3-4 years for PCs; 6 years for servers), including refinement of criteria for deciding when and where to add staff desktop/laptop stations.
3. Ensure that the library budget includes funding to replace approximately 20-25% percent of computer workstations each year, including servers and any expanded access that may be needed to accomplish other goals.
4. Maintain sufficient staffing for the setup, maintenance and repair of existing hardware.

**Goal 2:** To continue to plan for and implement needed software upgrades and purchases.

### **Strategies:**

1. Follow planned program for upgrades to the LAN software.
2. Follow planned program for upgrades to the operating system software on the ACL web server.
3. Follow plan for productivity software upgrades and purchases such as full service Adobe Acrobat. Follow criteria to identify need and procedures for decision-making.

**Goal 3:** To further integrate appropriate technologies into library technical services and public services processes.

**Strategies:**

1. Assess new technologies and evaluate their usefulness in improving access to the library's collections.
2. Provide the community with regular individual instruction and group training programs as well as materials for self instruction in the use of new technologies and information resources.
3. Provide sufficient staff for webmaster, ILS (integrated library system) and software support functions.
4. Maintain an awareness of and evaluate the impact of new electronic formats and technologies on library services and collections.
5. In order to accurately reflect total library services, refine methodology for measuring the use of electronic services (in-house and remote) and reporting data as part of annual library output.
6. Evaluate the use of existing and new technologies to increase services and reduce costs such as patron self check and automated renewal systems.

**Goal 4:** To meet the unique needs of digital natives while effectively serving digital immigrants.

**Strategies:**

1. Continue to develop video game collection both as circulating collection and as program materials
2. Continue to connect the library to/promote the library within virtual environments where digital natives spend time.
3. Maintain and enhance communication methods to elicit feedback on digital services (e.g. social networks, teen groups, surveys)

**Goal 5:** To enhance the Library's role as a community leader in automation and automation training incorporating emerging technologies.

**Strategies:**

1. Cooperate with LYNX Consortium members in accessing new electronic databases at a discount rate.
2. Continue to provide leadership, training and coordination of community efforts to maximize citizen access to information.
3. Monitor new developments in technology as they apply to libraries to further our history of innovation.
4. Consider training that might be provided by ACL staff to meet the needs of external groups, such as school librarians, community based organizations, legislative groups, and the general public.
5. Upgrade and maintain current use of a laptop lab as a method for a variety of community hands-on training sessions.

**Goal 6:** To continue to address the training and information needs of ACL staff

**Strategies:**

1. Further assess training needs of ACL staff. Ensure that all staff complete the ACL technology training self assessment survey. Encourage supervisors to suggest additional staff training needs ensure all staff are skilled in addressing common technology questions of our public (e.g. flash drive use, wireless access), suggest and schedule additional staff training as necessary. Seek opportunities and funding for the provision of needed training externally and for staff to coordinate in-house training activities.
2. Provide opportunities for and encourage staff to become familiar with most popular websites patrons use (e.g. Hotmail, eBay, MySpace) employing the "15 minutes a day" or similar approach.
3. Develop staff competencies in using current Microsoft Office products either through training programs consisting of one-on-one "just-in-time" training or formally through use of laptop lab or via one laptop and Infocus® machine for lecture method of instruction.
4. Develop staff competencies in Local Area Network (LAN) navigation and conventions, as well as basic database skills including appropriate search methods and analysis of results.
5. Work with Idaho Commission for Libraries, ILA, BCR and others to identify and take advantage of appropriate training opportunities.
6. Maintain laptop lab and Infocus® projector as methods for staff training sessions.
7. Explore and take advantage of web-based opportunities for training, troubleshooting and support.

**Goal 7:** To further develop the library's web-based services in relation to other library public services, and work to increase the usefulness of the library website.

**Strategies:**

1. Develop standards and templates and continually review current practices for the webmastering support functions for ACL
2. Consider the potential for combining web-based services with other agencies.
3. Continue to explore publishing newsletters, documents, blogs, and posts or links to information on the web, as an individual organization and collaboratively with others.
4. Develop a marketing campaign to raise awareness in the community of what the library's web site has to offer the community and work to further support LiLI-D (statewide databases) campaign.
5. Increase interactive web based activities in the public service departments of the library.
6. Maintain sufficient staff for web development and support functions.

