

# Community Technology: giving public library users access to specialist hardware and software

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Casey-Cardinia  
Library Corporation

# Library Plan 2013-14

## Community Technology Access

Provide increased community access to specialist high quality computer technology, and specialist staff support for this equipment, service and software.

### Key Strategic Activity

#### Short Term

- Identify specific equipment and software to be provided.
- Identify branch locations for various computer equipment and software – investigate options for mobile library.
- Source computer equipment and software and install as required.
- Survey users to develop equipment and software support routines for staff and public.
- Develop budget and capital replacement requirements.

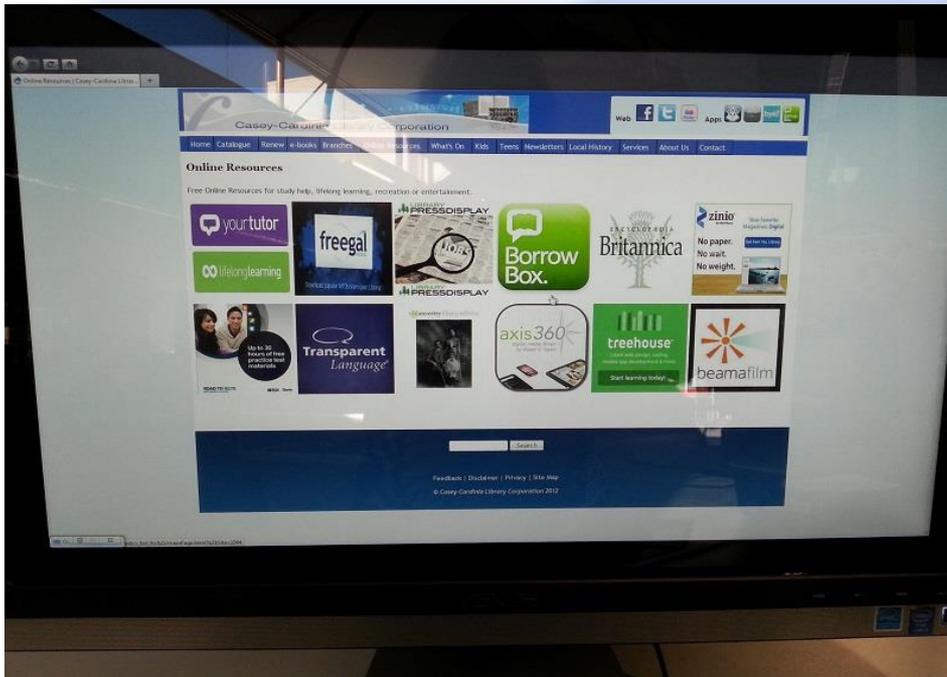
#### Medium Term

- Introduce additional specialist equipment, computers and software at library branches.
- Develop specialist technology options for use in library branches.

### Indicators

- Increased numbers of computers/items available for use.
- Increased bookings and/or use data for technology items.
- Customer satisfaction with equipment provided and support from staff.

# Existing Tech



Internet PCs

Kids PC

Info Kiosk

iMacs

# Initial rollout



iPad

Samsung Galaxy

Kobo e-Reader

# Survey

Staff and Users

Online

Hardware &  
software

Limited options

Comments

26 staff, 29 users



The screenshot shows the Casey-Cardinia Library Corporation website. The header features the library's logo and navigation links for Home, Catalogue, Renew, e-books, Branches, Online Resources, What's On, Kids, Teens, Newsletters, Local History, and Services. Below the header is a navigation bar with links for About Us and Contact. The main content area displays a blog post titled "Community Technology Survey" submitted by Invisible Ink on Monday, 20/01/2014 at 10:05. The post text discusses the library's focus on community technology and seeks user input on hardware and software options. An image of various mobile devices (iPads, Samsung Galaxy tablets, and a Kobo e-reader) is shown on the right side of the post. The footer includes the text "Invisible Ink's blog".

