Library Technology Part 2

PRESENTER:

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Scanners

Types of Scanners:

- Flatbed
- Book
- Document
- Microfilm to PDF

Flatbed Scanners

Pros:

- High Quality Scans
- Does not wreck original paper document
- Easy to Use
- Cheapest type of scanner

Cons:

- Time consuming to scan multiple pages of documents
- Difficult to scan bound material (e.g. books)

Cost:

- $6,000 CAD

Sheet fed Scanner

Pros:

- High Quality Scans
- Easy to Use
- Can come in a combined flatbed and sheet fed model
- Easy and fast way to scan multiple pages of documents

Cons:

- Difficult to scan bound material (e.g. books)
- Could not wreck original paper document

Cost:

- $950 CAD to $7,000 CAD+

Book Scanner

Pros:

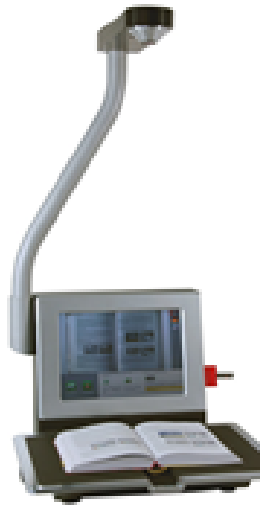
- High Quality Scans
- Does not wreck original paper document
- Scans bound material (e.g.) books without damage

Cons:

- Advanced models can be expensive

Cost:

- $10,000 CAD; $30,000 CAD; $80,000 CAD



Microfilm to PDF

Pros:

- Scans microfilm and converts to PDF files

Cons:

- Expensive

Cost:

- $12,000 CAD

Video Conference Equipment

$16,000 CAD

$13,000 CAD

Library and IT Project Management

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What is Project Management?

Project management is the art of balancing project objectives against the constraints of time, budget, and quality.

Why Manage Projects?

An unmanaged project is like a black hole that sucks up every person, machine, and dollar – and it still doesn't deliver what it's supposed to.

Benefits of Managed Projects

Happy customers

Objectives achieved

Timely completion

Flexibility

Better financial performance

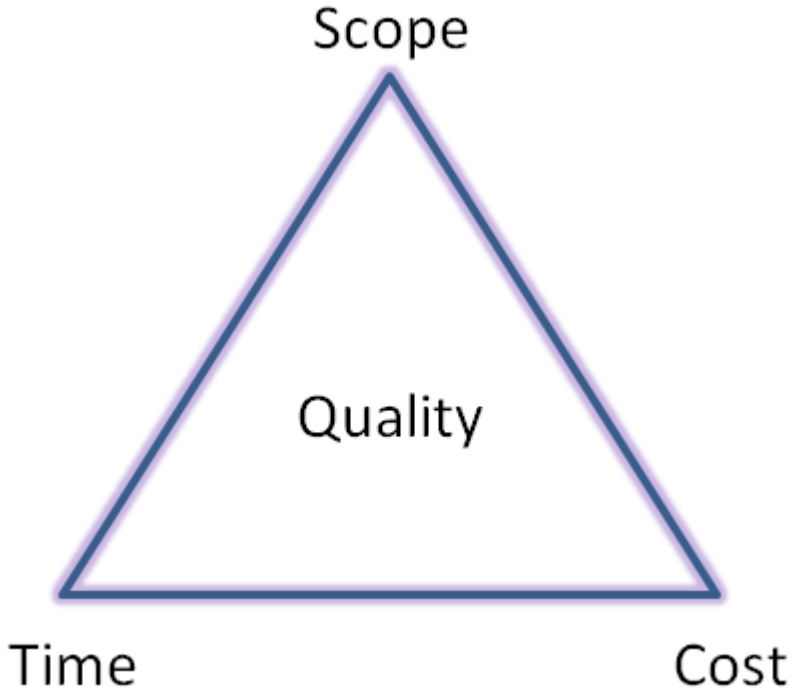
More productive, happier workers

Pick any two

Design something quickly and to a high standard, but then it will not be cheap.

Design something quickly and cheaply, but it will not be of high quality.

Design something with high quality and cheaply, but it will take a relatively long time.



Project Management Plan

1. Project Definition
2. Implementation Plan
3. Project Processes

Project Definition

1. Problem Statement
2. Mission Statement
3. Project Strategy
4. Project Objectives
5. Project Scope Statement
6. Deliverables
7. Success Criteria
8. Project Assumptions

Problem Statement

A problem statement outlines the problem to solve or the business objective to achieve—not the symptoms or a solution.

