SIDNEY-RICHLAND COUNTY PUBLIC LIBRARY
(Formerly Sidney Public Library)
TECHNOLOGY PLAN 2009-2012

I. The Library Mission Statement Is

Providing excellent life-long learning opportunities for all.

The mission of the Sidney-Richland County Public Library (SRCPL) is to provide information and reference assistance, inspire creativity and thought, promote learning, encourage and assist individuals in the pursuit of knowledge, and provide cultural and recreational opportunities to *all* members of the community, through the provision of materials and services.

II. Vision Statement

Ensuring that the people of our community have abundant access to quality information for all their needs, anytime, anyplace, or anywhere.

The SRCPL will become a library without walls providing access to its collection, other libraries throughout the world and the myriad of other online information resources. The SRCPL will be a library of the future making information accessible to all who wish to use it without regards to location or hours.

III. Technology Purpose Statement

Technology will be used to facilitate the achievement of the vision, mission, goals, and roles of the library.

IV. Public Service

Goal One: Provide access to electronic resources for improved delivery of library services to citizens of Richland County and service area

Objectives:
1 .Make databases and card catalog available online at the library, at home or anywhere
   -Maintain Internet access cable and telecommunications (ongoing)
   - Continue to increase bandwidth as funds allow to meet demands (ongoing)
   -Maintain Follett Automation software and support agreement until other ILS found (ongoing)
   -investigate joining(apply) Montana Shared Catalog (2010)
   -Maintain a webpage for patron frontline access to electronic resources, the collection (online card catalog) and other information resources (ongoing)
   -Maintain, as budget allows, Gale/Ebsco databases, OCLC, Ancestry/Heritage, Britannica
2. Provide access to patron account information from inside and outside the library
   -Maintain Follett support-ongoing
   -Maintain internet Telecommunications line
3. Provide Virtual Reference

- Maintain Ask A Librarian link on website and maintain relationship with Montana Virtual Reference Project-ongoing
4. Provide Internet Access to patrons with laptops
  -Maintain WIFI (ongoing)
  -Implement hardwired spot for laptops for secure access-2010-2011
  -Investigate the best way to split public from Library side for security(09-10)
5. Provide further support to our collection through e-books
  - add e-books as materials budget allows and working with MT2GO and add Marc records to ILS (10)
6. Provide computers for children's use
  - After new computer purchases, take 2 of the older computers and make additional Children's stations (4 by 2012 depending on space)
7. Maintain Montana Library2Go downloadable audio
-keep download station for 2009 drop in 2010 depending on use;
8. Investigate technology for ADA-those with low vision—what can we offer and what will we need to offer? (2010-2012)
9. Maintain all upgrades to software (server, virus, firewall, productivity per inventory (ongoing)

Goal Two: Use technology to foster communication within the library and outside the library
 Objectives:
1. Maintain 2 phone lines and cell used for voice communication and fax (ongoing)
-Upgrade fax and cell phone (2011)
2. Maintain one phone line for staff and public use as a local courtesy phone (ongoing)
3. Maintain a Web page (ongoing)
    -Evaluate, and redesign and restructure—keeping in mind ADA
    -Maintain Dreamweaver and Adobe Suite; staff training
    - Ongoing training of software and web design
4. Maintain staff e-mail accounts
5. Maintain Wikis (community Organizations, Life-long learning/trainings)
-Develop a County Wikipedia; investigate more robust software from current PBWiki
6. Maintain internet and telecommunication lines; upgrade

Goal Three: Support, maintain, improve and protect system-wide technology
(For Internet, online databases, e-books, webpage, reference, ILL/OCLC, security)
1. Maintain computer, network and software inventory(Techatlas) for purposes of budgeting (ongoing) Purchase at library discount from TechSoup when possible
2. Upgrade portions of the network (hardware/software) as the TechAtlas inventory would indicate within budgetary constraints (ongoing)
    - Maintain/improve hardware and software to increase the efficiency of library functions (Ongoing)
-upgrade main runs of network cabling to handle faster speeds(2010-2011)
    - Conduct a security and backup evaluation (09-10) ongoing; also included with Disaster Plan)
 3. Follow county computer rotation policy as budget and replace every 3 years
(Make revisions in the Disaster policy when revisions and completions are done here.)
4. Investigate online backup storage (2010-11)
5. Upgrade Internet bandwidth as budget allows- ongoing
6. All computers upgraded to Windows 7 by 2012