Casey-Cardinia Library Corporation

Home Catalogue Renew e-books Branches Online Resources What's On Kids Teens Newsletters Local History Services

About Us Contact

Blogs » Invisible Ink's blog

### Community Technology Survey

Submitted by Invisible Ink on Mon, 20/01/2014 - 10:05

Your library has a focus this year on community technology - making devices and equipment available for library users to use in their local library.

We already have iMacs with creative software available at Narre Warren and Cranbourne, iPads at several branches and Samsung Galaxy tablets and Kobo e-readers at all branches - all free to use in the branch by library members.

We need your help however, to determine what other hardware and software you would use at the library if it was available.

Please take 5 minutes to fill out our [Community Technology Survey](#). All responses are anonymous. Your input would be greatly appreciated.

Thanks

- Michelle

Invisible Ink's blog

# Survey results

CAD	Skype	iTunes	Typing	Acrobat	Resum e	3D Simula tor	Stat istic s
9	12	9	8	18	10	11	4
<b>Staff</b>							
CAD	Skype	iTunes	Typing	Acrobat	Resum e	3D Simul ator	Stat isti cs
9	17	13	11	17	16	3	3

# Survey results

Stop motion	Device Charging	3D Printer	A1 Printer	Touch table	Simular	Gaming PC
4	19	10	19	6	10	6

## Staff

Stop motion	Device Charging	3D Printer	A1 Printer	Touch table	Simular	Gaming PC
5	20	8	13	9	6	5

# Selected Community Tech

Treehouse

A0 Printer

Touch Table

Adobe Acrobat

Skype/iTunes

Statistical  
Package/CAD

CAD Software



**Learn how  
to build the  
internet.**

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access to all of our online courses.

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lib.trhou.se/

# Promotion

Newsletter

Posters

Website/catalogue

Brochures

Mail outs

Social media

Casey-Cardinia Library Corporation

## Pages

The latest news, reviews and events from our libraries.

Issue No. 97 - November 2013

**NEW TECHNOLOGIES** for you to imagine, explore and understand

**You will soon be able to borrow a Samsung Galaxy Tab 3 or a Kobo e-reader for use in your local library. Cranbourne, Narre Warren and Pakenham will also have an iPad4 for library users to explore.**

All devices will be Wi-Fi enabled and with library apps pre-installed and can be used for work, play or just exploration.

The Kobo e-reader will come with some e-books installed. All devices are to be used IN THE LIBRARY ONLY.

At the moment, we're doing set-up and configuration and they will be rolled out to the libraries in coming weeks. They will be available to adults with a current library card and a second form of surety. Borrowers will need to read and agree to the conditions of use.

These devices are the first in a rollout which aims to give library users access to specialist high-quality computer technology.

Staff enjoyed getting familiar with the new technology.  
L:R Pru Menzies, Customer Services Manager.  
Michelle McLean, Information Services Librarian. Leanne Hombrook, Acquisitions Officer.

