Donald W Reynolds CC & Library

Technology Plan 2022 - 2026

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.

Public Services - Goals

   A. To use technology and current practices 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, Twitter, electronic messages boards, etc. The library will create FB events for programming and events at the library. The city website will post information about the library and link to the library's website.

   3. Use email to inform patrons of programs, services, overdue materials and request materials. TLC, the library's operating system, emails patrons when their items are about to be due and then when they're due. The library staff calls patrons at the beginning of the month to remind about overdues rather than sending paper overdues.

   4. Continue to use radio and television to promote the library. The city's website helps promote events as well. The local news tv stations regularly promote events at the library. The newspaper is invited to come for events to take pictures and write stories. The FOL advertise for their events in the paper and on the radio.

   5. Continue to produce brochures, flyers and other promotional materials. The lobby and circulation desk have dedicated space for posters and fliers.

<u>Priorities</u>

1. The library is acquiring an app, MyLibro, that will integrate several library systems and enable patrons to have one stop for the catalog, events, and contacts. This is expected to launch in late 2022/early 2023.

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, and four tethered tablets for children. The City replacement schedule will keep the library computers updated as needed. Replacement policy is every four years on a rotating basis.

2. Continue to maintain the computer use monitoring and reserve software, PC Reservation. PC Reservation is linked to the ILS circulation records which allow the system to block individuals who owe fines. The library circulation desk has its own email for patrons to email documents to be printed.

3. Add new software to the public computers as it is developed to keep the most current programs available to our patrons. Windows 10 is the present operating system on all library computers. All Office products are at an acceptable, usable version.

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. In 2022 the city's IT dept. installed a new filtering system as well as a new firewall that is managed by the city.

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. WAPs were moved in 2018 to ensure maximum use for patrons inside and outside the building.

9. Continue to maintain the telephone system to keep it up-to-date and functioning efficiently. The library moved to Grandstream phones in 2022 and they are VoIP.

10. Continue to provide a public fax service. The library's present service is with eFax a system utilizing email instead of telephone. The FaxPlus system was installed in 2020 and is a fast, reliable fax service.

B. To provide materials and information resources to meet the needs of library users in a variety of formats, including book, audio, video, and electronic.

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, Briticanna Online, Newsbank, Durant Daily Democrat, Gale Legal Database, Gale Reference, FamilySearch, Learning Express, Universal Class, Overdrive eBook collection.   Other databases provided by ODL are Digital Prairie, 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. The library moved to a hosted, online server in 2019 thus eliminating the need for physical back ups in the library's server room. The new myLibro app will integrate with TLC for patron use.

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. Large print Christian, Large print Western, Western paperbacks, Financial Literacy, Legal, and Education collections were pulled out of the regular collection and given their own space.

4. Video games in several different platforms were added in 2018 as well as Launchpads (tablets for kids) in 2019 to increase patron's access to current technology and trends.

<u>Priorities:</u>

1. Upgrade the inventory system to a scanner. A scanner and cart were purchased in 2022 to help make inventory easier and more efficient. The automated want from TLC will be explored and will allow the tech to use the wand to scan shelves to inventory materials.

2. Provide a charging station for iPads, iPhones, laptops and other computer devices. The library switched out charging stations for a charging locker in 2022. The lockers allow patrons to use a code to lock their device in the locker to charge and sanitize. The locker was purchased using ARPA funds.

3. Monitor the newspaper digitization project, adding more reels of other newspapers as needed.. The Bokchito News was added in 2022. All Durant newspapers are digitized through 2018 with Newsbank's database covering from 2018 – current.

4. Update software programs for public lab and teaching lab. All computers have a current Office suite and patrons are encouraged to use Google Drive applications like Google Sheets and Google Docs, thus eliminating the need for compatibility with Office products.

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. The one-to-one computer sessions are far more popular with patrons and are a more successful program. Computer classes are only being offered quarterly due to patrons needing one-to-one help.

2. Partner with county agencies to enhance and enrich the academic success of our patrons in preparation for the workforce. A local group teaches genealogy classes for the community. Workforce Oklahoma is a partner to help with those needing help with job searches and applications. The ODL has added Brainfuse JobNow and VetNow to help with employment and support.

3. Continue to provide educational opportunities through video and telecommunications. These will include video conferencing using programs like: Zoom, Google Meet, Microsoft Teams, and more. Equipment for videoconference was purchased with ARPA funds in 2021/2022 – Owl for conference room and Logitech Rally plus for a remote conference site at the city's airport.

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. Original hook ups using VGA in the meeting rooms will be switched over to HDMI when needed, Meeting Room was moved over in 2021, and projector replaced when they fail. Bulbs will be replaced to keep the projectors working at a high rate. Lighting in the meeting room was improved by increasing the bulb wattage and all bulbs were replaced with LED lighting to ensure maximum coverage and long life.
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> 2. Improve the current sound equipment in the black box theatre. The microphones were updated and new hook ups were installed to allow for HDMI connection, the use of a DVD player, and adaptors for Apple products.
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> 3. Improve the flexibility of the story room by adding a projection screen. The library has a portable project that can be used in the room if/when the Smart Board fails or needs to be replaced.
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> 4. The study rooms, quiet reading room, conference room, and teaching computer lab received sound clouds to help sound proof the spaces. The teaching lab also has portable sound panels to help reduce noise from the café/lobby. These were purchased in 2021 with ARPA funds.

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. Video games, launchpads, and NEW RELEASE endcaps were introduced since 2015 due to patron request and community needs.

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 2019 and is a new system that can be monitored via app or browser on computers.

Library Materials Security:
The Envisionware gates were installed in 2020 utilizing RFID technology and new monitoring software. The alarms are sent to the circ desk to be rechecked and cleared.

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. The self checkout system is being used more as patrons are more comfortable with helping themselves. It was updated with a new screen and software in 2021.

3. The system can be adapted to serve those in the community without having to enter the building. The library's drive-thru window on the south side of the building has a station where patrons can check in, check out, get prints, make copies, fax, and scan to email. This area will be improved with a stationary window, drawer (like at a bank's drive thru), speaker, and awning to protect patrons in bad weather.

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. The library benefitted from COVID and ARPA funds in 2020-2022.

Staffing:
The IT and 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 and the City of Durant.

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.

Present Equipment
The library has all new computers as of 2021, desktops and laptops. New OWL video conference tool in 2022. Projectors and Smart Boards are from 2011 with all possible updates to keep them functioning.

Computers – Desktop computers

Public use computers -- 17 adult, 4 children--21

Online PAC --4

Teaching lab --13

Circulation (for in house use)---1

Printer/Copier -- 5
one for public lab, one for staff, one for admin assistant, one for cataloging, one at window

Staff Workstations --12

Lap Top ---7
BB Theater, CC Meeting Rm, Café, Story Room, Inventory, OWL use, Director

Other Equipment

Launchpad Tablets tethered-- 4

Launchpad Tablets –circulated --54

Servers --1

Smart Board---2

Teleconference equipment---2

Multi Media projectors ---4

Projection Screens Automatic--2

Portable Screens --- 1

Sound board --1

Portable PA system w/wireless mic --1

Wireless microphones---2

Microfilm reader --1