

# Technology Management Report Series

## Gates Computers Sustainability and Replacement Plan

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**North Texas Regional Library System, Inc.**

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**Audience:** This report is for Library Directors to advise them what to do with their Gates computers after support ends in April 2004. It also contains some brief technical tutorials that System librarians might find useful. For more technical discussions, please visit the Gates Foundation's PAC Computing page at <http://www.paccomputing.org>.

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# Executive Summary

This report offers three possible strategies for the sustainability and/or the replacing of PCs furnished by the Gates Foundation.

**Table 1 - Comparison Chart of Proposed Strategies**

Strategy	Advantages	Disadvantages
Keep the Status Quo	<ul style="list-style-type: none"> <li>• Library incurs no additional costs.</li> <li>• Staff is familiar with current setup and can more easily maintain it.</li> <li>• Gates Foundation has created several tools to allow easier maintenance if kept in the current configuration.</li> </ul>	<ul style="list-style-type: none"> <li>• Technology is dated.</li> <li>• Dated technology is more prone to failures leading to additional future costs.</li> <li>• Dated technology will not support new software and might frustrate patrons.</li> <li>• Standalone computers are more difficult to maintain than ones existing in the library's Local Area Network.</li> </ul>
Upgrade Operating Systems and Integrate them into Library's Local Area Network	<ul style="list-style-type: none"> <li>• Can be added to the library's Local Area Network and participate in resource sharing through a domain.</li> <li>• Domain allows more efficient and effective public access workstation security.</li> <li>• Newer operating systems are more robust, reliable and flexible.</li> <li>• Newer operating systems support new features and newer software.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional costs are incurred.</li> <li>• Staff resources must be allocated to learning new technology.</li> <li>• Loss of use of some of the software provided by the Gates Foundation.</li> <li>• Patrons will require additional help as they learn the new technology.</li> </ul>
Replace Gates Computers	<ul style="list-style-type: none"> <li>• New models offer better performance, functionality and flexibility.</li> <li>• The latest software titles can be installed on the newer models which in turn expand the technological services a library can offer to its community.</li> <li>• Reliability improves as the new computers break down less frequently, and are covered by a warranty for hardware failures.</li> <li>• Libraries can use new computers as a marketing strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional costs are incurred.</li> <li>• Staff resources must be allocated to learning new technology.</li> <li>• Loss of use of some of the software provided by the Gates Foundation.</li> <li>• Patrons will require additional help as they learn the new technology.</li> </ul>

## **Gates Foundation Timeline and Recommendations**

The North Texas Regional Library, Inc (NTRLs) received the following information in an email from the Gates Foundation in November 2002 concerning its technical support agreement with Texas Libraries.

*The technical support that the Bill & Melinda Gates Foundation provides to libraries in the state of Texas doesn't actually end until April of 2004.*

In addition, the Gates Foundation did a tour of Texas in late February 2004 highlighting several of their recommendations for sustainability and growth. These recommendations can be found at the end of this report in *Appendix D – Recommendations from the Gates Foundation*.

# Sustainability/Replacement Strategies for Gates Computers

## Strategy – Keep the Status Quo

The simplest strategy is for the library to retain the Gates computers in the original configuration. Libraries should conduct a use analysis to determine if the Gates computers are serving patrons in their current state. A comprehensive use analysis will utilize the following tools.

- *Statistical information* – Usage statistics will reveal how often the Gates computers are being used by patrons. If stats are not currently being kept reflecting this, libraries should consider compiling stats temporarily over a short time period such as a week, or a month. For ideas on how to compile these statistics, see *Appendix A – Use Analysis of Gates Computers*. This sampling, although not a true representation, would give libraries some sense of how often patrons take advantage of the Gates computers.
- *Patron Survey* – Conducting a patron survey is an ideal vehicle for discovering use of a particular service or resource within a library. The Gates computers are no exception to this rule. This survey should be short and concise, and ask patrons general questions about their use of the Gates computers. It should inform them why the survey is being conducted and ask their opinion on the matter. For an example of a survey, please see *Appendix A – Use Analysis of Gates Computers*.

