

# Technology Plan FY 2015 to 2017

## Hartford City Public Library



<http://www.hartfordcitylibrary.com/>

Prepared by: Christine Mahon, Library Director  
Russell Jones, IT Consultant

October 1, 2014

## Executive Summary

At the Hartford City Public Library, we are constantly reviewing and investigating technology to best serve our community. We are a member of the Evergreen Indiana Consortium and offer e-books through OverDrive. The library circulates Kindle readers and provides wireless internet connection throughout the facility. We serve a rural community where the poverty is growing. Thus, for many residents, the library is a primary source for all types of technology.

## Background Information

The Hartford City Public Library provides the best possible service to the community of Hartford City and its surrounding townships. The Board and Staff recognize the impact of technology for all our patrons. We work closely with the Blackford County school system to ensure all our students receive library services. The Hartford City Public Library strives to provide connectivity and growth within our community.

## Current and Projected Technology Inventory

| Category          | Current | Projected -<br>2015 | Projected -<br>2016 | Projected -<br>2017 |
|-------------------|---------|---------------------|---------------------|---------------------|
| <b>Networking</b> |         |                     |                     |                     |
| Switches          | 6       | 6                   | 6                   | 6                   |
| Wireless AP       | 1       | 1                   | 1                   | 1                   |
| Fiber Connection  | 0       | 1                   | 1                   | 1                   |
| Cable Connection  | 1       | 0                   | 0                   | 0                   |
| <b>Computers</b>  |         |                     |                     |                     |
| Server            | 1       | 1                   | 1                   | 1                   |
| Staff station     | 9       | 9                   | 9                   | 9                   |
| Public station    | 8       | 8                   | 8                   | 8                   |
| Follett Catalog   | 3       | 3                   | 3                   | 3                   |
| <b>Printers</b>   |         |                     |                     |                     |
| Laser             | 4       | 2                   | 2                   | 2                   |
| Color             | 3       | 4                   | 4                   | 4                   |

|                                     |   |   |   |   |
|-------------------------------------|---|---|---|---|
| Copier                              | 1 | 1 | 1 | 1 |
| Receipt                             | 5 | 5 | 5 | 5 |
| RFID                                | 0 | 0 | 0 | 0 |
| Fax                                 | 1 | 1 | 1 | 1 |
| Label                               | 1 | 1 | 1 | 1 |
| <b>Imaging</b>                      |   |   |   |   |
| Scanner                             | 1 | 1 | 1 | 1 |
| Projector                           | 1 | 1 | 1 | 1 |
| Microform Reader/Printer            | 1 | 1 | 1 | 1 |
| Digital Microfilm<br>Reader/Printer | 1 | 1 | 1 | 1 |
| <b>Security</b>                     |   |   |   |   |
| Security Camera                     | 4 | 8 | 8 | 8 |
| <b>Miscellaneous</b>                |   |   |   |   |
| DVD Cleaner                         | 1 | 1 | 1 | 1 |
| Television                          | 2 | 2 | 2 | 2 |

**Items above will be replaced according to the following schedule:**

|                  |   |
|------------------|---|
| Computers        | 4 years from purchase date (incl. 3 year warranty)                            |
| Printers/copiers | 6 years from purchase/lease date  |
| Networking       | 6 years from purchase date, or as needed to make use of emerging technologies |
| Other Items      | As needed   |

**Goals and Objectives**

Review and investigate technology to improve library services, which may include:

