You Can Do I.T. On Your Own!

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Elmwood Park Public Library

- Medium-size Library (225K annual circ)
- Staff of 30
- 100 computers
- $18K annual computer equipment budget

Librarians are Natural Troubleshooters

- We are inquisitive.
- We've been trained to quickly find and assess the value of information.
- We can use our talents as librarians to fix complex problems.

You Can Do I.T. On Your Own

TECH SUPPORT

What my friends think I do · What my mom thinks I do · What society thinks I do
What my boss thinks I do · What I think I do · What I actually do

Now More Than Ever

FIGURE A-1: THE U.S. PUBLIC LIBRARY CHALLENGE: USE VS. FUNDING, FY2011–2012

INCREASED PUBLIC USE — Technology classes 36% — Electronic Resources 58% — Computers 60% — Wi-Fi 74% — FLAT OR DECREASED FUNDING 57%

Percentage represents number of libraries reporting

- ALA Technology Study
  http://goo.gl/gWSSJG

Meanwhile…

- 2014 Pew Study finds "technophiles" make up one of the biggest groups of library users.

- http://pewrsr.ch/1kmz2fE

You Can Do I.T. On Your Own

When life gives you lemons…

Time Savers
Money Savers
Sanity Savers

Sanity Savers

Get your digital house in order

Take Notes / Write Things Down
    Remember Solutions
    To-Do Lists
    Show your worth

You Can Do I.T. On Your Own

Doesn't Matter Which:

- Evernote   http://goo.gl/jxDMPX
- Google Keep
- Apple Notes
- Any.Do
- Dropbox   All that matters:
- Google Drive   • Automatic Sync
- OneDrive   • Multi-Platform
- Cubby   • Searchable

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MS OneNote

- Syncs across devices
- Recognizes and searches handwriting
- Converts handwriting to text
- Free app available on all platforms and the web
- MS Office integration

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Email

- Clean up your Inbox
- Use IMAP folders/labels
- Learn to power search your email

- Learn and <u>follow</u> email etiquette.

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You Can Do I.T. On Your Own

Inventory

- Equipment Inventory
  - Create a spreadsheet and just go department by department
    - Pro Tip! – Use your smartphone as a barcode scanner!

- Network Inventory
  - Where are all those wires going?

- Budgeting
  - Whether you're in charge or not, keep track of everything you spend.

IT'S DANGEROUS TO GO ALONE! TAKE THIS.

- Find an IT service
- Establish contact *before* an emergency

Other Help

- Subscribe to Listservs
  - California Library Information eXchange (CALIX)
    - calix@lists.gseis.ucla.edu
  - California Library Association Technology Interest Group
    - it@listserv.cla-net.org
  - Security for Libraries
    - SEC4LIB@listserv.nd.edu
  - ALA Listservs - http://lists.ala.org/sympa

You Can Do I.T. On Your Own

Forums

- Whatever problem you face, there is a message board for it.

- TechSoup
- Spiceworks
- Microsoft TechNet
- LibraryThing

Pre-Emptive Help

- RSS Feeds
  - Pick your reader of choice
    - Subscribe to library and tech blogs
    - Don't overload it – stay current

  - Reader Rundown - http://goo.gl/lJwlY

"Back that thang up!"

- Make sure you have a viable Backup
- Test it (Friday the 13th)
- Do an off-site backup

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Time Savers

- Backup Tools – TO THE CLOUD!
  - Offsite by very definition
  - Requires no special hardware
  - No physical tapes to change out

  Amazon Glacier   Carbonite
  Crashplan   BackupChain

Remote Desktop

- Built-in to Windows – RDC/RDP
  Remote Desktop Client, Remote Desktop
  Protocol

Outside the library? Forget about VPNs
- ~~LogMeIn~~
- ~~GoToMyPC~~
- TeamViewer
- Chrome Remote Desktop

Windows AIK

- Windows Automated Install Kit
  - Install Windows over a network
    - Capture & Deploy images
    AKA:
    -Windows Desktop
    Deployment
    -Business Desktop
    Deployment
  Requires some expertise but it's invaluable.

You Can Do I.T. On Your Own

AutoIT

- Very simple but powerful scripting for Windows GUI
- Used to customize the look, feel and behavior of Windows
  - Automate software installs
  - Automatically dismiss pop-up dialog boxes

http://goo.gl/B5ge6

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Ninite.com

- Install 3rd party software with one click
  - No toolbars or add-ons

- NinitePro - $20/month, unlimited use
  - Scans for updates
  - Runs silently

- Works from the Command Line

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Demo

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Alternatively…

- Patch My PC
  – $1 per PC

- Secunia PSI
- Allmyapps
- OUTDATEfighter
- Zero Install (0install)

Faronics Core

- Faronics is the company that makes Deepfreeze

- Powerful options to view and control the PCs on your network

- Similar to products like N-Central by N-Able

Demo

Money Savers

- Buy computers without Windows (FreeDOS) and save ~$100
  - Great if you already have a Windows site license
- Buy your software from Techsoup

AVAST
Free for Education

- Free Anti-Virus for schools & public libraries
  - Apply online: www.avast.com/en-us/education

iPads & Tablets

- As functional as a PC –half the price.
- Buy them used: Glyde.com

What to do with them?
  - Give them to staff (Roving Reference)
  - Kiosks

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iPACs

- Griffin Kiosk
- Kensington Locks
- Guided Access
  - http://goo.gl/TcK52S

ubuntu

- Set up an OPAC Kiosk
  - Old PC
  - Free copy of Ubuntu
- Step by Step Guide: http://goo.gl/QshMQ

Raspberry Pi

- Tiny Computer
  - Between $25 and $70
  - Perfect amount of power for an OPAC

  - ACRL TechConnect article:
    - http://goo.gl/SrUzx1

Lobby Display

Digital Signs can be crazy expensive
- Use PowerPoint (or a free alternative)
  – Setup a shared folder –tell staff to save there
  – Use PowerPoint Viewer (free)
  – Hook up to any TV

Office Alternatives

If MS Office is not in the budget:
- Try
  – LibreOffice
  – OpenOffice
  – KOffice
  – Google Docs

Server Virtualization

- Windows Server 2012 – HyperV
- VM Ware
  – If your server has the RAM & Processor speed
  – No need to buy another server
  – No need to setup a regular computer as a server

You Can Do I.T. On Your Own

A.B.T.
Always Be Troubleshootin'

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