

Community Technology: giving public library users access to specialist hardware and software

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**Casey-Cardinia
Library Corporation**

Library Plan 2013–14

Community Technology Access

Provide increased community access to specialist high quality computer technology, and specialist staff support for this equipment, service and software.

Key Strategic Activity

Short Term

- Identify specific equipment and software to be provided.
- Identify branch locations for various computer equipment and software – investigate options for mobile library.
- Source computer equipment and software and install as required.
- Survey users to develop equipment and software support routines for staff and public.
- Develop budget and capital replacement requirements.

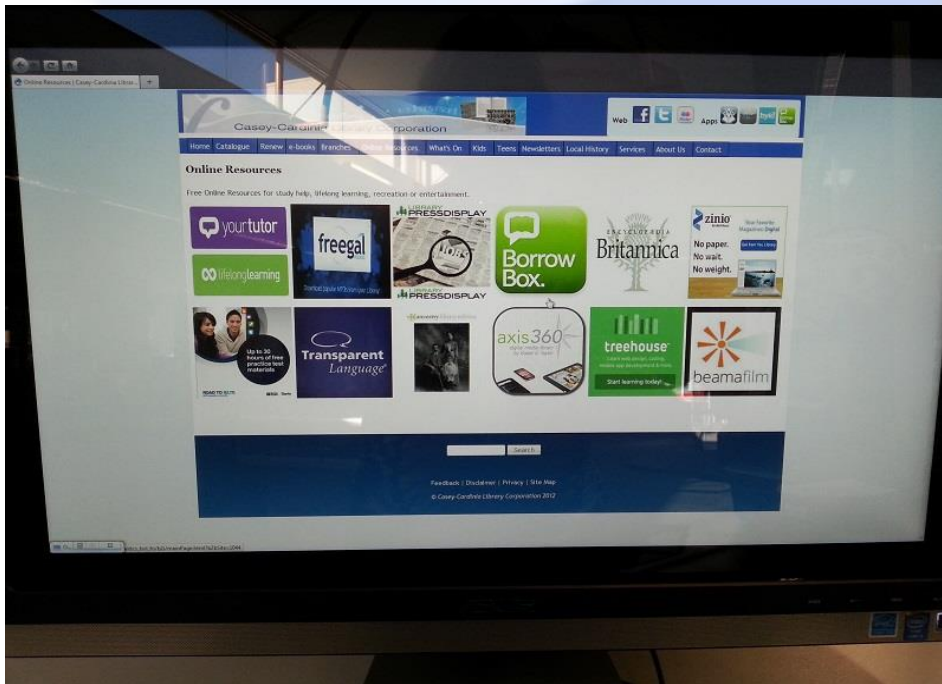
Medium Term

- Introduce additional specialist equipment, computers and software at library branches.
- Develop specialist technology options for use in library branches.

Indicators

- Increased numbers of computers/items available for use.
- Increased bookings and/or use data for technology items.
- Customer satisfaction with equipment provided and support from staff.

