

Ada Community Library Technology Plan 2010- 2013

Introduction:

The Ada Community Library is committed to providing a broad range of library materials and services; offering personalized assistance for all community residents; encouraging early literacy and life-long learning; and increasing cooperation and resource sharing among area libraries.

Ada Community Library (ACL) has had a strong historical commitment to technological innovation and the integration of technology into its programs and services. A history of technology implementation to date is included at the end of this document, along with our staff computer technology training survey.

Technology Plan Goal Summary:

Goal 1: To continue to implement equipment replacement and upgrade procedures which are responsive to changing technology and public service needs.

Goal 2: To continue to plan for and implement needed software upgrades and purchases.

Goal 3: To further integrate appropriate emerging technologies into library technical services and public services processes.

Goal 4: To meet the unique needs of digital natives while effectively serving digital immigrants.

Goal 5: To enhance the Library's role as a community leader in automation and automation training, incorporating emerging technologies.

Goal 6: To continue to address the training and information needs of the ACL staff.

Goal 7: To further develop the library's web-based services in relation to other library public services, and work to increase the usefulness of the library website as an e-branch.

Goal 8: To evaluate and take advantage of appropriate state and federal initiatives.

Goal 9: To continue to implement an annual technology budget that supports the technology needs of the library.

Goal 10: To continue to implement an evaluation process of the technology projects of the library.

Goal 1: To continue to implement equipment replacement and upgrade procedures which are responsive to changing technology and public service needs.

Strategies:

1. Cooperate with LYNX Consortium in the SirsiDynix Horizon automation system and effectively manage changing technology and needs.
2. Follow set program for planned replacement of outdated or failing desktop and public access workstations and servers (generally every 4 years for PCs; 6 years for servers), including refinement of criteria for deciding when and where to add staff desktop/laptop stations.
3. Ensure that the library budget includes funding to replace approximately 20-25% percent of computer workstations each year, including servers and any expanded access that may be needed to accomplish other goals.
4. Maintain sufficient staffing for the setup, maintenance and repair of existing hardware or have maintenance agreements in place to provide those services.

Goal 2: To continue to plan for and implement needed software upgrades and purchases.

Strategies:

1. Follow planned program for upgrades to the LAN software.
2. Follow planned program for upgrades to the operating system software on the ACL web server.
3. Follow plan for productivity software upgrades and purchases such as the MS Office suite. Follow criteria to identify need and procedures for decision-making.

Goal 3: To further integrate appropriate technologies into library technical services and public services processes.

Strategies:

1. Assess new technologies and evaluate their usefulness in improving access to the library's collections.

2. Provide the community with regular individual instruction and group training programs as well as materials for self instruction in the use of new technologies and information resources.
3. Provide sufficient staff for webmaster, ILS (integrated library system) and software support functions.
4. Maintain an awareness of and evaluate the impact of new electronic formats and technologies on library services and collections.
5. In order to accurately reflect total library services, refine methodology for measuring the use of electronic services (in-house and remote) and reporting data as part of annual library output.
6. Evaluate the use of existing and new technologies to increase services and reduce costs such as patron self check and automated renewal systems.

Goal 4: To meet the unique needs of digital natives while effectively serving digital immigrants.

Strategies:

1. Continue to develop video game collection both as circulating collection and as program materials.
2. Continue to connect the library to/promote the library within virtual environments where digital natives spend time.
3. Maintain and enhance communication methods to elicit feedback on digital services (e.g. social networks, teen groups, surveys).

Goal 5: To enhance the Library's role as a community leader in automation and automation training incorporating emerging technologies.

Strategies:

1. Cooperate with LYNX Consortium members in accessing new electronic databases at a discount rate.
2. Continue to provide leadership, training and coordination of community efforts to maximize citizen access to information.
3. Monitor new developments in technology as they apply to libraries to further our history of innovation.
4. Consider training that might be provided by ACL staff to meet the needs of external groups, such as school librarians, community based organizations, legislative groups, and the general public.
5. Upgrade and maintain current use of a laptop lab as a method for a variety of community hands-on training sessions.