Right way: Sales have dropped 40 percent in the last year, and a customer survey identifies poor quality as the primary reason. Our investors are getting nervous.

Wrong way: We need a TV commercial to advertise our projects

Mission Statement

Project mission statements usually aren't as dramatic as the ones that come on self-destructing tape, but the good ones are just as likely to get your team's attention. Whereas the problem statement documents where you're starting from, a project's mission statement spells out where you want to end up—in a way that makes people want to get there.

Example: *The Servers R Us project's mission is to design a new infrastructure for the company's server farm to make it scalable and flexible, and to implement the new design so that the server farm is operational by August 2010 to support the new development work planned for the fall*.

Who is the customer? Mission statements identify the project's customers because they're the final arbiters of project success.

- **What is the project supposed to accomplish?** Although projects have many goals and objectives, the mission statement focuses on the project's overarching purpose, like increasing client satisfaction.

- **Why is the project important?** Here's where you describe the project's significance in the most compelling way you can. Inspiration often involves higher goals—being the best, improving people's lives, or simply turning a profit. Sometimes, projects are important because the future of the business depends on them.

- **What's the approach?** Describe the overall strategy or approach. Share an overview of how the project will look if viewed from 50,000 feet above.

Project Strategy

Every project solves a problem, but most problems have more than one right answer. Part of planning a project is like taking a multiple-choice test that asks you to choose the best possible answer from all your options.

You want the solution that does the best job of achieving the project's mission and satisfying its objectives. You can work on identifying objectives and study strategies at the same time. When the objectives gel, the stakeholders can evaluate the strategies and make their choice.

Here are a few questions to ask while evaluating project strategies:

- **Is it feasible?** If the strategy won't work, the project won't either. If you're considering an untested or rarely used solution, a feasibility study looks at whether the solution will work before you commit the entire project to it.

• **Are the risks acceptable?** Part of a project plan is risk analysis. Project *risk management* analyzes the hazards in the selected strategy and the plan that goes with it to minimize the chance of failure. Before you choose a strategy, you need to perform a mini risk analysis to eliminate the "We'd be crazy to do that" solutions.

• **Does the strategy fit the culture?** Cultural factors are touchy-feely, but they're also almost impossible to overcome. For example, if your company emphasizes its connection with its customers, an outsourcing solution isn't likely to work. Strategies that run counter to the corporate culture aren't completely out of the question, but if you pick one, you'll need to spend extra time getting—and keeping—commitment from the stakeholders.

Project Objectives

Project objectives fall into one (or more) of the following categories:

- **Business.** These objectives relate to business strategies and tactics. Whether your executives fixate on increasing sales or extending product life, business objectives are usually the initial impetus for a project.

- **Financial.** These are usually distinct from business objectives but closely related. Financial objectives can apply to the entire business or just the project. A project's business objective may be achieving a 10 percent profit margin on sales, while its financial objective might be delivering an 8 percent return on investment.

Regulatory. Many projects have to conform to regulations, and they all have to obey the law. For example, a project to automate electronic distribution of investment info has to follow SEC guidelines.

- **Performance.** Schedule and budget quickly come to mind when you think of performance objectives—finishing before a crucial deadline or keeping costs low to earn a performance bonus, for example. Meeting requirements and matching specifications are other types of performance objectives.

- **Technical.** These objectives may be the type and amount of technology that a solution uses. For example, an emergency broadcast system requires equipment with highly dependable and redundant systems. Or a project may have internal technical requirements like using software that the company already owns.

- **Quality.** When you talk about decreasing the number of errors or increasing customer survey ratings, you're identifying quality objectives—how good results must be. These objectives also give the project quality plan targets to shoot for.

Project Scope Statement

Deliverables are the tangible results that a project produces—like a software program you can install, a bridge you can drive across, or the incriminating pictures you were hired to shoot. Projects churn out a major deliverable at the end, but smaller deliverables surface throughout the projects' lifetimes—like blueprints for a bridge, the fabricated steel girders that support it, and even the project plan itself.

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Success Criteria

There’s nothing quite as disheartening as reaching the end of a project only to find out that some people think you aren’t done yet. The best way to prevent such disappointment is to clearly define what constitutes success during project planning. As you document objectives and deliverables, be sure to specify how you’re going to determine whether they’ve been achieved. For example, software acceptance could hinge on successfully completing several test transactions, eliminating all critical and serious bugs, or completing test transactions in a timed test.

Project Scope

Project scope is the delineation of what a project includes and what it doesn't. For example, a remodeling contractor may include all the construction tasks in scope, but declare out of scope the task of picking up your kids' clothes so he can lay carpet.

