

Havre-Hill County Library Technology Plan

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Havre-Hill County Library
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Library Director/ System Administrator
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2009-2012

Drafted August 2006
Updated August 2008
Reviewed January 2009
Adopted June 2009

Thanks
Please send an
e-mail asap
to state the
Tech Plan is
on file at
MSL so I can
certify my estate
Bonnie

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Havre-Hill County Library Mission Statement

The Havre-Hill County Library will provide access to educational, cultural and recreational materials to meet our users' needs as citizens and seekers of information by obtaining and maintaining a collection of pertinent material and by cooperating with other libraries.

(Adopted by the Havre-Hill County Library Board of Trustees)

Advancing technologies provide many opportunities for fast, cost-effective access to a multitude of resources for not only the public, but the library staff as well. The library's collections are no longer limited to what is physically accessible. Resources from within the library, the shared catalog and from around the world are made available with virtually seamless access.

Havre-Hill County Library currently offers the following electronic services:

- Online catalog -- 24-hour access via Internet and in-house computer stations. Patrons can browse the library's collection. This online catalog includes the Hi-Line Shared Catalog (11 libraries) of which Havre-Hill County Library is the central site. Patrons can determine what items they have checked out and they can place holds
- Circulation of all library materials is tracked by a library automation system, maintaining a high level of accuracy for the benefit of both public and library staff
- Cataloging and acquisitions functions are integrated in the library automation system
- Online databases and multimedia products for use on the library's computers
- Online databases are available for remote access
- Public internet access is available from 6 computer stations in the library
- Internet access is available to staff from 8 workstations
- Instructional sessions for staff and public on Internet-related issues, general computer information and use of the library's computers, online catalog and databases
- Library website on the World Wide Web that offers information on library services, links to online databases, the library's online catalog and local, regional and international Internet sites
- Ready reference services are available in person and by telephone or email
- Access to email and interest group mailing lists give library staff the ability to network with people and resources around the world
- Annual Library newsletter outlining events and programs is distributed in paper form.
- Public wireless network

Technology Goals

1. *Enhance access to information for the Havre and Hill County communities*

- Enhance and expand existing electronic services
 - Add access points within the library through use of traditional (hard wired), wireless or alternative networks
 - Expand the functionality of the public access catalog
 - Provide community information database available from the catalog
 - Customize online catalog interface for ease of use, expanded functions
 - Add specialized booklists to online catalog for convenient retrieval
 - Create direct links into online catalog for special search types
 - Continue training for staff and public to use online resources and catalog
- Evaluate, purchase and install hardware/software for staff and public workstations on an ongoing and timely basis
- Continue to purchase and install software applications in an attempt to provide all users (public and staff) with the same applications to ease training and maintenance
- Expand and enhance access to existing databases
 - Customize existing databases as necessary
 - License and provide access to additional databases
- Continue to evaluate, purchase and install additional security software or hardware components for all computer systems within the library to stop unauthorized access and modifications to the system and/or software
- Continue to evaluate, purchase and install software components for all computer systems within the library to help control unauthorized viruses, popups, malware and spam
- Expand training to the public on using computers, scanners, digital cameras, and other USB port devices
- Develop a more user friendly web page
- Contract with a local agency or individual for support with network within the library
- Continue to work as a team with other libraries in the Hi-Line Shared Catalog by holding meetings, updating agreements, maintaining position for system administrator, upgrading online catalog and library automation system as agreed

2. *Pursue funding resources to enable sufficient technological development*

- Set budget priorities to align with technology goals
- Apply for grants and federation funding for technology
- Work with city and county funding to develop technological applications
- Apply for state and federal discounted rates for telecommunications
- Research grant funds available for technological projects in libraries
- Continue to participate in group purchases and software licensing
- Explore and leverage available library foundation funds

3. *Provide adequate levels of training for staff and public*

- Continue training for staff on all library automation software upgrades (both vendor and in-house training)
- Develop computer training packet/curriculum for all new staff
- Continue and expand training for staff and public on Internet and computer-related applications and protocols
- Cooperate with SirsiDynix for a more user friendly kids catalog
- Continue to develop training for staff on library policy as reflected in technological areas, including acceptable use and privacy issues
- Encourage and enable staff to attend technological training opportunities offered by Montana State Library, Montana Library Association and other organizations

4. *Maintain awareness of new technological developments*

- Maintain contact with other professionals in technology fields
 - System administrator attends automation vendor user conferences
 - Maintain contact with vendor listservs and users' groups
 - Maintain contact with technology related listservs, users' groups and committees
 - Literature pertaining to technological advances will be made available to staff members
- Maintain communication with the Montana State Library on technology issues
 - Participate with Montana State Library consultants on federal telecommunications discounts application process, as necessary
 - Participate with Montana State Library on grant opportunities
 - Participate with Montana State Library on training opportunities

5. *Pursue cooperative structures to enhance technological delivery of information*

