

Wells County Public Library TECHNOLOGY PLAN 2008-2010



Approved May 8, 2007

Wells County Public Library Table of Contents

	Page
Part 1 - Introduction	
A. Description of the Library System	3
B. History of Technology at the Wells County Public Library	3
C. Review of existing Technology	4
Part 2 – Technology Plan	
A. Mission Statement	5
B. Planning Standards	5
C. Goals and Implementations	5
D. Training Goals	7
E. Assessment of Technology Needs and Current Inventory	8
F. Budget	8
G. Evaluation	9
Part 3 - Appendix	10

WELLS COUNTY PUBLIC LIBRARY

Technology Plan 2008 - 2010

Part I – Introduction

DESCRIPTION OF THE LIBRARY SYSTEM

The county seat of Bluffton established the Wells County Public Library in 1902. The Carnegie Library, built in 1905, with the eventual addition of a small Ossian Branch, a temporary Zanesville Branch, and a Bookmobile served the county until 1991 when a new facility across the street replaced the main library. Also in 1991 the library removed the Bookmobile from service. The library established in 1992, a Southern Wells Branch in the Southern Wells School to replace the Bookmobile, and a new Ossian Branch building opened in 1994. These three facilities now serve the county's 27,600 residents and their three school systems.

The library system's catalog contains approximately 126,195 items. Additionally, the library has about 58,000 uncataloged microforms. The library collection includes over 300 periodical titles, about 8000 videos, 3000 audio books, 2500 music CDs, and 620 circulating CD-ROMs. In 2007, the library's operating budget was \$1,757,215. Due to a partnership with a local provider, the library receives Internet connection wirelessly at a very low cost; making the library's telecommunication costs an extremely low percentage of this budget.

The Wells County Public Library employs 42 staff, including the library director and the systems manager. The staff includes 13 full-time employees, including the bookkeeper and administrative secretary. Five staff members are MLS librarians. The five technical services staff members receive, catalog, and process all the library's materials. With the exception of the bookkeeper, custodians, and pages, all staff members spend part of their weekly schedule on the circulation or reference desks. All staff members, except the custodians, have some tasks requiring the use of technology. Among the 42 staff members are the seven Ossian Branch staff, one full-time manager, and six part-time staff. Due to its limited hours, staff at the Southern Wells Branch consists of three part-time employees who work primarily at the main facility.

A HISTORY OF TECHNOLOGY AT THE WELLS COUNTY PUBLIC LIBRARY

Historically, the library has been an early adopter in technology. The library began to catalog on OCLC via a dedicated data line connection in 1984. Since automating the library's circulation system in 1985, the Wells County Public Library has continued to support its mission of public service by implementing the

use of computer technology in various ways. In 1990, our Gaylord automation system was converted to Multilis, providing us with a catalog as well as circulation. In 1992, our library became one of the first in the state to use a 928/952 MHz microwave based wireless connection to provide our automated system to our Southern Wells Branch. The library's first technology plan was formulated in 1995. By 1997, we had upgraded our Multilis system including replacing the coaxial cable in the Main Branch with Cat 5 cable, added a four-station CD-ROM network to the reference area, and once again sought out a new technology, 802.11b radio wave transmission, to provide Internet presence in our library. In 1998, the library put its catalog on the Internet through the use of the DRA Web2 module from the Taos product. By 2002, all branches had been rewired to use Cat 5 cable instead of coaxial cable. In the spring of 2002, the library acquired a wireless laptop lab-in-a-cart and in September of 2002, the library migrated to its third generation of automated library systems. During 2003 the library began to publish local genealogical indexing on the library's web page and in 2004 it acquired a whole book scanner to speed digitations of endangered genealogical materials. Also in 2004, the library acquired through a LSTA grant the additional equipment needed to do videoconferencing. A PC reservation and print management system was also implemented. Between July 2005 and July 2006 the library converted to the use of Windows Active Directory.

REVIEW OF EXISTING TECHNOLOGY

The library owns 91 computers, six of which are licensed as servers. All computers are connected to the Internet. Fifty-two of our computers are in direct use by the patrons. Most PCs are under 6 years old. Older CPUs are usually converted to OPACs. All public computers will soon be identical in the software and access that they provide the patron. Patrons are allowed to save documents to a floppy or flash drive. Both b/w and color printing are available to the patron.

Each branch has one or more LANs. The LAN serving the wireless computers owned by the public is separated from the others for reasons of security. The three branches are connected into a WAN by the use of Internet Virtual Private Networks carried on our ISP's own 2.4 gigahertz wireless network.

The library owns an integrated library system, the Unicorn system with an iBistro catalog interface from Sirsi Corporation. Unicorn is a full service, client / server based library automation and management system. The Sirsi Corporation provides regular software upgrades as part of the software maintenance agreement.

The main facility has two wireless networks. One is available for public use with personal laptops. The other is a secured network for our wireless laptop lab used for training and classes.

Voice communications for the library are handled as follows. The main branch has an eleven-line Centrex system that is enhanced by digital equipment. The Ossian branch has two business lines and the Southern Wells branch has one business line. The main and Ossian branches have a fax machine; the

Southern Wells ranch has decided that they no longer have enough need for a fax to justify the space it uses. The Southern Wells branch after doing a study of their voice communication needs found that measured service would more than serve their needs as most of their calls were either inbound or long distance. There is currently no reason to believe that the telecom equipment used in any branch will need to be replaced during this planning period.

PART II – Technology Plan

MISSION STATEMENT

The Wells County Public Library provides the communities it serves with access, knowledge, and growth supporting research, popular interests, and lifelong learning.