To help eliminate costs for such a survey, libraries should take advantage of the free online survey services now available such as <http://www.surveymonkey.com>. These services allow users to set up simple surveys, and then it compiles the results. It saves precious funds on paper and supplies. It is also an enormous time-saver.

- *Informal Patron Interviews* – Word of mouth is always one of the best methods for determining the quality of a service or resource so libraries should conduct informal interviews with patrons. Formal interviews are also an option, but might not be warranted in this case because of the time investment involved. Library staff should be encouraged to speak to patrons using the Gates computers to gauge the patrons' satisfaction of the service. With patron confidentiality in mind, general questions should be asked instead of specific ones. Some questions include:
  - Have you used these computers often?
  - Did you find the reference software useful?
  - Did you find the office applications useful?
  - Did you find the computers easy to use?
  - Do you plan to use them again in the future?

- Are you satisfied with these computers? Can you offer any suggestions on what can be improved?
- If you had the opportunity, would you upgrade these computers to more current software?

The number of tools a library uses in its use analysis depends heavily on how many resources it feels needs to be invested in the decision. A smaller library with a staff of two might decide on the informal interviews since patron interaction is a normal activity while a larger library with a large volunteer base might take advantage of all three tools. If only one is used, a good analysis of use can still be made to determine an appropriate strategy. No matter the length and time devoted to the use-analysis, it is recommended that the library have some idea on community's use of the Gates computers before adopting any strategy.

Some other considerations:

- What kind of support will be available to me if I retain the current configuration? If you have a support option that doesn't include older Windows Operating Systems, then this might not be the best strategy.
- Have the Gates computers been reliable in this configuration? If not, another strategy would be the best course of action to improve the computers' reliability.
- Are the Gates computers the only public access workstations available? If so, then keeping them in place would help eliminate the downtime needed to modify the configurations.
- Do I have any funds available to upgrade or replace the Gates computers including the software on it? If not, then keeping them in their current state would be the best option.
- If moderate acceptance is discovered by the use-analysis, the library should consider leaving one Gates computer in its original configuration and following another strategy with the remaining ones. In this way, patrons who appreciate the current state will not lose a service considered valuable.
- The equipment did come with warranties. The Gateway computers have a four-year warranty from the date of shipment. For more information, go to <http://support.gateway.com/support/default.asp>. For the other equipment, consult <http://www.gatesfoundation.org/Libraries/USLibraryProgram/GranteeSupport/TechnicalSupport/TechGuidelines/warranty.htm>.
- Gateway is offering libraries an additional year of service for replacing hard drives with the original software for a fee of \$75 plus the cost of the hard drive. Call 1-800-846-2504 for more information.
- Amerikit Technology Solutions is the computer accessory supplier for the Gates program. Contact them for surge protectors, cabling, headphones, Kensington locks, Viewsonic projectors, Centurion Guards, etc. 605-422-1670 or <http://www.amerikitsolutions.com>.
- Gates Foundation recommends any library following this strategy to download and utilize its new "NT Profile Locking Tool" from <http://www.paccomputing.org>. This tool unlocks all profiles in the C:\Profiles folder, saves all modifications to the System Policy Editor and eliminates the need

for the lock.bat and unlock.bat files. For additional Gates Foundation Recommendations for this strategy, please consult *Appendix D – Recommendations from the Gates Foundation*.

### **Strategy – Upgrade Operating Systems and Integrate them into Library’s Local Area Network**

The second strategy is to upgrade the existing Gates computers to Windows XP and add them to a domain. If no domain exists within the library, one should be created.

