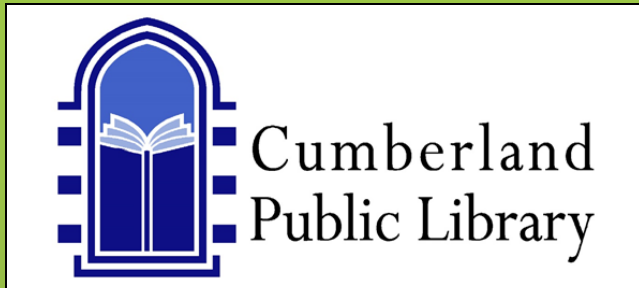


*Your Window to Information, Entertainment, Community*



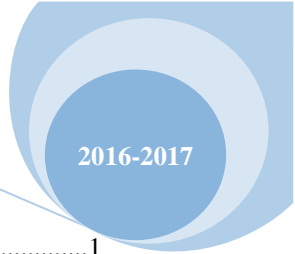
## Technology Plan

<http://www.cumberlandlibrary.org>

2016-2017



1464 Diamond Hill Road, Cumberland, Rhode Island 02864



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### A. Mission Statement

The mission of the Cumberland Public Library is to provide each citizen of Cumberland with equal access to information and ideas in varied formats, so that they may seek educational, social and cultural growth, supporting the primary Constitutional right of intellectual freedom. Information technology will be implemented in the library to ensure equal access to information resources for all Cumberland citizens, regardless of age, sex, religious or ethnic background, political affiliation, educational or physical ability or economic status.

### B. Vision

The Library will continue its efforts to bridge the Digital Divide by offering its patrons access to computers with wired and wireless high-speed Internet access, up-to-date online databases, and word-processing and spreadsheet programs. Through hands-on, one-on-one and group classes, we hope to provide those in the community with an opportunity to learn the skills they need to become digitally literate. As the availability and need for electronic information increases, the Library will meet that need by using new technologies. Access to historical and rare information can be expanded through digitization. Library staff will need to remain current with the new technologies so they may train our patrons to use them.

**C. Assessment**

| Department     | Staff Desktop | Staff Laptop | Public Desktop | VDI/AWE   | Public Laptop | OPAC     | Media Station | Marketing Station | Print Station | Total     |
|----------------|---------------|--------------|----------------|-----------|---------------|----------|---------------|-------------------|---------------|-----------|
| Administration | 4             | 0            | 0              | 0         | 0             | 0        | 0             | 0                 | 0             | 4         |
| Children's     | 3             | 1            | 7              | 2         | 0             | 2        | 0             | 1                 | 1             | 17        |
| Circulation    | 4             | 0            | 0              | 0         | 0             | 1        | 0             | 1                 | 0             | 6         |
| Maintenance    | 1             | 0            | 0              | 0         | 0             | 0        | 0             | 0                 | 0             | 1         |
| Reference/YA   | 5             | 3            | 10             | 10        | 0             | 3        | 1             | 1                 | 1             | 34        |
| Tech Services  | 4             | 0            | 0              | 0         | 0             | 0        | 0             | 0                 | 0             | 4         |
| Laptop Labs    | 0             | 1            | 0              | 0         | 22            | 0        | 0             | 0                 | 0             | 22        |
| <b>TOTAL</b>   | <b>21</b>     | <b>5</b>     | <b>17</b>      | <b>12</b> | <b>22</b>     | <b>6</b> | <b>1</b>      | <b>3</b>          | <b>2</b>      | <b>88</b> |