- Research and Reference databases.
  - Maintaining library website with accurate and useful links to serve the public and staff.
1. Continue evaluation and integration of all systems and services. Use shared online documents to allow access to procedures and policies.
  2. Continue to evaluate staff and customers' needs and satisfaction.
  3. Assess staff skills and training needs and encourage staff to attend pertinent classes and seminars.
  4. Purchase new computers and technology support equipment, as library budget or grant funds allow. Technology support equipment includes software, routers, switched hubs, electrical wiring, and training materials such as movies, tutorials, etc.
  5. Actively seek additional funding to develop and sustain appropriate and effective state-of-the-art technology, researching technology grant opportunities, and applying for appropriate grants through government and private resources.
  6. Keep abreast of changes in technology related issues.
    - Monitor library publications and online news sources for relevant technology news.
    - Attend conferences.
    - At least one staff member will be available to be on an Evergreen Indiana Committee.
  7. Actively promote publicly available technology such as free wireless internet access, e-books, and databases.
  8. Continue to participate in and advocate for the expansion of the Evergreen Indiana Consortium.
  9. Implement wireless use tracking in and around library building.
  10. Upgrade the library's aging phone system to a modern VOIP system.

### **Assessment of Library's Technology Needs**

With the Hartford City Public Library being a rural community and being located in one of the smallest counties in Indiana, we realize many of our patrons have no Internet access in their homes. Thus, we have the following needs:

- Participate in the e-rate consortium utilizing fiber connection
- Continue to offer WiFi throughout the building and grounds
- Offer technology assistance with workshops and customized instruction
- Continue to participate with Evergreen and OverDrive
- Continue to promote INSPIRE and other databases

### **Professional Development Strategy**

- Encourage all staff to participate in training workshops, conferences, and other continuing library advancement education opportunities in order to become skilled and knowledgeable in the uses and benefits of electronic access and information delivery systems in the library and promote integrating technology into library operation.
- Allocate sufficient funding to provide for staff to participate in activities related to the advancement of library services Library will pay department head membership dues to select organizations.
- Hold classes for staff in the computer classroom Develop tutorials and training material to be used with new staff.
- Continue staff refresher training as part of regular staff development days.
- Provide opportunities for the staff to make site visits to other libraries to gain an awareness of how information technology is used in other facilities.
- Foster a positive learning environment for on-going technological change by maintaining open lines of communication, and sharing information and technical skills.

### **Technology Budget**

- The library will actively seek additional funding to develop and sustain appropriate and effective state-of-the-art technology for the library.
- Apply for an Indiana Technology Grant and Universal Service Fund discounts for Public Libraries each year.
- Research sources for funding beyond the tax base, including gifts, grants, and endowments.

- **Maintain adequate increase in personnel, services, equipment and materials portions of the operating budget to maintain the connections, hardware, and software necessary to meet our technology plan.**

### **Budget**

|                       | <u>2015</u> | <u>2016</u> | <u>2017</u> |
|-----------------------|-------------|-------------|-------------|
| Hardware and Software | \$8,000     | \$8,500     | \$9,000     |
| Supplies              | 3,500       | 3,750       | 4,000       |
| Services              | 4,000       | 4,500       | 5,000       |

### **Evaluation**

**The Technology Committee will.....**

- 1. Revise this plan annually for approval by the Board of Trustees.**
- 2. Investigate and Evaluate possibilities for upgrades and other improvements as they become available or are deemed necessary.**
- 3. Review the progress of the technology plan quarterly, reporting need for revision to the Library Administrator and Information Technology Specialist.**
- 4. Monitor staff and public requests for new software and technology, taking into consideration user satisfaction, demand for a service, cost-effectiveness, available library space, budget constraints, and emerging technologies.**
- 5. Measure the impact of technology through data gathered in terms of customer visits, computer use, resources used, new customers served, and customer comments.**
- 6. Judge the success of the plan on the ability of the library to meet the objectives and time lines set forth, reassessing the plan each year to evaluate progress and modify objectives if necessary.**
- 7. Conduct surveys to solicit opinions and suggestions for growth.**

8. Analyze circulation and usage statistics, to determine the effects of technology on library services.

9. Evaluate and investigate better means of possible collaboration with other organizations.

10. Plan for hardware or software upgrades to improve productivity and quality of service.

11. Evaluate and maintain network security.

12. Continued evaluation of staff's training needs and scheduling to fulfill those needs.

### **Attachments/Appendices**

Network Diagram  
Internet Use Policy