Goal 6: To continue to address the training and information needs of ACL staff

Strategies:

1. Assess training needs of ACL staff. Ensure that all staff complete the ACL technology training self assessment survey of core competencies. Provide standardized training materials for all new hires and for continued access by all staff on basic technology skills for employment. Encourage supervisors to suggest additional staff training needs to ensure all staff are skilled in addressing common technology questions of our public (e.g. flash drive use, wireless access), suggest and schedule additional staff training as necessary. Seek opportunities and funding for the provision of needed training externally and for staff to coordinate in-house training activities and resources.
2. Provide opportunities for and encourage staff to become familiar with popular websites patrons use (e.g. Gmail, Amazon, FaceBook) employing the "15 minutes a day" or similar approach.
3. Develop staff competencies in using current Microsoft Office products either through training programs consisting of one-on-one "just-in-time" training, DVD self-guided instruction, IT Help Desk instructional documents, or formally through use of laptop lab, or via one laptop, and interactive whiteboard for lecture method of instruction.
4. Develop staff competencies in Local Area Network (LAN) and staff wiki navigation and conventions, as well as basic database skills including appropriate search methods and analysis of results.
5. Work with Idaho Commission for Libraries, ILA, BCR and others to identify and take advantage of appropriate training opportunities.
6. Maintain laptop lab and interactive white board projection as methods for staff training sessions.
7. Explore and take advantage of web-based opportunities for training, troubleshooting and support.

Goal 7: To further develop the library's web-based services in relation to other library public services, and work to increase the usefulness of the library website.

Strategies:

1. Develop standards and templates and continually review current practices for the webmaster support functions for ACL.
2. Consider the potential for combining web-based services with other agencies.
3. Continue to explore publishing newsletters, documents, blogs, and posts or links to information on the web, as an individual organization and collaboratively with others.
4. Develop a marketing campaign to raise awareness in the community of what the library's website has to offer the community and work to further support LiLI-D (statewide databases) campaign.
5. Increase interactive web based activities in the public service departments of the library.
6. Maintain sufficient staff for web development and support functions.

Goal 8: To evaluate and take advantage of appropriate State and Federal initiatives.

Strategies:

1. Seek appropriate telecommunications discounts under FCC rulings and e-rate under CIPA compliance.
2. Be open to expanding LYNX consortium opportunities by cooperating with ICFL in statewide efforts to establish connections among shared automation systems.
3. Develop staff grant writing skills with key and interested staff.
4. Enhance efforts to initiate, and take advantage of statewide contracts for electronic reference products and other technology applications; actively support existing LiLI databases - lobby for funds maintenance.

Goal 9: To continue to implement a technology budget that supports the technology needs of the library.

Strategies:

1. Maintain an annual technology budget that includes an equipment line item adequate for regular and timely maintenance and replacement of both hardware and software, and connectivity costs. Maintain this budget at a level of 4-5% of total annual operating budget. This equipment replacement budget for overall library operations went into effect during the FY2005 budget process and strong efforts will continue to be made to attain a greater than inflationary increase in this budget line in following years.
2. Develop alternative sources of funding to support technology innovations, including capital campaigns, library budget increase requests, grant funds, federal and state discount programs, Friends of Ada Community Library (Victory and Lake Hazel Branches/Star Branch/Hidden Springs Branch), individual donors, business and matching donation programs.

Goal 10: To continue to implement an evaluation process of the technology projects of the library.

Strategies:

1. Solicit feedback from patrons on a regular basis in the form of surveys, anecdotal information and staff observations that determine a satisfaction level with current technology services and provide a venue for suggestions on preferred services or training.
2. Collect annual website driven feedback from patrons and staff and process into graphical representations to help determine the impact of the technological directions we choose.
3. Conduct ACL Technology training surveys of each staff member. Areas of need identified on survey will be addressed. Modify training as needed to reach the goal of a staff that fully meets the core competencies listed in the surveys, as appropriate to the person's job duties.

ACL History of Technology Innovation - attached:

Library service goals are seen as driving the need for technology enhancements. Although the basic infrastructure and functional capacity in the library is in a fairly well developed state, some elements are aging and will soon need replacement. Program for planned replacement of hardware and software is in place. Regular staff training has been identified as an ongoing need and multiple ways to provide it are in place and are a process in motion. In order to continue providing the highest quality library service to residents of the community, we need to maintain ACL's technological expertise and leadership. The team continues to work to develop an understanding of future needs and new functions for library automation, and to refine this plan to meet those needs. In order to accomplish all of the goals in this plan, the team recognizes that we may need to shift existing, or seek additional, funding for staff training, equipment replacement, and staff to coordinate many of these efforts.