**NEWS** . . . . . 1

**WHAT'S NEW** . . . . . 2  
fiction with previews

**FYI** . . . . . 3  
non-fiction resources

**WHAT'S ON** . . . . . 4  
author talks, events, book chats, seminars, displays, book sales and more

**ADLIB** . . . . . 6  
where we're blogging

**YOUR LIBRARY** . . . . 6  
address, phone, melway

**QUICK LINKS** (Click on the pic)

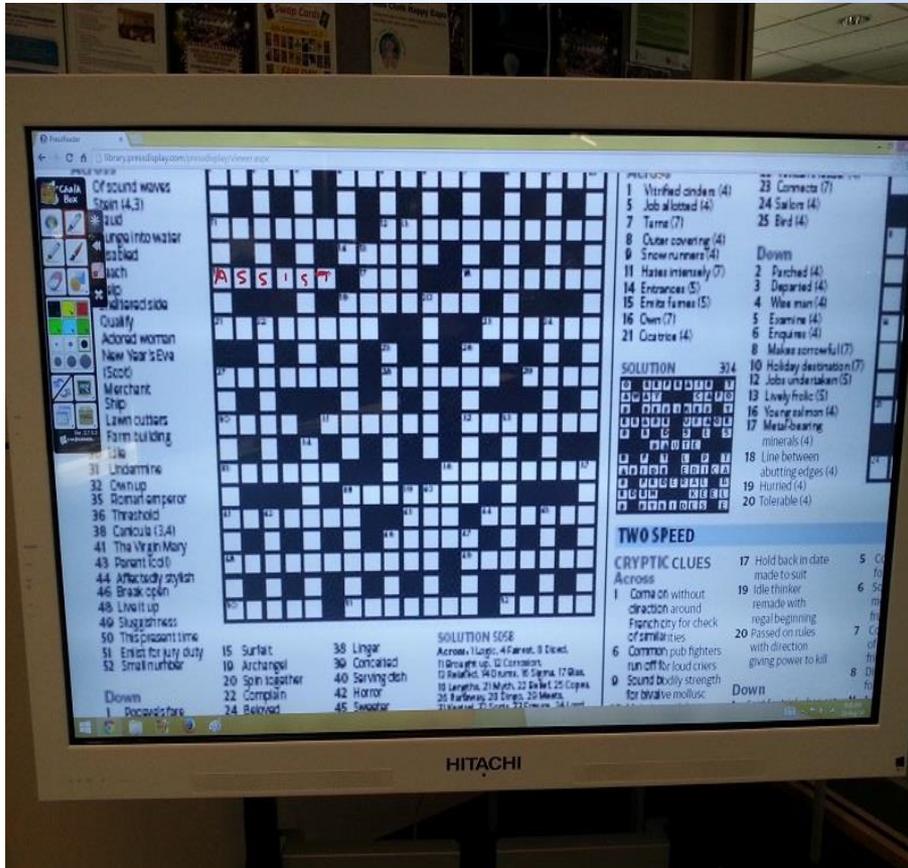
- Access the library catalogue
- Your/tutor Online Homework help
- Receive e-newsletters
- Download e-audiobooks

