New Haven Free Public Library

Technology Plan

January 1, 2011-December 31, 2014

Introduction

This plan outlines the overall strategy of the New Haven Free Public Library system for developing its technologic resources. It consists of six sections:

1. Vision statement
2. Universal Service Administrative Funds
3. Current Status
4. Goals And Objectives
5. Budget
6. Staff Development
7. Vision Statement

*To enhance the quality of life for all residents of New Haven the library will build and lend excellent collections, offer equal access to computers and innovative technology, provide superior public service, produce a variety of literacy-based and cultural programs for all ages and maintain attractive, welcoming facilities for individual and community use.*

1. Universal Service Administrative Company Funds

 2011-2012

 Universal service funds will be used to supplement the use of nine DSL lines and one fiber optic line. The Main branch has one Fiber optic line which connects to the Connecticut Educational Network (CEN). The Main branch also has one DSL line for the public wireless network. Each of the four branches has two DSL lines, one for public wireless and one line for the hard wired computers.

 The funds will also be used for Email, telephone service and upgrading DSL speed in the branches.

 2012-2013

 Universal service funds will be used to supplement the use of nine DSL lines and one fiber optic line. The Main branch has one Fiber optic line and one DSL line. The DSL line a separate securing line for public wireless use. Each of the four branches has two DSL lines, one for public wireless and one line for the hard wired computers.

 The funds will also be used for Email, telephone lines, upgrading the speed of our DSL lines upgrading equipment, internal connections and maintenance.

 2013-2014

 Universal service funds will be used to supplement the use of nine DSL lines and one fiber optic line. The Main branch has one Fiber optic line and one DSL line. The DSL line is a separate secured line for public wireless use. Each of the four branches has two DSL lines, one for public wireless and one line for the hard wired computers.

 The funds will also be used for Email, telephone service and installing a new VOIP telephone system, upgrading internet connections Internal and external, equipment maintenance and replacing switches.

1. Current Status

The Library system consists of a Bookmobile and five branches: Main, Fair Haven, Mitchell, Wilson and Stetson. Fair Haven, Mitchell, Wilson and Stetson are all connected to the Main Branch. This allows Technicians at the Main branch to monitor and remotely repair many of the software problems in the branches

The Main branch uses a fiber connection to connect to the Internet. This connection is linked to the Connecticut Education Network (CEN). The other branches are all connected to our network managed by Digital Backoffice through DSL Lines. Digital Backoffice also provides the firewall and content filter.

All of the buildings have a separate DSL line providing a secure wireless public access to the Internet.

The Main branch has two separate networks one for the public and one for the staff. These networks have their own router, switch and firewall. Two wiring closets connect to these switches through two fiber optic lines to the computer room. Each closet has 4 sets of 24 port switches that distribute the Cat 5 cable to the individual data ports.

The other branches are also set up in the same way with a router, switches and CAT 5 wire to connect to all the data ports.

The Bookmobile uses broadband wireless Technology to connect to the Internet.

The library has its own automation system for circulation, cataloging and maintaining patron records. This system is accessible through the Internet and patrons can look up books, put holds on items and review their records. This system has its own DSL line.

Each branch has a LCD projector. Laptop and screen

All Branches provide free access to public computers. The public computers have a windows XP operating system, office 2003, Publisher and a connection to the Internet.

All branches have a networked black and white and color printer for the public use.

All of the branches use A NEC Telephone system. The system is 10 years old and needs replacement.

Current PCs as of January 2010

Main FH Mitchell Stetson Wilson Bookmobile

Public Adult 44 16 15 11 38 1

Public Children 8 5 6 6 4 1

Staff 38 6 6 6 14 1

1. Goals And Objectives

Goal 1. Technology

*To stay abreast of technological advances, take advantage of the opportunities for improved services that technologies offer, and meet increased public expectations for electronic access to information.*

Technology is changing how libraries make themselves available to customers: we are expanding services to create libraries that can be where people are rather than making them come to us. In the future libraries will provide learning and the world’s store of knowledge anytime and anyplace. Because of this seismic shift in possibilities for library/patron interaction libraries have been in a constant learning and adaptation mode for years.