**Goal 8:** To evaluate and take advantage of appropriate State and Federal initiatives.

**Strategies:**

1. Seek appropriate telecommunications discounts under FCC rulings and e-rate under CIPA compliance.
2. Be open to expanding LYNX consortium opportunities by cooperating with ICFL in statewide efforts to establish connections among shared automation systems.
3. Develop staff grant writing skills within key and interested staff.
4. Enhance efforts to initiate, and take advantage of statewide contracts for electronic reference products and other technology applications; actively support existing LiLI databases - lobby for funds maintenance.

**Goal 9:** To continue to implement a technology budget that supports the technology needs of the library.

**Strategies:**

1. Maintain an annual technology budget that includes an equipment line item adequate for regular and timely maintenance and replacement of both hardware and software, and connectivity costs. Maintain this budget at a level of 4-5% of total annual operating budget. This equipment replacement budget for overall library operations went into effect during the FY2005 budget process and strong efforts will continue to be made to attain a greater than inflationary increase in this budget line in following years.
2. Develop alternative sources of funding to support technology innovations, including capital campaigns, library budget increase requests, grant funds, federal and state discount programs, Friends of Ada Community/Star Branch Library, individual donors, business and matching donation programs.

**Goal 10:** To continue to implement an evaluation process of the technology projects of the library.

**Strategies:**

1. Solicit feedback from patrons on a regular basis in the form of surveys, anecdotal information and staff observations that determine a satisfaction level with current technology services and provide a venue for suggestions on preferred services or training.
3. Collect annual website driven feedback from patrons and staff and process into graphical representations to help determine the impact of the technological directions we choose.
4. Conduct ACL Technology training surveys and file for each staff member with the exception of part time page personnel. Areas of need identified on survey will be addressed and training noted on original document. Modify training as needed to reach the goal of a staff that fully meets the core competencies.

**ACL History of Technology Innovation - attached:**

Library service goals are seen as driving the need for technology enhancements. Although the basic infrastructure and functional capacity in the library is in a fairly well developed state, some elements are aging and will soon need replacement. Program for planned replacement of hardware and software is needed. Regular staff training has been identified as a critical need area and additional staff may be needed in the future to accomplish many of these efforts. In order to continue providing the highest quality library service to residents of the community, we need to maintain ACL's technological expertise and leadership. The team continues to work to develop an understanding of future needs and new functions for library automation, and to refine this plan to meet those needs. In order to accomplish all of the goals in this plan, the team recognizes that we may need to shift existing or seek additional funding for staff training, equipment replacement, and staff to coordinate many of these efforts.—

**Technology budget:**

An equipment replacement budget for overall library operations went into effect beginning with the FY2005 budget process. Strong efforts have been made to attain a greater than inflationary increase in this budget line in following years. Appropriate telecommunications discounts under FCC rulings and e-rate under CIPA compliance have been and will continue to be applied for. The library management team has also been discussing alternative sources of funding for some of the initiatives listed here. Funds may be sought from capital campaigns, library budget increase requests, grant funds, federal and state discount programs, the Library Foundation, business donations, matching donation programs or individual donors.

**Evaluation methodology:**

Annually conducted ACL Technology training surveys (attached) will be on file for each staff member with the exception of part time maintenance and page personnel.

Core competencies will be achieved and monitored based on departmental needs and job requirements. Feedback from patron and staff in the form of surveys, anecdotal information and staff observations will help us determine the impact of the technological directions we choose.

Our regular Community Survey on schedule to be conducted again in 2007 will contain a technology-specific section of questions. —

Approved by the Ada Community Library Board of Trustees on June 19, 2007

## **A brief history of technology initiatives at Ada Community Library**

June 1990

Ada Community Library hired an Information Systems Manager to oversee the Library's technology.

August 1992

Idaho State Library releases LSCA funds (FY1991 Library Service and Construction Act, a federal program) for a model project to place Internet nodes in three libraries in Idaho. The grant to ACL was for \$10,000 to buy equipment and software (router, CSU/DSU cards, Ethernet card and TCP/IP software) to establish our online catalog on the Internet. There was additional money to pay for the first year telephone charges for a 56K line to BSU computing center and the first year cost of \$900 to IdahoNet, our Internet provider at that time. IdahoNet was part of Westnet out of Colorado.