All staff and VDI devices on the Second floor have Microsoft Office 2013. The rest of the patron machines have Microsoft Office 2007. Ocean State Libraries has recently received a Champlin Grant to upgrade all machines to Microsoft Office 2016. The Library will be installing the more up-to-date MS Office over the course of this plan. The Overdrive Media Station is dedicated for patrons to access Overdrive ebooks and audiobooks available through the eZone to their devices either on their own or with the assistance of a staff member. All patron PCs, except the six catalog access only ones, use Envisionware to control access time and printing. While Ocean State Libraries started the implementation of VDI devices to replace patron machines in libraries throughout the state in 2014, that plan has not proved financially viable. The Library currently has 10 such VDI machines, which will be replaced over the course of the next 2 years as grant-funding support for them will end in June 2018. The reference and children's staff use their PC's to assist patrons, access the online catalog and the Internet, prepare promotional signs and brochures, update the webpage and to process ILL's. Both the Reference and Circulation department have mobile devices allowing them to take credit card payments for services through Square. Technical services uses their PC's for cataloging, ordering materials, making covers and inserts, and creating the new book list and an additional PC for printing book spine labels. Administration and staff use their PC's to process bills, maintain budgets, send letters, and create press releases and promotional materials. The library has a Windows 2008 server, which allows sharing of documents and printers, and provides additional security to the public PC's using Group Policies. The Library plans to purchase and install a new Windows server in the early months of 2017. The Library has a Laptop Lab containing 20 patron and a presenter laptop as well two LCD projectors to use for classes for patrons, staff and other

continuing education opportunities. An additional LCD projector is available for groups booking the meeting rooms to use upon request.

The library has a networkable copier/printer/fax/scanner that is accessible to all staff from their PCs. The phone system was upgraded in February of 1998 to include automated attendant and voicemail and upgraded again in 2007 to include remote access to the software, automatic Daylight Savings Time change and pre-set messages for holidays, etc. Cordless phone sets were added in November 2013 for use by staff in the Reference and Children's Departments. The Library is planning to investigate the option of changing the phone system to a VoiP/SIP phone design, which would allow the library to make phone calls and faxes via the Internet as a potential cost-savings plan to off-set the loss of e-Rate funding for traditional phone services. All data wiring in the library was upgraded to Category 6 in April 2015. Four switches and routers are on a rack in a secured room, with access to patch panels for the 184 hardwired data drops and 28 phone drops. These switches were upgraded in 2010 with a BTOP grant to be gigabit switch allowing the library to take advantage of increased bandwidth. A new replacement switch was purchased in 2012 to upgrade an older model. The switch is the gateway for Internet access and to the Ocean State Libraries database, which are two T-1 lines. A new battery backup was purchased in September 2012 in order to better meet the demands of the rack-mounted devices with a more modern system. In August 2016, the Library completed an upgrade in our WiFi system to make better use of our improved high-speed internet access and to collect usage data that is required to be reported as part of federal funding requirements. The library will continue to take advantage of discounts and services available through its membership in the Ocean State Libraries consortium.

The Library has two circulating Nook HD+ that allow our patrons to access ebooks if they do not have their own mobile devices allowing them to do so. To support this circulating program, the library maintains a budget to allow the purchase of reading materials to meet patron needs and interests. Similarly, the Library has added a circulating Roku device, which can be connected to a television through an HDMI cable. With access to the internet through WiFi in their home, patrons can watch a number of streaming videos of popular movies through the library Vudu account.

## D. Goals

- To provide free public access to the electronic information resources on the Internet via library computers and free access to WiFi.
- To promote the mission of the library through the strategic use of information technology and social media.
- To offer educational programs and/or assistance to the community and staff on the use of information technology for library research and usage.
- To streamline and make library operations more efficient by use of new technologies.
- To stay abreast of state-of-the-art developments for possible incorporation into the library's system.

