

MINERAL COUNTY PUBLIC LIBRARY

Technology Plan 7/1/2009 - 6/30/2012

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A. VISION STATEMENT

The Technology Vision of the Mineral County Public Library System is to provide the residents of this large rural county with state-of-the-art information technology at each of the system's three branches. With the assistance of a patient, well-trained staff, Mineral County library patrons will find the library to be the primary source for current technology resources they can use in their everyday lives including resources relating to improving/enhancing: --Job skills --small businesses --consumer awareness --recreation - -citizen/voter awareness --general education and life-long learning

B. MISSION STATEMENT

The mission of the Mineral County Public Library is to improve the quality of life for county residents of all ages by providing materials, information services and programs that enhance and contribute to personal enrichment, life-long learning and recreational needs. Through its branches at Alberton, St. Regis and Superior, it is the goal of the library to bring the community together by providing quality library facilities and the best in print and non-print materials to satisfy the needs of each unique community and to serve residents in the farthest reaches of Mineral County.

C. TECHNOLOGY INVENTORY - CURRENT AND PROJECTED

Inventory Category	Current Count	Projected - 2012
Networks		
[no type specified]	2	2
Client Server	1	1
Computers		
Server	1	1
Workstation	8	9
Peripherals		
Color Inkjet printer	1	1
Inkjet Printer	1	1

Laser Printer	2	2
Internet Connections		
[no type specified]	0	0
DSL	2	2
Phone line	1	1
Telecommunications		
Software Subscriptions		

During each of the next three years, we expect to replace one public computer a year, as well as printers as it becomes necessary.

D. GOALS AND OBJECTIVES

- **Goal: Keep patron and staff library computers running at above-average performance.**

- Objective: Install spyware protection software on all of the computers in the library.
 - Activity:
 - Activity:
 - Activity:
- Objective: Send copies of backup media to an offsite storage location on a regular basis.
 - Activity:
 - Activity:
 - Activity:
 - Activity:
 - Activity:
- Objective: Use asset management software to ease the process of tracking your computer inventory.
 - Activity:
 - Activity:
- Objective: Update your computer hardware inventory at least once a year.
 - Activity: I
 - Activity:
 - Activity:
- Objective: Identify alternative sources of funding for hardware purchases.
 - Activity:
 - Activity:
 - Activity:
- Objective: Create a plan and process for replacing computers and peripherals.
 - Activity:
 - Activity:
- Objective: Create a set of computer hardware problem reporting procedures.
 - Activity:
 - Activity:

- Activity:
- Objective: Create a set of simple, non-technical computer troubleshooting procedures.
 - Activity: Review trouble-shooting templates available on the web. WebJunction has gathered a couple of good examples - see the [Troubleshooting Checklist](#) and [Troubleshooting Scenarios](#) articles.
 - Activity: Use these templates or something similar to create a one-page printed troubleshooting form. This will ensure that staff have a clear procedure to follow when they initially have to deal with a misbehaving computer.
- Objective: Perform basic computer maintenance tasks on a regular basis.
 - Activity: Review the [Preventing Trouble on Windows Through Regular Maintenance](#) and [Keeping Software Up-to-date on Public Access Computers](#) for suggestions on what maintenance tasks need to be performed on a regular basis.
 - Activity: Disk drive [defragmenting](#). This process examines the contents of each disk drive on the computer and attempts to optimize storage by bringing the separate pieces of each file together, allowing for faster disk access.
 - Activity: Disk drive [cleanup](#). This process looks for temporary and unused files that can be deleted in order to free up additional disk space.
 - Activity: [Chkdsk](#). This program looks for errors on disk drives, and can either list them, or list and correct them at the same time.
 - Activity: Install [anti-virus software](#), and configure it to regularly update virus signature files (also known as DAT files).
 - Activity: Keep up-to-date with [application software updates and security patches](#) as they are made available by vendors.
 - Activity: Install [operating system updates and security patches](#) as they are made available by Microsoft. You can configure Internet-connected computers to automatically download these updates from Microsoft as they are made available.
 - Activity: Make sure your maintenance procedures include the following at a minimum (note that some of these procedures require a Windows administrative login):
- Objective: Create a 'software cabinet' to house the original media for all the software used in your library.
- Objective: Create a network notebook to store information about your computer network configuration.
 - Activity: Use [NPower's Network Notebook Template](#) to help you get started on a network notebook for your own library.
- **Goal: Address the technology training needs of the library staff.**
 - Objective: Make sure that staff who will work with PACs have the basic skills they need.
 - Activity: Encourage staff who work with PACs to sign-up for WebJunction's free online courses on **Managing Public Access Computing**. Two relevant classes are available in WebJunction's [Online Courses](#) area.
 - Activity: Get staff up to speed on PAC software application packages in order to assist patrons in using them. WebJunction offers online classes on Basic

Computing and Applications. Some of these classes are free, and some have a nominal cost - see the [For-fee Course FAQ](#) for more information.

