

FIRST REGIONAL LIBRARY TECHNOLOGY PLAN July 2008 - June 2011

MISSION STATEMENT

The mission of the First Regional Library is to provide materials and services to help residents of the area served by the library system to obtain information meeting their personal, educational, and professional needs. Such information may be in the form of books, magazines, pamphlets, audio visual materials, and information files created and maintained by library staff. It may also be in the form of informational sites and databases maintained in electronic format and available through the Internet or World Wide Web. Special emphasis is placed on supporting students at all academic levels and on stimulating young children's interests and appreciation for reading and learning. The library serves as a learning and educational center for all residents of the community. As a library system created to serve all of the citizens of its geographic area and as a member of a larger community of libraries, the First Regional Library shares its resources among its own branch libraries and both borrows and lends materials to and from others in order to meet the needs of community residents.

The Mission Statement above has been adopted by the Regional Board of Trustees and serves as an integral part in all planning put forth by the First Regional Library for new and/or improved services. In setting goals and objectives for short term and long range planning, the library staff has identified six major goals covering our areas of operations. These are listed below:

LIBRARY DEVELOPMENT: Plan and implement new programs and services to increase the Library's response to the needs of the communities and of its branches.

PUBLIC SERVICES: Continue to plan programs and service activities to increase the library's value to the community. Work to increase region wide circulation, reference requests, and the number of registered borrowers during the fiscal year.

REGIONAL OPERATIONS: Continue to improve the library's efficiency in its service to the public.

STAFF AND TRUSTEE DEVELOPMENT: Provide continuing education opportunities for all staff members through planned branch workshops, branch visits, department head meetings, and participation in state, regional, and national library associations. Provide continuing education opportunities for all regional,

county, and city library trustees through planned trustee workshops, participation in library associations, and regularly scheduled trustee meetings.

PUBLIC RELATIONS: Continue to promote and publicize the library through an annual plan of public relations activities. Public relations efforts should be planned to illustrate the value of the regional system of public library service and the role of the public library in education.

COLLECTION DEVELOPMENT: Continue to build the library materials collection of the First Regional Library to meet the present and future needs of the citizens of the area.

It is expected that this Technology Plan will affect and be affected by all of these goals.

VISION

The First Regional Library has a long and successful history of applying technology to improve library services. It was one of the first public library systems in the state to transfer its card catalog records into machine readable form. This was done first to serve as the base for a microfiche catalog that provided branch library users access to the complete holdings of the library system. Later the electronic bibliographic database was used as the basis for the library's implementation of the Dynix Automated Library System. The First Regional Library was also one of the first library systems in the state to completely automate its Circulation and Public Catalog system. It connected all thirteen of its branch libraries through a telecommunication network that provided on-line access to the library's catalog for identification and requests of library materials. In 2002 the library migrated to the current system – Sirsi/Dynix. The First Regional Library has and continues to welcome technology as a way of providing better, quicker access to information and library materials.

Over the past several years we have seen many changes take place in the workplace, in our schools, and in our homes. Most of these changes have been driven by advances in technology. The library has seen the access to and availability of information greatly influenced by technological advances. The Internet and World Wide Web has brought informational resources within easy reach of anyone with access to a computer. Library staff has found that the quality of these informational resources varies greatly. The library staff sees the need for evaluation, selection and promotion of worthwhile Internet resources as an important and vital service of the public library.

Over the past several years, the First Regional Library has been involved in several separate phases of technological advancement. Lately we are seeing a merging in the different phases into a multi-level library service function. Please note that all of these phases are by nature incomplete and “works in process”. Please further note that all phases can and should be related in library planning.

Phase I is the implementation of automation to the library system's traditional functions such as circulation, maintenance of the public catalog, patron records, etc. This Phase began with the library's acquisition and implementation of the Dynix Automated Library System. This measure connected all thirteen of its branch libraries through a telecommunication network that provided on-line access to the library's catalog for identification and requests of library materials. The library also successfully managed an upgrade of the Dynix system that provided more access points in branch libraries, a more robust central processing, software upgrades, and additional software. This phase was implemented during 1996 and part of 1997. In 2002 the library migrated to the Sirsi/Dynix Automated Library System. This migration required retraining of all staff, the purchase of all new equipment, and new software. The resulting system is much more user-friendly to library customers, provides remote access, and a great deal of patron empowerment. The Sirsi/Dynix system offers the Library a more completely integrated, full functioned system that provides a simple, easy to use interface to enable library staff and library users to have complete access to library holdings as well as other libraries collections through Z39.50 search capabilities. This system also allows library users to access enhanced content information about selected titles, including author biographies, book reviews, summaries, tables of contents, jacket images, etc.