## E. Objectives

### *Ongoing*

- To evaluate information resources available via online database over public PC workstations located in the Reference Room and the Children's Department to provide tools that best meet the information needs of the community.
- To annually upgrade at least one third of the library's PCs to current network standards.
- To advertise the availability of and to provide podcast training sessions-and written guides to residents on how to use the computerized catalog, including how to place holds from home, Overdrive media audiobooks and ebooks, use the library's databases and other subscription services, such as Freegal and Universal Class, and other computer-related resources.
- To continue to update and enhance the library's webpage, including adding a virtual tour of the library to the website.
- To update a PowerPoint presentation for display at the front Circulation desk, children's room and reference area to raise patron awareness of current library program offerings.
- To send regular press releases to the newspapers advertising the library's services.
- To keep the public informed of current acquisitions, library programs and services, etc., through the Library's newsletter, website, and social media accounts.
- To promote online databases through the Library's social media platforms and newsletter.
- To expand the collection of downloadable audio and e-books available via the Ocean State Libraries e-Zone and promote the materials through advertising in-house and outside.
- To regularly evaluate the number of public access computers in the reference and children's areas to see if the library is meeting demand for access.

- To present a regular of instructional computer programs of no less than 30 sessions annually for patrons of all ages on a variety of topics and continue opportunities for one-on-one hands-on training session as requested.
- To annually update the Social Media Policy to guide the library's use of tools such as Facebook and Twitter to promote library materials, programs, and services in a responsible and consistent way.

### *By January 2017:*

- To transfer our the current Envisionware Management Console to a Windows 7 computer & Upgrade the LPTOne Software to generation 4.9 from 4.7  
Responsibility: Technology Coordinator
- To purchase and have installed a new server for the Library that will allow for increased storage space and quicker processing of print jobs and access to files  
Responsibility: Technology Coordinator

### *By February 2017:*

- To create and market a virtual tour of the Library using the TrekSolver app for mobile devices and phones  
Responsibility: Technology Coordinator

### *By March 2017:*

- To install Microsoft Office 2016 to all staff and patron machines  
Responsibility: Technology Coordinator
- To continue to investigate potential methods to convert some of our historical documents and photographs and videocassettes into digital format in order to preserve the originals and potentially share them through the Library's website and social media sites, such as Pinterest.  
Responsibility: Technology Coordinator/Reference Services Coordinator

### *By April 2017:*

- Convert all library catalog machines (OPACs) to be run with WiFi enabled Raspberry Pi devices, allowing them to be placed in areas that are more visible and accessible to the public.

## *By June 2017:*

- To research and implement software for serials subscription maintenance instead of the accession cards currently being used. Use of Microsoft Access would seem to be an option.  
Responsibility: Technology Coordinator and Reference Staff
- Explore the addition of a new station on the second floor that could be staffed during peak hours and could serve as an OPAC at other times.  
Responsibility: Technology Coordinator, Reference & Teen Services Coordinators
- To work with middle school and high school teachers to offer tech workshops at the library or at the schools for students and teachers to aid in research paper writing  
Responsibility: Technology Coordinator and Teen Services Coordinator

## *By August 2017:*

- To create instructional online videos providing assistance in using many of the library's online resources, including the online catalog.  
Responsibility: Technology Coordinator and various staff.

## *By September 2017:*

- To set up roaming profiles on the server for use by staff so each staff member will be able to access it from all the computers into the building instead of creating duplicate profiles on all the computers each staff member uses.  
Responsibility: Technology Coordinator and various staff.

## **F. Staff Training Plan**

- Send staff who provide reference assistance to the public to a minimum of two workshops relating to computer technology and online resources.  
Responsibility: Library Administration.
- Send assigned staff to LAN and server administration training.  
Responsibility: Library Administration.
- Train department heads on how to update the library's webpage for their departments.  
Responsibility: Library Administration.
- Allow opportunities for staff to attend workshops for technology that they would like to implement as programs such as Minecraft and coding.

Responsibility: Library Administration

## **G. Plan Evaluation**

- The success of the plan will be judged on the ability of the library to meet the objectives and time lines set forth. The plan will be reassessed in November of each year to evaluate progress and modify objectives if necessary.

## **H. Budget**

- The Library will continue to request funds to replace at least 5 PC's per year, as well as funds to upgrade software and replace peripherals, from annual Town appropriations. We will also continue to seek additional funds from groups such as The Champlin Foundations, the Friends of the Cumberland Public Library and other groups, organizations, and foundations.

*Approved Library Board of Trustees, XX*