

Memo

To: Kris Schmitz
Central Services Manager

To: Montana State Library Commission

From: Donci Bardash, Project Director
Broadband Technology
Opportunities Program (BTOP)

From: Kris Schmitz
Central Services Manager

Date: November 21, 2012

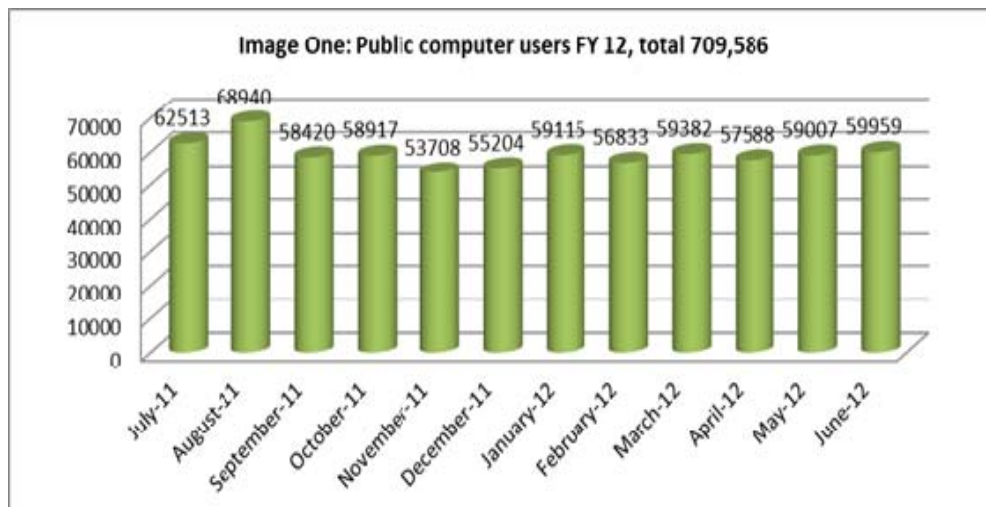
Re: MSL Broadband Technology Opportunities Program (BTOP) Public Computing
Center Grant (PCC) Update

I. Significant Accomplishments

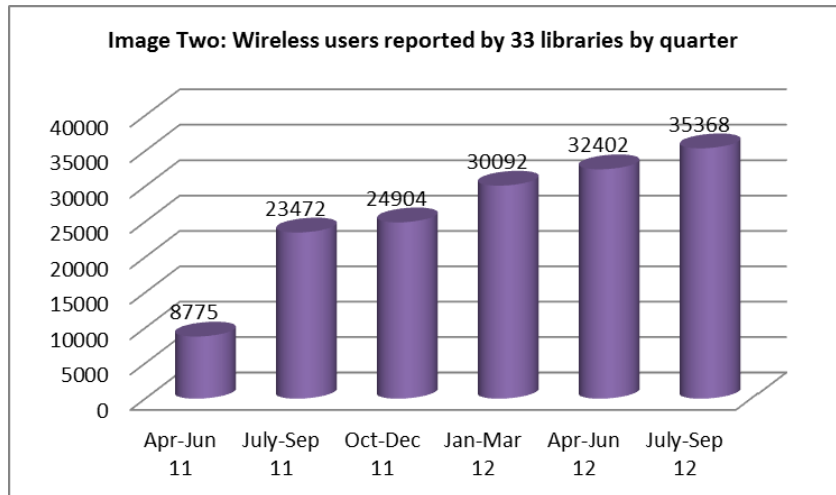
- a. Training:** The BTOP technology trainer continues to provide regional workshops on the TPZ kit items (Kindle Fire, a Kindle Keyboard, a Nook Tablet, and an iPad3), most recently in Forsyth and Bozeman. Mobile device tutorials and videos were also added to WebJunction. She also co-presented at the MEA-MFT conference on "Teaching with E's."
- b. Learning Portal:** The BTOP technology trainer is a member of the core team for designing and launching the learning portal, formerly known as the training portal. She has uploaded technology content and will assist with instructional design and promotion.
- c. Web Junction:** The partnership between BTOP and the Workforce Services Division was highlighted in a recent WebJunction newsletter as a best practice. MSL continues to promote the availability of WebJunction to Montana librarians. However, more than 200 available seats remain vacant. Librarians can sign-up at <https://www.webjunction.org/find-training/request-access/>
- d. Network Health Check-ups:** All 32 participating libraries have completed their on-site assessments and initial remediation. Morrison-Maierle is currently in the processes of writing each library's report. The reports will be published in three batches. Each group of libraries will have a videoconference with Morrison-Maierle to walk through the report contents and suggested best practices. All reports will be available by the first week of January. With remaining contract funds, BTOP will remediate additional critical network concerns. Five libraries need wiring work.

However, the budget will not likely support all five projects. BTOP staff will meet with Morrison-Maierle to discuss the costs and level of need for each project to determine which can be completed under grant funds.