Phase II is the provision of internet access to staff and patrons, including wireless access to the Internet within all branch libraries. It began with the provision of Internet access at all of the branch libraries for staff and patrons. This was done through the state-wide frame relay telecommunication network provided by BellSouth with grant funding from the Mississippi Legislature. Part of these grant funds were used by the Mississippi Library Commission to provide access to the Internet and personal computers at all thirteen First Regional Library branches. Later, Universal Service Discounts (e-rate) greatly reduced the library's telecommunications costs, making it feasible to upgrade all branch data circuits to T-1 capacity. In 2006 the Mississippi Library Commission made the decision to retire its frame relay network and provide libraries in the state the option to use a local provider or utilize the services of BellSouth/AT&T under state contract to provide access to a Multi-Protocol Layer Switching (MPLS) network which provides a combination of routing and switching technologies. The MPLS network was successfully installed in December 2006 and resulted in Bellsouth/AT&T managing the network infrastructure for the libraries. This represents a significant savings for the library in terms of the costs of upgrading equipment and utilization of personnel. Through the contract, BellSouth/AT&T provides the Library with leased equipment and resolves networking problems which may arise.

An unplanned but welcome supplement to Phase II took place in January/February, 1999 with the acquisition of new public access computers through a grant from the Gates Library Foundation. This grant provided a Windows NT server and four NT workstations in twelve of our library branches. The Walls branch received two Windows 98 standalone workstations. The grant also provided software and extensive training for library staff throughout the regional system.

Phase II also includes the library system's utilization and improving utilization of what is currently available.

In 2007 the Library implemented a computer reservation and time management system designed to alleviate the chaotic paper waiting lists for computer use. This system also included print management to recover the costs of printing each page. This system has been highly successful in tracking actual computer usage and has significantly cut down on the number of wasted pages printed. Patrons are more confident of a fair and impartial system that enforces the rules uniformly.

The Gates Foundation also provided funding in 2007 for 29 laptop computers that have been assigned to the branch libraries. These computers leverage the already available wireless network and provide additional public computers in locations where there is not a physical connection.

Phase III is the integration of all library services into a complete package of informational resources, training, and recreational materials accessible through the First Regional Library's web presence. The library system is currently investigating federated searching and hope to implement a search engine that will allow library staff to help develop search strategies that will quickly and efficiently guide library users to information from a variety of sources including books and other materials owned by the library as well as information from library maintained database services such as the MAGNOLIA project along with other databases purchased separately by the library system. Further development of this concept will allow this single search to include library chosen web sites as well as search engine generated web sites.

Goals for Phase III:

1. Address the technology training needs of First Regional Library's staff.
2. Expand and enhance network infrastructure to provide adequate bandwidth for the rapidly changing needs of staff and patrons.
3. Expand and enhance the online public access catalog to provide a "one stop shop" for information.
4. Expand the scope of First Regional Library's web site maintaining its relevance in the shifting needs of our patrons.
5. Maintain computing equipment adequate to meet the needs of patrons and staff.
6. Provide expanded electronic resources to the public.
7. Provide training for the public on the use of electronic resources.
8. Implement and maintain security measures to protect the network and data of the First Regional Library.

SCOPE OF TECHNOLOGY PLAN

This technology plan will cover the time period beginning July 1, 2008 and ending June 30, 2011. It will be limited to the acquisition of computer hardware and software, telecommunications systems, the acquisition of materials in electronic or digital format, and the employment and/or training of personnel necessary to implement the various goals and objectives found in the plan.

DESCRIPTION OF CURRENT ENVIRONMENT

The First Regional Library is a five-county public library system serving the citizens of Desoto, Lafayette, Panola, Tate, and Tunica counties in northwestern Mississippi. The library has thirteen branch libraries with the Headquarters Library located in Hernando, Mississippi.

The population of the area served by the First Regional Library is currently estimated to be approximately 249,522 (2005 Bureau of Census estimates). This represents an increase of over 90,000 from the 1990 census information. Use of the First Regional Library, as measured in circulation, continues to fluctuate as does the national average. As more materials are offered online patrons tend to use online resources provide by the libraries. The library saw an increase from 592,072 in 1990 to 1,369,348 in 2003. This represented a 131% increase in use over that time span. Conversely, from 2004-2006, the Library saw a decline in circulation statistics with 1,353,968 in 2004 and 1,347,996 in 2006. As libraries continue to provide more resources online, the need to count usage statistics for online resources as a circulation becomes paramount.

Since 1987 the First Regional Library has provided access to its public catalog through the Dynix Integrated Library Automation System. In May of 2002 the Library migrated to the Sirsi Library Automation System. The software modules included in this system are: Circulation, Cataloging, Public Access Catalog with content enhancement, and Acquisitions. 9XX Order Loader and the Debt Collection module have since been added. The system uses a Sun E250 UNIX computer, configured for up to 200 concurrent users and 1,000,000 titles, as the central processing unit server. The system runs through the Bellsouth MPLS network utilizing two T-1 digital circuits.

