

TECHNOLOGY CHECKLIST

1. The library shall have appropriate technological access and tools to accommodate both library operational and patron needs.
2. The library must have a(n):
 - Telephone, with the listing included in both the white and yellow pages;
 - Telephone voice mail and/or answering machine;
 - Fax;
 - Photocopier;
 - Effective Internet access, preferably broadband, for both the staff and the public;
 - E-mail library account for patron communication with the library. The library's e-mail inbox should be reviewed daily.
 - Library Web page;
 - Up-to-date computers for staff and public access;
 - Up-to-date printers for staff and public access;
 - Up-to-date anti-virus protection installed on every library computer;
 - Telephone access for deaf/hearing impaired patrons [TTY (text telephone), TDD (Telecommunications Devices for the Deaf), or TRS (Telecommunications Relay Service)]
3. The library should provide a sufficient number of patron accessible workstations to meet patron demand. Wait time for patron workstations should be minimal.
4. The library should annually evaluate its Internet connectivity options for service and cost-effectiveness.
5. The library should provide 24/7 remote access to library services and resources through:
 - a web-accessible library catalog;
 - a library web-page or web site;
 - appropriate regional, national, and international bibliographic databases;
 - any other statewide electronic resources that are available for direct patron use; and,
 - virtual reference service.
6. The library staff must be:
 - Computer literate;
 - Trained to use and assist patrons in the use of electronic resources and materials; and,

Accessible via e-mail either through a unique e-mail address or a library generic e-mail address.

- 7. The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, e-mail, and the Internet.
- 8. The library should provide web links and access to regional and/or statewide initiatives including:
 - Regional library system consortial web-based catalogs;
 - The statewide Illinois library catalog (SILC);
 - The CARLI academic library catalog (I-Share);
 - Illinois State Library sponsored databases/e-resources;
 - Other electronic collections as available; and,
 - Virtual reference service.
- 9. As an equal partner in resource sharing, the library should input and make its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
- 10. The library should have a board adopted Internet acceptable use policy. This policy should be reviewed annually.
- 11. The library must budget for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.
- 12. The library should maintain, troubleshoot, repair, and replace computer hardware and software. This ongoing maintenance should be handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
- 13. The library must strategically plan for future technology needs. The plan should be based on current state, national, and international standards.
- 14. The library must continuously strive to improve its technological services, resources, and access. An ongoing planning cycle should include a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:
 - Wireless Access (Wi-Fi);
 - Internet Connectivity Upgrades (upgrade from dial-access to dedicated services; for example, upgrade to DSL, Cable, T-1, T-3, etc.);
 - Networking (local area vs. wide area);
 - Library Intranet;

Web-Site that meets the current state and federal accessibility guidelines, highlights library services and programs, includes hyperlinks, and is interactive;

Adaptive technologies to meet the needs of persons with disabilities;

Patron self check-out functionality;

New technologies/potential services; for example, wikis, blogs, and on-line chat;

Current and functional meeting room technology;

Technologies to accommodate service needs for special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and,

Ongoing staff continuing education/training related to all aspects of technological services.

15. The library must insure the safety and security of its technological environment.
16. The library's automated catalog and its components should comply with current state, national, and international standards.