Internet nodes were established at Idaho State Library, Pocatello Public Library (now called Marshall Public Library), and Ada Community Library.

October 1992

Agreement signed with Idaho State Library for the *Internet Model Project*.

March 1993

Internet up and running. Initial training for staff on searching techniques, E-mail use, etc. Online library catalog available on the Internet. Enter a new stage of resource sharing among libraries. Searching Internet is not as easy as it is today.

June 1993

Integration of LAN and Catalog: Access to Catalog, Internet, E-mail, Network Databases, and other libraries on Internet from staff PCs.

Fall 1993

Internet use by the public increases. A volunteer begins to teach free classes on Monday evenings on how to search the Internet. High demand results in addition of Tuesday evenings also. Offered for several years September through May.

July 1994

Satellite Dish/Big Screen Television installed for distance education program presentations.

October 1994

First self checkout machine (a 3M model) installed at the library.

August 1995

ACL Library Board of Trustees approves *Access to Electronic Information, Services and Networks Policy* for Ada Community Library.

November 1995

ACL signs agreement with Information Access Company to offer indexing and abstracting to over 1,000 general and business periodicals, with over 620 available full text via the Internet from Medford, Massachusetts. ACL also contracts for health information database of journal articles and pamphlets available from Information Access Company. This resource is shared with St. Al's, St. Luke's and Centennial High School. Start-up costs for sharing the health database were also LSCA funded. IAC general & business periodicals cost \$18,500 with additional \$6,500 for health database.

March 1996

Dial-in from home or work, seven days a week/ 24 hours / day begins for access to Information Access periodicals and health information for ACL cardholders. Information available by telnetting to our public catalog or via the Home Page on the WWW.

Summer 1996

Ada Community Library Home Page is on the World Wide Web. Staff trained to enter and update information. **URL is <http://www.ada.lib.id.us>**

December 1996

Star Branch has full access to Internet.

1997

Strategic plan includes offering even more database indexes and full text resources to our patrons via the Internet at the library or remotely. ACL mission is to provide Access to Ideas, Information and Dreams. Sharing resources with other libraries is one goal for the future of Internet use in libraries.

Spring 1998

Adaptive Technology LSTA grant received. Adaptive computer & peripherals installed Fall 1999.

August 1999

Migrated library catalog services to LYNX Consortium. No more dumb terminals- all PC and networked.

Spring 2000

Training lab LSTA cooperative grant received. Lab first used at ACL Dec. 2000/Jan. 2001.

2000

Gates machines installed. Summer 2000 at Star Branch; Fall 2000 at ACL.

June 2000

ACL changed domain name to "adalib.org" and thus our website URL became "**[www.adalib.org](http://www.adalib.org)**".

October 2000

Public Access computers (Gates machines) installed at Hidden Springs Branch location. Internet connection installed February 2001.

Winter/Spring 2002

Firewalls installed on networks at Ada Community and Star Branch Libraries.

September 2002

Installed 10 thin client (Veicon V-link) computers at the main library to increase public access.

September 2003

Installed specialized Early Childhood learning computer at Star Branch Library as part of Early Childhood Resource Center (Albertsons) grant.

November 2003

Received and began training for Virtual Reference (24/7) LSTA grant. Implementation set for 2004.

Installed 10 thin client (Veicon V-link) computers at the Star Branch to meet their increasing demand.

2005

Video games added to the ACL circulating collection

January 2006

NetLibrary digital audiobook collection made available

Began circulating MP3 player and wireless transmitter kits

February 2006

ACL debuts a Flickr account: <http://www.flickr.com/photos/adalib/>

September 2006

ILS migration from Dynix to Horizon

Self checkout available at Star Branch

October 2006

Launched redesigned website to be more interactive (Drupal): feeds, blog w/comments, etc.