Goal Four: Continue collaboration with Montana Library network, MSC, MontanaLibrary2Go and other networks such as RiCoNet for technology projects
Objectives:

1. Continue to assess needs/standards of MSC for joining in the future; Monitor WorldCat Local and /OCLC for possible future ILS; Monitor State Network Advisory Council for ILS recommendations.-ongoing
2. Continue to add records to OCLC for resource sharing and maintain OCLC records maintenance-ongoing
3. Work with RiCoNet for possibility of all moving to same ILS
4. Maintain state collaborative Montana Library 2Go downloadable audio

Goal Five: Train staff and users to use technology productively
Objectives:
1. Continue free training to patrons in the library- ongoing
-investigate purchase of interactive CD Ro software
2. Presentations to area groups on new/improved services-ongoing
3. Continue to work with Dawson college and area individuals to teach tech classes-ongoing
Complete Lifelong Learning Action group County education needs assessment survey-09-10
4. Rotate staff to State workshops. Take advantage of state online training, library U, web junction and others. Do a staff skills assessment each spring to help set training budget for July 1 fiscal year.
5. Staff training inventory every early fall along with staff individual yearly goals
6. Laptop lab for community trainings (laptop lab 2011-2012)

Goal Six: Investigate and pilot new technologies
1. Continue to upgrade patron computers to take advantage of new technologies-ongoing (3-4 yr cycle)
2. Continue research on Open Source products
3. Ongoing investigation of ways to use Library 2.0 social networking to promote library and improve services, (Facebook ,Youtube, Twitter, RSS etc)
    -Expand Facebook page to include iphone app (2010-2011)
-Make a youtube storytime or tour of the library (10) purchase a video camera
-Twitter feed for new books-2012
4. Investigate Montana Library 2Go downloadable video (2012)
5. Monitor new technologies for mobile applications

Goal Seven: Secure funding for technology
1. Continue to add budget information to TechAtlas- ongoing
2. Use Techsoup to get software for minimal cost-ongoing
3. Tie budgets to services (If loss of budget, loss of services) ongoing
4. Continue to apply for e-rate
5. Support and work with Foundation to "grow" funds for the long term-ongoing
6. Be on the lookout for tech grants.
-work with the State library on broadband stimulus project-2010-2011

Goal Nine: Monitor and evaluate technology plan
1. Each spring update projects and funds for the next budget year.
2. Complete update every three years as required by e-rate. Need Approval by State Library.

Goal Ten: Monitor legal and ethical issues with regards to technology
        Make sure all licenses of software are maintained. Patron information kept private.

V. Assessment of Current Status

Summary: (See attached for more complete inventory with TechAtlas)
There is also additional hardware for the local area network. A portion of the network is wireless.

VI. Professional Development

The Director will be responsible for keeping up with technology developments that may affect the library. The Director will also be responsible to see that: staff attends state training on library databases, OCLC,etc on an ongoing basis; staff time is allocated during the workweek for hands on trainings with other software and upgrades to automation system; ongoing training by staff IT on basic network maintenance, Webjunction (and others such as the University of N. Texas, LibraryU and Montana State Library online) is used for online training of staff, send staff to state fall workshops, federation training, Montana Library Association Conference and Offline as budget allows; work to see that all staff are certified in the state certification program; attend Dupage downlinks and use other video training; assess staff using suggested competencies for Internet and implement ongoing in-service training, basic computer troubleshooting and office, etc.

VII. Funding/Budget

The library will support technology goals and acquire its equipment and services through;

The SRCPL operating budget, derived from city/county funds, will be used for most purchases along with state aid per capita and federation grants. E-rate will be utilized for telecommunication services. Continued investigation into the use of filters for CIPA will be done. This would allow SRCPL to apply for further funding for network hardware and software. This also would depend on e-rate finally funding entities with discount rates below 70 per cent. SRCPL will pursue grant funding and other private sector funds. Continue to help Staff Network Supervisor to maintain Microsoft Certifications. The Staff Network Supervisor along with the County IT keep costs down by not having to pay for outside maintenance costs.