# Take up

Mobile devices

iMacs

Touch table



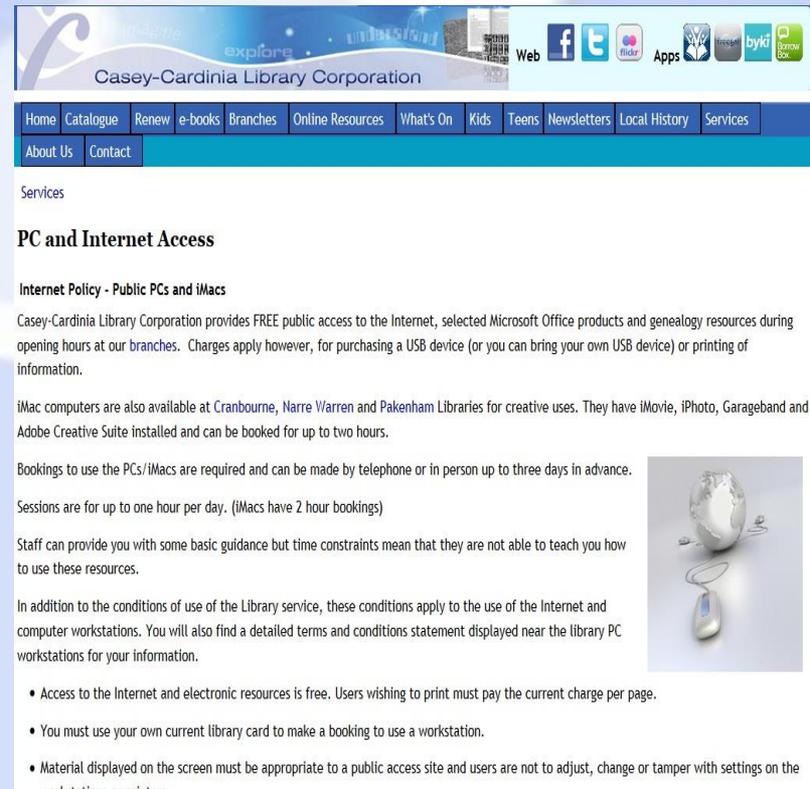
# Issues

Inappropriate use

Under-use

Securing

Promotion



The screenshot shows the website for Casey-Cardinia Library Corporation. The header includes the library logo, the text "Casey-Cardinia Library Corporation", and social media icons for Facebook, Twitter, and YouTube. Below the header is a navigation menu with links for Home, Catalogue, Renew, e-books, Branches, Online Resources, What's On, Kids, Teens, Newsletters, Local History, Services, About Us, and Contact. The main content area is titled "Services" and "PC and Internet Access". It contains an "Internet Policy - Public PCs and iMacs" section with text about free public access to the Internet and selected Microsoft Office products. It also mentions that iMac computers are available at Cranbourne, Narre Warren, and Pakenham Libraries for creative uses. Bookings for PCs/iMacs are required and can be made by telephone or in person up to three days in advance. Sessions are for up to one hour per day (iMacs have 2 hour bookings). Staff can provide basic guidance but time constraints mean they are not able to teach users how to use these resources. In addition to the conditions of use of the Library service, these conditions apply to the use of the Internet and computer workstations. A detailed terms and conditions statement is displayed near the library PC workstations for your information. A list of conditions includes: Access to the Internet and electronic resources is free. Users wishing to print must pay the current charge per page. You must use your own current library card to make a booking to use a workstation. Material displayed on the screen must be appropriate to a public access site and users are not to adjust, change or tamper with settings on the workstations or printers.

Services

## PC and Internet Access

### Internet Policy - Public PCs and iMacs

Casey-Cardinia Library Corporation provides FREE public access to the Internet, selected Microsoft Office products and genealogy resources during opening hours at our branches. Charges apply however, for purchasing a USB device (or you can bring your own USB device) or printing of information.

iMac computers are also available at Cranbourne, Narre Warren and Pakenham Libraries for creative uses. They have iMovie, iPhoto, Garageband and Adobe Creative Suite installed and can be booked for up to two hours.

Bookings to use the PCs/iMacs are required and can be made by telephone or in person up to three days in advance.

Sessions are for up to one hour per day. (iMacs have 2 hour bookings)

Staff can provide you with some basic guidance but time constraints mean that they are not able to teach you how to use these resources.

In addition to the conditions of use of the Library service, these conditions apply to the use of the Internet and computer workstations. You will also find a detailed terms and conditions statement displayed near the library PC workstations for your information.

- Access to the Internet and electronic resources is free. Users wishing to print must pay the current charge per page.
- You must use your own current library card to make a booking to use a workstation.
- Material displayed on the screen must be appropriate to a public access site and users are not to adjust, change or tamper with settings on the workstations or printers.