Existing Tech



Internet PCs

Kids PC

Info Kiosk

iMacs

Initial rollout



iPad

Samsung Galaxy

Kobo e-Reader

Survey

Staff and Users

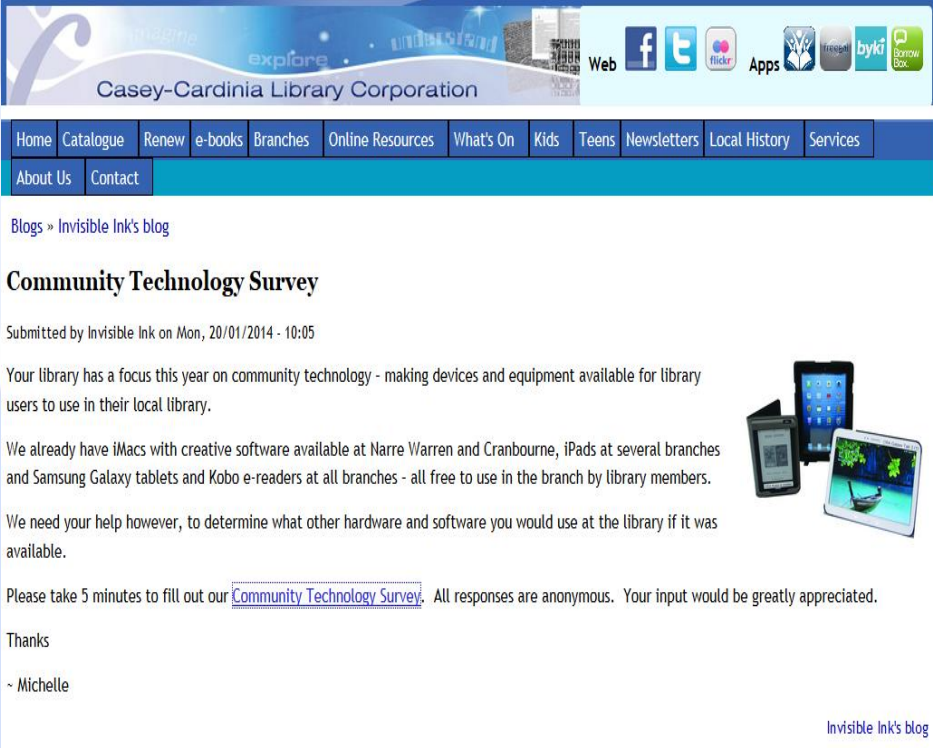
Online

Hardware &
software

Limited options

Comments

26 staff, 29 users



The screenshot shows the homepage of the Casey-Cardinia Library Corporation website. The header features the library's logo and name, along with social media icons for Facebook, Twitter, Flickr, and various mobile apps. A navigation menu includes links to Home, Catalogue, Renew, e-books, Branches, Online Resources, What's On, Kids, Teens, Newsletters, Local History, and Services. Below the menu, a blog post titled "Community Technology Survey" is displayed, dated Monday, 20/01/2014 at 10:05. The post text states that the library is focusing on community technology and is seeking input from users. It lists existing equipment like iMacs, iPads, Samsung Galaxy tablets, and Kobo e-readers. An image of various electronic devices (a smartphone, a tablet, and a laptop) is shown on the right side of the post. The post concludes with a request for a 5-minute survey and a thank you from Michelle. The footer of the blog post reads "Invisible Ink's blog".

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Blogs » Invisible Ink's blog

Community Technology Survey

Submitted by Invisible Ink on Mon, 20/01/2014 - 10:05

Your library has a focus this year on community technology - making devices and equipment available for library users to use in their local library.

We already have iMacs with creative software available at Narre Warren and Cranbourne, iPads at several branches and Samsung Galaxy tablets and Kobo e-readers at all branches - all free to use in the branch by library members.

We need your help however, to determine what other hardware and software you would use at the library if it was available.

Please take 5 minutes to fill out our [Community Technology Survey](#). All responses are anonymous. Your input would be greatly appreciated.

Thanks

~ Michelle

Invisible Ink's blog

Survey results

CAD	Skype	iTunes	Typing	Acrobat	Resume	3D Simulator	Statistics
9	12	9	8	18	10	11	4
Staff							
CAD	Skype	iTunes	Typing	Acrobat	Resume	3D Simulator	Statistics
9	17	13	11	17	16	3	3

Survey results

Stop motion	Device Charging	3D Printer	A1 Printer	Touch table	Simular	Gaming PC
4	19	10	19	6	10	6
Staff						
Stop motion	Device Charging	3D Printer	A1 Printer	Touch table	Simular	Gaming PC
5	20	8	13	9	6	5

Selected Community Tech

Treehouse

A0 Printer

Touch Table

Adobe Acrobat

Skype/iTunes

Statistical
Package/CAD

CAD Software



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Promotion

Newsletter

Posters

Website/catalogue

Brochures

Mail outs

Social media

Casey-Cardinia Library Corporation

Pages The latest news, reviews and events from our libraries.

Issue No. 97 - November 2013

NEW TECHNOLOGIES for you to imagine, explore and understand

You will soon be able to borrow a Samsung Galaxy Tab 3 or a Kobo e-reader for use in your local library.

Cranbourne, Narre Warren and Pakenham will also have an iPad4 for library users to explore.

All devices will be Wi-Fi enabled and with library apps pre-installed and can be used for work, play or just exploration.

The Kobo e-reader will come with some e-books installed. All devices are to be used IN THE LIBRARY ONLY.

At the moment, we're doing set-up and configuration and they will be rolled out to the libraries in coming weeks. They will be available to adults with a current library card and a second form of surety. Borrowers will need to read and agree to the conditions of use.

These devices are the first in a rollout which aims to give library users access to specialist high-quality computer technology.

Staff enjoyed getting familiar with the new technology.
L-R Pru Menzies, Customer Services Manager.
Michelle McLean, Information Services Librarian. Leanne Hornbrook, Acquisitions Officer.

