

BTOP Sustainability Work Plan
"The Last Year"

Topic	Description of Activities/ Outcomes/Outputs	Owner/ Lead	Timeline
Feasibility Study	Commission a study and report on Cost-Effective Strategies for Increasing Internet Access in Montana Public Libraries, including: <ul style="list-style-type: none"> • Summary of strategies used by other states • List of telcos providing middle and last miles services that could provide services to libraries • Identify and propose standards relating to library Internet services • Identify potential financial resources • Overview of applicable FCC ruling • Suggest 3 efficient, cost-effective models (budget, administrative structure, revenue source, scope, pros/cons). A state and/or regional E-rate consortium must be included in the report. 	<u>Primary:</u> Montana State University (vendor) <u>Secondary:</u> Donci Bardash, Project Director (as contract liaison)	<u>August 2012</u> Draft presented to Commission; Final Report Published <u>Sept 2012</u> Webinar with Libraries
Technology Training	Workshops, Webinars, Handouts, and Guides on the following topics. Materials will be posted to WebJunction. <ul style="list-style-type: none"> • Laptop management and circulation procedures • Internet safety • Employment resources • Web 2.0 technology • Mobile devices (e-readers, tablets) • Guidance on hosting local workshops • Basic networking and trouble-shooting • Census resources • Assistive technology • Computer center maintenance (updates, security scans, speed tests, network diagnostics) 	<u>Primary:</u> Jennifer Birnel, Technology Trainer; Christie Briggs, TBL (Fall Workshop only) <u>Secondary:</u> Jo Flick, MSL Trainer; contracted trainers; local public library technology trainers; Donci Bardash, Project Director; TBL; Vocational Rehab; MonTech; contracted presenters <u>Resources:</u> Public	<u>Summer 2012</u> Laptops; Mobile Devices; Envisionware <u>Fall 2012</u> Internet Safety; Employment; Mobile Devices; Web 2.0; Assistive Technology; Use of Video; Futurist <u>Winter 2013</u> Local Workshops; Networking Basics; Census; Advanced

	<ul style="list-style-type: none"> • General digital literacy • Envisionware • Include any adopted suggestions for content from MSU Study • Other needs as identified 	Computer Center Learning Targets, Web Junction, Community Partners	Envisionware; Computer Maint <u>Spring 2013</u> Misc. topics
Training Portal	Assist with migrating and/or building BTOP content on MSL Training Portal.	<u>Primary:</u> Jo Flick, MSL Trainer <u>Secondary:</u> Jennifer Birnel, Technology Trainer <u>Resources:</u> Training Portal, WebJunction, Vimeo	TBD by SLR Staff
WebJunction	Provide reports and statistics on WebJunction usage to inform decision on maintaining resource after contract. Recommend future use, administration, and scope of WebJunction.	<u>Primary:</u> Jennifer Birnel, Technology Trainer <u>Secondary:</u> Donci Bardash, Project Director; Sarah McHugh, SLR; Jo Flick, MSL Trainer; Jennie Stapp (approval) <u>Resources:</u> WebJunction	<u>Statistics:</u> Quarterly <u>Approve</u> <u>Recommendations:</u> March 31, 2013
E-rate	Provide support to interested BTOP public libraries on applying for and managing E-rate resources. <ul style="list-style-type: none"> • Assist approx. 22 libraries with Forms 470, 471, and 486 • Assist approx. 12 libraries with Form 472 • Assist approx. 2 libraries with audit support and guidance as needed • Provide webinars on E-rate filing, compliance, 	<u>Primary:</u> E-rate Central; E-rate Elite (vendors) <u>Secondary:</u> Sarah Elkins, Compliance Officer (as contract liaison); Suzanne Reymer, MSL	As indicated by federal timeline