November 2007

TumbleBookLibrary (digital audio) available

February 2007

Wireless access available at ACL main location

March 2007

ACL debuts a MySpace Page: [http://www.myspace.com/ada\\_community\\_library](http://www.myspace.com/ada_community_library)

Summer 2007

Wireless access available at Star Branch

Updated MD 8/15/07

**STRATEGIC GOALS DURING A PERIOD OF CHANGE:  
ADA COMMUNITY LIBRARY  
FY2000 - FY2002**

**Extended into FY 2007 when strategic plan review/revision is scheduled**

*As the Ada Community Library enters a period of tremendous change and uncertainty as a result of the annexation by Boise City of a substantial part of the Ada County Free Library District, it is critical to address issues and understand the options available in order to guide change in a direction that is in the best interest of the patrons of the Library and taxpayers of the District. A community survey, in the spring of 1999, clearly presented a direction for the Library in terms of materials collections and community programming. The Board of Trustees and representatives from the staff and friends held a lengthy workshop on June 30, 1999 to update and identify viable options to be able to continue to provide library service after a major decrease in tax funding due to annexation.*

*The following Strategic Goals updates the Interim Strategic Plan for the Ada Community Library 1997 - 1999, adopted by the Board on March 19, 1997 and the Technology Addendum approved January 29, 1998. It includes goals from both the community survey and the Board workshop.*

**Strategic Goal 1. The library will use its human resources / space / technological resources to provide the best possible services to its patrons.**

**Strategy 1A. Human Resources**

a. Cross-train staff on a scheduled basis. Encourage staff participation at ISL Summer Institute, university classes or workshops, and / or library conferences. Schedule staff to visit other area libraries on a rotating basis. Create a flexible schedule of staff between main library and the Star Branch to serve the greatest number of patrons. Re-evaluate "professional" duties and train support staff to assume a greater role. Create positive solutions to problem of "burn-out" among staff.

b. Recruit volunteers / advisory councils. Prepare a written job description and designate supervisor prior to recruiting. Enlist teens to help with planning of the Teen Center at the library.

c. Within LYNX! Consortium or a similar group, investigate outsourcing of staff or library tasks where feasible. Examples to consider would be OCLC cataloging, specialized reference assistance, and staff training. Stress increased cooperation among area libraries.

d. Tap into community resources, paid or volunteer, for expertise, special projects, staff substitutions, and for family / special programming, such as at book discussion meetings, etc.

e. Protect staff positions and salaries during a time of change. Be alert to changes in stress levels or staff morale.

### **Strategy 1B. Space Utilization**

a. Compare non-traditional display options for multi-media materials and for the teen center with traditional options for maximum shelf space and visual appeal. Purchases to be completed during FY2000. Replace gray BookStar stacks on main floor with narrower, tall shelving to increase stack capacity.

b. Weed adult library collections to keep materials current and relevant. Identify and purchase materials in Youth Services where collections are too limited or out-dated, such as multi-ethnic materials, biography and audio books. Similarly, evaluate the adult fiction and non-fiction materials and purchase where needed. Participation in the LYNX! Consortium and the Z39.50 protocol with libraries not in the Consortium will simplify access to books at major Idaho libraries. With courier service in place, requested materials can move quickly between libraries, making it less critical to have specific materials in house. Extensive weeding to be completed by June, 2001. Target is to reduce adult collections by 10% where feasible and to eliminate materials on top and bottom shelves if possible.

c. Establish a collection development plan within LYNX! Consortium and / or other area libraries to avoid duplication of expensive materials. Explore long-term loaning of materials to other libraries.

d. Replace paper signage throughout library, remove banners from main floor, and consider ambience in library. Highlight special or seasonal adult collections on a periodic basis, using a portable display cart. Display artwork in the library.

e. Create a wiring plan for laptop use throughout Adult and Youth Services Departments, to be completed by December 2001. Explore options for enclosing the patio for possible future expansion, FY2002.

f. Resolve space problem in Circulation Department, involving transit items, book carts, etc.

g. With the removal of Young Adult materials from Youth Services to the new Teen Center, rearrange shelving in YS and create a "little kid" reading area.

### **Strategy 1C. Technological Resources**

a. Patrons with a variety of mental and / or physical disabilities will access the on-line public catalog, CD-ROM databases, and the Internet by using adaptive computer resources that are user / staff friendly. Target date is June 2000. Patron access to electronic information will not be limited because of disabilities.

b. Promote the sharing of on-line databases, not covered in the Idaho State contract, to help reduce costs. Staff will keep current on technological advances and will upgrade computer hardware and software to improve library services to preschoolers, children, young adults and adults.