Technology budget:

An equipment replacement budget for overall library operations went into effect beginning with the FY2005 budget process. Strong efforts have been made to attain a greater than inflationary increase in this budget line in following years. Appropriate telecommunications discounts under FCC rulings and e-rate under CIPA compliance have been and will continue to be applied for. The library management team has also been discussing alternative sources of funding for some of the initiatives listed here. Funds may be sought from capital campaigns, library budget increase requests, grants, and federal and state discount programs, Friends of the Library, business donations, matching donation programs or individual donors.

Evaluation methodology:

Annually conducted ACL Technology training surveys (attached) will be on file for each staff member. Core competencies listed on surveys will be monitored and achieved based on departmental needs and job requirements. This "Staff Technology Survey," included as Appendix A of this plan, is regularly completed by all staff, providing an opportunity for identifying and scheduling any training or skills refreshment. Feedback from patron and staff in the form of surveys, anecdotal information and staff observations will help us determine the impact of the technological directions we choose.

Approved by the Ada Community Library Board of Trustees on January 19, 2010

A brief history of technology initiatives at Ada Community Library

- **June 1990**
 - Ada Community Library hired an Information Systems Manager to oversee the library's technology.
- **August 1992**
 - Idaho State Library releases LSCA funds (FY1991 Library Service and Construction Act, a federal program) for a model project to place internet nodes in three libraries in Idaho. The grant to ACL was for \$10,000 to buy equipment and software (router, CSU/DSU cards, Ethernet card and TCP/IP software) to establish our online catalog on the internet. There was additional money to pay for the first year telephone charges for a 56K line to BSU computing center and the first year cost of \$900 to IdahoNet, our internet provider at that time. IdahoNet was part of Westnet out of Colorado.
 - Internet nodes were established at Idaho State Library, Pocatello Public Library (now called Marshall Public Library), and Ada Community Library.
- **October 1992**
 - Agreement signed with Idaho State Library for the *Internet Model Project*.
- **March 1993**
 - Internet up and running. Initial training for staff on searching techniques, e-mail use, etc. Online library catalog available on the internet. Enter a new stage of resource sharing among libraries. Searching internet is not as easy as it is today.
- **June 1993**
 - Integration of LAN and catalog: Access to catalog, internet, e-mail, network databases, and other libraries on internet from staff PCs.
- **Fall 1993**
 - Internet use by the public increases. A volunteer begins to teach free classes on Monday evenings on how to search the internet. High demand results in addition of Tuesday evenings also. Offered for several years September through May.
- **July 1994**
 - Satellite Dish/Big Screen Television installed for distance education program presentations.
- **October 1994**
 - First self checkout machine (a 3M model) installed at the library.
- **August 1995**

- ACL Library Board of Trustees approves *Access to Electronic Information, Services and Networks Policy* for Ada Community Library.
- **November 1995**
 - ACL signs agreement with Information Access Company to offer indexing and abstracting to over 1,000 general and business periodicals, with over 620 available full text via the internet from Medford, Massachusetts. ACL also contracts for health information database of journal articles and pamphlets available from Information Access Company. This resource is shared with St. Al's, St. Luke's and Centennial High School. Start-up costs for sharing the health database were also LSCA funded. IAC general & business periodicals cost \$18,500 with additional \$6,500 for health database.
- **March 1996**
 - Dial-in from home or work, seven days a week/ 24 hours / day begins for access to Information Access periodicals and health information for ACL cardholders. Information available by telnetting to our public catalog or via the Home Page on the WWW.
- **Summer 1996**
 - Ada Community Library Home Page is on the World Wide Web. Staff trained to enter and update information. **URL is <http://www.ada.lib.id.us>**
- **December 1996**
 - Star Branch has full access to internet.
- **1997**
 - Strategic plan includes offering even more database indexes and full text resources to our patrons via the internet at the library or remotely. ACL mission is to provide Access to Ideas, Information and Dreams. Sharing resources with other libraries is one goal for the future of internet use in libraries.
- **Spring 1998**
 - Adaptive Technology LSTA grant received. Adaptive computer & peripherals installed Fall 1999.
- **August 1999**
 - Migrated library catalog services to LYNX Consortium. No more dumb terminals- all PC and networked.
- **Spring 2000**
 - Training lab LSTA cooperative grant received. Lab first used at ACL Dec. 2000/Jan. 2001.
- **2000**
 - Gates machines installed. Summer 2000 at Star Branch; Fall 2000 at ACL.
 - ACL changed domain name to "adalib.org" and thus our website URL became "**www.adalib.org**".
- **October 2000**
 - Public Access computers (Gates machines) installed at Hidden Springs Branch location. internet connection installed February 2001.
- **Winter/Spring 2002**
 - Firewalls installed on networks at Ada Community and Star Branch Libraries.
- **September 2002**
 - Installed 10 thin client (Veicon V-link) computers at the main library to increase public access.
- **September 2003**
 - Installed specialized Early Childhood learning computer at Star Branch Library as part of Early Childhood Resource Center (Albertsons) grant.
- **November 2003**
 - Received and began training for Virtual Reference (24/7) LSTA grant. Implementation set for 2004.
 - Installed 10 thin client (Veicon V-link) computers at the Star Branch to meet their increasing demand.
- **2005**
 - Video games added to the ACL circulating collection