# Staff



Varying knowledge

Varying responses

Training needed

Documentation needed

Play

# What would we do differently?

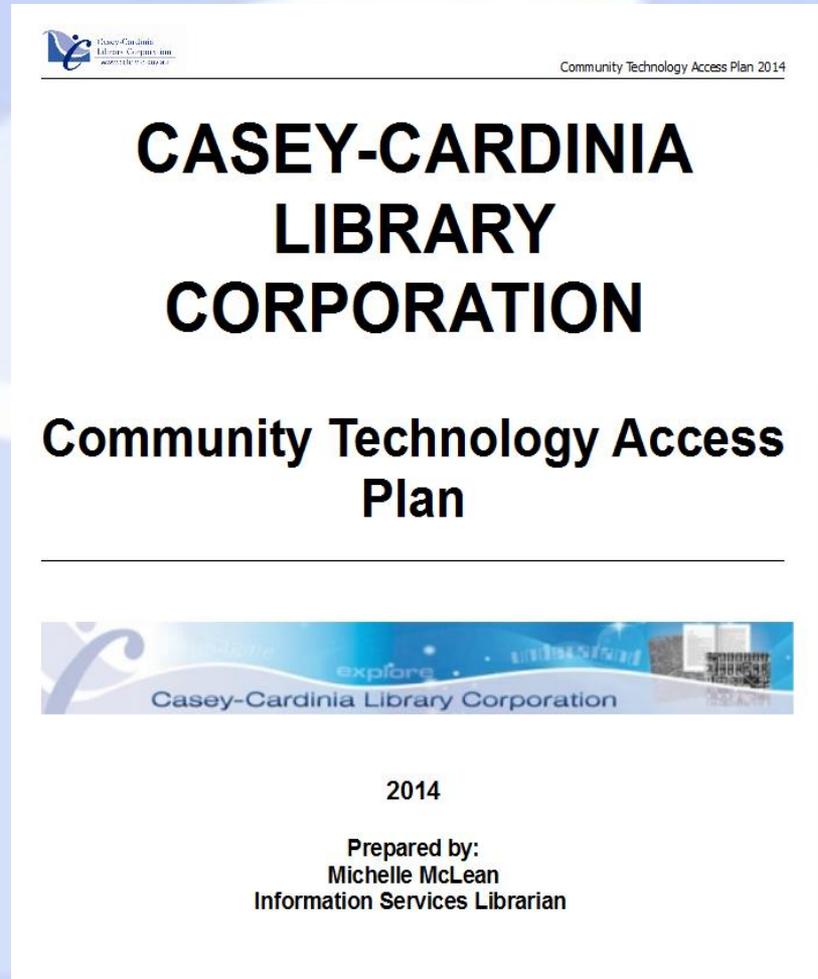
Research

Policies  
established

Training completed

Documentation

Pre-promotion



# Future



Review plan

Roll out remaining

Research

Develop policies

# Future

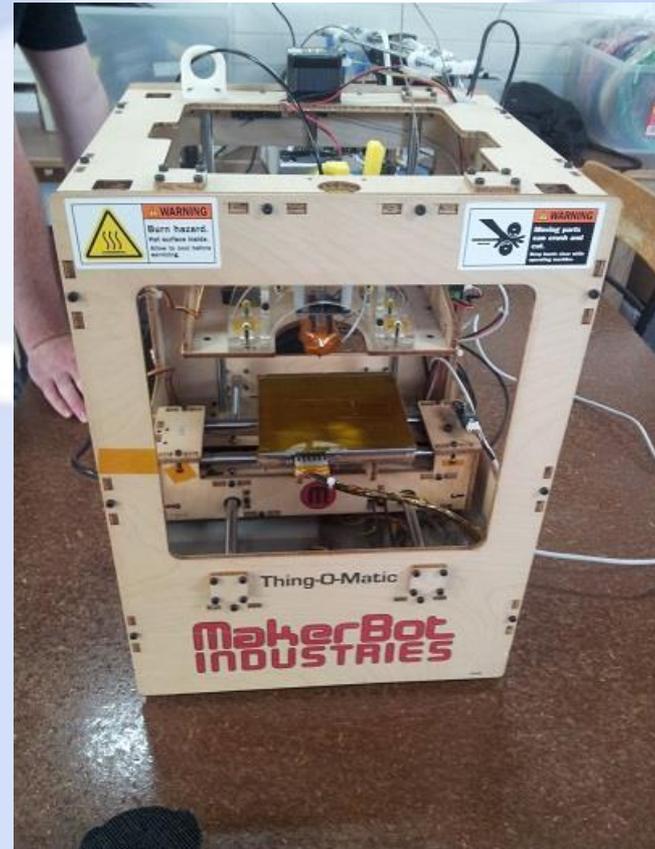
Tech for mobile

Class sets - tablets

Makerspace?

Other options

Built into budget



# Thanks



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[@michelleamclean](https://www.instagram.com/michelleamclean)