Table of Contents:

- NEWS 1
- WHAT'S NEW 2
fiction with previews
- FYI 3
non-fiction resources
- WHAT'S ON 4
author talks, events, book chats, seminars, displays, book sales and more
- ADLIB 6
where we're blogging
- YOUR LIBRARY . . . 6
address, phone, melway

QUICK LINKS (Click on the pic)

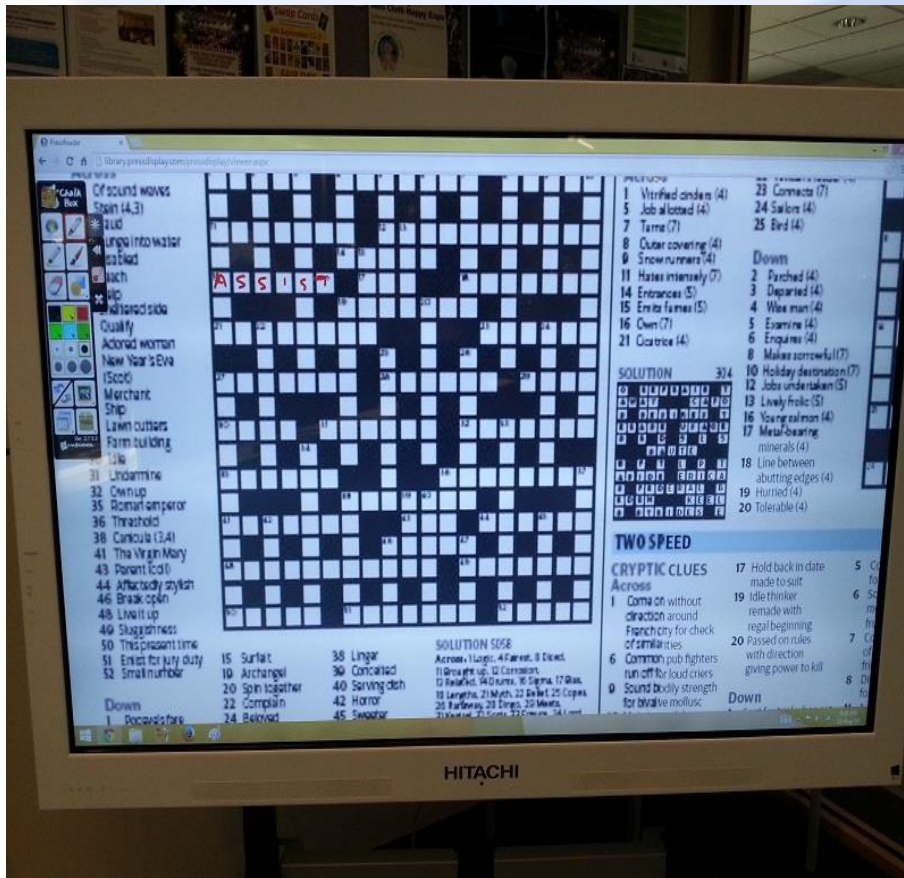
- Access the library catalogue
- YourTutor Online Homework help
- Receive e-newsletters
- Download e-audiobooks