PLANNING STANDARDS

All services, equipment, and software in the Wells County Public Library Technology Plan will:

- a. Be relevant to the library's mission;
- b. Comply with appropriate national and international standards;
- c. Be of excellent quality;
- d. Be consistent with the needs of the community;
- e. Promote cooperation and resource sharing within the community wherever and whenever feasible;
- f. Be manageable within the library's financial constraints;
- g. Be used for convenient access to information and will not be used as substitute for knowledge.

This plan is meant as a guide and not as a concrete prescription for action, as circumstances are bound to change, and technology will continue to evolve in ways we cannot foresee.

GOALS AND IMPLEMENTATIONS

GOAL #1 Constantly and consistently improve the functionality and efficiency of the Unicorn Integrated Library System (ILS) so that it can better meet the needs of the staff and community.

1. Expand the use of email notification.

2. Consider additional ways in which the booking and outreach modules can be used to increase efficiency of library staff.
3. Customize iBistro (the catalog software) so that it is easier to use and more informative.
4. Investigate the possibility of using self-checkout to improve library service without increasing security issues or cost.
5. Catalog the collection of the Wells County Historical Society in order to provide information on its holdings in the library's online catalog.

GOAL #2 The library's hardware and software will be adequate to meet the performance, presentation, and communication needs of the library.

1. Continue to upgrade/update existing PC's and peripherals when necessary or feasible; plan several upgrades in each year's budget.
2. Review plan annually to evaluate progress and to make necessary revisions.
3. Monitor the newly installed wireless connection for the public for enhancements and/or problems.
4. Purchase additional software when its use will enhance the service to the public, the professional image of the library, or the work of the staff.
5. Keep abreast of advances in new computer technology by talking with computer vendors and consultants and reading computer publications.
6. Monitor Unicorn/iBistro developments by attending the Sirsi Super Conference yearly and/or the INsirsi meetings to keep abreast of Sirsi's goals and plans and the impact of such on our technology needs.

GOAL #3 The public will regard the library as a reliable and exciting community resource where they can come with confidence to find the information they need.

1. The library will aggressively pursue further opportunities for technology partnering with other community organizations.
2. Continue to add databases of local information to the Indiana Room collection, publishing them on the library web page as appropriate.

3. Improve the library's web home page and online catalog.

GOAL # 4 The library's computer hardware and software will be maintained in good working order.

1. Departments are provided with a maintenance checklist and taught to follow it to provide the basic maintenance needed by their PCs. The maintenance checklist will be reviewed annually for needed changes to procedures.
2. Make sure the Sirsi Corporation contract for software maintenance is reviewed and renewed yearly.
3. Maintain an annual software/hardware service agreement with AVC Corporation that will meet the needs of the Bookkeeper for technical support and hardware maintenance needs of the accounting and payroll programs and equipment.

TRAINING GOALS

Staff training will be ongoing to insure technological competency.

- a. Promote awareness of the continual growth and change in technology.
- b. Maintain the currency of the Technology Handbook for Library Personnel distributed to all staff and to be given to new hires with the Policy Handbook.
- c. Provide technology training as part of every "Street Fair Week" in-service.
- d. Institute mini tech classes for staff on a regular basis.
- e. Staff will utilize workshops, seminars, and conferences held outside the library to the fullest extent appropriate.
- f. Staff will be encouraged to take advantage of tuition reimbursement for post secondary courses.
- g. Use of technology in everyday tasks will be strongly encouraged.
- h. Areas of weakness will be addressed with appropriate training, including one-on-one training.

ASSESSMENT OF TECHNOLOGY NEEDS AND CURRENT INVENTORY

Our library's current inventory is included in our fixed assets database and is on file at the main library. However, for quick reference we utilize computer and software information reports generated from that database and three related databases. A current computer inventory report is included in the appendix of this plan. Updated copies are kept with the working copies of the plan in the library director and systems manager's files.

This three-year technology plan requires **at least** the following equipment and service needs:

1. Ten replacement PCs per year
2. Replacements printers and monitors
3. Security software (to include anti-virus, mal-ware protection, etc.)
4. Various software packages and upgrades
5. Various hardware maintenance contracts

BUDGET

Financing this three-year technology plan should not be a major problem for the Wells County Public Library. The library will fund most of this technology plan through the following normal channels:

1. Apply for an Indiana Technology Grant for Public Libraries to fund appropriate projects. Also, aggressively pursue other similar grants, as they become available.
2. Apply for Universal Service Fund Discounts every year.
3. Continue to seek and utilize economical means of telecommunications.
4. Continue to encourage and utilize gift money for technology.
5. Maintain adequate increases in the personnel, services, equipment, and material lines of the operating budget to maintain the connections, hardware and software to meet our technology plan. Any money saved through grants, discounts, and gifts can then be applied to future or unexpected needs. By working on this premise, our library has usually managed to be a step ahead of the plan and prepared for the unplanned.

EVALUATION

In order to meet the ever-changing needs of technology, this plan will be reviewed each spring and a report made to the Library Board by the systems manager. The directors and department heads will be involved. The systems manager will monitor the library's progress toward these goals and make any necessary changes. The library director will also use this plan to help determine budget needs for the next year. A new plan will be written every three years.

Methods of evaluation:

1. Interviews of department heads to determine perceived needs and opportunities for better service.
2. Usage statistics for computers, Internet, software, circulating CD-ROMs, and other technology as available.
3. Requests for new technology and software
4. Patrons' comments and surveys
5. Consideration of library space, cost-effectiveness, and emerging technologies

PART 3 - Appendix