

Gleason Public Library Technology Plan

FY2010 / July 2009-June 2010

MISSION STATEMENT

The Gleason Public Library (GPL) enriches lives through excellent services, programs, and collections that promote lifelong learning. As a valued cultural center of the community, the GPL offers access to a variety of materials and creative services to satisfy the diverse recreational, educational, and cultural interests of the people of Carlisle.

TECHNOLOGY SUMMARY

The Gleason Public Library (GPL) is committed to continuing to adopt and upgrade new technologies in order to assist patrons and area residents with their information needs as well as to assist staff in efficiently carrying out their duties to serve Library patrons. The Library Technology Plan will serve as a guide to meet Library goals and objectives affected by technology.

The GPL serves a community of approximately 5,000 residents with a library collection of approximately 66,000 items and a circulation of over 133,000 items a year. Materials include books, audio-visual items, newspapers, and magazines. Access to subscription electronic databases and other online resources through the Internet are provided to all patrons. There are also 4,500 electronic books and downloadable audio materials available through the consortium. The Merrimac Valley Library Consortium (MVLC) has provided a fully automated materials catalog (Horizon Information Portal (HIP)) since 2000. Patrons have access to the catalog 24/7 through the Library's web page (<http://www.gleasonlibrary.org>), established in 2004. Computer workstations are provided for patrons and staff (25 stations). Through these, patrons have access to a wide variety of resources including electronic research databases; electronic encyclopedias, dictionaries and books; and Internet resources and email. Staff also have these resources available to them, as well as programs such as the Microsoft Office Suite and Dreamweaver. Following American Library Association's (ALA) guidelines on filtering, the GPL does not use any kind of filtering software on public or staff Internet computers.

Library staff offers basic computer training sessions to provide all library users with the ability to access the library resources at least two times a year. The focus has been on using a computer, searching (Boolean), and using the library catalog. The Library has offered training on the use of databases at least two times a fiscal year. The Library plans on offering more specific and advanced training in the future. For now, the basic workshops have resulted in confident, self-directed users.

Today information is available in a variety of multi-media formats. People have a variety of information learning styles thus creating a change in the way information is presented. Besides traditional library resources of print information, people are now depending more and more on information delivered to them electronically. Large quantities of quality electronically delivered information are accessed quickly and act as a necessary part of the Library collection, not merely an optional supplement. These changing needs and wants of the community affect the planning and delivery of library services. Libraries must reflect these changes occurring in our communities.

Therefore, it is important to reflect these changes by providing up to date technology for library users who have come to depend on it.

BACKGROUND AND CURRENT STATE OF TECHNOLOGY

The Gleason Public Library is on a Local Area Network (LAN) that is connected to the MVLC Wide Area Network (WAN). Currently there are two telecommunications connections. There is a T1 line provided through MVLC that provides the connection for the Library's automated circulation and catalog system and the Internet for both the public and staff. The second connection is a broadband connection provided by Comcast. This currently provides the wireless Internet connection and the connection for 6 public Internet terminals. Additionally, there are five computer stations devoted solely to providing access to the catalog.

The GPL's automated circulation and catalog system, Horizon 7.4, has been in place since 2000 with the most recent upgrade in 2009 and is provided to the GPL through the Merrimac Valley Library Consortium (MVLC). This system is regularly upgraded and improved with the next version in great question as the vendor is intending to merge this system with another more robust technology – the affect on the library, cost and delivery of service to be determined. At these times all staff must go through training to meet a minimum skill level.

The wireless Internet service is provided with a broadband cable connection (through Comcast – free of charge) which then goes through a Comcast owned broadband modem, then to a wireless router which sends the connection to two wireless access points (one each on 1st and 2nd floors). The hardware for the wireless services was installed in 2005.

MVLC manages upgrades and repairs on all network equipment (hubs, routers, etc.), with the exception of the wireless equipment. MVLC staff provides free and low cost consulting (\$40 a day) for all aspects of library technology needs including telecommunications, hardware, software, and electronic/digital collections. The Staff Librarian with assistance and direction from the Library Director manages all current in-library technology and electronic content, including providing maintenance, software currency (virus protection), part replacements, website updates, and communicating information to other staff members.

Reference staff also assists library users with a broad range of technology questions and hands-on problem solving. The library holds a current collection of titles on technology related subjects.

The Library Director and Staff Librarian will annually update this plan with input from staff. Updates will consider resources available for purchase, maintenance, and staff training in a tightening fiscal climate; changing needs based on users and collection; and automated network requirements. The plan will be reviewed by Library Trustees and shared with the Town Hall and Schools to seek opportunities for mutual projects and purchases where applicable.

