

Hardware and Software Assessment/Analysis Worksheet

Servers	Network Infrastructure and Servers Assessment	
	Current number of servers Number of servers per function	File Sharing Web Serving E-mail Software Services Network Services Circulation Other
Network	Number of Internet lines installed Estimated bandwidth percentage used Is firewall installed and current (purchased within last 24 months)? Current number of routers Current number of switches/hubs Current number of available ports Current number of hardwired ports Current number of unused hardwired ports Are all areas where computers may be desired covered by hardwired ports? Are all of these locations covered by electric power outlets? Does the entire library have Wi-Fi coverage? Are there spots with no coverage where coverage may be desirable? Does your current Wi-Fi equipment support both B and G communication standards? Do patrons have ample power outlets to plug in their laptops at the most popular hotspots?	T1/Frame Relay DSL/ISDN/Cable 10MB 100MB or higher 10MB 100MB or higher
Backups	Is backup system utilized and run nightly? Is off-site storage used for backups? Are all mission-critical systems protected with power backup?	Monthly Daily
Servers	Network Infrastructure and Servers Analysis	
	Are the current servers adequate to meet the library's needs? How many servers may need to be added for any of the following functions?	File Sharing Web Serving E-mail Software Services Network Services Circulation Other
Network	Based on bandwidth usage, is the current Internet connection adequate? Estimate what level of bandwidth is needed to meet library's peak demands. What areas of the library's network infrastructure need updating or replacement?	Firewalls Routers Switches/Hubs
	How many switch/hub ports need to be added to meet the library's needs?	Now In 2 years
	How many hardwired drops need to be added to meet the library's needs?	Now In 2 years
	How many electrical outlets need to be added to meet the library's needs?	Now In 2 years
	How many Wi-Fi nodes need to be added to meet the library's needs?	Now In 2 years
	Does the current Wi-Fi equipment need to be upgraded to meet new standards?	
Backups	Does the backup system need to be upgraded? Should off-site storage be implemented?	Monthly Daily
	Should power backups be upgraded or expanded to cover additional equipment? How many power backups are required to cover all critical equipment?	

Hardware and Software Assessment/Analysis Worksheet (Cont.)

Public	Workstations Assessment	
	Current number of workstations allocated to patron use	PCs (Windows) <input type="text"/> PCs (Linux) <input type="text"/> Macs <input type="text"/> Laptops (any OS) <input type="text"/>
	Percentage of day that PC usage is at or near capacity	<input type="text"/>
	Current number of special needs computers and equipment (Zoomtext, Braille keyboards, readers) Current number of specialty work spaces (i.e., listening/viewing stations, literacy kiosks, etc.)	<input type="text"/> <input type="text"/>
Public	Workstations Analysis	
	Based on capacity sampling, should additional computers be added?	PCs (Windows) <input type="text"/> PCs (Linux) <input type="text"/> Macs <input type="text"/> Laptops (any OS) <input type="text"/>
	Is the number of special needs computers and equipment adequate?	<input type="text"/>
	Is the number of specialty work spaces adequate?	<input type="text"/>

Public	Printers and Copiers Assessment	
	Number of public printers	B & W <input type="text"/> Color <input type="text"/>
	Average number of pages printed per month	B & W <input type="text"/> Color <input type="text"/>
Copiers	Average monthly duty cycle of public printers	B & W <input type="text"/> Color <input type="text"/>
	Number of public copiers	B & W <input type="text"/> Color <input type="text"/>
	Average number of copies per month	B & W <input type="text"/> Color <input type="text"/>
Fees	Average monthly duty cycle of public copiers	B & W <input type="text"/> Color <input type="text"/>
	Per-page charge for public printers (if any)	B & W <input type="text"/> Color <input type="text"/>
	How are fees handled: honor system, pay to retrieve printouts, print management system?	<input type="text"/>
	Total monthly fees collected from public printing and copying	<input type="text"/>
	Total monthly spending on printing/copying supplies for public (toner, ink, paper, maintenance, etc.) (If supply spending is not broken out public vs. staff, then estimate, using usage statistics if possible.)	<input type="text"/>
	If automated, what payment methods are accepted?	Coin Box <input type="text"/> Printer/Copier Card <input type="text"/> Integrated to ILS User Account <input type="text"/>

	Printers and Copiers Analysis	
	Are any printers exceeding their monthly duty cycle rating?	<input type="text"/>
	How many printers should be added to keep printing levels below per-printer duty cycles?	B & W <input type="text"/> Color <input type="text"/>
	Are any copiers exceeding the monthly duty cycle rating?	<input type="text"/>
	How many printers should be added to keep printing levels below per-printer duty cycles?	B & W <input type="text"/> Color <input type="text"/>
	Are printing and copying fees in line with other areas' libraries and service providers?	<input type="text"/>
	Based on customer feedback, is the current printing "process" easy to understand?	<input type="text"/>
	Based on customer feedback, is the current print/copy system viewed as fair?	<input type="text"/>
	Are collected fees fully covering the library's printing costs?	<input type="text"/>
	If no fees are collected or the honor system is used, would a print management system pay for itself?	<input type="text"/>
	If an automated print system is already in place, should fees be adjusted based on cost vs. income?	<input type="text"/>

Hardware and Software Assessment/Analysis Worksheet (Cont.)