Domains are a network of computers that share resources with each other through a common communication address and have the following advantages:

- *Public Access Workstation Security* – A workstation in a 2000 domain can take advantage of Group Policy Objects. These domain objects establish the base operating system configuration of any computers logging into the domain. For public access workstations, this is especially valuable because a library can determine what features and functionality are allowable for the public. For example, if a library determines that downloading music files should not be permitted in the library, then the system administrator of the domain can turn this feature off any computer logging into the domain.
- *Administration tasks* – Many software packages can be centrally managed in a domain so the administration burden is lessened. A prime example is anti-virus software. If a domain does not exist, a system administrator must visit each public access workstation to update the software. With a domain, an administrator can update the software from the central server and save considerable time and effort.
- *Sharing and collaboration* – A domain allows computers to share resources including files, applications, data and hardware. For example, a printer can be networked in a domain for public access workstations print jobs.

For the upgrade, libraries must have the required software and Random Access Memory (RAM). To help better illustrate what is needed, the fictional Gates Public Library will be used as an example for this plan.

The Gates Public Library currently has six Gates public access computers as standalones, and four other public access computers existing in a Windows 2000 domain. Each Gates computer has Windows NT installed on it and possesses 256M of RAM, which is enough for either Windows 2000 or Windows XP. In order to add these computers to the Windows 2000 domain, a Windows 2000, or Windows XP, license must be purchased for each Gates computer along with one CD containing the software. In addition, five additional Client Access Licenses (CAL) are required because a Windows 2000 Server license only includes five CALs. Each workstation in a domain requires one CAL as stipulated by Microsoft Licensing.

Gates Public Library takes advantage of the hardware/software discounts available through Texas State Department of Information Resources (DIR). Contracts are negotiated by DIR with leading technology vendors for use by state agencies and city municipalities. Another source for reduced pricing is Techsoup.org. The library can purchase a license for Microsoft XP Professional for \$8 each.

Using the techniques outlined in this plan, Gates Public Library learned from its use analysis that many of its patrons liked the application and reference software on the Gates computers. The library made a concentrated effort to either retain the current software or purchase new updated versions.

Due to the “Microsoft Corporate Giving License for Microsoft Software,” libraries are restricted from donating the software outside its organization. The application and reference software can be moved to another public access workstation, but first must be removed from the original computer. The operating system must stay with the original computer since it retains the licensing rights and not the library.

For the application and reference software, the Gates Foundation did not provide the original CDs to the library. Instead, it copied the CDs to the D drive of each workstation. In order to move these software programs to another computer, the library needs to copy the files located on the D drive to either a CD, mini-zip drive or a network drive.

Please check the Table 2.0 on the next page for a list of software on the Gates computers and its respective price of an upgrade.

**Table 2 - Software Titles on Gates Computers with Upgrade Options and Prices**

<b>Software Title</b>	<b>Version Available for Windows 2000/XP</b>	<b>Price</b>
<b>Arthur's Brainteasers</b>	No	Could not locate a copy
<b>Arthur's Math</b>	No	Could not locate a copy
<b>Arthur's Reading</b>	Yes	\$4.00 (order at <a href="http://Amazon.com">Amazon.com</a> )
<b>Barney's Circus</b>	No	Could not locate a copy
<b>Barney's Farm</b>	No	Could not locate a copy
<b>Barney's Sea</b>	No	Could not locate a copy
<b>Big Science Ideas</b>	No. (Discontinued)	Could not locate a copy
<b>Cat in the Hat</b>	Yes (Now Dr. Seuss Adventures)	\$19.99 (order at <a href="http://Boderbund Software">Boderbund Software</a> )
<b>Green Eggs and Ham</b>	Yes (Now Dr. Seuss Adventures)	\$19.99 (order at <a href="http://Boderbund Software">Boderbund Software</a> )
<b>Just Grandma and Me</b>	No	Could not locate a copy
<b>Koi and the Kola Nuts</b>	No	Could not locate a copy
<b>Leopard</b>	No	Could not locate a copy
<b>Little Monster</b>	No	Could not locate a copy
<b>MSB Dino's</b>	Yes	\$14.95 (order at <a href="http://Microsoft">Microsoft</a> )
<b>MSB Earth</b>	No	Could not locate a copy
<b>MSB Rainforest</b>	Yes	\$14.95 (order at <a href="http://Microsoft">Microsoft</a> )
<b>Paul Bunyan</b>	No	Could not locate a copy
<b>Stellaluna</b>	No	Could not locate a copy
<b>Success Builder Algebra</b>	No	Could not locate a copy
<b>Success Builder Geometry</b>	No	Could not locate a copy
<b>Corbis FDR</b>	No	Could not locate a copy
<b>Expedia Streets 2000</b>	Yes (now MapPoint)	\$75.20 (order through <a href="http://SHI Government Solutions">SHI Government Solutions</a> )
<b>Encarta Africana</b>	No	Could not locate a copy
<b>Encarta Encyclopedia 2000</b>	Yes (now version 2004)	\$29.95
<b>Encarta World Atlas</b>	No	Could not locate a copy
<b>Encarta World Dictionary</b>	No	Could not locate a copy
<b>Encarta Research Organizer</b>	No	Could not locate a copy
<b>Microsoft Word 2000, Publisher 2000, Excel 2000, Powerpoint 2000, Access 2000</b>	Yes (Available in Microsoft Office XP)	\$41.60 (order through <a href="http://SHI Government Solutions">SHI Government Solutions</a> )
<b>Internet Explorer</b>	Yes	Free Download

