

Deerfield Beach Percy White Library

Increased Technology Pilot Project Summary Report

- I. Increase the amount of technology installed at Deerfield Beach Branch not currently – or widely available – to Broward County Library Customers.
 - A. **Wireless internet access:** Is currently being offered throughout the building. Not accessible in many staff areas which makes it difficult to use staff PDA's in those zones. This is a service that is widely used by customers and staff alike. It is also an integral part of the total of this project as many new technologies offered rely on wireless access.
 - B. **Portable Digital Assistant (PDA) devices for Branch supervisory staff:** This technology has been invaluable to staff. It has given us immediate access to many kinds of data including staff and building schedules as well as important documents such as hurricane plan, etc. These devices are capable of wireless internet access. Staff have found CARLWeb to be slow on PDA (as it is on a wired computer). Staff can generally reach a computer to look up an item before CarlWeb will respond. However, internet access has been a great asset in other ways. All scheduling is sent by email through PDA and is thus instantly accessible to all supervisors. Internet access has been a tremendous asset in many other ways as well.
 - C. **Vocera (portable radios):** Not implemented as originally planned. Broward County OIT did not approve the Division using this technology for this service. As an alternative, DB Branch Manager purchased some walkie-talkies with DB Friends of the Library funds. This has addressed the actions of this portion of the plan. However, it is a noisier and less discreet way of communicating. These radios have helped in many situations. Extra staff are called out to assist at busier times. Supervisors can be called out when needed to assist. In case of an emergency, the call button is pressed and as many supervisors as can answer will 'come running.' This provides much easier and much more reliable means of communication for all staff. When a reference staff member is not at the desk, they may be called on to assist customers. This makes all reference staff instantly available to help in a roving reference capacity at any time of day. Friends of the Library also have a walkie-talkie and can call for assistance if needed.
 - D. **Playstation video gaming with DDR technology:** This technology has greatly increased teen programming. We are looking at expanding gaming programs offered.
 - E. **Laptop computers:** These computers are used in several ways quite successfully.
 1. They are used in the meeting room for computer and technology classes. This has given us the ability to teach more students in one class as well as expand the number of classes offered.

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2. Used for in house check out during the busier times of days. This project will be more successful as customers become more aware of it.
 3. They are used for outreach. We will take these computers out to offer classes outside of the library. This program will continue to expand.
- F. **AV Projection system with ADA capabilities:** This is a brand new addition and will be used a great deal.
- G. **Flat screen monitor for advertising library services and programs:** We are able to advertise many services and programs which customers read while they stand in line to check out their items.
- H. **Circulating video games:** Games have been purchased and are being processed at the ROC.
- I. **Fax services to the public:** This is under study by the Adult Services Coordinator who will report back his findings.
- II. Offer new and/or expanded services to customers resulting from new technology available at the branch
- A. **Wireless internet access**
- B. **Playstation video gaming with DDR technology**
- C. **Roving reference services:** This portion of the project has helped us to offer excellent service to our customers in spite of having a very small reference staff. We are able to reach the customer where they are and when they need us and still accomplish other tasks we have to do. It has greatly increased our reference statistics.
- D. **Laptop computers**
- E. **AV Projection system with ADA capabilities in meeting room**
- F. **Circulating video games**
- G. **Fax services to the public**
- III. Increase and improve computer and technology instructional opportunities for customers using the branch: The number of computer and technology classes offered has tripled. Among many other types of classes, we are now offering a class not yet offered at other BCL libraries, "Music using iTunes and iPods." We also look forward to the opportunity to take these laptops out and offer outreach classes to schools and community groups.
- IV. Increase in-house customer awareness of library services and programs: Flat screen monitor and computer advertise services and programs and are located at the circulation desk where customers can see while in line to check out their items.

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- V. Provide improved customer service by using new technology to more effectively locate and serve customers throughout the building

A. Roving Reference

B. Wireless Access

C. Laptops for in-house check out

Statistics have shown large increases in reference and technology instruction. We are more aware of the customer where they are at and more able to help meet their needs. This project has also helped us to offer greater service to the public while giving more time for a staff that is small in number to complete behind the scenes work. It has helped us to become much more efficient.

- VI. Introduce and educate Deerfield Beach Branch staff in the use of additional technology services and equipment to better serve current customers and increase library usage by non-traditional customers: Staff has become educated in use of technologies and much more able to use them on a daily basis. As noted throughout this document, statistics have greatly increased in all areas.
- VII. Improve communication and building security among Branch staff and volunteers: Portable radios have added a great deal in the area of communication and security. They have become an invaluable tool for staff, volunteers and Friends.

Through this project and some other factors, statistics in general have seen a huge increase. In past years average customer count was 12,000-13,000 per month. This year, we have seen average counts of 16,000-17,000 month. Reference and programming statistics have also seen great increases. There are many factors which have combined to make this happen, not the least of which is a great staff committed to Sunational Customer Service. See full report and statistics attached for more information.