All personal computers currently in use have, as minimum, a Pentium III motherboard and a processing speed of 433 MHz or above. All have access to the Internet through a local area network. All public-access PC's have access to the following software: Windows XP, Microsoft Office, as well as several educational game programs for young people. All library computers are equipped with McAfee Total Protection Enterprise edition to safeguard the integrity of the library's network. All computers (public access and staff) are filtered for content through filtering software provided by the BellSouth/AT&T MPLS service. All staff personal computers offer access to the Sirsi Library Automation System.

The Library has a Web page which offers users information about the library system and its branches, e-mail addresses of key staff, links to informational and bibliographic

databases including access to the numerous databases provided through the statewide MAGNOLIA project. Access to the Library's public catalog is also available on the Web page.

All branch libraries have local area networks with capacity for additional personal computers. Most have cabling installed for additional terminals or computers.

The Library provides training opportunities to both professional and non-professional staff on the Internet, the World Wide Web, the Sirsi Automated Library System, the MAGNOLIA project, computer security, and the care and maintenance of personal computers through staff workshops and individual training sessions. Extensive training was provided to most staff as part of the Gates Library Foundation grant. This training covered use of most of the software provided through the grant. Additional opportunities are available to train and re-train through various workshops offered by the Library Commission. The Library System also allows key staff members the opportunity to attend training at Sirsi Headquarters in Huntsville, Alabama as well as privately-run Microsoft training facilities as needed.

Local telecommunications capacity in each branch library is provided with local funds. Each branch library has a fax machine for reference and interlibrary loan purposes. Library patrons may also use the fax machine to send and receive materials for a reasonable reimbursement fee. The Headquarters Library maintains an 800 number for use by branch staff for reference and informational use and for general operational communications. The following table gives the number and type of telecommunications lines and the local telephone company used by each library location: The Library will be exploring the possibility of replacing existing telecommunication lines with newer technology. Specifically, the Library will be investigating the use of using Voice Over IP (VoIP) technology.

TECHNOLOGY INVENTORY - CURRENT AND PROJECTED

	Current	Projected - FY 2009	Projected - FY 2010	Projected - FY 2011
Network Connections				
Batesville	one T-1 line	one T-1 line	DS1C	DS1C
Coldwater	one T-1 line	one T-1 line	one T-1 line	DS1C
Como	one T-1 line	one T-1 line	one T-1 line	DS1C
Crenshaw	one T-1 line	one T-1 line	one T-1 line	DS1C
Hernando (HQ)	DS1C	DS2	2 DS2	DS3
Horn Lake	one T-1 line	one T-1 line	DS1C	DS2
Olive Branch	one T-1 line	DS1C	DS1C	DS2
Oxford	one T-1 line	DS1C	DS1C	DS2

Sardis	one T-1 line	one T-1 line	one T-1 line	DS1C
Senatobia	one T-1 line	one T-1 line	DS1C	DS2
Southaven	one T-1 line	DS1C	DS2	DS2
Tunica	one T-1 line	one T-1 line	DS1C	DS2
Walls	one T-1 line	one T-1 line	DS1C	DS2
Computers - Public Access				
Batesville	18	18	24	30
Coldwater	13	13	15	18
Como	8	8	10	12
Crenshaw	6	6	8	10
Hernando (HQ)	28	38	45	50
Horn Lake	15	15	18	22
Olive Branch	22	30	40	50
Oxford	15	20	25	30
Sardis	14	14	18	25
Senatobia	12	12	16	20
Southaven	54	54	64	75
Tunica	21	28	35	45
Walls	11	18	25	35
TOTAL	237	274	343	422

Computers - Online Catalog				
Batesville	4	4	5	5
Coldwater	2	2	3	3
Como	0	1	1	1
Crenshaw	0	1	1	1
Hernando (HQ)	5	5	6	8
Horn Lake	4	4	5	5
Olive Branch	4	6	7	8
Oxford	5	5	6	8
Sardis	1	1	2	3
Senatobia	3	3	3	4
Southaven	4	6	8	10
Tunica	2	3	3	4

Walls	1	2	3	4
TOTAL	35	43	53	64

Computers - Other Public Access*				
Batesville	2	2	3	4
Coldwater	1	1	2	2
Como	0	1	1	1
Crenshaw	0	1	1	1
Hernando (HQ)	2	2	3	4
Horn Lake	1	2	2	2
Olive Branch	2	3	4	4
Oxford	2	3	4	4
Sardis	1	2	2	2
Senatobia	2	2	2	3
Southaven	2	3	4	4
Tunica	2	2	3	3
Walls	1	2	2	2
TOTAL	18	26	33	36