Since the Gates Public Library upgraded its workstations to Windows XP, another option concerning application and reference software is the Windows XP Compatibility Wizard. Please refer to *Appendix C – Running Older Software in Windows XP* for additional information.

Table 2.1 below is a list of purchases made by the Gates Public Library to upgrade its Gates computers. The “Other Software Titles” include the following updated software: Microsoft Office XP, Encarta Encyclopedia, MapPoint, MSB Rainforest, MSB Dinos, Dr. Seuss Adventures, and Arthur’s Reading.

**Table 3 - Purchases Made by Gates Public Library to Upgrade its Gates Computers**

<b>Item</b>	<b>Number</b>	<b>Price</b>	<b>Total Price</b>	<b>Vendor</b>
License for Windows XP Professional Upgrade	6	\$8	\$48	TechSoup.org
Other Software Titles	6	\$200.64	\$1,203.84	Various
<b>Total Project Expenditure</b>			<b>\$1,251.84</b>	

Other considerations:

- *Staffing issues* – Do you have the staff available to upgrade the Gates computers? If not, do you have the funds available to outsource the work? For NTRLs member libraries, an IT Specialist funded through the TANG program is available to perform the work. Libraries should check with their regional library system to discover what options are available to them.
- *Use of a Different Operating System* – The Northeast Texas Library System (NETLS) has done research regarding using Linux for PAC networks with promising results. Linux extends the life of older computers by allowing them to run newer software that normally requires an upgrade in the Windows OS.

The test computer that NETLS used was a Pentium II, 300 Mghz. It used the Crossover software package to allow for Microsoft Office documents to be accessed on the Linux System. The flavor of Linux was Xandros, which was purchased for \$99 and included a license to Crossover.

Because Linux is a different operating system, a learning curve does exist for Microsoft Windows users. Proper research and training by the library should precede any decision to switch platforms. For additional information on this option, please contact NTRLs or NETLS. Contact information is located in *Appendix B – Useful Resources*.

- If the library does not already possess a server, one must be purchased to act as domain controller. Please see the next strategy for the recommended server specifications and the possible cost.
- Some libraries received a server from the Gates Foundation. If these servers are to be upgraded to Windows 2000 and made domain controllers, additional RAM might also be necessary as well as another processor. The library should consult with a technical advisor to determine the exact specifications needed.
- Most computer parts have a lifespan of two to three years. These parts will begin to fail after their expected lifespan. The library should consider how much replacement parts will cost versus purchasing a new computer.
- If additional RAM is needed to meet the minimum 256M required for Windows 2000/XP, you can check [1<sup>st</sup> Choice Memory](#) for pricing.

### **Strategy - Replace Gates Computers**

**Note:** In January 2004, the Texas State Library and Archives Commission received word about a new round of funding from the Gates Foundation. This funding will be used for training, to supplement the TANG program and to provide replacement computers for some libraries. For additional information, please contact the Texas State Library and Archives Commission.

