

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: January 23, 2013

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

I. Significant Accomplishments

a. Human Impact Videos: On January 17, 2013, MSL launched three human impact videos demonstrating local library stories. The videos were funded by the Bill & Melinda Gates Foundation, and have been well-received.

The videos support three themes:

- Public Libraries are community hubs. Montana libraries are community centers and centers of the community. Libraries are community anchors.
- Libraries are resources for everything from employment to medical information. Resources are provided through traditional books, but also through the Internet or other people.
- Libraries are for everyone and any stage of life, from children to seniors.

A toolkit was published to the MSL website and distributed to libraries over the Wired! Listserv. A press release was issued and articles were published in the Sidney Herald Leader and Ravalli Republic.

The videos can be found on the MTLibraryNext You Tube channel, or at the following hyperlinks:

Bringing Technology to Montanans:

<http://www.youtube.com/watch?v=mS-l4p7-iU>

Providing a Foundation for Businesses and Families:

<http://www.youtube.com/watch?v=oCngmOtgCR0>

Supporting our Communities through Change and Challenge:

<http://www.youtube.com/watch?v=eCtM6z6Gtno>

- b. Network Check-ups:** Morrison-Maierle has completed all initial on-site assessments and remediation at the 33 participating libraries. Each library has received a summary report outlining risks, recommendations, broadband speeds, and broadband usage (if available). The most common finding was the use of ISP-provided routers which have limited management and security features. The recommendation is that SonicWall devices be installed to create sub-networks between the administrative and public networks, to manage bandwidth, and to oversee usage. All of the above would move libraries in the direction of the Library Edge benchmarks, encouraging libraries to upgrade broadband if 70% or more of their bandwidth is in use. Morrison-Maierle will complete wiring updates at three libraries, as well as installation and configuration of SonicWall devices and universal power supplies at locations agreeing to these recommendations. Work is scheduled to be completed by March. All costs are covered by the grant.
- c. Sustainability:** The management team has begun monthly meetings with the project director to address sustainability issues after the grant. The project director has presented on community asset mapping, and has co-hosted training on leveraging public services projects such as RSVP and AmeriCorps. She continues to meet with the state program office to explore new opportunities. The project director and technology trainer are both members of the Risk, Reward, Revolution presenters, scheduled to present a pre-conference at the Montana Library Association (MLA) annual conference.
- d. Technology Training:** The technology trainer has been integral to the launch of the learn learning portal www.learning.montanastatelibrary.org. Significant changes have been made to WebJunction to make it more user-friendly. She also wrote an article, "Fear not the New Gadget," that was published nationally in the WebJunction Crossroads. The technology trainer has assisted the statewide projects manager with creating video tutorials on downloading the Overdrive application.
- e. Partners:** Many community partners participated in the human impact videos, sharing stories on camera and co-promoting the videos. Workforce Services Division is hosting two additional webinars on job-searching, including the role of social media. The project director distributed a toolkit for Law in the Library events,

authored by the State Law Library and the State Bar of Montana. Screencasts and tutorials on using census information have been posted to WebJunction.

- f. National Projects:** The project director was appointed to the executive and evaluation committees of the Public Library Associations (PLA) Digital Learning Portal. This project aims to provide digital literacy information and training that both library staff and patrons can access. The technology trainer was appointed to the new training formats committee for WebJunction.
- g. Staff Changes:** The compliance officer is the first of three project staff to leave BTOP with a resignation effective January 24, 2013. This position's primary duties were reporting, oversight, and accounting. These tasks have diminished over the last several months, with the exception of quarterly reporting. Secondary duties included acting as contract liaison for E-rate consulting services. Using existing staff resources and additional assistance from the Central Services technician, BTOP will continue to meet all reporting and internal controls requirements. Any additional costs will be billed to the grant.
- h. Performance Measures:** In a 24-month period, more than 101,000 patrons have access digital literacy training at the 43 BTOP libraries alone. Laptop check-outs continue to grow, with over 4,000 logged this last quarter. Libraries continue to see an increase in the number of patrons access their wireless networks. More accurate figures will be available with the installation of SonicWall devices at libraries.

II. Planned Activities

- a. Network Check-ups:** All wiring, hardware, and network remediation is targeted for completion by March.
- b. Sustainability Series:** The BTOP project director will continue to provide webinars on sustainability topics this spring, including but not limited to: 2-1-1 Montana, state cooperative purchasing programs for goods and services, placing computer and hardware orders using state term contracts, and crowd-funding. She will also assist the federal officer with collecting documentation of best practices, to be included in federal legacy files.
- c. Partners:** The Corporation for National and Community Services (CNCS) state office is exploring ways that veterans affairs and libraries may collaborate to better reach rural veterans in need of assistance. The State Bar of Montana and the Law Library are exploring ways to make their legal guides more accessible, including collaborating with libraries. The BTOP project director will assist with these projects,

as well as ensuring that libraries and their resources are included in the state 2-1-1 directory.

- d. **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. Our goal is to align these practices with the Library Edge benchmarks. However, their publication has been delayed until the summer/fall of 2013, which is after BTOP. We are currently exploring options to provide information before this summer without creating redundancy.
- e. **Technology Training:** Future training will focus on sustainability and popular topics and includes: cross-training MSL staff on assistive technology; offering workshops on creating video to build capacity from the impact videos; webinars and online tools for cloud computing, Windows 8, Google Talk, Skype, Google Drive, Google Hangout, and SkyDrive; Internet safety; and e-readers and e-books. She will also be presenting a national webinar on WebJunction about supporting patrons with e-readers and e-books.
- 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, as well as infographics. All BTOP libraries will have their packets by April.
- g. **Knowledge-sharing:** The project director has been invited to present on the process, outcomes, and lessons learned relating to the BTOP feasibility study by the Chief Officers of State Library Agencies (COSLA) Public Access Technology Community in February.