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**October 8, 2019**

**Projects**

- **Broadband Internet Service Increase**  
Provisioning issues with vendor are delaying service increase to Library 21c and East Library. The estimated completion date (ECD) for this project is November.
- **Core Switch Acquisition and E-Rate Program**  
We have received the equipment. The E-Rate administrator has confirmed that the project will receive funding. Installation is delayed due to staff availability. November is the ECD for this project.
- **Transition to Windows 10/Office 2016**  
Windows 7 support ends December 31, 2019. IT began this project in July with a test at Sand Creek Library. Sand Creek Library staff computers, Palmer Lake Library, Monument Library, and Rockrimmon Library were all completed in September. Manitou Library and Ute Pass Library were completed October 1, 2019 and three more libraries are scheduled for October. The project is on schedule to end with Library 21c transition scheduled to begin December 17.
- **Technology Refresh Patrons**  
Project is in execution phase to replace 143 patron computers throughout the District in conjunction with the Windows 10 upgrade. Replacements began with seven computers at Manitou Springs Library on October 1, 2019. Replacing public access computers that are not compatible with Windows 10.
- **Multifunction Device RFP**  
Requirements for all libraries were gathered in September. The project team is working on the printing strategy and requirements. Finance staff will incorporate requirements in RFP.
- **Calhan**  
IT support for Calhan progressing on schedule. Some equipment arrived, the IT staff is staging and testing the equipment prior to deployment scheduled for October 28, 2019.

**Monthly Statistics**

- **Computer Usage Statistics:** Decreased 46.32% year-to-date from 2018 (382,756/712,996).
- **AWE Children's Early Literacy Computer Usage:** Decreased 9.51% from 2018 (46,226/51,086)
- **Laptop Circulation:** Decreased 11.85% year-to-date from 2018 (12,211/13,852)
- **Hotspot Circulation:** Decreased 28.64% year-to-date from 2018 (471/660).
- **Help Desk Calls –** Decreased 51.39% year-to-date from 2018 (873/1,796). Process automation is a major factor.