Servers	Software Assessment	
	Number of servers running obsolete or near-obsolete operating systems	<input type="text"/>
	Number of servers with no or obsolete "antivirus" or "pest control" software	<input type="text"/>
	Is current e-mail system adequate for the library's needs?	<input type="text"/>
	Does the current e-mail system offer SPAM-blocking options?	<input type="text"/>
	Does the library host its own website?	<input type="text"/>
	Is it fully protected, patched, and updated?	<input type="text"/>
	Are the web development tools easy to use?	<input type="text"/>
	Is more than one staff member trained to use the web development tools?	<input type="text"/>
	Is content filtering being provided and is it CIPA compliant?	<input type="text"/>
If no, are content filters available for the current system?	<input type="text"/>	
If yes, are the content filters frequently updated and adjustable?	<input type="text"/>	
Can filters be disabled?	<input type="text"/>	
	For Staff	<input type="text"/>
	For Adult Patrons	<input type="text"/>
Workstations	Number of workstations running obsolete or near-obsolete operating systems	<input type="text"/>
	Number of workstations with no "office" software (word processing, spreadsheets, etc.)	<input type="text"/>
	Number of workstations with no or obsolete "antivirus" or "pest control" software	<input type="text"/>
	Current number of reference databases available	<input type="text"/>
	(List, with subscription costs, basic content descriptions, usage statistics, etc., on a separate table/sheet)	
Servers	Software Analysis	
	<i>Note: Much of this can be listed in a separate table or added to your hardware inventory worksheets.</i>	
	What servers need software upgrades to eliminate obsolescence for the next 2 years?	
	What servers need "antivirus" and "pest control" software installation or upgrades?	
	Should the e-mail system be expanded, upgraded, or replaced?	<input type="text"/>
	Should the library continue with its current web hosting direction?	<input type="text"/>
	If the library will start or continue hosting its website, what upgrades are needed? (web server, Internet connection, security/firewall/anti-pest, development tools, etc.)	
	Should content filters be installed or upgraded?	<input type="text"/>
	Should options for filter disabling be added or removed?	<input type="text"/>
		For Staff
	For Adult Patrons	<input type="text"/>
Workstations	What workstations need software upgrades to eliminate obsolescence for the next year?	
	What workstations need "antivirus" and "pest control" software installation or upgrades?	
	<i>Add to database tables your analysis of cost per use and compare per database.</i>	
	Do any databases have a per-use cost that is far out of line with others?	
	Are there databases that seem to have overlap in coverage?	
Are there reference areas that seem to lack coverage?		

Hardware and Software Assessment/Analysis Worksheet (Cont.)

Phone	<p>Miscellaneous Systems Assessment</p> <p>Does the library have any electronic public displays or kiosks? <input type="text"/></p> <p>Is there an automated phone system in place? <input type="text"/></p> <p>Is the system managed by staff or an outside service? <input type="text"/></p> <p>Does the system have voice mail? <input type="text"/></p> <p>How many patrons call but fail to reach a staff member? <input type="text"/></p> <p>(Ask your phone service provider for a busy line study to determine phone line usage.)</p>
Circulation	<p>Is there an automated circulation and catalog system? <input type="text"/></p> <p>Current number of public access catalog stations <input type="text"/></p> <p>Current number of self-check stations <input type="text"/></p> <p>Do staff service areas other than circulation assist patrons with checkout? <input type="text"/></p> <p>Are reference staff constantly having to manually type in bar codes? <input type="text"/></p> <p>Does the circulation system have Internet options for <input type="text"/></p> <p>Does the circulation system have telephony solutions for <input type="text"/></p> <p style="text-align: right;">Patron Renewals <input type="text"/></p> <p style="text-align: right;">Overdue Notices <input type="text"/></p> <p style="text-align: right;">Holds/Reserves <input type="text"/></p> <p style="text-align: right;">Patron Renewals <input type="text"/></p> <p style="text-align: right;">Overdue Notices <input type="text"/></p> <p style="text-align: right;">Holds/Reserves <input type="text"/></p>
Phone	<p>Miscellaneous Systems Analysis</p> <p>Would a public kiosk or digital display be beneficial to the library? <input type="text"/></p> <p>Does the phone system adequately handle current needs? <input type="text"/></p> <p>Does the busy line study indicate a need for additional phone lines? <input type="text"/></p> <p>If the library doesn't have voice mail, would adding this option add convenience for staff and patrons? <input type="text"/></p>
Circulation	<p>Does the current automation system meet the library's needs? <input type="text"/></p> <p>If not, what are the options that exist? (new system, join a regional consortium, other)</p> <p>Are there options on your current catalog/circulation system that aren't implemented that may add to your service options or reduce staff workload? <input type="text"/></p> <p>Are telephony solutions likely to be used by your patron base? Particularly with Internet options available? <input type="text"/></p>