Software and Hardware items were purchased primarily through town funds (LTCRC for computers, Annual Budget small equipment line); some items were purchased by the Friends of the Gleason Public Library or through private grants for library use. The wireless technology and installation were paid from State Aid funds.

Current

Hardware:

Staff

- 8 -- Dell OptiPlex GX270, Pentium (2004) LTCRC
- 2 -- Dell Optiplex 160 (2009)*
- 1 -- Xerox Phaser 3400 printer (2002)
- 2 -- HP 2000C printers (2000)
- 1 -- HP Laserjet 4050 N printer (2000)
- 1 -- Ricoh Aficio CL2000N (2005)
- 1 -- HP P2015dn printer (2007)
- 1 -- HP 2430n printer (2005)
- 1 -- Seiko Smart label printer 100 (2000?)
- 1 -- Seiko Smart label printer EZ30 (2000?)
- 1 -- Seiko Smart label printer 420 (2005)
- 1 -- HP ScanJet ADF scanner (2002?)
- 1 -- Kodak EasyShare C340 (2006?) *
- 1 -- Metrologic Voyager MS 9520 barcode scanner (2005)
- 1 -- Metrologic Voyager MS 9500 barcode scanner (2002?)
- 3 -- Metrologic MS951 barcode scanners (2000?)
- 2 -- Epson M129B receipt printers (2000?)
- 2 -- Epson TM800IV receipt printers (2007, 2008?)
- 1 -- Dell laptop, Inspiron 3800 (stored in Director's Office for use by public, staff, in Hollis Room for programs) (2001?)*
- 1 -- InFocus digital projector, LP350 (2001?)*
- 1 -- NEC digital projector, LT30 (2006?) *
- 2 -- JumpDrive (portable storage) Lexar 256 MB (2004)
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- 1 -- JumpDrive PNY Technologies 512 MB (2006?)
- 1 -- Linksys BEFSX41 Broadband Firewall Router (2005) *
- 1 -- Belkin 2.4Ghz Wireless G Notebook Network Card (2005)*
- [other laptop]
- 1 -- Creative MuVo TX FM MP3 player 512 MB (2006)*
- 1 -- SONY 18X External DVD Burner 4.7GB (2007)*
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- 2-Digital frames *

Public

- 6 -- Dell OptiPlex GX620, Pentium (2005)LTCRC
- 5 -- Dell OptiPlex 170L, Pentium (2005)*
- 1 -- Dell Optiplex 160 (2009)*
- 1 -- Dell OptiPlex GX150, Celeron (2001?)*
- 3 -- Dell OptiPlex GX110, Pentium (2000)LTCRC
- 2 -- Linksys 2.4Ghz 802.11g wireless access points (2005)*
- 1 -- HP LaserJet P3005n printer (2007)
- 1-Lenovo 3000 laptop (sign-in station for public terminals)*

Storage

2 – Dell OptiPlex GX110, Pentium (2000)

Software:

Staff

10 – Horizon 7.4

11 – Microsoft Office 2000 Professional

10 – Norton AntiVirus

2 – Dreamweaver *

1 – CASSIE time management software manager station

Public

7 – DeepFreeze Standard

8 – WinSelect 5.0

11 – Norton AntiVirus

2 – Microsoft Office 2003

7 – CASSIE time management software*

*Paid for through other funds, not operating budget.

Both staff and the public are using technology. Staff are using technology in all processing and tracking of lending materials. They are also using technology to provide information to the public in the form of access to electronic databases, loading content onto the Library website, creating posters, articles and reports. They will test collections condition and the effectiveness of new electronic resources through staff terminals.

The public mainly uses the library terminals for access to the Internet (searching, email, directions, gaming, research) and the Library Online Catalog to look up items. Other uses include storing and retrieving information on disk/memory keys and using word processors. The content and sophistication of library users' knowledge of technology, resources, and required capabilities for an internet computer ranges dramatically from user to user. The library maintains that quality, speed, and ease-of-use, so that visitors can be empowered to be self-sufficient upfront; this will save staff time, avoid visitor disappointment, and provide the best service to the most visitors. CASSIE timer software is used to manage sessions on public computers to ensure equitable access during peak hours and more effective use of staff time.

Long Range Plan 2007- 2010

Technology Aspects fall under Goal VI.

Goal VI. The GPL will effectively evaluate and use telecommunications, information technology, and emerging technologies to improve and provide better library services.

Objective A. The GPL will develop the knowledge and proficiency of library staff with current and emerging information technologies to better serve the public.

- Library staff will attend MVLC key users group meetings and NMRLS programs regarding new technologies at least 6 times a year.
- Library staff will attend other meetings, conferences, and trainings as they are offered throughout the year.