* Includes Overdrive Download Station and Envisionware Reservation Stations

Computers - Circulation Desk - Includes Self Check Machines				
Batesville	4	4	5	6
Coldwater	2	2	2	3
Como	2	2	2	3
Crenshaw	1	1	2	2
Hernando (HQ)	5	6	7	8
Horn Lake	4	4	5	6
Olive Branch	5	8	10	10
Oxford	3	5	6	8
Sardis	2	2	3	3
Senatobia	3	4	4	5
Southaven	4	6	8	10
Tunica	3	3	4	5
Walls	2	3	4	5
TOTAL	40	50	62	74

Computers - Staff **				
Batesville	5	5	6	6
Coldwater	2	2	3	3
Como	3	3	3	4
Crenshaw	2	2	3	3
Hernando (HQ)	27	32	38	42
Horn Lake	4	4	5	6
Olive Branch	5	5	6	7
Oxford	6	6	7	7
Sardis	2	2	2	3
Senatobia	3	4	4	5
Southaven	9	9	10	10
Tunica	3	4	4	5
Walls	2	3	3	4
TOTAL	73	81	94	105

** Includes Envisionware Management Console

GOALS AND OBJECTIVES

Goal 1: Address the technology training needs of First Regional Library's staff.

- Objective: Assess the skill level of all First Regional Library staff on an annual basis.
 - Strategy: Use a self reporting survey instrument to assess skills.
 - Activity: Have all staff take WebJunction's Staff Professional Development Assessment. (October 2008 / Annually)
 - Activity: Have library staff members self-assess their learning style preferences. (October 2008)
 - Activity: Assess staff members' technology skills in order to identify training needs. (December 2008)

- Objective: Provide training opportunities for all First Regional Library staff.
 - Strategy: Using the results of the staff self assessment, plan and deliver training for all staff to improve their technical knowledge.
 - Activity: Request funds for staff technology training. (July 2008)

- Activity: Make sure that all library staff members are notified of training opportunities as they become available. (October 2008)
 - Activity: Recruit trainers from your own staff - ask in-house experts to share their knowledge. (November 2008)
 - Activity: Design and communicate a clear procedure for staff to request training. (December 2008)
 - Activity: Support multiple learning styles to increase staff learning success. (January 2009)
 - Activity: Provide training on software to create web pages to personnel responsible for maintaining the web page. (January 2009)
 - Activity: Provide recognition for library staff members who achieve learning goals. (August 2009)
 - Activity: Build professional development goals into the staff performance evaluation process. (October 2009)
 - Activity: Develop competencies and learning goals based on each staff member's role. (October 2009)
 - Activity: Plan for the design and delivery of training. (Ongoing)
 - Activity: Make the library a learning organization by supporting on-going and peer learning. (Ongoing)
- Objective: Evaluate the effectiveness of the First Regional Library's technology training.
 - Strategy: Use feedback from staff to determine if the training provided has been beneficial.
 - Activity: Develop a procedure for evaluating the success of training. (December 2008)
 - Activity: Create an ongoing process to review training evaluations and draw conclusions from them. (January 2009)

Goal 2: Expand and enhance network infrastructure to provide adequate bandwidth for the rapidly changing needs of staff and patrons.

- Objective: Provide different avenues of communications adequate for the needs of patrons and staff.
 - Strategy: Monitor network usage and respond with higher bandwidth as needed. Provide cellular service for key personnel to ensure smooth communications.
 - Activity: Verify or add sufficient network bandwidth and hardware capacity to accommodate additional computers. (Ongoing)

- Activity: Check to see if VOIP service is available and compare VOIP pricing against our current phone service. (October 2008)
- Activity: Assess the Internet connection to determine how it may be limiting First Regional Library's patron service plan. (Ongoing)
- Activity: Provide cellular service, PDA, and broadband connections to maintain contact with personnel essential for the day to day operations of the library system. (Ongoing)

Goal 3: Expand and enhance the online public access catalog to provide a “one stop shop” for information.

- Objective: Provide Services over the Internet keeping pace with the expectations of our patrons.
 - Strategy: Implement existing and future functionality of the Integrated Library System (ILS).
 - Activity: Use WebJunction's ILS assessment to establish possible improvements. (October 2008 / Annually)
 - Activity: Provide the ability for patrons to pay library fines online with credit cards. (December 2008)
 - Activity: Implement features in Sirsi/Dynix that allow for patrons to be automatically notified when new materials are available which match their interests. (May 2009)
 - Activity: Integrate a method for patrons to request inter-library loan or new materials via the ILS. (July 2010)
 - Activity: Implement federated searching with the ILS. (December 2010)
 - Activity: Implement RSS feeds to push new information from the ILS directly to patrons. (May 2011)

Goal 4: Expand scope of First Regional Library's web site to maintain its relevance in the shifting needs of our patrons.

