Yorktown Public Library
8920 W. Adaline St., Yorktown, IN 47396
TECHNOLOGY PLAN
July 1, 2015 through June 30, 2018

MISSION STATEMENT

The mission of the Yorktown Public Library is to provide a variety of current materials and services to meet the educational, informational, and recreational needs of the community.

The Board of Trustees and the staff of the Yorktown Public Library recognize the impact of technology upon the lives of our community. So that we may continue to provide a high standard of public service, the Yorktown Public Library offers a variety of electronic services to supplement traditional services.

GOALS AND STRATEGIES

The technology strategy for the Yorktown Public Library is to meet the following goals and objectives as outlined in the Library's technology plan. Each objective has a set of criteria established for the definition and measurement of successful implementation.

GOAL:
Provide resources to support the improved delivery of services.

OBJECTIVES:
Expand the functionality of library resources and services

- Consider purchase of additional online databases

- Provide employee training for current and new online databases

- Provide access to downloadable e-books and e-readers

- Explore ways to provide access to downloadable digital music

- Expand integration of wireless access in the library

- Assess and upgrade library computer hardware and software when appropriate for improved service

- Provide parents with a list of safe, fun and educational websites appropriate for children

- Inform, encourage and assist patrons in the use of the free INSPIRE databases

Upgrade the library website

- Continually assess and make adjustments to improve the functionality and ease of navigation by users

- Update information on website on a continual basis

- Encourage appropriate staff to attend web page design workshops and similar training sessions

- Consider input from teens for the teen portion of the website

Improve the library newsletter

- Include newsletter information on the library website

- Consider practical and cost effective methods for producing newsletter

Create and maintain a presence on social media sites

- Use social media sites to promote library services and community information

- Stay abreast of new and emerging media and evaluate appropriateness and cost effectiveness for library

- Make the library app available for mobile devices in a variety of convenient locations

Seek ways to fund technology in addition to budgeting sufficient funds

- Budget sufficient funds to continue Internet access, online databases, and upgrading hardware and software as necessary to provide excellent service

- Search the Internet and use appropriate online resources and current print resources in seeking new grant opportunities

- Seek non-traditional sources for grants such as community members, retail businesses, vendors, etc whenever feasible.

- Assist and support the "Friends of the Library" group

GOAL:
Provide training opportunities to enhance services provided to library users.

    OBJECTIVES:
    Improve technology provided to library staff

- Provide staff training in the following areas: creating publications, use of current databases, Internet safety, and word processing

- Utilize knowledgeable staff to train and update other staff members on current and new technologies

- Upgrade staff computers with new hardware and/or software as necessary for improved functionality

- Encourage staff to join listservs that educate and enhance in the fulfillment of their job functions

    Improve and update computer classes offered to the public

- Assess class evaluations to improve instructor effectiveness and class content for every class

- Obtain feedback from patrons to improve class offerings so they meet the needs of the public

- Adapt the format and delivery of computer education for the public to meet their specific needs.

GOAL:
Produce, supply and maintain adequate, reliable and up-to-date cost-effective computer service to the public.

    OBJECTIVES:
    Upgrade and install software on public Internet computers

- Add new and upgrade existing educational games in the children's area

- Increase patrons' ability to create documents, spreadsheets, etc. by providing updated software and assistance as needed

- Provide and encourage employees to seek training opportunities both in-house and at outside locations on the use of such software

    Seek cost-effective and reliable IT support

- Encourage current employees to seek IT training and certification

- Review several options for outside IT support by considering reliability, hourly charges, contract services, locality, and availability

- Troubleshoot technology problems before calling on outside services when practical

PROFESSIONAL DEVELOPMENT

All staff has been trained on the use of the Circulation software and the OPAC stations. Reference staff has been trained on the use of reference databases and search engines.

Staff training on various software and other technology-related subjects is encouraged and is conducted on an on-going basis by attending training sessions in-house and at outside locations.

Patrons are assisted in the use of the following as time permits: basic computer skills, Internet browsing and searching, establishing and using free e-mail accounts, use of government e-services, use of Microsoft Office products, and use of the OPAC. Computer classes for the public are conducted at the library and are taught by one of our staff members. One-on-one sessions currently cover topics as requested by patrons in the areas of computer basics, internet basics, email, social media, digital photography, etc.