### **Strategic Goal 2. The library will strengthen community awareness and involvement.**

#### **Strategy 2A. Communication with the media**

a. Write an article or press release 6 times / yr stressing teen, child, or family activities or technological resources. Include a picture or graph with the articles sent to area newspapers. Invite reporters and broadcasters. Follow-up with a phone call on the day of the event.

b. Prepare a written detailed statement about the event and some general information, historical footnotes, and / or statistics about the library to hand out to media personnel or interested attendees.

#### **Strategy 2B. Communication with our patrons**

a. Utilize the backside of the monthly calendar for the next 12 months to present additional information about upcoming events, new books, library changes, poetry, etc. Evaluate success of the trial after 1 year. Create list of topics and assign responsibilities.

b. Prepare back page of BookPage to distribute in-house and at bookstores, coffeehouses, etc. Target twice a year for years 2000 and 2001. Use visuals. Create list of topics and assign responsibilities.

c. Survey attendees at library events for evaluations and suggestions. Follow-up on questions generated from the *Community Survey* done in spring, 1999. Acknowledge and act on patron suggestions and requests, such as request to preview audios or videos before checking them out.

### **Strategy 2C. Communication with the greater community**

a. Present library programs or displays, public access television programs, etc. Participate at area schools and at various conferences, such as “Get the Scoop,” to increase community awareness. Brainstorm ideas and targets. Create flyers for area real estate offices, Chamber of Commerce, etc. Evaluate, evaluate, evaluate. Partner with other community groups whenever possible, in programs, grants, etc. For example, have an art class presented by a local watercolor society.

**Strategic Goal 3. Annexation becomes a positive force for improving library services to all residents of southwest and northwest Ada County.** (Not all of the following strategies are appropriate. Some are mutually exclusive.)

### **Strategy 3A. Boise Public Library provides money / staff / materials to Ada Community Library to continue to operate the library at Victory and Five Mile.**

a. Negotiate a contract with Boise Public Library for compensation to ACL in equal or greater amounts than funding lost from annexation. Focus on best interests of patrons and district taxpayers. Prevent degradation of services as a result of annexation.

b. Address long-term issues of staffing and library assets.

### **Strategy 3B. Non-annexed areas of Ada County Free Library District merge with Meridian Library District to form a new district.**

a. Negotiate an agreement of understanding prior to merger that protects interests of patrons and district taxpayers. Keep Star Branch viable. Avoid degradation of services as a result of merger. Plan for future library service to Hidden Springs community.

b. Address long-term issues of staffing, library assets and policies.

### **Strategy 3C. Boise Public Library becomes a district library and merges with Ada County Free Library District to form a new district.**

a. Avoid degradation of services at Ada Community Library until such time as merger can occur.

b. Address long-term issues of staffing, library assets and policies.

**Strategy 3D. Metropolitan - regional library created. Combine Ada Community, Boise Public, Eagle Public, Garden City Public, and Meridian District libraries.**

- a. Create a multi-year interim plan to avoid degradation of services at Ada Community Library until such time as a metropolitan / regional library is created.
- b. Address issues of staffing, library assets, policies and identities.

**Strategic Goal 4. Library funding increases to provide increased services to patrons.**

**Strategy 4A. Grants**

- a. Working with the Friends group, write grant requests to area businesses and foundations, such as Target, Wal-Mart, Idaho Statesman Foundation, Albertson Foundation, etc for specific funds or equipment donations.
- b. Continue to actively pursue state and federal grants to improve services to our library patrons. Explore new federal funding programs. Working with community partners or other community agencies, target possible funding sources. Investigate increased likelihood of success through Consortium-wide grant requests.

**Strategy 4B. Fund raising and other sources of funding.**

- a. Highlight passive fundraising, such as wills, memorial gifts, etc.
- b. Lay groundwork with the Friends for a major book sale in 2000. Arrange for off-site storage of materials for the sale.

