Bath & North East Somerset Council

Future of Modern Libraries

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**INFORMATION TECHNOLOGY GUIDANCE AND STANDARDS for
Community Run Library Services**

Library & Information   Community Library   Local services   Mobile

Contents

1 Introduction

This document provides guidance and direction on IT for community groups establishing a community library.

2 Guidance

2.1 Broadband and Phone Lines

Major telecoms providers provide small business packages which can be scaled to needs of the organisation. These packages can include:

1. Phone line
2. Broadband
3. Staff Wifi
4. Guest Wifi
5. Security

Organisations should identify their IT needs to select the appropriate scale of package and availability of different suppliers in their area. Broadband capacity should be sufficient to cover the number of devices that will be connected. 10Mbs is considered the minimum for a single household. Libraries would potentially require at least twice that (20Mbs).

2.2 Devices

2.2.1 Internet PCs

If an offer of internet connected PCs are offered then the specification and support of this need to be considered. Particular areas to consider:

1. Up to date versions of software. E.g. Windows and other applications. All licences will be the responsibility of the organisation.
2. Security covering both protection against viruses and malware as well as control of access to sites so that unsuitable ones are blocked.
3. Accessibility of devices.
4. Support of the devices. Whilst suppliers offer warranties, support beyond that time will be needed along with any set-up and configuration.
5. Durability. Consideration should be given to buying commercial rather than consumer modules are these are built to different standards and design for all day use every day. For example through use of products like Deepfreeze.
6. Being able to restore the device to a standard set-up if it becomes corrupted in anyway.
7. Internet café software to manage sessions, charges, etc. A range of free and chargeable systems are available.
8. Ensuring browser data and temporary files are removed after each user session.

2.2.2 Volunteer PCs and Laptops

Points 1 – 6 above would apply to equipment used by staff. Ideally individual logins should be used as this is more secure.

2.2.3 Peripherals

Printers for printing slips (tickets and receipts) will be required.

If printing is required by staff or offered to the public suitable office style printers should be put in place. These should be laser printers with high capacity cartridges suitable for the volumes anticipated.

2.3 Library Systems

Access to the LibrariesWest catalogue and the ability to issue books will be provided by the MobileCirc application. This can be access via WebBrowser (for PCs) or an app for mobile devices. Mobile devices should use recent versions of iOS or Android

MobileCirc will use the camera as a scanner on most mobile devices (older devices can struggle to focus on bar codes). Handheld USB scanners can be attached to PCs for use of MobileCirc via browser.

Members of the public can gain access to the LibrariesWest Catalogue and manage their loans either via the LW app or Website.

3 Standards and Models

3.1 Mobile Operating Systems

3.1.1 MobileCirc

iOS 6.0 or later

Android – varies with device

3.1.2 Libraries West

iOS 6.0 or later

Android – 4.06 and up

3.2 PC Software

3.2.1 Operating system.
Windows 10 recommended.

3.2.2 Browser Standards.
Up to date browsers are essential e.g. IE 11, Firefox 59 or Chrome 65.

3.2.3 Application software.

This will be at the discretion of the local group. Consideration might be given to no additional apps as most things can be done though the internet, e.g. google docs. Alternatively, cost effective solutions options like using LibreOffice could be implemented.

3.3 Devices

3.3.1 PCs and Laptops

New or recent models should be purchased to ensure adequate performance and compatibility with latest versions of software.

Example specification:

> Processor: Core i5, later generations e.g. 5000 onwards
> Memory: 8GB recommended
> Hard Disk storage: 250GB as the requirement is for software installation and not storage of files.

3.3.2 Scanners

Any USB scanner should be suitable. Datalogic provide an affordable range e.g. Touch TD1100

3.3.3 Slip Printers

A thermal POS (Point Of Sale) printer will print library slips. The EPSON TM T88V Series is recommended. The prices model will depend on requirements e.g. Bluetooth for printing from mobile devices, etc.

3.3.4 Office Printers

High capacity office laser printers should be used. An entry level example would be HP LaserJet Pro M203dw Black & White Wireless Printer

3.3.5 Security Software and Services

Windows 10 comes with a built in anti-virus and firewall features. These should be enabled. Additional security can be added through other software as well as through ISP (internet Service provider) settings.

4 Useful links

4.1 Internet Café Systems

https://windowsreport.com/internet-cafe-software/

4.2 Recycled PCs

https://www.bytebackitrepair.co.uk/re-use-scheme.html

4.3 Broadband Suppliers

https://www.uswitch.com/broadband/compare/business_broadband/

4.4 Recovery Software

http://www.faronics.com/en-uk/products/deep-freeze/standard

4.5 EPSON POS Printer

https://www.epson.co.uk/products/sd/pos-printer/epson-tm-t88v-series

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