



MaintainIT Project Webinar for California

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MaintainIT gathers stories and creates resources related to:

PUBLIC ACCESS COMPUTING




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Greatest Challenges?



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Successes in public access computing

- What are the successes you have experienced?
- What is most popular?
- What REALLY works?



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Feeling All Alone?



We are Here to Help!



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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 circle highlights the title 'Learn from the Experience of Others' in the main content area. The website header includes navigation links like 'HOME', 'CONTACT', 'GET INVOLVED', 'LIBRARY OUTLINE', 'NEWS', and 'ABOUT US'. A sidebar on the right features a 'Latest Blog Post' section with a link to 'After the Indiana Library reflections'. At the bottom of the page, there is a 'techsoup' logo and the URL 'http://WWW.MAINTAINITPROJECT.ORG'.

Thanks CA Contributors!


The mascot is a red, bean-like character with a smiling face, wearing white gloves and shoes. It is holding a red heart-shaped sign with the text 'I'M YOURS' written on it. The background is a plain white surface.

No Reservations About Reservation Software

The cartoon character is a yellow figure with a crown, wearing a blue cape and holding a large white scroll. The character is standing on a small blue base.


"Reference staff used to say that they felt more like waiters and waitresses than librarians when having to manage the public access computers and take reservations. PC Reservation frees them up to have really meaningful interactions with the customers."

Aimee Fifarek, Scottsdale Public Library, AZ




Cookbook 1: A Cookbook for Small and Rural Libraries

- Technology Planning
- Computer Maintenance
- Volunteer Recruitment
- Technology Training Tips
- Library Technology in the Future






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Cookbook 2: Recipes for a 5-Star Library

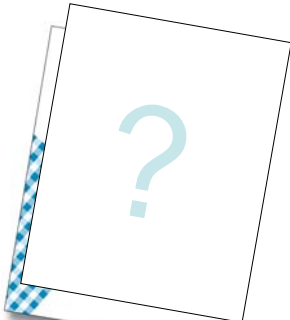
- Wireless Networks
- PC Reservation/Time Management Software
- Print Management
- Laptop Checkout Programs
- Both cookbooks are FREE on www.maintainitproject.org



Cookbook 3: in progress

- Web 2.0
- Gaming in libraries
- Measuring the True Costs and Benefits of Technology
- Communicating with techies and non-techies
- Purchasing technology
- The PC Lifecycle



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Who writes the cookbooks?



Cookbook content is still being created.

We would love to interview YOU!



Look for this link on the website!

Have a story to tell?

Tell us about your daily routine maintaining public computers, or a moment when you were particularly proud. Don't forget that what might be "that's nothing" to you may be an "aha!" to someone else!

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Stories from libraries:

Notes from a Chef

Printer Information Sheets and Aids


"We found out how to add a new printer to the computer from our Internet Services Department. And one library printed up this information sheet for patrons on how to add and connect to a printer wirelessly. Last night at dog training class — this is an advantage of small towns — one of the people attending the class also has a show on the radio about Apple Computers. He's coming by this afternoon to explain to me what I need to know to tell people with Apple Computers on how to add a printer." (To see the instructions a patron created, see Appendix G).

Eliza Wingate
Mendocino County Library, CA



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Charts:

Wireless Options Comparison


Sorting through the variations of this approach can be confusing. You might want to talk to an experienced network consultant first.

The chart below is an overview of the options discussed.

SOLUTION	WHY?	COST	TIME AND LABOR
Access point	Basic wireless connectivity	\$50 to \$500	One to two hours
Wireless gateway	Increased control over your wireless network	\$500 to \$1500	Variable, depending on what features you want, but gateways are more difficult to configure than a regular access point
Hotspot provider	Ease of maintenance	\$500 to \$1000 startup cost and \$50 per month	Depends on your package, but providers often perform all setup and troubleshooting for you and your patrons
A second Ethernet connection	Improved security	\$25 to \$50 per month	One to two hours
A firewall with separate VLANs	Improved security	\$500 to \$1500	Variable, but firewalls are complex devices, and you may need outside help to configure it properly



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Diagrams:

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Checklists:

MENU 4 CHECKLIST

If laptops are available for checkout, consider any of the following security actions:

- Hold their driver's license or photo ID until laptop is returned.
- Ask your patrons to sign a checkout form that clearly spells out their responsibilities.
- Look into the purchase of accidental damage protection for laptop repair/replacement.
- Engrave the serial number into the laptop.
- Place security tags on the laptops in several places.
- Put some "tamper strips" over the security tags.
- Use "LoJack" for laptops.
- Train your staff to check the laptop when the patron returns it and to look for all major pieces before returning the patron's photo ID.

Lock down your laptop computers using DeepFreeze, CleanState, Windows SteadyState and other hard drive protection or lockdown utilities.

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Resource lists:

Wireless Acceptable Use Policy Samples

- George F. Johnson Memorial Library
<http://www.st-charles.lib.il.us/contact/wireless/wireless.htm>
- Morton Grove Public Library
<http://www.webrary.org/inside/pol/wifi.html>
- Austin Public Library
<http://mailford.ci.austin.tx.us/library/wireless.htm>
- N. Texas Regional Library System
<http://ntrls.org/policies/WIFIPolicies.pdf>
- CIPA and E-rate
CIPA: Key Issues for Decision Makers
WebJunction
An analysis of CIPA and how it may affect your content-filtering policies and the laptops your patrons bring to your library.
<http://webjunction.org/do/DisplayContent?id=990>

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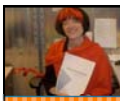


On the Web Site: Library Spotlights




New!
 Now with audio!

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On the Web Site: Newsletter Blog


- Sign up for the monthly newsletter

Look for
this link on
the website!

MaintainIT Newsletter
 Receive monthly updates about the project by signing up for our newsletter. Read the latest edition.
- Read the project blog



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No Stress! Cookbook Book Club

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

Oct. 28: Read & discuss Meal Plan 6 from Cookbook 2
Recipes for a 5-Star Library,
 "Print Management"

Learn how libraries make sure patrons print what they
 need, and keep reams of print waste to a minimum

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More Free Webinars


- **Oct. 8th Train-the-Trainer: *The Power of Stories in Technology Training***
When: 10/08/2008 11:00am - 12:00pm Pacific
Where: Register on MaintainIT's webinar space.
 This month we will focus on how storytelling can enhance your participants' learning and retention.
- **Oct. 16th 30 Minute Webinar: *Gaming Program***
When: 10/16/08, 11:00am – 11:30am Pacific
Where: Register on WebJunction's webinar space.
 Lori Reeds will interview Beth Gallaway, a library trainer/consultant specializing in gaming, technology, and youth services. This will be a fast-paced and interactive session introducing the idea of gaming programs in libraries.

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Quiz:

What is the address for the project website?

http://www.maintainitproject.org


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Five Tasty Tidbits from Today!

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Questions? Comments?



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Thank you for attending today's session!

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Visit MIT website:
www.maintainitproject.org

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