- Objective: Provide expanded services to the public via a user friendly website.
 - Strategy: Evaluate the web site and implement changes in response to the evaluation.
 - Activity: Allow the community to post events to the library's event calendar expanding the reach of the library in the community. (September 2008)
 - Activity: Use WebJunction's World Wide Web Assessment to provide a starting point for improvements. (October 2008 / Annually)

- Activity: Implement self-checkout technologies at our busiest branches. (October 2008)
- Activity: Explore and implement pod casting as a method of delivering content remotely to our patrons. (November 2008)
- Activity: Provide a method for community groups to request a meeting room reservation via the library's web site. (March 2009)
- Activity: Continually review the web site for relevance and update as necessary. (Ongoing)
- Activity: Make your library web site design and content accessible for disabled users. (Ongoing)
- Activity: Perform a usability evaluation on the web site. (Ongoing)

Goal 5: Maintain computing equipment adequate to meet the needs of patrons and staff.

- Objective: Ensure all computers at First Regional Library meet minimum standards of the state's Information Technology Service department.
 - Strategy: Replace or refurbish all computers after four years of service.
 - Activity: Compare state recommended minimum computer hardware specifications to currently installed equipment. (July 2008 / Annually)
 - Activity: Develop a plan for recycling or otherwise responsibly disposing of old computer hardware. (July 2008)
 - Activity: Develop a policy for accepting computer hardware donations. (July 2008)
 - Activity: Create a plan and process for replacing all public access computers. (July 2008 / Annually)
 - Activity: Compare the number of public access computers in the library to published standards. (July 2008 / Annually)
 - Activity: Use asset management software to ease the process of tracking the computer inventory. (October 2008)

- Objective: Maintain all computers and peripherals in good working order.
 - Strategy: Implement policy and procedures for reporting and fixing non-working equipment.
 - Activity: Create a set of computer hardware problem reporting procedures. (August 2008)
 - Activity: Perform basic computer maintenance tasks on a regular basis. (Ongoing)
 - Activity: Create a checklist of equipment to check in training areas prior to the start of each session. (September 2008)

- Activity: Use a system restoration tool on all public access computers. (Ongoing)
- Activity: Create a 'software cabinet' to house the original media for all the software in the library system. (November 2008)
- Activity: Create a set of simple, non-technical computer troubleshooting procedures. (December 2008)
- Activity: Standardize all library workstation computers on a single version of Windows. (January 2009)
- Activity: Track software licenses to verify that there is no unlicensed software installed on library computers. (Ongoing)

Goal 6: Provide expanded electronic resources to the public.

- Objective: Provide easy access to all databases for patrons of First Regional Library.
 - Strategy: Install a proxy server.
 - Activity: Install a proxy server to enable patrons' access to all of First Regional Library's resources from anywhere. (July 2008)
- Objective: Expand the selection of databases offered to First Regional Library patrons.
 - Strategy: Find new sources of information which could replace existing print resources.
 - Activity: Expand and enhance the selection of electronic databases with the use of local funding. (July 2008 / Ongoing)
 - Activity: Expand the available selections of electronic books, electronic audios, and downloadable DVD's to meet increasing demand. (Ongoing)

Goal 7: Provide training for the public on the use of electronic resources

- Objective: Increase the knowledge of First Regional Library's patrons in the use of computers.
 - Strategy: Develop and offer training opportunities for the public.
 - Activity: Create a support and training plan to go along with the public wireless Internet access service. (August 2008)
 - Activity: Survey patrons to determine their interest in computer classes at the library. (November 2008)
 - Activity: Use WebJunction's Technology Training for Patrons assessment to establish and check progress of technology training. (March 2009 / Annually)

- Activity: Create a computer technology training program for your patrons to further First Regional Library's patron service mission. (April 2009)
- Activity: Survey library staff and volunteers to determine what relevant skills they have for teaching computer training classes. (May 2009)
- Activity: Develop a standardized evaluation form for patron technology training classes offered in the library. (June 2009)
- Activity: Identify a designated room or other space in branch that can be closed off during patron training sessions. (June 2009)
- Activity: Develop a marketing program for your patron technology training program. (June 2009 / Ongoing)
- Activity: Implement a formal process for soliciting feedback from trainers after each patron technology training class. (July 2009)
- Activity: Create curricula for each patron technology training session that you will be offering. (July 2009)
- Activity: Begin offering basic computer skills classes for those patrons who have little or no previous computer experience. (August 2009)
- Activity: Develop an online training registration form to make it easy for patrons to sign-up for technology training opportunities in the library. (August 2009)
- Activity: Provide training on the use of the Magnolia Databases provided by the state legislature. (Ongoing)

Goal 8: Implement and maintain security measures for the First Regional Library.

