Mobile Laptop Labs Service

Marigold provides two mobile labs, each filled with laptops and wireless equipment. Labs have the same standard suite of software installed on them as the library public computers, and include Minecraft servers and client software. Labs can be used for training, programs or other service delivery. To book a mobile lab, contact the IT staff.

> Marigold recognizes the value of interactive programming as a core public library service and the role that public libraries have in bringing people together. - Michelle Toombs, CEO

Tech Kits & Games

Marigold provides a variety of technology-related kits and games to help member libraries enhance their services and programs, such as Makey Makey, Finch Robot, Raspberry Pi and Little Bits. In addition to these kits aimed at expanding kid's coding abilities, Marigold also loans video games and consoles.

Minecraft Servers

Marigold hosts two MinecraftEdu servers connecting to public computers throughout Marigold Library System network. IT staff ensure the software is kept up to date and the servers are available for connections.

Marigold's networked Minecraft environment is an unprecedented application of gaming technology in public libraries in Alberta. This popular service connects people across the Marigold Community, appeals to a wide demographic, promotes technological literacy and stimulates support for member libraries by raising their profile in the community.

Hardware Inventory Services

IT staff inventories hardware in member libraries and maintains this information to provide ongoing maintenance and support.

Marigold's Purchasing Program allows for a variety of IT Related purchases by:

- partnering with vendors to provide cost competitive prices for IT related purchases
- recommending specific hardware or software solutions to meet each library's needs
- providing direct quotes for equipment or licenses to member libraries and making purchases on their behalf for later reimbursement
- providing onsite installation of newly acquired equipment or software`

Marigold is able to offer discounts on IT equipment from preferred vendors and through Marigold's participation in the Public Purchasing Group (PPG). Library staff request equipment and Marigold IT finds a compatible item for the best price.

MARIGOLD LIBRARY SYSTEM
www.marigold.ab.ca

Goals from *Marigold Strategic Plan 2016-2018*
- **position Marigold to implement innovative technologies and programs**
- **enhance Marigold's technological infrastructure**

Computer Network and
IT Consultation Services for
Marigold Member Libraries

3 IT Specialists   IT & Network Centre with 25+ servers

36 member libraries   290,263 service population

Marigold Library System helps communities connect with information, services and culture through the provision of a robust and comprehensive information technology infrastructure for its member libraries and consortia partners.

Marigold takes an innovative approach to information access and technology, and integrates technology in a way that complements the physical and virtual public library and supports community connection and engagement.

Through the *Technology Plan*, Marigold continues to grow a culture of technology that supports problem solving, exceptional customer service, collaboration and innovation.

– *Marigold Technology Plan 2016*

IT Support

Marigold maintains a team of IT professionals dedicated to providing service to member libraries in the following areas:

- computer application and hardware purchase recommendations, installation, support and maintenance
- help desk and website troubleshooting by phone, videoconference and remote (desktop) connection
- expert advice on computer installations for renovations and new facilities

Marigold provides a variety of IT-focused training opportunities for member library staff, including training on website maintenance, statistics and reports, using apps or the library website for patrons to access eResources, using eReaders, providing Minecraft programs, and more. Marigold provides mobile laptop labs and a mobile tab lab (containing an Android device, an Apple device, and an eReader) to member libraries to complement training and library programming.

Library Services Platform

Marigold is a member of TRAC (The Regional Automation Consortium). TRAC provides centralized library software for 180 public libraries and 4 regional systems. This software allows libraries to perform all their daily tasks, such as checking materials in and out, maintaining accounts and fee payments, acquiring and tracking collection inventories, reporting use and more. It also holds the central catalogue and hosts the online catalogue so patrons can search and request physical or digital library holdings. Marigold ensures member libraries have consistent and reliable access to the library software and database, and are trained in how to use it for library workflows.

SuperNet Connection & Administration Services

Marigold IT staff perform administration and configuration of the fibre circuit, which allows communication over the internal Marigold Network. SuperNet is the foundation for all networking communication between the member libraries and the outside world. The service is provided by Axia. Municipal Affairs' *SuperNet Operational Policy for Public Library Services Branch* and *Public Library Network Policy* outlines requirements for Supernet support in the provision of public library service. Funding for the service is provided by PLSB (Public Library Services Branch). To qualify for PLSB support for SuperNet connectivity, the municipality must be compliant with these policies as a network participant and as a member of Marigold Library System.

