



ODL Recommendations for a Stress-Free Edge 2.0 Action Plan for Smaller Libraries

ODL identified the following Edge recommendations as ones that can be implemented fairly easily. We recommend adding these to your Edge Action Plan. Choose items that make sense for your library's resources.

1.2.1: One-on-one technology support is available on demand at all locations.

If you have limited staff, we realize that this recommendation may seem unattainable. You may think that with only one or two staff members in the library, you may not have time to do one-on-one help. But consider this: if someone asked for your help in finding resources about a medical condition, you would give them one-on-one help that could easily be ten minutes. So think of technology requests just as you would a reference request.

1.3.1: Users have the ability to retrieve and store data to portable devices while using computers at all locations.

Most libraries are already doing this, but if you're not, this is an easy one. Patrons can plug in a flash drive, insert a CD/DVD, or plug in a USB device (from phone or tablet, etc.) to retrieve/store their files so that they can use them outside of the library. There is a possible security issue here, in that portable devices may carry viruses. However, your anti-virus protection can scan these devices. Alternatively, if you have a lockdown program such as DeepFreeze on your public computers, any viruses acquired from your patrons will be wiped clean upon restart.

2.1.1b: The library selects and organizes online resources for small business development and entrepreneurship.

3.1.1a: Users take advantage of online library resources that guide them to government websites.

5.1.1a: Library users are able to consult a selection of organized online resources to learn about medical conditions, procedures, prescriptions, and wellness.

ODL has created a collection of the above online resources along with suggestions for your local resources. Please contact Melissa (Melissa.Askew@libraries.ok.gov) or Amy (Amy.Brandley@libraries.ok.gov) if you would like to add these resources to your website.

5.1.1b: Library users are able to consult medical databases through the library website.

EBSCOhost offers the *Health Research* database which includes access to MEDLINE, Consumer Health Complete, Health Source: Nursing/Academic Edition, and more. If you offer a link to EBSCOhost on your library website, you satisfy this Edge attribute. See ODL's *Could You Have Said "Yes"?* document for more information.

8.1.2a: Library leaders attend meetings of local elected governing bodies within their legal service area at least annually.

Depending on a library's location, this body might be a city or town council, county board of commissioners, or may span multiple jurisdictions. Attendance at these meetings is important in order to build relationships with leaders and stay in touch with local decisions that affect patrons. Your attendance also helps you build support for future funding needs that may be outside the library's usual funding stream, such as capital improvement projects. Keep in mind that library leaders may include library board members.

8.1.1d: The library has a list of local media contacts and updates it at least annually.

Create a list of contacts from your local and regional newspapers and other publications and outlets. Media contact lists make it easier to publicize library events and highlight achievements, in turn increasing community awareness of libraries as an important community resource.

8.1.1b: The library maintains a list of community organizations to help distribute materials about library technology services, programs, tools, and resources.

Create a flyer or brochure about your library's technology services (public computers, free Wi-Fi, e-books, online information, etc.). Maintain a list of local community organizations that can distribute your flyer or brochure. ODL developed a customizable library technology services handout available on the *Edge Resources* web page on the ODL website.

8.1.1c: The library maintains a list of community organizations that offer digital services and resources to easily refer community members for additional services.

Examples for your list include career tech, community colleges, and workforce development organizations in your community or nearby.

10.1.6b: The library offers a collection of current technology devices and loans them to staff for professional development.

If you are receiving new technology, give staff time for hands-on learning. You can find free online technology training from TechSoup and WebJunction and also free online tutorials from websites in ODL's *Digital Literacy Resources* document.