- Objective: Build professional development goals into the staff performance evaluation process.
- Objective: Provide recognition for library staff members who achieve learning goals.
 - Activity:
 - Activity:
 - Activity:
- Objective: Design and communicate a clear procedure for staff to request training.
 - Activity:
 - Activity:
 - Activity:
 - Activity:
 - Activity:
- Objective: Develop competencies and learning goals based on each staff member's role.
 - Activity:
 - Activity: Review existing job descriptions to gather information about how each staff role is expected to use the library's technology. Using this information, develop a list of the technology competencies each role should possess. Remember, these should be observable skills, so avoid verbs like "know" or "understand". For example, how will reference librarians show that they "know how to conduct a search using Boolean operators"? Or, how will computer lab monitors demonstrate that they "know simple steps for troubleshooting the public access computers"?
 - Activity: Share competencies with entire staff, solicit feedback, answer questions, and revise competencies if needed.
 - Activity:
- **Goal: Provide electronic resources to the public.**
 - Objective: Add databases desired by the community.
 - Activity: Survey patrons to see what databases are desired
 - Objective: Think about making your library into a Wi-Fi (wireless networking) Hotspot!
 - Objective: Survey existing computer network to determine compatibility with wireless networking requirements.
 - Activity: Start your infrastructure survey by looking at your library building itself. A key goal of your building survey is to identify locations in the library that might be able to host a wireless access point. The wireless access point is a piece of equipment (physically connected to your computer network) that generates the radio signal used by individual computers to make a wireless network connection. WebJunction's 'Survey Your Building for Wireless Internet Access' article will walk you through the important considerations in identifying suitable locations in your library building.
 - Activity: The most important requirement for implementing wireless networking is to have an existing 'always-on' high speed Internet connection. If

your library connects to the Internet only through an on-demand technology, such as a modem dial-up or ISDN connection, wireless networking is really not going to be an option. If you are using an on-demand Internet connection but are ready to make the move to an 'always-on' connection, take a look at TechSoup's 'Choose Your Internet Connection' article to learn more about your options.

- Activity: If your library has an 'always-on' Internet connection and your building has the physical facilities you need, survey your existing network facilities (such as routers, hubs, and network jacks or wall outlets) to determine if they can accommodate the addition of wireless access points in your selected locations. In addition, you need to think about how wireless network connections will integrate with your current network security environment. Take a look at WebJunction's 'Survey Your Network for Wireless Internet Access' article to learn more about the things to include in your network survey.

- **Goal: Increase public awareness of electronic resources**

- Objective: Use local media to inform public of databases/electronic resources that can be useful to them

- **Goal: Provide training for the public on the use of electronic resources**

- Objective: Along with other resources, use webjunction to create computer classes for patrons

- Objective: Develop simple training registration form to make it easy for patrons to sign-up for training.

- Activity:

- Activity:

- Activity:

- Objective: Look to your patron community as a potential source of technology training volunteers.

- Activity: Start by reading TechSoup's Recruit a Volunteer article for tips locating and screening potential volunteers.

- Activity: Create job descriptions for your volunteer positions. The Arlington County Public Library's Sample Technology Volunteer Job Description article contains a good description of a 'CyberCenter Classroom Teacher' that can be used as a template.

- Activity: Once you have recruited volunteers to assist with your technology training program, keep the program going strong by reviewing the suggestions in TechSoup's Managing Technical Volunteers article.

- Activity: Include training sessions led by volunteers in your training evaluation process, and make sure that feedback from trainees is communicated to the trainers themselves.

- **Goal: Enhance computer security in the library.**

- Objective: Create a computing and networking disaster recovery plan for your library.

- Activity:

- Activity:

- Activity:

- Activity: A set of procedures for library staff to follow in the event of a network attack or systems failure. Who will be responsible for doing what in the event that one or more of your computing systems fails?
- Activity: A procedure for periodically taking duplicate sets of backup media to an offsite storage location (and your disaster recovery plan should include location and contact details for that offsite facility). It is also a good idea to send duplicate copies of installation media to an offsite storage location. In the event that computers owned by the library are no longer usable after a disaster, having both software installation and backup media available offsite will enable you to fully restore software applications and their related data on new computers.
- Activity: Backup documentation and installation procedures documentation. Any notes or manuals related to your computing and networking systems may well be lost in the event of a disaster - keeping copies of this material at an offsite location can help you to recover systems quickly after a disaster.
- Activity: A technology asset inventory. Knowing what equipment your library owns will prove to be essential if you need to make insurance claims after a disaster. Make sure that your inventory incorporates brand names, specific models, and serial numbers for all of your computer and networking equipment.
- Activity: A list of authorized personnel capable of performing system restoration. This is especially important if your systems personnel are not direct employees of the library (such as city, county, or parish IT staff). If your own library staff does not have the knowledge or the authorization to restore computing and networking systems on their own, make sure you know who you need to contact to perform that work after a disaster event.
- Activity:
- Objective: Create a library computing security policy.
 - Activity: The high-level steps listed below are taken from InfoPeople's 'Library Security Principles - Creating a Security Policy' document. See the Resources section for a link to the original document on the web.
 - Activity: There are four critical steps in creating a library security policy. The first is to create a security team, drawn from library staff as well as IT staff (if the library does not have its own IT workers).
 - Activity: The second step in creating a security policy is to develop usage policy statements. These statements need to cover both library staff responsibilities (what do we secure our public access computers against?) and library patron responsibilities (what constitutes unacceptable behavior on library computers?).
 - Activity: The third step is to review security policies from other similar organizations. See the Resources section for links to some of these documents on the web.
 - Activity: The fourth and final step is to conduct a risk assessment to determine 'what assets the library wants to protect and why.'
 - Activity: An excellent template to use in constructing a security policy for your own library is the 'Create Security Policies to Help Secure Your Assets' document from the Bill & Melinda Gates Foundation. See the Resources section for a link to that document.