A *scope statement* describes a project's boundaries.

Project Assumptions

You've probably heard that the word "assume" makes an *ass* out of *u* and *me*. While all clichés have a grain of truth, assumptions are dangerous only when people make them without telling anyone else. A customer might assume that some work is part of the project's scope even though it doesn't appear in the scope statement. Or, you may assume that people from the customer team will turn their reviews around in one week. As you plan a project, you can uncover hidden assumptions by continually asking about what people expect. Then, add the assumptions you find to the project plan.

Implementation Plan

1. Project Organization
2. Work Breakdown Structure
3. Schedule (Gantt Chart)
4. Budget and Cash Flow

Project Organization

Work Breakdown Structure

Knowing the high-level tasks that make up your project is important, but big chunks like Build Bridge, Hire New Staff, and Plan Grand Opening Party don't help when you're trying to estimate costs, line up resources, schedule work, or track progress. You need to get much more specific about the work all this is going to take.

The point of a WBS is to break down the work into small enough pieces that you can:

- **Improve estimates**. Smaller tasks are not only less intimidating, they make it much easier to figure out how many people you need to perform each portion of work, how long it'll take, and how much it'll cost.

- **Keep the team focused**. Because the WBS spells out exactly what's needed to achieve the project's objectives, it acts as a checklist for the work on the project team's plate. It also gently guides team members *away* from doing things outside the project's scope.

Assign work to resources. When work is broken down into discrete tasks, it's easier to identify the skills needed to complete the assignment. The project manager can clearly determine who's responsible for what. Also, team members are more likely to understand their individual assignments, which makes them happy and helps keep the project on track. On the other hand, don't go overboard by dissecting work into miniscule assignments. Productivity drops when team members keep switching to new assignments, and your temptation to micromanage increases.

Keep the project on track. Shorter tasks give you frequent checkpoints for tracking costs, effort, and completion dates. Moreover, if tasks have strayed off
course, you can take corrective action before things get out of hand.

Schedule (Gantt Chart)

Budget and Cash Flow

Killam Budget – Components

Salaries & Fringe Benefits

Resources

General Operating

Killam Budget – General Operating

General Equipment Purchases

Service Contracts & Maintenance

Bank/Credit/Debit Fees

Travel

Printing Services

Photocopying

Phone & Long Distance

Postage, Courier & Freight

Stationery & Office Supplies

Reception & Meeting Expenses

General Operating Expenses

Staff Training

Association Membership Fees

Maintenance

Grounds

Project Processes

1. Communication Plan
2. Risk Management Plan
3. Change Control Plan
4. Defect Tracking
5. Issue Tracking
6. Quality Plan

Communication Plan

As a project manager, you already know that most of your job is communicating with people. But everyone else working on a project communicates, too. A *communication plan* describes the rules for sharing information on a project, like whether people should email status updates, post them on a website, or scratch them into banana leaves.

A communication plan answers the following questions:

- **Who needs to know?** For instance, who should receive the list of pending change requests?

- **What do they need to know?** The change control board may receive the full documentation of change requests, whereas a team leader receives only info about the associated work tasks and when the work is due.

- **When do they need to know it?** Do status reports come out every week, every other week, or once a month? And do they come out on Friday or a different weekday?

- **How should they receive it?** The methods for distributing information depend on what your organization has available, as well as how people like to communicate. Some organizations place more weight on paper documents, while others prefer the convenience of email or collaboration websites.

Risk Management Plan

Things can and will go wrong on your projects. It’s easier and faster to recover from troublesome events if you anticipate them and have a plan for how to respond. Risk management starts with identifying what could go wrong. Then, you analyze those risks and decide what you’ll do if they actually happen. As the project progresses, you monitor risks to see whether they’re getting more threatening or going away.

Change Control Plan

A *change management plan* describes how you handle change requests: how people submit them, who reviews them, the steps for approving them, and how you incorporate them into your plan.

Basic activities involved in managing change:

- Submit change requests
- Receive and record change requests
- Evaluate the effects of change requests on cost, schedule, and quality
- Decide whether change requests become part of the project
- Update project documents to incorporate accepted changes
- Track changes as you do other project task work

Defect Tracking

Issue Tracking

Quality Plan

Most projects have objectives that relate to quality, whether you need to reduce bugs in software to a specific level, attain satisfaction ratings from customers, or hit a particular decibel level of audience applause. A *quality management plan* starts with a project's quality objectives. Then, for each objective, you define how you plan to achieve those quality levels, which is called quality assurance. Finally, you describe how you plan to monitor and measure quality performance, which is called quality control.