

Donald W Reynolds CC & Library

Technology Plan 2014 – 2017

Introduction

The library technology plan was created in an effort to develop realistic and tangible goals to use telecommunications and information technology to enhance library services for the future. The plan is meant to be a guide for continued up-dating and implementing changes in technology for the Donald W. Reynolds Community Center and Library.

Library Statement of Purpose

The Donald W. Reynolds CC & Library will provide a safe and welcoming environment that will enhance the personal development of our community citizens by meeting their informational, educational, and cultural and leisure time needs.

Technology Vision

Technology will be used to promote the mission of the library. The library will strive to identify strategies to ensure quality library services for all Bryan County residents.

Needs Assessment:

Identified by LSTA Benchmarks/ALA

- Expanding services for learning and access to information and educational resources in a variety of formats for individuals of all ages.
- Providing electronic and other linkages among and between all types of libraries.
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Local needs should be identified by library surveys, evaluations and requests.

Public Services - Goals

- A. To use technology to increase library services.

Strategies:

1. Continue to maintain and update the library website. The website should provide interactive links to databases, forms to request services, suggestions forms, library staff contact information and will serve to promote library programs and services.
2. Use forums to promote library programs and services. These may include FaceBook, Tweeter, electronic messages boards, etc.
3. Use email to inform patrons of programs, services, overdue materials and request materials.
4. Continue to use the newspaper, radio and television to promote the library.
5. Continue to produce brochures, flyers and other promotional materials.

Priorities

1. The use of email needs to be expanded when the library builds the patron

email database. This email database could be used to make announcements of programs and services and alert patrons to holds, ILLs and overdue materials within next three years.

2. To provide public computers and internet for citizens to access information for their educational, informational and recreational use.

Strategies:

1. Continue to maintain and update the public computers to provide patrons with reliable and efficient service. Present service includes sixteen adult stations, four children stations, one workstation in the teen and genealogy areas for a total of twenty-two public computers. The City replacement schedule should be implemented to keep the library computers updated as needed. Replacement policy is every four years on a rotating basis. The library received all new computers when the new building was opened except ten that were moved from the old library; therefore, the rotation can be postponed for three years before the library computers will need to be placed in the rotation.
2. Continue to maintain the computer use monitoring and reserve software, PC Reservation. This program was implemented in August 2011 shortly after opening the library. PC Reservation is now linked to the ILS circulation records which allows the system to block individuals who owe fines.
3. Add new software to the public computers as it is developed to keep the most current programs available to our patrons. Windows 7 is the present operating system on all library computers. Upgrade to a newer version of Windows. This should be coordinated with city technology department and should not be needed for two or more years.
4. Continue to comply with the Neighborhood Children's Internet Protection Act by continuing to monitor the effectiveness of virus and hacking protection and filtering software. OpenDNS Web Content is the present filtering system, and Deep Freeze security software is also installed on all computers. InterClass was added to enhance the filtering of children computers and computer lab.
5. Monitor and update Internet and Computer Use Policies for the library as needed to keep updated with current laws and City of Durant policies.
6. The library will continue to provide the most efficient and reliable high speed internet connection affordable to the library. At the present time the library internet service provider is OneNet with 100mgb bandwidth provided with eRate funds.

7. Continue to maintain the firewall, servers and routers through City of Durant IT service and update as needed to protect the integrity of the City and library networks.
 8. Continue to provide an efficient and reliable WiFi service through open access points throughout the library on the inside and outside of the facility. The library has twelve access points with open access at the present time.
 9. Continue to maintain the telephone system to keep it up-to-date and functioning efficiently. The present Fidelity system should be evaluated about every five years.
 10. Continue to provide a public fax service. The library's present service is with eFax a system utilizing email instead of telephone.
- B. To provide materials and information resources to meet the needs of library users in a variety of formats, including book, audio, video, electronic and microfilm.