NEEDS ASSESSMENT

CURRENT TECHNOLOGY

Our current technology inventory is listed here and in the library's fixed asset ledger.

Computers
- 2 physical servers:

    Server #1 – primary domain controller and backup executive server

    Server #2 - Microsoft Hyper-V Host to support all virtual servers in our infrastructure

- 5 children's filtered Internet computers

- 1 AWE Digital Learning Computer in children's department

- 12 filtered Internet computers for the public

- 14 Blackberry tablets for patron use outside the library

- 12 Kindle E-Readers pre-loaded with books for patron use outside the library

- 2 OPAC computer stations with filtered Internet access

- 3 circulation filtered Internet computers

- 7 staff filtered Internet computers

- 6 wireless filtered Internet laptop computers used for public computer class instruction and other programming and for patron use in the library

- 1 Windows 8 Laptop computer for website and social media updating by staff

- 2 Microsoft Surface Tablets – One for staff use and one for accepting credit/debit card payments by patrons

- 1 Sonitrol security camera system computer

- Websense Academic Web Filter software; all of our computers are filtered, including staff computers, and all staff has the capability of temporarily disabling filtering for a specified time period for themselves or patrons

Printers
- 1 Savin laser color printer shared by all patron and staff computers

- 2 staff inkjet printers with scanners

- 1 staff laser printer

- 6 receipt printers

Copy Machine
- 1 Toshiba color copy machine with Fax, scanning, and print capabilities for patron and employee use

Other
- 1 PayPal Here device for accepting credit/debit card payments by patrons

- One 47" flat screen TV and one 22" flat screen TV for library announcements

- 10 phones with telephone service

- 1 SmartBoard with projector and speakers

- 1 multimedia projector

- 1 wireless lapel microphone and receiver with one speaker

- 1 Television with VCR/DVD player

Approved 11/9/06; Revised 12/14/06; Revised 8/9/07; Revised 8/14/08; Revised 8/11/11; Revised 8/9/12; Revised 8/8/13; Revised 8/14/14; Revised 8/13/15

- 4 radios with tape, CD, and MP3 players

- 4 radios with tape and CD players

- 9 bar code scanners

- Sonitrol security system at both entry doors and motion detectors inside the building

- 10 Sonitrol security cameras

FUTURE TECHNOLOGY

Our future technology plans call for upgrading or replacing, as needed, the computer equipment and software we now have. We currently subscribe to eight online databases and will continue to consider adding additional databases. We will add supportive software for public computer classes as we become aware of patron requests for new classes. Training for employees will continue to be an important element of our technology plan. We plan to replace the Blackberry tablets due to performance issues with pre-loaded Kindle E-Readers as the budget allows. We also have plans to purchase laptops that patrons can check out and take home. We continue to use our website and social media to communicate with patrons and have recently upgraded our ILS to include text messaging as a way for patrons to communicate with staff. We are considering the purchase of hot spots for patrons to check out and take home.

BUDGET

In 2012 the library increased our bandwidth by adding a Comcast cable connection at the library for a reasonable monthly fee. This increased the speed of all computers and reduced our costs. This service was bundled with phone service for further savings and enhanced service.

Within the library's Operating Fund, funds are appropriated annually for anticipated technology and telecommunication costs. In addition to the yearly expenditures, the Board of Trustees has the option of appropriating additional money from the Operating Fund for unanticipated technology projects.

To address the future goals stated in the technology inventory, universal services discounts, and operational funds will be used for:

Software upgrades	$15,000
Computer replacement	$20,000
Employee printers	$800
Subscription databases	$17,000
Software/computer classes	$4000
Staff training	$1,500
Maintenance services	$15,00

EVALUATION PROCESS

We currently contract with an IT provider to maintain, upgrade and assess our equipment and software needs. This provider regularly evaluates the computer inventory and makes recommendations for replacement and repair.

The following evaluation process will be done annually by the director and Board of Trustees in collaboration with the IT provider:

- Replace equipment exceeding 8 years of age or when it becomes obsolete or unusable (unless it is deemed serviceable)

- Review telecommunication use

- Review telecommunication costs

- Review telecommunication discount

- Review and re-evaluate technology plan

After each annual review process is completed, any necessary revisions or corrections to the plan will be implemented. New technologies will be appraised as they become available and considered based on cost, usefulness, ease of use, and practicality.