- Objective: Protect the network and data of the First Regional Library.
 - Strategy: Create policies and procedures to secure the computing resources of First Regional Library.
 - Activity: Create and implement a secure password policy. (August 2008)
 - Activity: Verify that default BIOS passwords have been changed on all public access machines. (August 2008)
 - Activity: Create a procedure to remove potential security holes when staff members terminate their employment. (September 2008)
 - Activity: Train the library staff on how to deal with viruses spread via e-mail messages. (December 2008)
 - Activity: Create a network notebook to store information about our computer network configuration. (Ongoing)
 - Activity: Take WebJunction's Computer Security Assessment. (December 2008 / Annually)
 - Activity: Completely erase hard disk drives before disposing of old computers. (Ongoing)

- Activity: Use tools built into operating systems to enforce secure computer password policies. (Ongoing)
- Activity: Install antivirus/spyware protection and update the software on all the computers in the library system. (Ongoing)
- Activity: Create a computing and networking disaster recovery plan for the library. (December 2008)
- Activity: Create a library computing security policy. (January 2009)

Budget

Many of the objectives in support of First Regional Library’s goals require minimal expenditure beyond the staff time required. These objectives are listed in the budget with no cost associated as they will be assigned to one of the following persons to accomplish:

Catherine Nathan – Director: Responsible for the overall budgeting, implementation and evaluation of the technology plan.

Barbara Evans –Assistant Director, Public Services: Responsible for overseeing training and continuing education of public services staff and the preparation and distribution of procedures related to this plan.

Marty Coleman – Assistant Director, Technical Services: Responsible for the maintenance and upgrade of the library’s network, replacement of all computers, updating and enhancing First Regional Library’s ILS, and training and continuing education of technical services staff.

Amy Poe - Training Coordinator: Responsible for much of the development and delivery of training for all staff of First Regional Library.

David Brown – Public Relations Specialist: Responsible for all public relations and enhancements to the web pages.

Ruth Pierce – Reference Librarian: Responsible for assisting in maintaining web pages and development of training for electronic databases.

Goal 1: Address the technology training needs of First Regional Library’s staff.	FY 2009	FY 2010	FY2011
OBJECTIVE: Assess the skill level of all First Regional Library staff on an annual basis.			

Strategy: Use a self reporting survey instrument to assess skills.			
Activity: Have all staff take WebJunction's Staff Professional Development Assessment. (October 2008 / Annually)			
Activity: Have library staff members self-assess their learning style preferences. (October 2008)			
Activity: Assess staff members' technology skills in order to identify training needs. (December 2008)			
OBJECTIVE: Provide training opportunities for all First Regional Library staff.			
Strategy: Using the results of the staff self assessment, plan and deliver training for all staff to improve their technical knowledge.			
Activity: Request funds for staff technology training. (July 2008)	\$5,000	\$7,000	\$10,000
Activity: Make sure that all library staff members are notified of training opportunities as they become available. (October 2008)			
Activity: Recruit trainers from your own staff - ask in-house experts to share their knowledge. (November 2008)			
Activity: Design and communicate a clear procedure for staff to request training. (December 2008)			
Activity: Support multiple learning styles to increase staff learning success. (January 2009)			
Activity: Provide training on software to create web pages to personnel responsible for maintaining the web page. (January 2009)	\$1,500	\$1,500	\$2,000
Activity: Provide recognition for library staff members who achieve learning goals. (August 2009)	\$500	\$750	\$1,000
Activity: Build professional development goals into the staff performance evaluation process. (October 2009)			
Activity: Develop competencies and learning goals based on each staff member's role. (October 2009)			
Activity: Plan for the design and delivery of training. (Ongoing)			
Activity: Make the library a learning organization by supporting on-going and peer learning. (Ongoing)			