Yearly maintenance before e-rate;

Telecommunications
1. MidRivers internet- (3M Down and 512 Up) $ 720
2. 3 phone lines $1584
3. Verizon cell phone   600
Follett Automation   1500
Training budget   2500
Any outside consulting or tech help   500
                                            $7,404

July 1, 2009-June 30, 2010)
1. Replace backroom laptop $1,200
2. Replace 3 workstations   3,600
3. Router to allocate bandwdth   250
4. Network Monitor Software   52(TechSoup)
5. Web page (Digital camera, web cam
6. Digital video camera)   1,000

7. Sell Xerox network Printer and lease $300 per month
8. Children's computers
-add additional workstation; when get new ones move an older one here
-purchase 3 children's security software $150.00
-Purchase 3 USB wireless cards ($66 x 3) $200
-Kids headphones-$50
-Purchase software to mirror kids software on HD; Alcohol for $50
-Two kids keyboard and mice- $80.00
9. Security-Monitor floor of Library
-Purchase webcams security system to use with old computers-Logitech
(Can't use wireless cameras as would conflict with our wireless)
Kist 229 plus 2 additional cameras (229 x 2)
Install and wiring $1500
10. Misc. to clean up server cables, etc
-Purchase RJ-45 ends, raceway or PVC pipe for wiring under Circulation Desk- $75
11. Hardwire a secure spot for patron laptops
-Purchase a hub- $45.00
12. Dreamweaver upgrade (120.00)
   Deep Freeze- Secure Public Computers- (due fall 2010 $180.00 two yr renewal)
13. Computer speakers- 1 set to attach to a computer for group webinars/training $25
14. Wiki Software=$200

July 1, 2010-June 30, 2011

1. Further secure the network
-Purchase firewall appliance 2011-2012-$1,200
Wait for the new 100/1000 base prices to drop versus current 10/100-$500
2. Move to new automation system(change from Follett which does not have SIP2 and other protocols (either and Open source such as KOHA, Evergreen or Montana Shared Catalog)$8,000
3. Upgrade 4 computers- $4,000
4. Server Upgrade(Symantec from Tech Soup 2011 $50.00:backup exec $117;Endpoint $50.00)
5. Replace and upgrade network cabling

2011-2012 Building Expansion Project

The library will be building a new facility. Technology costs are unknown at present but will be included in the expansion costs. Other county building projects including the new state of the art Law Enforcement Center, Community Services Building and the Commercial Building (completed 2009-2011) along with the new high school library will help with the Library tech design.
All new wiring and cabling, server; laptop lab; upgrade of 3-4 patron computers;

VIII. Evaluation

SRCPL will conduct periodic needs assessments to determine whether library resources, services and programs are satisfying the needs of our users. SRCPL will collect statistical data that will be used in conjunction with informal surveys conducted during National Library Week(formal survey again in 2011) to determine the success of its goals.

Ongoing evaluation will be done with the staff (monthly meetings) to make adjustments as necessary. A formal evaluation will be done by the Director along with staff and the Library Board each spring (March) during the budget process. Continue to input information into all areas of Techatlas. Better data and reports will help with ongoing evaluations.

IX. Summary

Services being requested under the e-rate plan are an integral part of our goals and services. Phones are used to do business, answer reference questions, and all kinds of information needs. Book borrowing and document delivery is done using fax, Internet and e-mail. The Internet provides access to our web page which is the gateway to our card catalog, electronic databases and other global information resources. Staff is able to access distance learning along with patrons. Email is used for internal and external communications. Staff utilizes software packages to aid in a full range of administrative functions including word processing, statistics, accounting, desktop publishing, presentations and web editing. Hardware and software need to be continually updated and replaced to meet demands.

X. Responsibility

The Library Director, under the direction of the Library Board of Trustees, is responsible for carrying out this plan.

Updated: May 14, 2010

Library Director: E. Renee Goss

_____Date_____

Library Board Chair: Paul Turek

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