



Idaho
Commission
for Libraries

Best Practices Section 7: Technology

Checklist

Last modified: 20200221

Libraries have long been first adopters of new technologies, including personal computers, eBooks, and 3-D printing. Technology, like any other library asset, costs money and so is planned and accounted for in a technology plan. This plan is a strategy for identifying, evaluating, acquiring, implementing, and evaluating technologies used to fulfill a library's mission. The plan defines how the library's strategic objectives will be accomplished; a description of existing technological resources; a thorough description of the technology plan with goals and objectives, needs, an action plan, and a proposed budget; and an evaluation process for monitoring progress toward the achievement of strategic goals and objectives, including a timetable and specific benchmarks of success.

Best Practices for Public Libraries in Idaho is a tool developed by the Idaho Commission for Libraries for the public library community to use in planning, staff and trustee development, orientation, and advocacy.

Together with an advisory group of practicing librarians, ICfL has developed a set of suggested Best Practices which are presented in seven content areas:

1. Collection Development and Maintenance
2. Facilities
3. Governance and Board Service
4. Human Resources
5. Marketing and Advocacy
6. Services and Programming
7. **Technology**

Each of the seven checklists is supported by a toolkit which further defines or supports the Best Practices statements.

Checklist statements are divided into categories designed to assist the participant:

- Core – Statements in this category are fundamental to public library service in Idaho.
- Enhanced – Statements in this category add value to core library services.
- Stretch – Includes nationally trending library practices.

A good way to approach these tools is to work through each checklist, ticking off the boxes for those Best Practices currently maintained by the library. The remaining unchecked Best Practices present opportunities for local development, planning, and education.

The Idaho Commission for Libraries does not require attainment of levels for eligibility in any ICfL programs or services. The Best Practices are intended to be a tool for continuous improvement, not a library certification program. ICfL encourages public libraries to use the Best Practices in conjunction with ICfL's *Best Practices Improvement Plan*.

The Idaho Commission for Libraries is introducing a companion program for *Best Practices for Public Libraries in Idaho*. The *Best Practices Improvement Plan* will provide financial support, through a grant process, to assist libraries in improving identified areas of Best Practice.

Core Level

- Yes No 7.1. My library has Internet connection speeds of at least 4 Mbps (download) at each building.
- Yes No 7.2. My library is aware of the federal E-rate Schools and Libraries program and the state broadband reimbursement (EOR) program that, when combined, can fully cover public library Internet service costs.
- Yes No 7.3. My library has wireless Internet access available to the public at each building.
- Yes No 7.4. My library has an Internet Safety Policy that has been formally reviewed by the board at an open meeting within the last three years and notice of the availability of the policy has been posted in a conspicuous place in the library for all to observe.
- Yes No 7.5. My library is above the [50th percentile](#) for the number of computers available for public use according to the most current edition of the *Idaho Public Library Statistics*.
- Yes No 7.6. My library's computer usage is above the [50th percentile](#) for public libraries in Idaho according to the current edition of the *Idaho Public Library Statistics*.
- Yes No 7.7. My library has Internet content filters in place for public computers accessible to minors and for public wireless Internet access.
- Yes No 7.8. My library maintains a web presence that includes useful content for the public.
- Yes No 7.9. My library offers public access to a functioning printer, scanner, and photocopier.
- Yes No 7.10. My library has a technology plan that includes a computer replacement and rotation schedule and that plan is reviewed annually in conjunction with budget development.
- Yes No 7.11. My library provides one-on-one technology assistance to the public.

Enhanced Level

- Yes No 7.12. My library has Internet connection speeds of at least 25 Mbps (download) and 3 Mbps (upload) at each building.
- Yes No 7.13. My library participates in the federal E-rate Schools and Libraries program and the state broadband reimbursement (EOR) program to cover my library's Internet service costs.
- Yes No 7.14. My library makes wireless Internet access available to the public 24 hours a day, seven days a week, at each building.
- Yes No 7.15. My library maintains a mobile-friendly web presence, including useful content for the public.

- Yes No 7.16. My library offers public access to a color printer and color photocopier.
- Yes No 7.17. My library provides technology assistance in a group setting.
- Yes No 7.18. My library has completed the Broadband Toolkit Improvement Program (BTIP).
- Yes No 7.19. My library annually evaluates and updates major technology as budget allows.
- Yes No 7.20. My library has adopted sustainable practices related to reusing and recycling technology-related equipment and products.

Stretch Level

- Yes No 7.21. My library has Internet connection speeds of at least 100 Mbps (download) if serving a population of fewer than 50,000 people or at least 1 Gbps (download) if serving a population of 50,000 people or greater at each building.
- Yes No 7.22. My library utilizes Category 2 federal E-rate program funding to receive discounts on network hardware.
- Yes No 7.23. My library's web presence utilizes responsive web design and includes useful content for the public.
- Yes No 7.24. My library offers mobile hotspots for patrons to check out.
- Yes No 7.25. My library examines and evaluates emerging technologies and selects those that are suitable for the community it serves.