

# You Can Do I.T. On Your Own!



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Technology Librarian @ Elmwood Park Public Library

An Infopeople Webinar

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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.

# 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

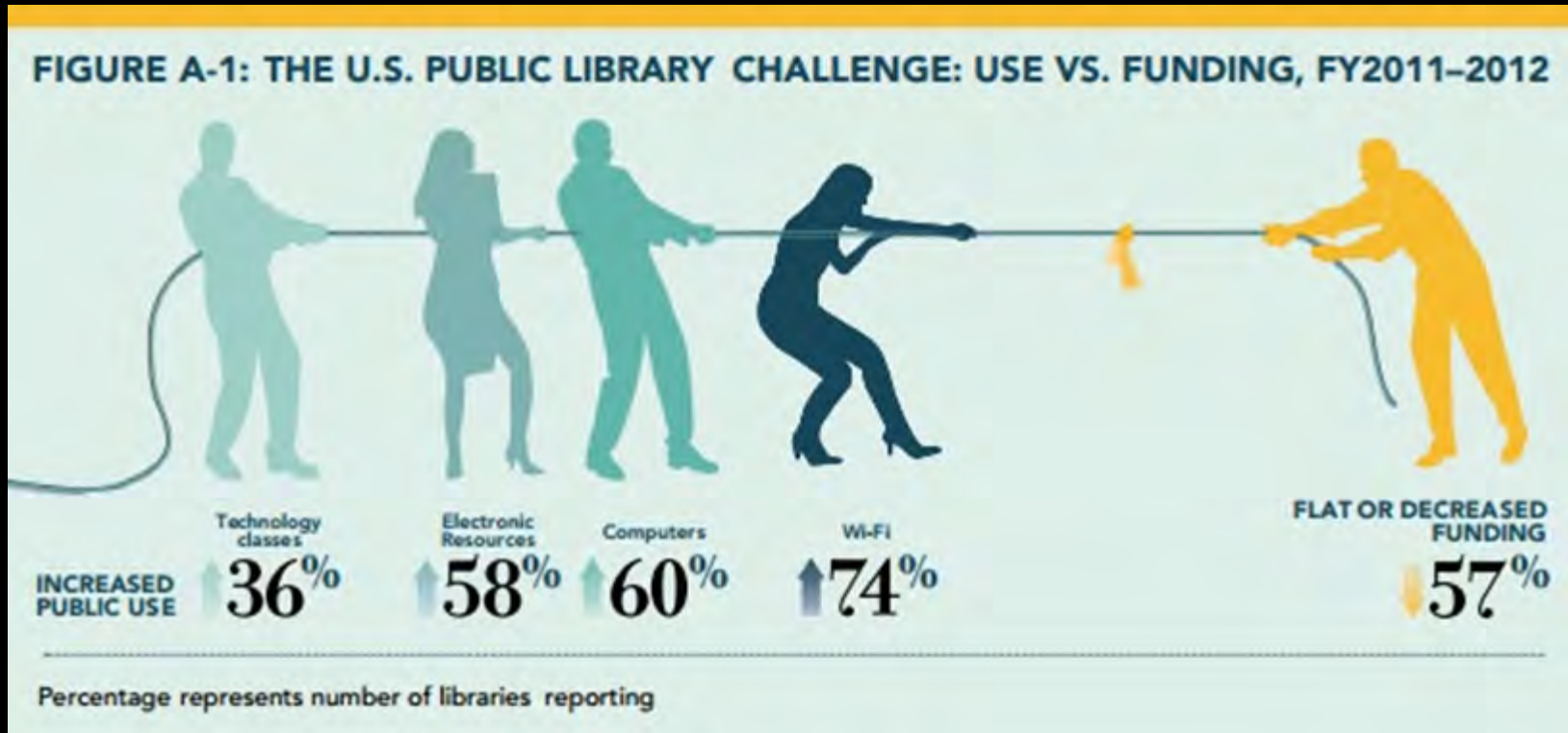


What I think I do



What I actually do

# Now More Than Ever



- 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>

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

# Doesn't Matter Which:



- Evernote
- Google Keep
- Apple Notes
- Any.Do
- Dropbox
- Google Drive
- OneDrive
- Cubby

<http://goo.gl/jxDMPX>

All that matters:

- Automatic Sync
- Multi-Platform
- Searchable

# 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



# Email

- Clean up your Inbox
- Use IMAP folders/labels
- Learn to power search your email
- Learn and follow email etiquette.