OBJECTIVE: Evaluate the effectiveness of the First Regional Library's technology training.			
<i>Strategy:</i> Use feedback from staff to determine if the training provided has been beneficial.			
Activity: Develop a procedure for evaluating the success of training. (December 2008)			
Activity: Create an ongoing process to review training evaluations and draw conclusions from them. (January 2009)			
TOTAL FOR THIS GOAL:	\$7,000	\$9,250	\$13,000
Goal 2: Expand and enhance network infrastructure to provide adequate bandwidth for the rapidly changing needs of staff and patrons.			
	FY 2009	FY 2010	FY2011
OBJECTIVE: Provide different avenues of communications adequate for the needs of patrons and staff.			
<i>Strategy:</i> Monitor network usage and respond with higher bandwidth as needed. Provide cellular service for key personnel to ensure smooth communications.			
Activity: Verify or add sufficient network bandwidth and hardware capacity to accommodate additional computers. (Ongoing) *	\$44,124	\$64,623	\$88,317
Activity: Check to see if VOIP service is available and compare VOIP pricing against our current phone service. (October 2008)			
Activity: Assess the Internet connection to determine how it may be limiting First Regional Library's patron service plan. (Ongoing)	\$5,000	\$750	\$750
Activity: Provide cellular service, PDA, and broadband connections to maintain contact with personnel essential for the day to day operations of the library system. (Ongoing) *	\$500	\$625	\$750
TOTAL FOR THIS GOAL:	\$49,624	\$65,998	\$89,817
*75% E-Rate discount has been applied.			

Goal 3: Expand and enhance the online public access catalog to provide a “one stop shop” for information.	FY 2009	FY 2010	FY2011
OBJECTIVE: Provide Services over the Internet keeping pace with the expectations of our patrons.			
Strategy: Implement existing and future functionality of the Integrated Library System (ILS).			
Activity: Use WebJunction’s ILS assessment to establish possible improvements. (October 2008 / Annually)			
Activity: Implement self-checkout technologies at our busiest branches. (October 2008)	\$30,000	\$60,000	\$60,000
Activity: Provide the ability for patrons to pay library fines online with credit cards. (December 2008)	\$1,000	\$1,000	\$1,000
Activity: Implement features in Sirsi/Dynix that allow for patrons to be automatically notified when new materials are available which match their interests. (May 2009)			
Activity: Integrate a method for patrons to request inter-library loan or new materials via the ILS. (July 2010)		\$30,000	\$6,000
Activity: Implement federated searching with the ILS. (December 2010)			\$40,000
Activity: Implement RSS feeds to push new information from the ILS directly to patrons. (May 2011)			\$5,000
TOTAL FOR THIS GOAL:	\$31,000	\$91,000	\$112,000
Goal 4: Expand scope of First Regional Library’s web site to maintain its relevance in the shifting needs of our patrons.	FY 2009	FY 2010	FY2011
OBJECTIVE: Provide expanded services to the public via a user friendly website.			
Strategy: Evaluate the web site and implement changes in response to the evaluation.			
Activity: Allow the community to post events to the library’s event calendar expanding the reach of the library in the community. (September 2008)	\$1,000	\$1,000	\$1,500

Activity: Use WebJunction's World Wide Web Assessment to provide a starting point for improvements. (October 2008 / Annually)			
Activity: Explore and implement pod casting as a method of delivering content remotely to our patrons. (November 2008)		\$2,000	\$2,000
Activity: Provide a method for community groups to request a meeting room reservation via the library's web site. (March 2009)	\$1,000	\$200	\$200
Activity: Continually review the web site for relevance and update as necessary. (Ongoing)			
Activity: Make your library web site design and content accessible for disabled users. (Ongoing)			
Activity: Perform a usability evaluation on the web site. (Ongoing)			
TOTAL FOR THIS GOAL:	\$2,000	\$3,200	\$3,700
Goal 5: Maintain computing equipment adequate to meet the needs of patrons and staff.	FY 2009	FY 2010	FY2011
OBJECTIVE: Ensure all computers at First Regional Library meet minimum standards of the state's Information Technology Service department.			
Strategy: Replace or refurbish all computers after four years of service.			
Activity: Compare state recommended minimum computer hardware specifications to currently installed equipment. (July 2008 / Annually)			
Activity: Develop a plan for recycling or otherwise responsibly disposing of old computer hardware. (July 2008)			
Activity: Develop a policy for accepting computer hardware donations. (July 2008)			
Activity: Create a plan and process for replacing all public access computers. (July 2008 / Annually)	\$155,000	\$184,000	\$218,000
Activity: Compare the number of public access computers in the library to published standards. (July 2008 / Annually)			
Activity: Use asset management software to ease the process of tracking the computer inventory. (October 2008)	\$5,000	\$500	\$500