The last strategy consists of replacing the Gates computers with newer models. New models offer better performance, functionality and flexibility. The latest software titles can be installed on the newer models, which in turn expand the technological services a library can offer to its community. Reliability also improves as the new computers break down less frequently, and are covered by a warranty when there is a hardware failure.

If this strategy is followed, the library should take advantage of the DIR contracts and research possible specials by participating vendors. Computer hardware prices continue to drop and often a library can locate a full system for under \$400 through DIR. Table 4 is a list of hardware, with the NTRLS recommended specifications, the Gates Public Library would have to purchase if it followed the current strategy.

**Table 4 - Prices for Replacement Computers**

<b>Item</b>	<b>Quantity</b>	<b>Price</b>	<b>Total Price</b>	<b>Vendor</b>
<b>Dell Dimension 2400</b>	6	\$612.60 <i>Note: This price is current as of March 2004. Contact the vendor for the latest prices</i>	<b>\$3,675.60</b>	<b>Dell</b> <i>Contact Information: Texas State &amp; Local, Account Team, (800) 981-3355, phone, (800) 433-9527, fax</i>
<b>Recommend Specs:</b> Processor: Intel® Celeron® Processor at 2.4GHz with 400MHz front side Memory: 256MB Shared DDR SDRAM at 333MHz (Performs at 266MHz for 400FSB systems) Keyboards: Dell™ Quietkey® Keyboard Video Card: Integrated Intel® 3D Extreme Graphics Hard Drives: 40GB Ultra ATA/100 7200RPM Hard Drive Floppy Drive: 1.44MB 3.5 Inch Floppy Drive Operating System(s): Microsoft® Windows® XP Professional Mouse: Dell USB 2-Button Optical Mouse with Scroll Integrated Network Adapter (NIC): Integrated Intel Gigabit (10/100/1000), with Alert Standards Format Removable Media Storage Devices: Single Drive: 48X CD-ROM Drive Audio Solutions: Integrated Audio				
<b>Dell PowerEdge 1600C Server</b>	1	\$4,412.77 <i>Note: This price is current as of March 2004. Contact the vendor for the latest prices</i>	<b>\$4,412.77</b>	<b>Dell</b> <i>Contact Information: Texas State &amp; Local, Account Team, (800) 981-3355, phone, (800) 433-9527, fax</i>
<b>Recommend Specs:</b> Processor: Intel® Xeon™ Processor, 2.4GHz, 512K Cache, 533MHz Front Side Bus Memory: 1.0GB DDR SDRAM, 2x512 1GB2D First Hard Drive: 36GB 10K RPM Ultra 320 68pin SCSI Hard Drive Primary Controller: PERC4-SC, 64MB, 1 Internal Channel Diskette Drive: 3.5 in, 1.44MB, Floppy Drive Operating System: Windows Server 2003 Standard Edition with 5 Client Licenses Tape Backup Unit: PV100T, DDS4, 20/40GB, Internal TBU, with Controller CD-ROM/DVD-ROM: 48X IDE CD-RW/DVD ROM Internal Drive Second Hard Drive: 36GB 10K RPM Ultra 320 68pin SCSI Hard Drive Tape Backup Software: TBU S/W VERITAS BUE Enhanced Suite Hard Drive Configuration: Cabled SCSI Drives (3 required) Connected to RAID Card, RAID 5				

Leasing new models is another option for libraries and has the following benefits.

1. Your computers usually have coverage for the time of the lease--on average three years for the lease and three years for tech support and warranty coverage.
2. Your new computers won't cost you a great deal of money upfront; instead you will have a monthly payment.
3. You don't have to worry about how to dispose of the old PC's once you get new ones. You simply return them to the vendor.
4. After your initial lease has expired, you can arrange for a new lease and get brand new computers. A 3-year replacement schedule means you won't have to worry about upgrading.