# 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](mailto:calix@lists.gseis.ucla.edu)
  - California Library Association Technology Interest Group
    - [it@listserv.cla-net.org](mailto:it@listserv.cla-net.org)
  - Security for Libraries
    - [SEC4LIB@listserv.nd.edu](mailto:SEC4LIB@listserv.nd.edu)
  - ALA Listservs - <http://lists.ala.org/sympa>

# 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/IJwIY>



# “Back that thang up!”

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

# 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.

# 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>

# Ninite.com

- Install 3<sup>rd</sup> 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

Demo



# Alternatively...

- Patch My PC
  - \$1 per PC
- Secunia PSI
- Allmyapps
- OUTDATEfighter
- Zero Install (0install)

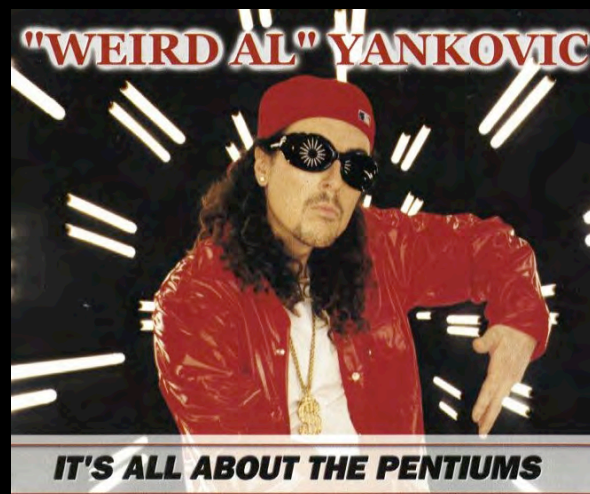
# Faronics Core

- 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](http://www.avast.com/en-us/education)

# iPads & Tablets

- As functional as a PC –half the price.
- Buy them used: [Glyde.com](http://Glyde.com)

## What to do with them?

- Give them to staff (Roving Reference)
- Kiosks

# 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



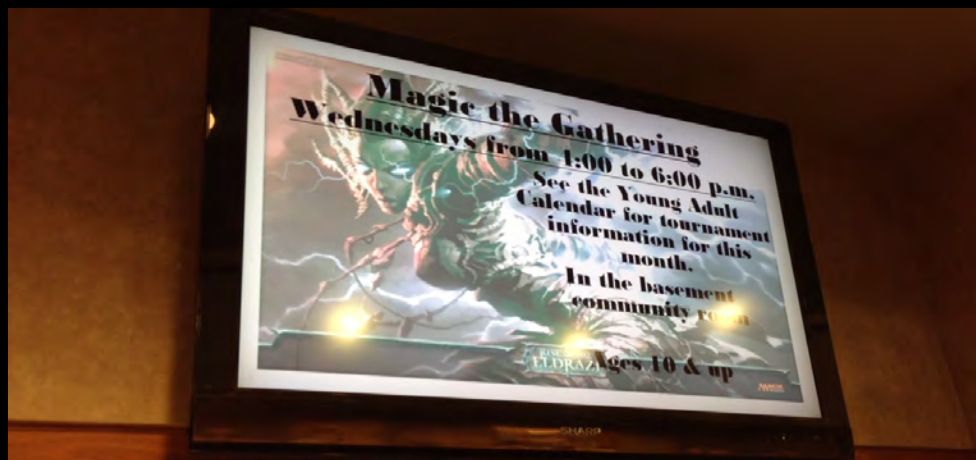
- Tiny Computer
  - Between \$25 and \$70
  - Perfect amount of power for an OPAC
  - ACRL TechConnect article:
    - <http://goo.gl/SrUzx1>



# 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

A.B.T.  
Always Be Troubleshootin'



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