



RUSSELL LIBRARY
A Gateway to the Future of Middletown

Technology Plan

Fiscal Years 2011-2015

INTRODUCTION

More than ever, technology is integral to many of the services offered to Middletown patrons by Russell Library staff and to operate the internal systems we use to manage our collections, facilities, resources and staff. This document briefly describes services and projects that have a technology component and are under consideration for implementation within the next five years.

The Technology Plan focuses on areas where technology has an impact. Those areas are Public Services, Staff Productivity and Mobility, Network Services, Integrated Library System, Training, and the Web. The Head of Technology Services developed the proposed Plan with input from staff in Information, Technology, Children's, Programs and Publicity, Circulation, Facilities and Administration.

LIBRARY TECHNOLOGY VISION STATEMENT

- To promote technological literacy for the public as well as reading literacy.
- To provide technology resources to patrons who otherwise would not have access due to economic or societal reasons.
- To strive to be in the forefront of public libraries, exploring and providing the benefits of technology for all members of the Middletown community.
- To provide support to Library staff, enabling them to use technology efficiently and to better serve the public.
- To create an environment which actively and creatively incorporates technology as a tool in shaping the ways we fulfill our mission and roles.

TECHNOLOGY-BASED PUBLIC SERVICES

Migrate 42 adult and children's computers to Windows 7 and Microsoft Office 2010 (1-3 yrs)

- Public PCs will offer current software and hardware to meet the needs of the public.
- Library staff PCs and public PCs are easier to support when they are compatible.
- As time goes on, Microsoft and other vendors will reduce their support for Windows XP.

Evolve the Library Web presence into an innovative, dynamic representation of our service (1-2 yrs)

- Our current web site design has served as a reliable platform for posting information such as the Library catalog, hours, departments, programs and directions, as well as patron services, such as: remote book reserves and renewals, home access to informational databases, and downloadable audiobooks and e-books. We will add more patron services to those offerings.
- We envision the Library web site evolving into a dynamic, interactive blend of information, services and technologies.

- The web site will be one of the primary platforms for attracting patrons to the Library while providing remote access to Library services.
- We will form a Library team to evaluate the next stage of our web presence.
- We are examining ideas such as adding mobile access to our catalog for smart phone users, digitizing the Middletown Room resources, podcasting, and using blogs and Facebook to market services and programs and to entice residents to visit the Library.

Create a Computer Lab in which to offer PC-based training classes (2-3 yrs)

- Many patrons rely on Library computer classes for their technology training
- Currently, when classes are scheduled, there are fewer PCs for the public to use.
- We will design a classroom equipped for computer-based training.
- If the location is near the Information Desk, PCs can be public PCs when not in use for training.
- Include instructional technologies such as DVD, VCR players, and interactive display screen.

Design an innovative teen space with public PCs (2-3 yrs)

- According to national public library standards, “a truly teen-friendly space is comfortable, colorful, interactive, flexible in design, and filled with technology”.
- Create a flexible, appealing space where teens can work individually or in study groups.
- The teen space will be equipped with public PCs, printer and scanner so that students have access to these tools after school.

Add a digital sign system with LCD display to the Library Lobby (1 yr)

- Display current program information and public announcements
- Digital displays are easier to update, more flexible, and less expensive than posters and custom signage.

Offer a Device Lending Library (1 yr)

- Loan devices such as iPADS, laptops, and e-readers to patrons
- We will examine how such devices are maintained, serviced and supported

Adaptive computer workstation for public use (2-3 yrs)

- Offer an adaptive public PC workstation to serve those with special needs such as wheel chair access, large monitor, etc.
- We will consult with the City of Middletown ADA Coordinator.

STAFF PRODUCTIVITY AND MOBILITY

Migrate 50 staff computers to Windows 7 and Microsoft Office 2010 and provide staff training (1-3 yrs)

- In the next few years, Microsoft and other vendors will reduce their support for Windows XP.
- New systems purchased by the Library or the Libraries Online (LION) automation consortium will run Windows 7.

Replace individual printers with networked printers for shared offices and small workgroups (1-2 yrs)

- Reduce the number of printers and models that we purchase and support
- Provide fewer but better quality printers.
- Support a “green” environment by allowing all staff to select two-sided printing

Evaluate wireless devices, such as iPADS or Tablets, for mobile reference and laptops with docking stations for staff that cover service desks or provide programs and training (1-2 yrs)

- This will allow staff to assist patrons in areas other than the Information Desk.

- When in the office, staff will connect their laptop PCs to the network via a docking station; when at public service desks, programs and meetings, staff will connect laptops via wireless service.

Evaluate and implement library staff scheduling software, such as WhenToWork (1-2 yrs)

- Department heads are creating and updating complex staff schedules manually.
- Scheduling software will facilitate the tracking of individual work schedules

Expand and update administrative office software (1-2 years)

- We will evaluate *QuickBooks for Non-Profits* as possible replacement for *QuickBooks Pro*.
- We will investigate and consider implementation of grant-tracking and fixed asset software.

INFRASTRUCTURE SYSTEMS / FACILITIES / NETWORK

Evaluate & update Russell Library local area network infrastructure, performance, & stability (2-3 yrs)

- Hire a network consultant to work with Facilities, Technology Services, and LION staff to analyze network performance and design.
- Evaluate current network requirements, design, flexibility, redundancy, cost and performance.
- Recommend and implement updates to our network infrastructure.

Examine Hybrid DVR for Facilities Closed Circuit Security (1-3 yrs)

- This DVR is compatible with our current security system which has hard-wired cameras
- Allows expansion using networked cameras

Replace our current security and barcode tags with RFID - Radio Frequency Identification (3-4 yrs)

- Our approach to collection management and security has not been updated in 25 years.
- Our security is only effective at selected entrances and exits.
- Our security requires manual intervention by Circulation check out staff.
- Work flow and processes in Circulation and collection management are manual, repetitive and time-consuming and involve physically moving items to check barcodes and change item status.
- Although costly, RFID will open up numerous cost effective options.
- RFID streamlines work flow at check in and check out.
- RFID will greatly improve inventory control and collection management capabilities.
- RFID supports check in and checkout of multiple items simultaneously.
- Currently, staff members open each item to scan the barcode at check out and check in.
- With RFID, we will offer self checkout to expedite service to patrons who prefer self service.

Replace Library file server hardware (5 yrs)

- Update hardware periodically to avoid service issues and to assure reliability and performance.

CONCLUSION

This plan provides a framework for Russell Library technology over the next five years. Some of the goals outlined in this plan will not be met due to evolving technology, changes in priorities, or lack of funding, but the overall plan represents the Library's current outlook on technology. The plan will be reviewed and evaluated annually, and progress towards the goals will be assessed. Revisions will be made based on the availability of funding through the City budget, the Capital Non-Recurring equipment budget, the Company budget, grants, and donations.

We will continue to evaluate, identify and implement new technology identified as appropriate for Russell Library as we continue to serve as a ***Gateway to the Future of Middletown.***