Network Infrastructure Services

Marigold provides, configures and maintains a router and a firewall to facilitate the internal library network and to communicate with the external SuperNet network. Member libraries are expected to provide any other internal networking hardware that facilitates the communication between equipment inside their own building, such as racks, managed switches, mounting hardware, cabling, etc.

Domain Infrastructure Services

Marigold maintains an Active Directory domain infrastructure to which all member library computers are joined. This allows IT staff to:

- secure computers
- provide usernames and passwords to access resources
- offer shared drives and files that are centrally managed and backed up
- push updates and remotely manage services
- ensure consistent and equal application of policies
- provide a variety of other services to keep a complex distributed network running smoothly

IT Consultation Services

Marigold supports member libraries in making local IT decisions. IT staff are available to answer technical questions and perform a variety of other services. IT consultation staff may:

- provide assistance with creating a Technology Plan and/or budget
- provide a technology report recommending hardware replacement strategies for the library
- attend local board meetings to discuss library needs and/or concerns
- research new technologies and assess how they may improve library service
- provide space planning advice related to technology needs (workstations, public access stations)
- liaise with third party contractors, tradespeople or interested parties to answer IT questions relating to the library, its infrastructure or its staff
- provide renovation/construction advice and oversight as it relates to technology
- answer other technology-related questions

Internet Service

Marigold contracts with an ISP (Internet Service Provider) to provide Internet access to all member libraries. Access to the Internet is directed through the Marigold Headquarters building and passed on to the Internet through central routers.

Public Computer Software Management Services

Marigold provides software for all computers, including: Microsoft Office, Anti-virus, and public security software. IT staff install updated software as it becomes available.

Print Management Software is available to all libraries, allowing member libraries to automate the process of charging for public printing services and providing libraries with statistics and monitoring services to ensure printers are operating properly and to see frequency of use.

Wireless Network Access Support

Marigold IT staff install and maintain a wireless network at each member library. The network is provided through access points installed throughout the library. Usage statistics are gathered centrally and monthly reports are provided to member libraries. Additional reports may be requested from IT Support.

Website Administration & Hosting

email hosting: Marigold maintains an email server hosted internally and provides email addresses to all staff members. Email may be accessed through an email client, such as Microsoft Outlook, or through a web browser.

website: Marigold hosts and manages a CMS (Content Management System) which allows each member library to create and maintain an individualized website. IT staff handles domain name administration, including purchasing domain names for member libraries. Marigold provides training and an updating service where content can be added to websites for member libraries that request assistance in creating custom content..

Videoconference Network & Support Services

FREE RANGE POETRY
On the Trail with Canadian Western Poet Doris Daley
April 20, 2016
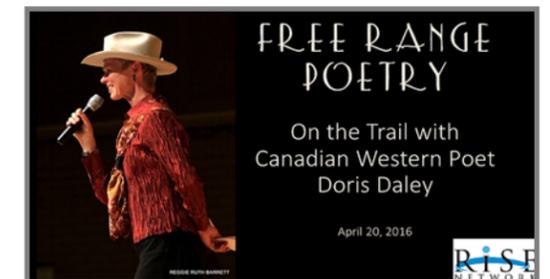
Marigold is a partner of the RISE videoconference network. RISE links 80 libraries and 5 library system headquarters via a sophisticated, secure network. Member libraries provide their own videoconference equipment. Library patrons and community groups have successfully used videoconferencing for business and organizational meetings, training and distance education, medical consultations, personal growth and lifelong learning as well as recreation and entertainment. RISE is also used for the facilitation of meetings, presentations, and training between collaborating libraries and partners throughout the province.

> Marigold IT saves the library so much time and money. We can call Marigold IT experts and troubleshoot and resolve problems on the spot, and the IT guys will come to the library and do work that would cost the library a fortune! Marigold handles so much technology and maintenance and it frees up our time to help people. — Sheep River Library