# G12. INFORMATION TECHNOLOGY WORKSHEET

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| Library / Branch:        |
| Completed by:        | Date:       |

## Objective

To ensure the accessibility of all library resources and services to the community served by the library. Information Technology Standards include all aspects of ICT: Information and Communication Technologies.

Relevant standards: *Living Learning Libraries* 5th ed, 2013: S8 Staffing and S15 Information technology.

## Guidelines

### Systems infrastructure

| **Guideline***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| The library has an ICT strategy covering planning, implementation, maintenance and replacement of information/communications technology and equipment |  | Comments:       |
| Library IT platform is secured with service level agreements with IT suppliers. Service level agreements ensure that service and maintenance of public computers/networks is given as high a priority as in-house Council/ government/ corporate systems |  | Comments:       |
| Library IT is managed by appropriately qualified and/or experienced staff |  | Comments:       |
| System downtime due to maintenance is scheduled and communicated in advance to staff and customers |  | Comments:       |
| Public and staff workstations are up-to-date with appropriate software  |  | Comments:       |
| Software provided for customer use includes standard desktop word-processing, spreadsheet, presentation, web browser and document reader software |  |  |
| Peripheral equipment provided with customer workstations or for customer use includes standard office machines such as printers, fax machines, scanners |  |  |
| Adaptive technologies are provided for people with disability |  |  |
| One workstation is provided per FTE staff member |  | Comments:       |
| ICT training programs are ongoing and updated as appropriate for staff and customers |  | Comments:       |
| Library supports social networking technologies |  | Comments:       |
| Library supports portable storage devices |  | Comments:       |
| Wireless networks are available to library customers in library branches |  | Comments:       |
| IT and internet access policies provide appropriate guidance to customers  |  | Comments:       |
| Bandwidth is sufficient for consistent good quality access to digital print/image/sound resources served by the Library |  | Comments:       |

### Library management system

| **Guidelines***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| Library management system operates latest or near to latest software release |  | Comments:       |
| Library reserves computers for catalogue use  |  | Comments:       |
| Library catalogue is available through the Library’s website  |  | Comments:       |
| New books/resources list is available online |  | Comments:       |
| Individual personal information and preferences can be updated online by the customer, with appropriate authentication and privacy controls in place |  | Comments:       |
| Library fees and fines are payable online |  | Comments:       |
| Library items can be requested/reserved online |  | Comments:       |
| Items for purchase can be suggested online |  | Comments:       |
| Library customers can view and renew their own loans online |  | Comments:       |
| Library notifications can be delivered by a method selected by the customer, including email or SMS |  | Comments:       |
| Web-scale discovery or federated search of library catalogue and electronic databases is available |  | Comments:       |
| Library management system supports recording identification and delivery of collection items which are in print, audiovisual and digital formats |  | Comments:       |
| Library management system provides management and statistical reports for effective performance tracking and service evaluation purposes |  | Comments:       |

### Website

| **Guidelines***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| Full description of library services, branches and opening hours is on the library’s website |  | Comments:       |
| Library supports online interaction with customers |  | Comments:       |
| Library supports online reference and information service |  | Comments:       |
| Library website includes up-to-date information on policies, programs and staff contacts |  | Comments:       |
| Library website supports links to external resources including links to other libraries, e.g. Libraries Australia |  | Comments:       |
| Library supports remote and in-house access to its catalogue and its free and licensed databases |  | Comments:       |
| Library activities, programs and training sessions can be booked online |  | Comments:       |
| Downloadable e-books and e-audiobooks are available |  | Comments:       |
| Audio and video streaming, RSS feeds and podcasts are available |  | Comments:       |
| The library website is designed in a way that works optimally on mobile browsers (Responsive Web Design Principals) |  | Comments:       |
| Library website meets W3C standards for disability access |  | Comments:       |
| Social media channels used by the library are linked on the website |  | Comments:       |

## Suggested performance indicators

* Numbers of items digitised from library’s collection (if appropriate) per annum
* Number of hours of public workstation use per annum
* Number of visits to library website per annum[[1]](#footnote-1)
* Bounce rates (percentage of website visitors who move on to a different site without continuing on to subsequent pages on the initial site) will provide some indication of how clients are using the website
* Use of wireless access
* Some metrics for use of databases (for example, searches, hits, page views, vendor statistics)
* Proportion of expenditure on digital resources by comparison with print materials
* Percentage (time) of outages for all library electronic services

## Things to consider

Council ICT availability, platforms, connectivity, security requirements, Internet access and backup requirements need to be taken into account in using these guidelines.

NSW.net suggests the standard configuration for internet access equipment could include a wireless interface that can be activated to provide in-house wireless internet access. The current NSW.net solution is an in-the-cloud service that offers functionality such as a ticketing system to control access and comprehensive reporting facilities.   These features can be turned on or off to suit the library's needs.

Availability of library web access may be modified at certain times by backup requirements of some library management systems.

Metrics for time taken to load pages may be useful in demonstrating the need for more processing power or bandwidth.

The reporting capabilities of the library’s integrated library management system (ILMS) should be exploited to collect statistics which contribute to the whole picture of library use, enabling performance evaluation and benchmarking.

## **Other Resources**

* *Access to information in New South Wales public libraries; guideline.* Library Council of New South Wales: <http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/docs/accesstoinformation2007.pdf>
* *Internet policy guidelines for NSW public libraries*, November 2011, State Library of New South Wales (Library Council of New South Wales Guideline): <http://www.sl.nsw.gov.au/services/public_libraries/docs/Internet_Guidelines_2011.pdf>
* The Australian Human Rights Commission publishes information on the implementation of the World Wide Web accessibility provisions: *World Wide Web Access: Disability Discrimination Act Advisory Notes*: <https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-40-2010>
* Australian Government guidelines are: ‘Accessibility’, in the Australian Government *Web Guide*: <http://webguide.gov.au/accessibility-usability/accessibility/>
* *Digital practice guidelines*, State Library of New South Wales, December 2011 (Library Council of New South Wales Guideline): <http://www.sl.nsw.gov.au/services/public_libraries/digitisation/digital_practice_guidelines/index.html>
* National Library of Australia’s *Collection digitisation policy*: <http://www.nla.gov.au/policy-and-planning/collection-digitisation-policy> and *Digitisation guidelines*: <http://www.nla.gov.au/standards/digitisation-guidelines>
* NSLA’s *Aspirational practices and standards for digitisation by interlibrary loan and document delivery services*: <http://www.nsla.org.au/publication/aspirational-practices-and-standards-digitisation-interlibrary-loan-and-document>
1. In relation to measuring website usage there are, unfortunately, no widely agreed metrics. However, Google Analytics, a free downloadable software application appears to be emerging as a de facto standard for both government and business. [↑](#footnote-ref-1)