Strategies:

1. Continue to provide information resources to users that may be accessed in-house and for remote access. Current databases include: Ancestry.com, Fold3, Heritage Quest, Briticanna Online, Newsbank, Durant Daily Democrat, Mango Language Program and Overdrive eBook collection. Other databases provided by ODL are EbscoHost, Brainfuse, FirstSearch and WorldCat.
2. Continue to provide access to the library's collection through an online catalog. The Library Corporation system TLC implemented in 2012 should be updated periodically with new releases and annual maintenance services.
3. Continue to provide accurate and efficient cataloging and processing of library materials through the use of the ILS and other technical services equipment. Explore advances in processing materials to increase efficiency. There may be new technology available for tagging, spine label printing and book covers.

Priorities:

1. Upgrade the inventory system to an RFID scanner.
2. Provide a charging station for iPads, iPhones, laptops and other computer devices.
3. Begin a digitizing project of the library's microfilm collection.

4. Update software programs such as Microsoft Office, Adobe Professional and others as funds become available.

5. Update ID photo software to allow for TLC import to patron records.

D. To provide the public with education and training using current technologies. In the new library facility, instructional programs have been expanded with the addition of the computer instructional lab and teleconferencing equipment.

Strategies:

1. Continue to provide community education classes in computer skills, genealogy, specialized software programs and other interests as requested by our community.

2. Partner with county agencies to enhance and enrich the academic success of our patrons in preparation for the workforce.

3. Continue to provide educational opportunities through video and telecommunications. These will include video conferencing, satellite downlink, programming production that can be broadcast via satellite, cable or the internet. Equipment should be maintained periodically as needed and evaluated for upgrades in five years.

E. To provide current technology for the public meeting rooms to include lighting, sound and presentation technology.

Strategies:

1. Continue to maintain the present facilities with the current technology installed in the new facility.

2. Improve the current sound equipment in the black box theatre by adding at least two more wireless microphones.

3. Improve the flexibility of the story room by adding a projection screen.

F. Support regular evaluation and implementation of new technologies as they relate to library services and community needs.

Strategies:

1. Continue to pursue and investigate new technologies as developed for conducting surveys and evaluations of library programs and services.

Security – Building and Personnel

The library security system will be continually maintained to provide for the safety of library staff and patrons. The present system was installed in the new building and is serviced by Southeast Alarm Company. This equipment should be adequate for at least the next five years as long it is maintained properly.

Library Materials Security:

The 3M Security Gates were installed in the new building utilizing RFID technology.

Strategies:

1. This system will need to be maintained and monitored for the safety of staff and patrons and security of library materials. Periodically this system should be tested for sensitivity to ensure it is functioning properly.
2. The system can be used to streamline circulation checkout by using a self-check system.
3. The system can be used to streamline book return services by adding a sorting system to the drive through book drop.

Funding:

The city budget, Friends of the Library, plus state and federal grants as well as independent funds and grants, will fund equipment and software. If acceptable, the library will apply for the Oklahoma Universal Service fund and the Federal Universal Service Program for E-Rate discounts on telecommunications and Internet cost. The library qualifies for an 80% discount based on the federal school lunch program.

Staffing:

The City Manager, Assistant City Manager for the City of Durant, and the Library Director are responsible for selecting and purchasing computer software and hardware. The Library Director is also responsible for scheduling and arranging training for the library staff. Currently, the staff continues their education in technology by attending workshops presented by the Oklahoma Department of Libraries.

Evaluation:

Library staff will be responsible for the evaluation of the electronic resources. Records will be kept as to the number and frequency of users on the public Internet workstations. In addition, library staff will report on the effectiveness and use of electronic resources; these reports will be presented to the Library Board of Trustees annually by the Library Director as well as City Council, ODL and other agencies that may require reports.

The library should continue to participation in the Edge Initiative assessment. Edge will serve as a benchmark to help the library evaluate their public technology services to the community.

Present Equipment

New computers and other equipment were purchased with funds by the Donald W. Reynolds Foundation Grant when the facility was built in 2011. It is extremely important to have a replacement plan to keep technology up-to-date for the future. A complete equipment inventory is available in the library and with the City Tech Department.