# Computer Technology Training Survey

Employee:

Date:

**Instructions: place a checkmark in the appropriate box for each skill. Key:**

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
- 3: Comfortable, needs no further training on skill
- 2: Wants review
- 1: Needs training

## 4 3 2 1 Library Staff Email

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Logon to computer/network
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Logon to access full Outlook email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Access full Outlook email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Forward mail
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Create and send new mail
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Find, use, create Global/Contacts address lists
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Create distribution groups
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delete mail from inbox, sent mail, other folders
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Edit views, folders, rules to organize email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Send an attachment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Open an attachment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Save an attachment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drafts: save, retrieve, send
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Use "Find" tool
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Create "signature"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Print email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Use "help" to learn how to implement a feature
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Logoff email/ computer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Logon to email via web interface: Outlook Web Exchange access
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Understand use and features of 2 ways to access email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Logon to filter website to check undelivered email

## 4 3 2 1 From the Desktop

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Open "Staff Menu" folder of programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Open programs from Windows Start Menu
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Run a VirusScan of a diskette, files in a folder, the computer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Familiar with MS Office programs other than Word

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
- 3: Comfortable, needs no further training on skill
- 2: Wants review
- 1: Needs training

#### **4 3 2 1 Public Access Catalog (HIP)**

				Access HIP from both staff and public workstations
				Search by author, subject, title and word
				Understand location and holdings information
				Find and understand screen options/tabs
				Limit results by material type/ agency location
				Sort by year (reverse chronological order)
				Display holds on an item
				Print
				Login to "My Account"
				Place holds
				View items checked out, due dates
				Renew an item

#### **4 3 2 1 Horizon for Staff**

				Logon
				Understand location codes and agency holdings
				Use buttons, title bar, menu bar, toolbar, navigation bar
				Use shortcut keys
				Search for materials in the collection
				Place a hold on a title
				Customize the launcher
				Edit item status
				Replace a barcode
				Change the font

#### **4 3 2 1 General Overview of Electronic Resources**

				Access databases in the library
				Access databases when away from the library
				Find databases by topic
				Be familiar with what LiLI-D means
				Familiarity w/all current subscription databases

#### **4 3 2 1 Basic Electronic Research Database Search Techniques**

				Boolean searching
				Truncation
				Downloading
				Printing
				Emailing

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate  
 3: Comfortable, needs no further training on skill  
 2: Wants review  
 1: Needs training

#### **4 3 2 1 Word Processing**

				Toolbar: identification of features
				Open files from diskette, flash drive, and from the computer hard drive
				Change fonts/styles/size
				Cut/copy/paste
				Undo
				Delete/backspace
				Change justification
				Set margins
				Save a document to diskette, flash drive, and the computer hard drive
				Print preview/ print
				Shrink to fit
				Access and use wizards for creating resumes, calendars, memos
				Print either on one side of the paper or on both sides
				Exit and close

#### **4 3 2 1 Miscellaneous Tasks**

				Load paper in printers, copiers, selfcheck machines
				Change ink cartridges/ toner cartridges
				Select printers in Windows
				Specify the number of pages to print/ number of copies to print
				Delete unwanted print jobs
				Save (burn) a file to CD-RW media
				Download NetLibrary E-audio and transfer to mp3 player

#### **4 3 2 1 Internet Browsers: Internet Explorer and Firefox**

				Toolbar features, customize
				Type in an address (URL)
				Use a search engine
				Favorites: add/edit/delete
				Print Preview/ select pages for printing
				Select text for printing
				Find specific text on a webpage
				Delete temporary files/ clear history
				Enable/disable the Proxy Server settings (filter) on staff workstations
				Enable/disable the filtered Internet access on public workstations
				Familiarity w/public web email vendors and features
				Open a new tab/ close a tab

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
- 3: Comfortable, needs no further training on skill
- 2: Wants review
- 1: Needs training

**4 3 2 1 Basic Windows**

				Manipulate a mouse: scroll, drag, right/left single clicks, single/double clicks
				Select (highlight) text, icons
				Use shortcuts and start menu
				Task bar and system tray
				Maximize/minimize/resize windows
				Use the recycle bin to restore a deleted file/shortcut
				Open/close an application
				Work between multiple applications
				Find a file (explore) on the computer
				Cut/copy/paste text between a web page, email message, and Word document
				Change the default printer
				Change wallpaper
				Edit/change the screensaver
				Shutdown/restart the computer
				Copy a file from one folder/disk to another folder/disk

**4 3 2 1 Troubleshooting Tips**

				When to use Ctrl-Alt-Del to “End Task” or “Shutdown”
				Cold boot vs. warm boot
				Alt-F4 to escape(exit) many of the learning games applications
				Re-seat cables
				Do a warm “shutdown” when the mouse doesn’t work
				Recognize/view filename extensions (what software a file is associated with)