5. You have the option to purchase the computers at a very low cost at the end of the lease period.

-Taken from Connections, 1<sup>st</sup> Quarter, "Geek Talk with Adam," Katherine Boyer from the Roanoke Public Library and Adam Beatty NTRLS IT Specialist.

The library can lease Dell computers through the Texas DIR contract.

Where to get the money is the paramount question facing libraries now that TIF funds have been reallocated to other sources. There are several foundations providing funds for building Community Computer Centers for the purpose of bridging the ever-widening digital divide. Some examples are listed on Table 5. (The Digital Divide Network, <http://www.digitaldividenetwork.org/content/webresources/index.cfm>).

## Table 5 - Possible Funding Sources for Sustainability of Technology

### Government Funding

[Community Technology Centers \(CTC\)](#): The CTC grant program funds local community technology centers that demonstrate the educational value of technology in urban, rural and economically distressed communities.

[Institute of Museum and Library Services \(IMLS\)](#): IMLS grant programs fund projects that promote literacy, provide free public access to the Internet, train individuals to use computers effectively and provide educational content on the Web.

[TOP - The Technology Opportunities Program](#): TOP, formerly known as TIIAP, provides matching grants to improve public access to education, health care, public safety, and other community-based services.

### Corporate Funding

[AOL/Time Warner Foundation](#): AOL/Time Warner Foundation supports programs that use the Internet to improve the lives of families, children and the disadvantaged.

[AT&T Foundation](#): This Foundation invests in education, civic and community service, and the arts in communities where AT&T has a significant business presence.

[BellSouth Foundation](#): This Foundation funds education reform activities in the Southeast that will have an impact on a substantial number of students in school systems or post-secondary institutions, or across communities, states or regions.

[IBM Philanthropy Grants and Fund for Community Service](#): This majority of these grants focus on K-12 education initiatives with some smaller grants for economic workforce development and arts and culture.

[Intel Education](#): The Intel Foundation provides grants to support science, math and technical education, improve the effective utilization of technology in classroom teaching, and increase the number of people, especially women and minorities, pursuing technical careers.

[MarcoPolo](#): This collaboration of MCIWorldCom and major education institutions, provides innovative standards-based curricula to teachers. They also support a grant program targeted at school districts.

[Microsoft Giving](#): Microsoft Giving is focused on creating greater access to information technology in disadvantaged communities worldwide. This is accomplished through the support of higher education, youth programs, nonprofit technology solutions, public libraries and the creative community.

[SBC Foundation](#): The SBC Foundation supports education, community economic development, health and human services and the cultural and arts arenas.

### Private Funding

[Annie E. Casey Foundation](#): The Casey Foundation makes grants, funds demonstrations, provides services and disseminates data and analyses aimed at helping states, cities, and neighborhoods support children and families.

[Kellogg Foundation's Managing Information with Rural America](#): A grant to help people in rural communities determine how technology can be used to address economic development, education, health and leadership.

[National Cristina Foundation](#): This group provides computer technology and training for people with disabilities, students at risk and economically disadvantaged persons.

[Robert Wood Johnson Foundation](#): This group works to improve care and support for people with chronic health conditions and ensure that all Americans have access to basic health care at reasonable cost.

The library should also attempt to convince its local funding agencies to build line items into the library's annual budgets for the sustainability of its technological infrastructure. Some justifications include:

- ◆ An innovative library can be used as a selling point to prospective businesses considering moving into the area.
- ◆ Online fee-based informational databases available at no cost.
- ◆ Employers and job seekers can take advantage of online job resources.
- ◆ Microsoft Office Suite will allow job seekers to produce quality support documents such as resumes and cover letters.
- ◆ Low income families will have access to computer technology thus reducing the "digital divide" in your community.
- ◆ Public schools can utilize the library as a secondary source for computer technology.
- ◆ Lifelong learners and adult students can take advantage of the technology to learn new skills and attend online college courses.
- ◆ Home and private schools can have access to the same level of technology as public schools.
- ◆ Upgrade in the operating systems will allow the library to take full advantage of the Windows 2000 platform including applying proper security on each public access workstation.
- ◆ Anti-virus software will protect the library's network from computer viruses and worms.
- ◆ Upgrade in hardware is required in order to run the new upgraded software.