The ability to quickly evaluate and integrate new technical capabilities into services has become a primary management imperative. New developments appear constantly, challenging library staff to make wise choices about the best innovations to incorporate into services - which products are cost-effective, easily integrated and add value to services? How do we ensure that staff is consistently aware of and knowledgeable about new developments?

Another major aspect of new technological-based offerings is the need to teach staff and the public how to use these new products. The benefits of technology cannot be realized without well-trained, capable staff and cannot be used by the public unless they know how to use them.

NHFPL faces several key issues as we grapple with changes that have already been incorporated into public services but not fully mastered by staff and public and the evolving technology landscape. There is the need to keep staff’s core competencies current, accomplished through elearning tutorials and workshops. Additionally there is the need to create a climate where staff has opportunities to explore new technologies, e.g., Library 2.0, as they appear. The goal is to encourage self-learning so that we develop a staff enthusiastic about innovative products and capable of evaluating cutting-edge technologies for possible inclusion in services.

The library is uniquely positioned to become a ‘first teacher’ of basic and innovative technologies for many residents. From computer classes to downloadable e-audiobooks to patron online access to their own records to Wii gaming for teens the library currently is introducing residents to evolving modes of communication and has a tremendous potential, judging from patron response, to expand that role.

Objective 1. Identify needs and train the basic skill set needed by staff to support day-to-day technology functions required by their jobs.

Activities

* Survey staff on gaps in skills and interest in advance training
* Create a curriculum and teaching team to train staff
* Develop an elearning tutorial for staff
* Develop plan and timetable for training; begin implementation

Timeline current

Activities

* Institute ongoing training, including online tutorials

Objective 2. Create a structure for staff to learn about and evaluate new technologies

Activities

* Budget funds to support the exploration of innovative technology
* Develop a team to research, test and evaluate current and evolving technologies
* Create a written yearly plan for the integration of enhancements and new services

Goal 2: Provide equal access to technology for all Branches and for our patrons

Objective 1. Ensure that all customers encounter uniform procedures and consistent levels of equipment and performance for computer access at every site.

Activities 2011-2014

* Institute regular meetings of Technology Coordinator, Public Services librarian and branch managers to upgrade branch computer access services
* Insure that all public computers are not older than three years
* Upgrade all computers to Windows 7

• Standardize security systems on all computers

• Standardize software on all computers

• Replace any computer that is over three years old

* Timeframe: 6-12 months

Objective 2. Ensure that computer classes are offered at all libraries

Activities 2011

* Complete construction of the Ives Computer Access Area and Classroom
* Seek external funding to evaluate and update the TAC model of one-to-one assistance and regularly scheduled classes at all sites
* Plan system –wide training classes with a technology consultant and reference staff; review current curriculums and update

Activities 2011

* Put a computer training program in place for the public; offer classes in Spanish at FH and Wilson
* Create online surveys to garner ongoing customer input: instructors will integrate input into curriculums

Activities 2011-2012

* Evaluate attendance and satisfaction data; make adjustments as warranted
* Continually monitor service and address new developments and demands

 Objective 3: Provide the same level of technology support for patrons in all branches.

 Action steps:

 • Standardize computer training for all staff

 • Inform and train staff on any updates or new technology

 • Outsource computer help desk

Timeframe: ongoing

Goal 3: Use technology to strengthen staff efficiency.

Objective 1: Insure all staff work areas are ergonomic and technically advanced.

Action steps:

• Use LCD flat screens on all computers

• Order PCs specific to the space where it will be utilized

• Use wireless mice and keyboards when appropriate

• Use wireless network technology when needed

• order 2 self checkout machines where patrons can checkout books and pay fines

Timeframe: 6-36 months

Objective 2: Insure all staff computers are standardized.

 Action steps:

• Reconfigure network to be server based.

• Reconfigure 166 computers to receive updates from the server.

Timeframe: 6-36 months

Objective 3: Upgrade computers, software, peripherals and telecommunications equipment as new products are developed

Action steps:

• Assess current technology for new innovation at trade shows, conference, magazines and technology seminars.

Timetable ongoing

Goal 4: Provide uninterrupted service to our patrons during the renovation of the Lower Level computer center at the main branch.