OBJECTIVE: Maintain all computers and peripherals in good working order.			
<i>Strategy:</i> Implement policy and procedures for reporting and fixing non-working equipment.			
Activity: Create a set of computer hardware problem reporting procedures. (August 2008)			
Activity: Perform basic computer maintenance tasks on a regular basis. (Ongoing)			
Activity: Create a checklist of equipment to check in training areas prior to the start of each session. (September 2008)			
Activity: Use a system restoration tool on all public access computers. (Ongoing)			
Activity: Create a 'software cabinet' to house the original media for all the software in the library system. (November 2008)	\$500		
Activity: Create a set of simple, non-technical computer troubleshooting procedures. (December 2008)			
Activity: Standardize all library workstation computers on a single version of Windows. (January 2009)	\$1,000	\$1,000	\$1,000
Activity: Track software licenses to verify that there is no unlicensed software installed on library computers. (Ongoing)			
TOTAL FOR THIS GOAL:	\$161,500	\$185,500	\$219,500
Goal 6: Provide expanded electronic resources to the public.	FY 2009	FY 2010	FY2011
OBJECTIVE: Provide easy access to all databases for patrons of First Regional Library.			
<i>Strategy:</i> Install a proxy server.			
Activity: Install a proxy server to enable patrons' access to all of First Regional Library's resources from anywhere. (July 2008)	\$1,000	\$100	\$100

OBJECTIVE: Expand the selection of databases offered to First Regional Library patrons.			
<i>Strategy:</i> Find new sources of information which could replace existing print resources.			
Activity: Expand and enhance the selection of electronic databases with the use of local funding. (July 2008 / Ongoing)	\$25,000	\$30,000	\$40,000
Activity: Expand the available selections of electronic books, electronic audios, and downloadable DVD's to meet increasing demand. (Ongoing)	\$40,000	\$45,000	\$50,000
TOTAL FOR THIS GOAL:	\$66,000	\$75,100	\$90,100
Goal 7: Provide training for the public on the use of electronic resources	FY 2009	FY 2010	FY2011
OBJECTIVE: Increase the knowledge of First Regional Library's patrons in the use of computers.			
<i>Strategy:</i> Develop and offer training opportunities for the public.			
Activity: Create a support and training plan to go along with the public wireless Internet access service. (August 2008)			
Activity: Survey patrons to determine their interest in computer classes at the library. (November 2008)			
Activity: Use WebJunction's Technology Training for Patrons assessment to establish and check progress of technology training. (March 2009 / Annually)			
Activity: Create a computer technology training program for your patrons to further First Regional Library's patron service mission. (April 2009)			
Activity: Survey library staff and volunteers to determine what relevant skills they have for teaching computer training classes. (May 2009)			
Activity: Develop a standardized evaluation form for patron technology training classes offered in the library. (June 2009)			
Activity: Identify a designated room or other space in branch that can be closed off during patron training sessions. (June 2009)			
Activity: Develop a marketing program for your patron technology training program. (June 2009 / Ongoing)			

Activity: Implement a formal process for soliciting feedback from trainers after each patron technology training class. (July 2009)			
Activity: Create curricula for each patron technology training session that you will be offering. (July 2009)			
Activity: Begin offering basic computer skills classes for those patrons who have little or no previous computer experience. (August 2009)			
Activity: Develop an online training registration form to make it easy for patrons to sign-up for technology training opportunities in the library. (August 2009)		\$1,000	\$200
Activity: Provide training on the use of the Magnolia Databases provided by the state legislature. (Ongoing)			
TOTAL FOR THIS GOAL:	\$0	\$1,000	\$200
Goal 8: Implement and maintain security measures for the First Regional Library.	FY 2009	FY 2010	FY2011
OBJECTIVE: Protect the network and data of the First Regional Library.			
Strategy: Create policies and procedures to secure the computing resources of First Regional Library.			
Activity: Create and implement a secure password policy. (August 2008)			
Activity: Verify that default BIOS passwords have been changed on all public access machines. (August 2008)			
Activity: Create a procedure to remove potential security holes when staff members terminate their employment. (September 2008)			
Activity: Train the library staff on how to deal with viruses spread via e-mail messages. (December 2008)			
Activity: Create a network notebook to store information about our computer network configuration. (Ongoing)			
Activity: Take WebJunction's Computer Security Assessment. (December 2008 / Annually)			
Activity: Completely erase hard disk drives before disposing of old computers. (Ongoing)			
Activity: Use tools built into operating systems to enforce secure computer password policies. (Ongoing)			

Activity: Install antivirus/spyware protection and update the software on all the computers in the library system. (Ongoing)	\$10,000	\$10,000	\$10,000
Activity: Create a computing and networking disaster recovery plan for the library. (December 2008)			
Activity: Create a library computing security policy. (January 2009)			
TOTAL FOR THIS GOAL:	\$10,000	\$10,000	\$10,000
TOTAL FOR ALL GOALS:	\$327,124	\$441,048	\$538,317

EVALUATION PROCESS

Evaluation and review of this Technology Plan will be on-going and constant. A formal annual evaluation of the plan will take place in November of each year to ensure that there is time to request any additional telecommunications services at the E-Rate discounted price. This will be done by the Assistant Director for Technical Services with the guidance and input of the Library Director and the whole administrative team. When possible the Library will also seek evaluation of its Technology Plan from outside sources.