- **January 2006**
 - NetLibrary digital audiobook collection made available
 - Began circulating MP3 player and wireless transmitter kits
- **February 2006**
 - ACL debuts a Flickr account: <http://www.flickr.com/photos/adalib/>
- **September 2006**
 - ILS migration from Dynix to Horizon
 - Self checkout available at Star Branch
- **October 2006**
 - Launched redesigned website to be more interactive (Drupal): feeds, blog w/comments, etc.
- **November 2007**
 - TumbleBookLibrary (digital audio) available
- **February 2007**
 - Wireless access available at ACL main location
- **March 2007**
 - ACL debuts a MySpace Page: http://www.myspace.com/ada_community_library
- **Summer 2007**
 - Wireless access available at Star Branch
- **Fall 2007**
 - Moved Hidden Springs Branch Library into new location with increased bandwidth, public computers, and hours
- **Spring 2008**
 - Library awarded an LSTA grant of \$7000 to purchase video game and projector equipment for library programs & events
- **Summer 2008**
 - Increased bandwidth at ACL
 - Civic Tech survey run as tool for future service area planning
- **Fall 2008**
 - IT Department officially increases to two staff members. Webmaster is now full-time and works on other IT special projects
 - New webserver is installed
 - New selfcheck installed at SBL
 - Fiber bandwidth installed at ACL
- **Spring 2009**
 - Online staff scheduling tool implemented
 - Interactive white board installed in public/staff meeting room at ACL
 - Process of cloning staff and public PC's for efficient management of workstations is implemented
- **May 2009**
 - Tutor.com™ subscription service initiated
- **June 2009**
 - Monthly basic computer classes begin at Victory Branch
- **July 2009**
 - Text a Librarian text™ reference service initiated
 - FlipVideo cameras available for circulation
- **Summer 2009**
 - Star Branch Library expanded and laptop lab installed
 - Thin client public workstations replaced with PC's at ACL, SBL
- **Fall 2009**
 - Wireless access available at Hidden Springs Branch
 - Staff online intranet implemented

Appendix A

Computer Technology Training Survey

Employee:

Date:

Instructions: place a checkmark in the appropriate box for each skill. Key:

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
- 3: Comfortable, needs no further training on skill
- 2: Wants review
- 1: Needs training

4 3 2 1 Library Staff Email

				Logon to computer/network
				Logon to access full Outlook email (does not apply to all staff)
				Use full Outlook email client (does not apply to all staff)
				Logon to Outlook Web Access (applies to all staff with email accounts)
				Reply
				Forward mail
				Create and send new mail
				Find, use, create Global/Contacts address lists
				Create distribution groups
				Delete mail from inbox, sent mail, other folders
				Edit views, folders, rules to organize email
				Send an attachment
				Open an attachment
				Save an attachment
				Drafts: save, retrieve, send
				Use "Find" tool
				Create "signature"
				Print email
				Use "help" to learn how to implement a feature
				Logoff email/ computer
				Logon to email via web interface: Outlook Web Exchange access
				Understand use and features of 2 ways to access email
				Logon to SolutionPro email filter website to check undelivered email

4 3 2 1 From the Desktop

				Open "Staff Menu" folder of program shortcuts
				Open programs from Windows Start Menu
				Run a VirusScan of a diskette, files in a folder, the computer
				Familiarity with MS Office programs other than Word