	<p>and related topics</p> <ul style="list-style-type: none"> • Possibly provide on-site workshop 	<p><u>Resources:</u> Previous years' forms</p>	
<p>Network Health Check-ups</p>	<p>Contract with a vendor to provide the following at BTOP libraries:</p> <ul style="list-style-type: none"> • Assess network health, including but not limited to broadband speed tests, network security, traffic monitoring and identification of choke points, appropriate hardware, adequate cabling, and efficient network design; • On-site correction of critical findings, which may include installing new network equipment, upgrading cable, downloading software, or redesigning the network configuration for efficiency and performance; and • Publication of a report for each library including assessment results, findings, corrective action taken, and a network map identifying hardware and IP addresses. 	<p><u>Primary:</u> TBD (vendor)</p> <p><u>Secondary:</u> Donci Bardash, Project Director (as contract liaison); LD Staff; Ken Adams, MSC</p>	<p><u>On-site Assessments:</u> Fall 2012</p> <p><u>Library Reports:</u> Winter 2012</p>
<p>Library-specific Factsheets & Booklets</p>	<p>Produce for each library one-page factsheets including:</p> <ul style="list-style-type: none"> • Usage statistics and trends (computers, patrons #, wait times) • Anecdotal impact stories • Quotes and survey data from community partners and patrons • Analytics 	<p><u>Primary:</u> Donci Bardash, Project Director</p> <p><u>Secondary:</u> Sarah Elkins, Compliance Officer (Query data); Stacy Bruhn (custom Charts and Graphs feature); Sarah McHugh</p>	<p>Winter-Spring 2012 (after 2 years of trend data)</p>

	<p>Booklets:</p> <ul style="list-style-type: none"> • Quantity and value for all items • Serial #, warranty • Recommended technology standards (specs, replacement) • Resources (term contracts, TechSoup) • Outreach materials <p>Data: Explore using the MSL custom charts and graphs feature for generating BTOP-specific reports after the grant</p>	<p>and LD Staff (data section)</p> <p><u>Resources:</u> MSL web tool for custom charts & graphs, BTOP database</p>	
Sustainability Training Series	<p>Coordinate with MSL Library Development staff to provide webinars and workshops on the following topics:</p> <ul style="list-style-type: none"> • Strategic planning and tools (community asset maps, influencer maps) • Grants (Pre and Post-award) • Financial planning and management (grants, budgeting, fundraising) • Coordinating with community groups on projects and grants, guest presenters from state and local agencies • Others as identified 	<p><u>Primary:</u> Donci Bardash, Project Director; LD Staff</p> <p><u>Secondary:</u> LD Staff; various community partners</p>	Fall 2012-Summer 2013
Grant Technical Assistance	<ul style="list-style-type: none"> • Distribute grant announcements • Review library grant applications • Provide feedback to strengthen application 	<p><u>Primary:</u> Donci Bardash, Project Director</p> <p><u>Secondary:</u> MSL LD staff; Various community partners</p>	Summer 2012-Summer 2013
Broadband Update	<ul style="list-style-type: none"> • Inform libraries on broadband coverage • Provide guidance on how to influence bringing broadband to needed communities 	<p><u>Primary:</u> Donci Bardash, Project Director</p>	Fall 2012

	<ul style="list-style-type: none"> • Basic jargon 	<u>Secondary</u> : MT SITSD State Broadband Initiative Project	
Impact Video	Produce and distribute a video on local & personal impacts of library technology services in Montana	<u>Primary</u> : TBD (vendor) <u>Secondary</u> : Donci Bardash, Project Director (as contract liaison), Sara Groves, Communications Director	Spring 2013
Oversight/Compliance	Maintain compliance and good standing with funders. <ul style="list-style-type: none"> • Collect, enter, and compile library monthly reports • Submit quarterly ARRA reports • Submit quarterly performance and financial reports to NTIA and Gates Foundation • Submit annual report and close-out package • Provide technical assistance to libraries, as needed. • No future desk reviews or site visits are required, as this obligation has been met. Reviews will only be conducted if high-risk activities are observed. 	<u>Primary</u> : Sarah Elkins, Compliance Officer; local public libraries <u>Secondary</u> : Donci Bardash, Project Director; Kris Schmitz, Central Services	On-going