Objective 1: Move computers to new areas that are easily accessible to patrons

 Action steps:

• Find an area that is already wired for data and electricity

• Utilize wireless network technology when necessary

• Move all computers, printers and microfilm machines to this area

• Develop a flyer that will inform patrons and staff about the transition

Timeframe: 1 month before start of construction

Objective 2: Establish the new computer center

Our new Technology center will accommodate 48 new computers.

It will also have a classroom and a room for teleconferencing.

Action steps:

• Purchase additional computers and peripherals.

• Move all computers, printers etc to this area.

• Insure that patrons will have the most computers possible to use during this transition.

• Inform patrons and staff about the transition.

Timeframe: l week-2 months before end of construction

Goal 5: Reconfigure computer network from peer-to-peer to a server based system

Objective 1: Insure that computers and telecommunications equipment are state of the art.

Action steps:

•Review specifications with consultants.

•Prioritize what equipment has to replace or upgrades

•Integrate wireless network with manage switches

•Remove 3 DSL lines and move all servers to a central location

•Outsource as much network support as possible

•Reconfigure 302 computers

Timeframe: 6-36 months

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| --- | --- | --- | --- | --- | --- |
| Budget [REDACTED] |  |  |  |  |  |

1. Staff Development
2. Technical Staff Development.

There are significant human resource needs at every stage of network development, but the design and implementation stage is the most crucial aspect of any long-term network strategy and is the area in which expertise and timing are most important. The development of a well planned, low-maintenance, and highly secure network saves time and money for the life of the network. Two major steps are underway to develop the technical human resources:

Staff Network Training. Two staff members, Kevin Sullivan and John Glendon are involved in the network design and organization process; they will be setting up and administering the network. Developing these human resources will allow the library system to maintain an in-house team capable of thinking in terms of technology as it relates to library services.

Developing Advisory Ties. The library network administrator has visited public and academic library sites with networks in place, and participates in ongoing discussions with their staff. Additionally, the network administrator has joined three existing groups Connecticut Library Technology (conntec), webjunction and Connecticut Library consortium Technology roundtables.

**B. Patron Training and Evaluation**

Future development of the network will in large part be based on feedback from and evaluation of public usage. Statistics are kept on public use of the Internet and applications. Library staff acts as selectors of reference materials in all media and formats. As these materials migrate to electronic formats, both staff and the public will require training in their use. Informational and "train-the-trainer" sessions may be set up by vendors for this purpose, so that staff can disseminate to both the public and library staff the knowledge gained from such sessions.

**C. Librarian Training**

In addition to the development of the technical staff, the development staff as end-users of the Internet and applications is important in order for the public to make full use of the available services. In addition to library-based training, a semi-formal relationship has been worked out between the library and Yale to use their Electronic Classrooms for library staff training. This relationship will be maintained indefinitely. Furthermore, Yale will include librarians in scheduled applications classes.

**6. Continuous**

All of the branches have the maximum number of PCs that they can support or house. We will be looking for new ways to deliver our electronic resources such as satellite buildings in the future. Our plans include the following initiatives:

Replacing 70 PCs per year

Upgrading Printers

Training of staff

Developing outreach programs

Faster delivery of electronic services - Interlibrary loan, books on hold, ordering and Cataloging books

Integration of wireless technology

More public computer classes

Upgrade all telecommunication equipment.

Upgrade Bookmobile Internet connection

Designing an outreach program for a mobile technology vehicle

Evaluation and Review

This plan will be reviewed quarterly by Technical Staff and its
accomplishments reported to the Library Board.  Staff and management
will evaluate the plan, recommend continued improvements, and conduct
planning, equipment acquisition and implementation, testing, and
evaluation for each action step. Since technology is constantly
evolving, this plan is considered a framework which will guide, but not
limit, the library’s use of technology.

**Major accomplishments for Technology**

 Opening of new Wilson Branch with 38 new public PCs

Gates Grant provided 12 public computers for the branches

New vending copiers and printers for all branches

Replaced 142 old PCs with new ones

Wireless Internet for Bookmobile

Public wireless installed in all buildings

Upgraded telecommunication equipment in all branches

Install public fax machines in all branches

PC Reservation (patron time control software

Redesign lower level to centralize computers

Standardize all public PCs