Take up

Mobile devices

iMacs

Touch table



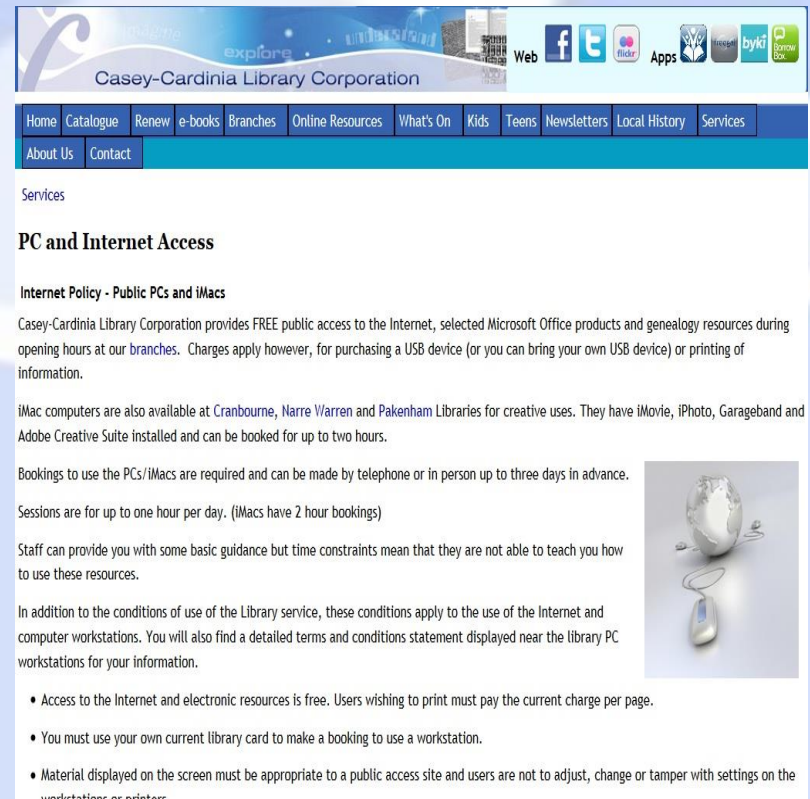
Issues

Inappropriate use

Under-use

Securing

Promotion



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Services

PC and Internet Access

Internet Policy - Public PCs and iMacs

Casey-Cardinia Library Corporation provides FREE public access to the Internet, selected Microsoft Office products and genealogy resources during opening hours at our branches. Charges apply however, for purchasing a USB device (or you can bring your own USB device) or printing of information.

iMac computers are also available at Cranbourne, Narre Warren and Pakenham Libraries for creative uses. They have iMovie, iPhoto, Garageband and Adobe Creative Suite installed and can be booked for up to two hours.


Bookings to use the PCs/iMacs are required and can be made by telephone or in person up to three days in advance.

Sessions are for up to one hour per day. (iMacs have 2 hour bookings)

Staff can provide you with some basic guidance but time constraints mean that they are not able to teach you how to use these resources.

In addition to the conditions of use of the Library service, these conditions apply to the use of the Internet and computer workstations. You will also find a detailed terms and conditions statement displayed near the library PC workstations for your information.

- Access to the Internet and electronic resources is free. Users wishing to print must pay the current charge per page.
- You must use your own current library card to make a booking to use a workstation.
- Material displayed on the screen must be appropriate to a public access site and users are not to adjust, change or tamper with settings on the workstations or printers.



Staff



Varying knowledge

Varying responses

Training needed

Documentation needed

Play

What would we do differently?

Research

Policies
established

Training completed

Documentation

Pre-promotion



Community Technology Access Plan 2014

CASEY-CARDINIA LIBRARY CORPORATION

Community Technology Access Plan



2014

Prepared by:
Michelle McLean
Information Services Librarian

Future



Review plan

Roll out remaining

Research

Develop policies

Future

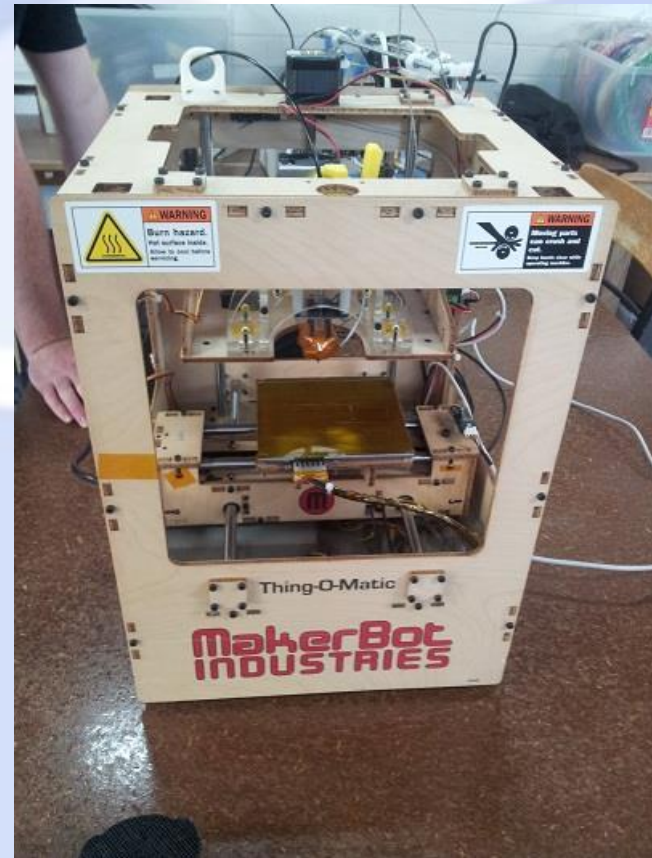
Tech for mobile

Class sets - tablets

Makerspace?

Other options

Built into budget



Thanks



Casey-Cardinia Library Corporation

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