- Library staff will continue to receive “in-house” training, as needed, to become more familiar with equipment and resources.
- Library staff will become more familiar with the Library’s existing technological infrastructure partly through MVLC personnel and other technology professionals performing work at the Library.
- Library staff will work in concert with other town departments to understand the needs of the larger community and the technology requirements (specifically with high school and distance learning opportunities).

Objective B. The GPL will select, organize maintain, and promote a quality collection of electronic materials that will provide a basis for patron information, educational, and recreational needs.

- Library will provide access to online databases 24/7 through the Library website.
- Library will maintain currency with multimedia formats by assessing community needs and gauging popular demand on a quarterly basis.
- Library will continue to work with NMRLS and MVLC to receive online/electronic resources.
- Library will continue to provide online/electronic resources in addition to those provided by NMRLS and MVLC
- Library will highlight the eBooks option.
- Library staff will continue to develop and make available print pathfinders for electronic resources.
- Library will promote electronic resources through the Library website and articles in the Carlisle Mosquito.

Objective C. The GPL will provide and continue to improve access and services through maintenance and appropriate upgrades of software, technology equipment and infrastructure.

- Library will continue to assess and improve the functionality and dynamic content of the website.
- Library will work with the library network (MVLC) and region, to implement appropriate enhancements to further functionality of library systems.
- The Library website will serve as an ever-present portal to information, providing 24-hour access to the library. It will be updated weekly.
- Library will update its working technology plan annually to guide purchasing decisions.
- Library will continue to provide quality Internet access to facilitate staff duties.
- Library will continue to provide quality Internet access and training to the public.
- Through MVLC the Library will continue to provide an online catalog to facilitate access to Library and community resources.
- Library will explore and provide quality word processing to the public.
- Library will explore the possibilities of providing new technologies to the public.
- Library will explore the possibility of a patron new and high technology corner with such things as a scanner, CD/DVD burner, software, latest equipment, etc.
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Replacement Procedures/Policy

In order to provide efficient services, equipment needs to be kept both up-to-date and operational. It is recommended that four-year warranties be purchased with all new computers. Whenever possible multi-year warranties will be purchased with other electronic equipment such as printers and scanners. Minor equipment, especially mice, and keyboards, begin to malfunction after lesser time, these will be replaced on an as needed basis determined by use.

New technologies are usually needed to run current programs and keep up to speed. Rather than replace single pieces of equipment on an as-need basis (which can temporarily disrupt services when equipment is not available, and cost more staff time) it is better to replace all computer equipment at once (ensuring stability throughout the Library by having all equipment running at the same level) and to update to current standards at the same time (ensuring quality in the services provided).

If purchases can be postponed because equipment is in good repair and meets users' needs, the library will try to maximize resources to the best of its ability.

Library will assess needs for staff printers and replace as needed. Some current printers are 8 years old, requiring regular maintenance, repair, and cartridge changes.

Every year - Replace and/or upgrade out-of-date heavily used equipment as needed, such as printers, software, small hardware items.

Year 1-Replace 10 staff computers and any other necessary equipment (two color staff printers) This was pushed back from FY09 to FY10; 1 Public Catalog computer and 2 staff computers were replaced through a private grant in early FY10 due to equipment failure – library will assess funding availability and MVLC needs to replace further staff computers in FY10.

Year 2–Replace 11 public computers and any other necessary equipment (two bw staff printers)

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Year 3–Replace 3 CD-ROM computers if needed and other necessary equipment (FY10) – not through operational funds, these are considered enhancement items.

Sources of funds: public operating for minor replacements, LTCRC for terminal replacements, grant and special funds for those considered “enhancements” or demonstrations.

FUTURE NEEDS/WANTS

New receipt printers (2)	\$300 each = \$600
Laptop (replacement)	~\$1,200
Lender Laptop (programs, in-library)	~\$1,200
High Technology PC	\$1,400 ~\$2,500
eBook Reader	~\$300
Self-service circulation terminal(s)	~\$10,000 (each)
Portable Scanner	~test MVLC's
Security (lockdown of equipment, cameras, desensitizers, chips for items)	~Major; well over \$20,000
Headphones	

Desktop publishing software: Adobe Illustrator, Adobe Photoshop, updated Microsoft Office package, Adobe Pagemaker

WISH LIST ITEMS *Seek alternate funding for replacement and maintenance costs.

Replacement of three children's cd-rom computers including multiple disc drivers.

Film Editing Station - affiliated with CCTV and their technologies.

Fast Use kiosk – standing kiosk for quick searches/email/film and book reviews in media area

Checkout laptops – 2 laptops for use by public to checkout and use wireless in the building.

Additional ergonomic or enhanced devices.

Self-sign-up software for events, museum passes

Replacement flat-panel monitor(s)

Terminal to display library tour, news, etc.?