What to do with the old Gates computers? NTRLS recommends that libraries recycle their unwanted computers. Below is a list of contact information for such vendors.

- Dell Recycling Program (<http://www.dell4me.com/recycling>)
- Cristina Foundation (<http://www.cristina.org>.)
- Dallas Computer Literacy Program (214-746-4888)
- Sharetechnology.org

For additional recycling programs, consult *Are there organizations that help with donated equipment?* at <http://www.nonprofits.org/npofaq/05/19.html>.

## **Appendix A – Use Analysis of Gates Computers**

### ***Collecting Stats About the Gates Computers***

Staff should monitor the usage of Gates computers from the circulation desk. Whenever a patron sits down at one, a hash mark should be placed on the appropriate square on the data collection sheet. At the end of the week the hash marks should be totaled. If the data collection is done for longer than a week, then a running total should also be kept.

To achieve more comprehensive results, one staff member each hour should be assigned with the task of counting the usage. In this case, the staff member could sit at the reference desk and monitor the Gates computers for usage.

**Please see the next page for an example of a data collection sheet.**

**Table 6 - Data Collection Sheet Example**

<b>Time of Day</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Week Totals</b>
8:AM								
9 AM								
10 AM								
11 AM								
12 PM								
1 PM								
2 PM								
3 PM								
4 PM								
5 PM								
6 PM								
7 PM								
8 PM								
Total Numbers								

## *Surveys*

As mentioned, there is free online survey software available. The library's patrons will be able to access this software on the Internet via the Gates computer's web browser. To set the browser's homepage to the URL of your survey, perform the following steps.

1. Open your browser.
2. Select the Tools menu.
3. Select Internet Options.
4. Type in the URL of your survey in the Homepage section of the General Tab.
5. Click on Apply.
6. Click on Close.

The browser will now open the survey whenever a patron accesses the Internet.

## *Survey Example*

In order to understand the value of these computers, we ask that you fill out this short survey.

- 5 – Agree
- 4 – Somewhat Agree
- 3 – No opinion
- 2 – Somewhat Disagree
- 1 - Disagree

Overall, this computer is useful to me.

5      4      3      2      1

The software provided to me on this computer is useful.

5      4      3      2      1

This computer needs to be updated with better hardware and newer software.

5      4      3      2      1

This computer needs to be replaced with a newer one.

5      4      3      2      1

I think this computer is perfect as it is.

5      4      3      2      1

## Appendix B – Resources

Bill & Melinda Gates Foundation Technical Support. <http://www.PAComputing.org>.

Dell, Inc. <http://www.dell.com>.

Gateway Support Web. <http://www.support.gateway.com>. 1-800-846-2504.

Northeast Texas Library System. <http://www.netls.org>.

North Texas Regional Library System, Inc. <http://www.ntrls.org>.

Price Watch. <http://www.pricewatch.com>.

Running Just Grandma and Me in Windows® XP.  
<http://support.broderbund.com/fix.asp?isid=33586&prog=1294817952&printer=1>

SHI Government Solutions. <http://www.texas.gs.shi.com>.

Survey Monkey. <http://www.surveymonkey.com>.

Techsoup. <http://www.techsoup.org>.

Texas Department of Information Resources. <http://www.dir.state.tx.us/>

Texas State Library and Archives Commission. <http://www.tsl.state.tx.us/>.

WebJunction. <http://webjunction.org>.

## **Appendix C – Running Older Software in Windows XP**

Windows XP has a Compatibility Wizard that allows software written for older versions of the OS to run on Windows XP. The wizard prompts for various settings including the needed OS and screen resolution. Once a program runs successfully with a set of assigned settings, it will start with those settings each time.

Please follow the steps below to utilize the wizard.