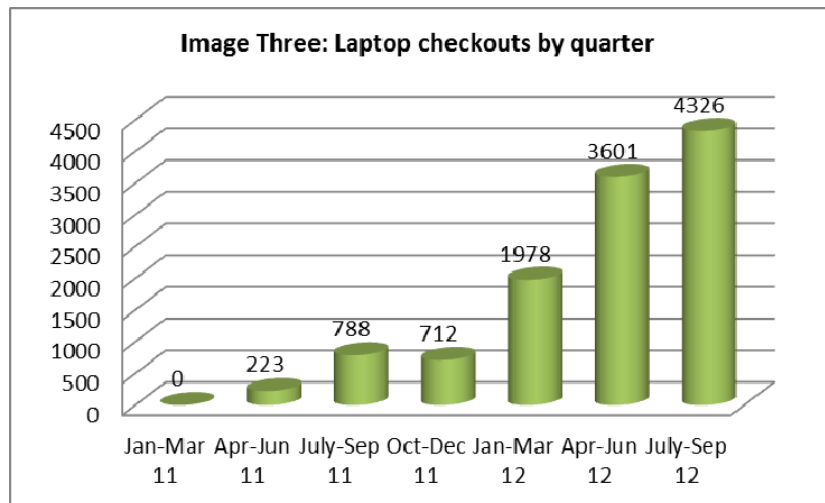
- e. **Sustainability Series:** The BTOP project director has co-presented webinars relating to sustainability. This includes a webinar with the Corporation for National and Community Service State Office to discuss AmeriCorps, SeniorCorps and RSVP programs in October and a webinar with The Parnly Billings Library Foundation to outline the components of major donor campaigns in November.
- e. **Impact Videos:** PartnersCreative filmed staff, patrons and community partners at the Lewis & Clark Library, Missoula Public Library WoW Bus, and the North Lake County Public Library discussing the impact libraries have had on individuals in their communities. Filming at the last site, Sidney-Richland County Library, is scheduled for November 28th. The videos will launch during the legislative open house.
- f. **Envisionware:** The BTOP technology trainer assisted the final two libraries, Sidney and Preston Hot Springs, with their installations. Their installations were delayed due to delays in receiving a Dell server.
- g. **Tribal Symposium:** The BTOP project director attended the Broadband Tribal Symposium sponsored by the Montana Department of Administration. Information regarding the BTOP project and library public computer centers was made available through an exhibit. She also met with staff from the state agencies, USDA and various broadband providers to discuss potential funding opportunities for libraries.
- h. **Feasibility Study:** Dr. Gregory Gilpin presented the recommendations of the feasibility study to the Network Advisory Council on November 13th.
- i. **Web on Wheels (WoW) Bus:** The Missoula WoW bus has seen a sharp increase in patron numbers, from 19 users in June to 164 in September.
- j. **Library Computer Users:** As more library-users become self-sufficient and use their own devices from the library or from home, we anticipated seeing a decrease in library statistics. However, the pace of this decrease has been much faster than we predicted. The public library statistics for 2011 showed approximately 1,030,000 users for that year for BTOP libraries. Our project report shows only 710,000 users from July 2011 to June 2012. This is an approximately 30 percent annual decrease.



Though many libraries are unable to track wireless users with their own laptops, 33 BTOP libraries have consistently tracked and reported these users to our office.



Additionally, the number of patrons checking out library laptops has increased.



II. Planned Activities

- a. **Sustainability Series:** The BTOP project director will continue to provide webinars on sustainability topics, including but not limited to: state cooperative purchasing programs for goods and services, placing computer and hardware orders using state term contracts, and crowd-funding.
- b. **Best Practices:** The BTOP project director is facilitating an internal project that will provide libraries with best practices and resources for managing their public computer centers. This will include recommendations on hardware, software, maintenance, planning, and professional development. The best practices will align with the Library Edge benchmarks, which will be available this spring.

- c. PLA Digital Literacy Project:** The BTOP project director and MSL trainer are members of the PLA Digital Literacy Project advisory council. The project's Drupal site will provide handouts, curricula, and videos related to multiple digital literacy topics. The site will have materials for use with patrons, as well as materials for library staff professional development. It will also be a community of practice, meaning that librarians can post materials and interact with each other on the site.
- d. Technology Training:** The BTOP technology trainer is working with the newly-hired statewide projects manager to transition mobile device and Overdrive training and support. They will team-up to create a tutorial video, which will be available in December. She will also present on cloud computing products.
- e. MLA Pre-conference on Risk & Reward:** The BTOP technology trainer and project director are working with other attendees of the Risk & Reward conference to plan and deliver a Risk & Reward-inspired pre-conference at MLA.
- f. Sustainability Packets:** In January, the BTOP team will begin to compile library-specific data and distribute sustainability packets to each BTOP library. The packets will include 2-years' worth of trend data relating to computer usage, training, and patron wait times. Packets will also include impactful comments from patrons and community partners.