- Help to form and manage new users' groups and/or committees as needed
- Explore statewide applications for reduced telecommunications charges
- Explore statewide applications for reduced database subscription charges
- Explore shared electronic resource projects with area organizations
- Implement plans to digitize oral histories and other archives at the library by cooperating with Montana Historical Society and other local agencies
- Maintain contact and develop applications between library and city/county entities
- Explore federation-wide cooperative efforts in shared technological resources
- Improve the connection for the Hi-Line Shared Catalog area and invite other libraries to join the shared catalog
- Promote shared catalogs and libraries districts among area libraries
- Collaborate with area health agencies to provide expanded access to electronic consumer health information resources

Computer Equipment Currently In Use

- **Dell NT Windows Servers (3 servers)**
 - SirsiDynix Horizon library automation system
 - Online catalog
 - Circulation module
 - Cataloging module
 - Internal web page content (housed on the online catalog server)
 - Server dedicated to remote desktop libraries in shared catalog
- **DSL Circuits**
 - 1MB circuit
 - Connection to local Internet service provider
 - One circuit for wireless network, one circuit for wired network
 - Dedicated circuit for shared catalog libraries
- **24-port Dell Power Switch**
 - Connections to DSL gateway for in-house computers/servers
 - Connections to DSL gateway for wireless network users
- **Workstations/Computers**
 - Public computers –11 total
 - 3 online catalog access only
 - 6 public Internet access Discover Stations (Useful software and Open Office)
 - 2 Windows XP workstations with Microsoft Word Programs
 - Staff computers – 8 total
 - SirsiDynix Horizon automation system
 - Microsoft Office applications
 - Internet access – Internet Explorer
 - Online databases
 - Laptops – 1
 - Wireless connection for Internet access
 - Microsoft Office applications
 - Used in conjunction with projector for training and programs
- **Printers**
 - 1 network HP laser jet printer
 - 1 ink jet printer
 - 1 with scanners
 - 3 receipt printers

1 modem for system maintenance in case if the Internet is down

1 fax machine connected to regular telephone line via switch

Funding and Additions to Existing Equipment & Services

Havre-Hill County Library currently has budgeted funding for technological equipment and software, which represents approximately 5% of the total budget. Additional budgeted amounts are allocated for staffing. We will continue to offer the current level of computerized services, but hope to enhance and expand those services in the future. We will be looking at additional funding sources from various areas.

- Additional funding from city and county sources
- LSTA grant funds
- Shared resources through group purchasing/licensing to lower overall costs
- Other grant sources, as available
- Explore and leverage available library foundation funds

Havre-Hill County Library will add or modify computer hardware and/or software on an ongoing basis every year. For upcoming year:

- Purchase any necessary hubs/switches for workstation connections to the network
- Upgrade SirsiDynix Horizon automation system
- Upgrade workstations as needed
- Further customize the HIP online catalog interface
- Implement KIDS interface for the online catalog

Projections for the next 2-5 years:

- Evaluate needs and develop timeline and procedure for regular upgrade and/or replacement of workstations within the library
- Regular upgrades automation system
- Investigate options and pricing models for increased bandwidth within the library
- Engage in discussions about joining the Montana Shared Catalog

Service/Maintenance Contracts

Havre-Hill County Library currently has several technology-related service contracts in place

- Horizon – maintenance of the SirsiDynix Inc. and service and upgrades to software
- Qwest DSL service -- monthly charges for DSL circuit
- Two standard telephone lines for voice communications the lines rollover for voice communications the secondary line has a switch attached to a fax machine and a modem used only for backup for system maintenance from SirsiDynix
- OCLC -- includes on-line access to cataloging and interlibrary loan functions and bibliographic database, software upgrades and service contract through Montana State Library
- Subscriptions to Gale InfoTrac and Ebsco Auto Repair Reference Center contract through Montana State Library
- Triangle Telephone provides wireless connection for shared catalog
- Discover Stations for libraries through Useful (4 workstations with Lenex interface for security)
- Faronics (DeepFreeze) security software for Windows XP staff and public workstations
- Shared Catalog agreement includes guidelines for sharing an online catalog and an automated circulation system with 11 libraries

Training for Staff and Public

Training for both the library staff and the public on new technologies benefits the library community as a whole. Library staff can work with patrons in a more efficient and timely manner with a shared understanding of resources. Havre-Hill County Library will continue to offer and/or implement the following training resources.

- Continue computer and Internet-related instruction for the public and staff as staff time and demand allows
- Continue instruction for children on the use of the online catalog
- Offer training workshops for staff
 - In collaboration with Montana State Library and other entities
 - In-house training on library automation software and other topics as necessary
 - Vendor training as necessary
- Combine training opportunities with other libraries in an effort to share costs and expertise
- Produce and update procedural manuals and informational handouts for both the public and staff on using available technologies
- Update library web pages, both internal and external, with links to sites offering instruction
- Continue to purchase instructional video- and audiocassettes on computer and Internet applications
- Participate in training opportunities offered through BCR, OCLC, Montana Library Association, Montana State Library and other organizations
- Staff attendance at user and library conferences