1. Click on the Start button.
2. Select All Programs, Accessories, Program Compatibility Wizard.
3. Click Next.
4. Select “I want to choose from a list of programs” radio button.
5. Select the program you want to run from the list that appears.
6. Select the radio button next to Compatibility Mode.
7. Click Next.
8. In the window that appears, select the desired number of colors and the screen resolution. Note: The 640X480 screen resolution only works through the Compatibility Wizard and might affect the visual themes of other programs running. To prevent this, select Disable Visual Themes.
9. Click Next.
10. Verify your settings and click Next.
11. Run the program and test the settings.
12. If the program ran successfully, select yes to the posed question, “Did the program work correctly?” If not, click Back to modify the settings.
13. Click Next.
14. Click Finish.

## Appendix D – Recommendations from the Gates Foundation

**Note:** NTRLS staff attended a sustainability seminar sponsored by the Gates Foundation. At this seminar, the Gates Foundation made several recommendations concerning the fate of the Gates computers. Below is a synopsis of what was said. NTRLS does not necessarily agree or disagree with these recommendations, and they are presented here as they were at the seminar.

The authors have attempted to classify the recommendations according to the three strategies presented in this plan.

### *Strategy – Keep the Status Quo*

- Download and utilize the tool “NT Profile Locking Tool.” This tool unlocks profiles in the c:\profiles folder, saves changes to the System Policy Editor and eliminates the need for the lock.bat and the unlock.bat files.
- For corrupted profiles, copy the uncorrupted profile from another Gates computer and overwrite the corrupted one.
- Use the Permissions.bat file in the WINNT folder. This batch file will reset permissions to the original configuration.
- Create an image of one of the Gates computers using a software package such as Ghost. An image is an exact duplicate of a hard drive that can be recreated on other hard drives. By creating an image, a library has a backup in the case of a hard drive failure on one of the Gates computers.
- The Gates Foundation creates passwords for the BIOS on each of its machines. It also created an account for the sole purpose of reassigning the exec account password. For this information, please contact the Gates Foundation before April 9, 2004. After that date, the NTRLS system office can be contacted.
- Use [www.pacomputing.org](http://www.pacomputing.org) to help troubleshoot issues.
- The power supply fans have been known to fail on the Gates computers. These components should be watched closely.
- Software that writes to the Windows Registry first will cause issues with the Gates computers. A “cannot load” error message will appear at boot. A Registry Lockdown Tool is available on [www.pacomputing.org](http://www.pacomputing.org) to help alleviate this issue.
- The LS120 superdrives fail often on the Gates computers and should be replaced with regular floppy drives.
- Blow the dust out of the Gates Computers at least once a year.
- Download and utilize the Clean Temp File form [www.pacomputing.org](http://www.pacomputing.org).

*Strategy – Upgrade Operating Systems and Integrate them into Library’s Local Area Network*

- Gates Foundation recommends that if the computers are upgraded to Windows XP Professional, they need to continue to exist as stand alone computers and not placed in a domain.
- A clean install of the Windows XP professional should be made on the C drive.
- All other programs can then be reinstalled from the D drive by running the setup.exe files. Encarta and some other programs need to be modified slightly. A batch file is available for beta testing by contacting the Gates Foundation.
- Images should be utilized after one Gates computer has been configured and secured properly.
- Download and utilize the public access Security Tool for configuring the security on each workstation.
- Centurion Guard should be used to further protect the computer. This hardware device undoes any changes done to a computer when it is rebooted.
- Access Webjunction.org for additional information on upgrading the Gates computers.

*Strategy - Replace Gates Computers*

- Public access computers should have Windows XP Professional and the Children’s programs. They should have centurion guard and utilize the Public Access Security tool.
- Gateway computers now offer a public access Computer model for sale. Contact Todd Bohenkamp at 1-800-846-2042 X2539 for additional information.
- Gates also recommends that any computer model released within the last year is a perfect fit for a library’s public access computers. The library does not need the latest, greatest model for its public to use.
- Since the Gates Computes have so many educational and children software titles on them, placing them in the children’s area would be a good alternative to discarding or recycling them.