- Objective: Create a data recovery plan for your library.
- **Goal: Expand scope of the library's web site.**
- Objective: Research designing websites.
 - Activity: Find resources to train library staff in designing and maintaining web sites
- Objective: Line up some resources and get your library staff trained on HTML.
 - Activity:
 - Activity: A great way to get started with HTML is to take the Bill & Melinda Gates Foundation's brief 'Creating Web Pages Using HTML' self-paced tutorial. This short exercise will help you to build a couple of basic web pages using a simple text editing tool like NotePad or WordPad.
 - Activity: For a more detailed introduction to HTML, try WebJunction's online course in HTML (link in the Resources section). This class may be available free of charge if you are a registered WebJunction member affiliated with one of WebJunction's Community Partner organizations or states.
 - Activity:
- Objective: Learn how to use Cascading Style Sheets (CSS) to simplify maintenance of your library web site.
 - Activity: n).
 - Activity: .
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- Objective: Organize some resources for training on creating graphics for the web page.
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 - Activity:
- Objective: Keep your library web site relevant by periodically reviewing and updating content.
 - Activity: WebJunction's 'Keeping Your Website Fresh' article is a great resource for thinking through the process of keeping your library web site current. This article has an array of suggestions for how to keep your web site new and exciting, including a few handy suggestions on how to do so without overburdening your library staff.
 - Activity:
 - Activity:
 - Activity: The Ann Arbor District Library in Michigan has built a blog right into their web home page - follow the link in the Resources section to see how well this can work as a tool for updating your library web site.

In order to help us meet these goals, staff will use the Internet, Webjunction, and any other trainings such as MLA that are available.

We will still be considering using wireless technology.

Alberton Branch is currently not automated, and has one public access computer, and one staff computer, connected through a DSL line with the Internet, and with Windows XP Pro Operating Systems. We are planning to be able to automate the library within the next three years.

The St. Regis Branch has been merged with the St. Regis School Library, forming the St. Regis School and Community Library. The combined library is automated, the school takes care of all the computers.

E. PROFESSIONAL DEVELOPMENT STRATEGY

Professional Development Strategy - Whenever possible, the Mineral County Public Library System sends staff members to available training sessions and workshops provided by the state, PNLA, MLA, the Gates Foundation, as well as the Montana State Library Summer Institute. Staff members who do attend these sessions pass on their training to the rest of the staff. Staff are encouraged to attend computer classes offered by the local school district, and will also access as much web-based training as possible. The Director is in charge of coordinating professional development activities, which are optional for all except the Director, although the senior Library Aide is strongly encouraged to improve her skills. Anyone desiring additional training will be accommodated as much as possible. Our main branch has 1.5 FTE, and our two branches have less than .5 FTE altogether. Thus, we each have to do a bit of everything, and we cannot dedicate any specific person for training. Through regular attendance at state-level MLA meetings as well as Federation meetings, staff members have a chance to talk to other librarians around the state about problems and opportunities.

F. BUDGET

Budget Categories

	2012	Ongoing Costs
Unassigned	\$0	\$0
continuing education	\$150	\$150
DSE charges	\$780	\$780
hardware	\$1600	\$1600
library e-rate portion	\$875	\$875
software	\$100	\$100
supplies	\$1000	\$1000
Annual Total	\$4505	\$4505

Funding Sources

	2012	Ongoing Costs
Library Budget	\$1755	\$1755
Friends of the Library	\$1950	\$1950
Depreciation Fund	\$800	\$800
Annual Total	\$4505	\$4505

G. EVALUATION PROCESS

- The Director will review and up-date the Technology Plan annually.
- The Director will annually review and up-date the computer disaster recovery plan for the library.
- Yearly, the Director will ascertain any additional training needs for personnel.
- The library staff will monitor computer and other equipment usage, through scheduling records and observations.
- Library staff will record the instances of computer problems on a daily basis.
- Library staff will monitor web site usage rates.
- Patron usage of training opportunities will be monitored.