



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

**YEAR:**  
*2012*

**STATUS:**  
*Laureate*

**Organization name:**  
Loveland Public Library

**Organization URL:**  
<http://cityofloveland.org/index.aspx?page=154>

**Project Name:**  
Providing the Unemployed with Access to Technology for Job Searching and Career Development

**What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?**

The greater Loveland-Fort Collins metropolitan area has experienced increased unemployment since 2009. During these challenging economic times, the Loveland Public Library has become an invaluable resource for the unemployed and job seekers. The combination of increased numbers of people looking for jobs and antiquated and limited computers at the library resulted in the library turning away people who needed to use the library computers for research, training, job searching and applications. This situation is a thing of the past, thanks to a recent virtualization project and the replacement of traditional PCs with Cloud PCs installed during a library-wide expansion and renovation project. "We had hour-long waits and were turning people away," said Shane Adamson, IT Manager at Loveland Public Library. "On any given day, we would have 150 people come to the library to use PCs. And, if we held a class, we had to close the lab, which meant that other library patrons would be out of luck if they wanted to use a computer to search for a job or apply for a job with a local employer." Thanks to Wyse Cloud PCs, Loveland Public Library has quadrupled the number of computers, resulting in an increased number of classes offered and more available computers, a much needed resource as a large percentage of the newly unemployed don't have basic computer skills or computers at home and many employers, such as Wal-Mart, Home Depot and Target, either only take online applications or at the very least try to direct job seekers to their websites. Providing public access to technology is much needed for the citizens of Loveland.

**Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.**

Adamson and his team turned to virtualization and cloud client solutions from Wyse to add more computers as part of a library-wide expansion and renovation project. The expansion plans called for increasing the number of computers from 37 to 140 for public use without additional budget for technical support. Adamson knew that one technician couldn't possibly support that many PCs using the current imaging process. The team decided to implement Wyse Streaming Manager (WSM) and Wyse Cloud PCs. WSM is the first solution to use OS and application streaming to package and deliver the OS and applications independently of one another to Cloud PCs, giving IT administrators the control they need to ensure the consistency of desktop software across their computing environment. "We were confident that Wyse Cloud PCs would deliver a much longer useful life, while ordinary PCs cycle in and out. The Wyse devices did the best in our benchmark tests. They were stable and performed just like native desktops." Deployment was easy; in just three days, the team deployed two servers, built a network, and set up DNS, DHCP and a proxy filter. Within two weeks, they completed eight images for different uses in the library. WSM streams Microsoft Windows 7, desktop images and applications, such as Microsoft Office, productivity tools and online research tools. Adamson made the transition from XP to Windows 7 at the same time as installing Wyse. "It was part of a bigger transition. It didn't seem like much additional work." WSM doesn't require the same level of server investment and expertise as VDI does. Adamson calculates that he would have needed five or six \$10,000 servers. With WSM, the library only needed three \$6,000 low- to mid-grade servers, saving approximately \$42,000 in server hardware.

**Please list the specific humanitarian benefits the project has yielded so far.**

The library now is able to provide computer access to more people, and the computer time usage has increased. They were able to increase the number of computers at an existing lab and add another 15-person computer lab dedicated as a classroom. In addition, the number of computer classes offered has increased because they no longer have to close the lab to offer a class. The variety of classes also has increased so that the library can better provide support to the library patrons based on need. Sample classes include job searching, resume building, basic computer skills and how to use Microsoft Word and email. Students also have benefitted from the new computer infrastructure at Loveland Public Library. As household budgets grew tighter, Internet access and cable television were among the first items cut. Not only do adults need Internet access, but so do children and students for homework and academic assignments.

**Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.**

With the increased number of computers installed, the library is better able to provide critical job technology services to the unemployed. The course offerings have increased and they have started recruiting outside agencies to teach in the lab. The library no longer has to turn people away who need access to the computers. The class offerings have increased and the subject offerings also have expanded. The library can provide broadband access for those that can't afford it. And, they also supply technical support for a variety of issues. The library and the Colorado Workforce Center have teamed up to provide classes on resume building and job searching skills. The mission of The Colorado Workforce Center is to improve the quality of life for individuals, families, and communities through employment and workforce development services. "We have been pleased with the partnership with the Loveland Public Library to assist the job seekers in our community. We believe this collaboration has expanded and enhanced our

services within the community. It is a natural extension of our mission to provide a wide array of employment and training services to as many community members as possible. This partnership has certainly given us that opportunity," said Marcy Hoerster, Office Supervisor, Larimer County Workforce Center. A library patron and formerly unemployed father of three children had this to say about the new computer infrastructure at the library: "Using the resources and taking the computer courses at the Loveland Public Library really helped in landing my current job. Without those classes I would not have been able to apply online, save a digital copy of my resume, or even start searching online for employment. They gave me the opportunity to learn the basic skills I needed to apply online and direction to start my search."