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
- 3: Comfortable, needs no further training on skill
- 2: Wants review
- 1: Needs training

4 3 2 1 Public Access Catalog (HIP)

				Access HIP using any internet browser
				Search by author, subject, title and word
				Understand location and holdings information
				Find and understand screen options/tabs
				Limit results by material type/ agency location
				Sort by year (reverse chronological order)
				View how many holds are on an item
				Print
				Login to "My Account"
				Place holds
				View items checked out, due dates
				Renew an item

4 3 2 1 Horizon for Staff

				Logon
				Understand location codes and agency holdings
				Use buttons, title bar, menu bar, toolbar, navigation bar
				Use shortcut keys
				Search for materials in the collection
				Place a hold on a title
				Display holds on an item
				Customize the launcher
				Edit item status
				Replace a barcode
				Change the font

4 3 2 1 General Overview of Electronic Resources

				Access databases in the library
				Access databases when away from the library
				Find databases by topic
				Be familiar with what LiLI-D means
				Familiarity w/all current subscription databases
				NetLibrary: how to get a user logon and logon in the library and remotely

4 3 2 1 Basic Electronic Research Database Search Techniques

				Advanced searching
				Boolean searching and truncation
				Downloading in NetLibrary and MyLibraryDV
				Printing
				Emailing

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
 3: Comfortable, needs no further training on skill
 2: Wants review
 1: Needs training

4 3 2 1 Word Processing

				Toolbar: identification of features
				Open files from diskette, flash drive, and from the computer hard drive
				Change fonts/styles/size
				Cut/copy/paste
				Undo
				Delete/backspace
				Change justification
				Set margins
				Save a document to diskette, flash drive, and the computer hard drive
				Print preview/ print
				Shrink to fit
				Access and use templates for creating resumes, calendars, memos
				Change printer option as needed for single-sided and duplex printing
				Exit and close

4 3 2 1 Miscellaneous Tasks

				Load paper in printers, copiers, selfcheck machines
				Change ink cartridges/ toner cartridges
				Select printers in Windows
				Specify the number of pages to print/ number of copies to print
				Delete unwanted print jobs
				Save (burn) a file to CD-RW media
				Download NetLibrary E-audio and transfer to mp3 player

4 3 2 1 Internet Browsers: Internet Explorer and Firefox

				Toolbar features, customize
				Type in an address (URL)
				Use a search engine
				Favorites or Bookmarks: add/edit/delete
				Print Preview/ select pages for printing
				Select text for printing
				Find specific text on a webpage
				Delete temporary internet files, cookies, history
				Enable/disable the Proxy Server settings (filter) on staff workstations
				Enable/disable the filtered internet access on public workstations
				Familiarity w/public web email vendors and features
				Open a new tab/ close a tab
				Configure the homepage(s)

- 4: Comfortable, able to offer instruction to either staff or patron as appropriate
 3: Comfortable, needs no further training on skill
 2: Wants review
 1: Needs training

4 3 2 1 Basic Windows

				Manipulate a mouse: scroll, drag, right/left single clicks, single/double clicks
				Select (highlight) text, icons
				Use both desktop shortcuts and start menu to access programs
				Task bar and system tray icons
				Maximize/minimize/resize windows
				Use the recycle bin to restore a deleted file/shortcut
				Open/close an application
				Work between multiple applications
				Find a file on the computer via Windows Search and “My Computer”
				Cut/copy/paste text between a web page, email message, and Word document
				Change the default printer
				Change wallpaper
				Edit/change the screensaver
				Shutdown/restart the computer
				Copy a file from one folder/disk to another folder/disk

4 3 2 1 Troubleshooting Tips

				When to use Ctrl-Alt-Del to “End Task” or “Shutdown”
				Cold boot vs. warm boot
				Alt-F4 to escape(exit) many of the learning games applications
				Re-seat cables
				Do a warm “shutdown” when the mouse doesn’t work
				Recognize/view filename extensions (what software a file is associated with)

4 3 2 1 Online Staff Scheduler : WhenToWork

				Login to WhenToWork
				View alerts and Home page information
				Find Daily / Weekly / Monthly schedules for yourself
				Find Daily / Weekly / Monthly schedules for other employees
				Edit your personal information
				Edit your personal work preferences
				View your requested and approved time off
				Request a single day off
				Request multiple consecutive days off
				Use help feature
				Logout
				How to request a username/password when you forget what yours is