

Technology Plan 2013-2015

Mitchell Community Public Library
Mitchell, IN



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Executive Summary

The Mitchell Community Public Library provides access to computer technologies and digital / electronic information & services as part of the library's broader mission to support lifelong learning. Providing this access is vital to the rural community and lessens the impact of the continuing digital divide.

The Mitchell Community Public Library strives to move forward with new technologies in order provide necessary current and future services in a cost effective and sustainable manner.

This technology plan will be reviewed annually and updated incrementally with a complete review scheduled every three years.

Background Information

Mission Statement: The Mitchell Community Public Library is a dynamic public resource with a knowledgeable and friendly staff that strives to provide needed materials, relevant services, and up-to-date information. The library strongly supports the concept of lifelong learning – that learning does not begin or cease with formal education but enhances the quality of life at any age.

Community Overview: The Mitchell Community Public Library is located in Mitchell, IN and serves the Mitchell, Marion, Bono and Spice Valley South townships in the southern third of Lawrence County.

Annual Report 2012

6,122	Registered Borrowers
78,851	Circulation
191	Programs
19,484	Users of Public Internet Computers

Technology Vision:

The Mitchell Community Public Library will serve as a vital electronic portal to the world of information. To be effective the library will strive to make this access consistent, equitable, reliable, resource-balanced, and financially sustainable.

Current State of Technology

Technology plays an important role in fulfilling the Mitchell Community Public Library's mission. From the digital security cameras that enable the library to provide a safe environment for both patrons and staff to public access workstations. There are 17 desktops available for public use plus another 13 netbooks that are used for outreach and instruction. There were 19,484 public uses of the library computers in 2012. Wi-Fi is also available throughout the building. Access is controlled by computer reservation and print management software. Currently, two T-1 lines provide data access via ENA. 15 Mbps of fiber service is set to be installed late summer, 2013. The library continually explores service providers and available technologies to determine best solutions, costs and feasibility.

The Mitchell Community Public Library is part of Evergreen Indiana, providing an integrated library system for patrons and staff.

As with many rural communities a large percentage of the library's patrons have limited experience with technology and require support and assistance.

The digital phone system installed in 2008 continues to be a stable and reliable service allowing staff, patrons and wider community to connect as necessary in the course of supporting the library's mission. As the library considers a renovation project in 2014 VOIP will be considered as a cost saving option.

Technology skill is a component of all staff annual evaluations. Employees have access to several online technology related training resources and are highly encouraged to expand their skills. A continued commitment to staff development is critical to ensure the library is able to provide 21st century services.

Replacement Schedule

Due to the rapid pace of change and financial constraints, technology is updated on an as needed basis. With reviews occurring as each annual budget is developed.

Assessment of Needs

1. Continued Staff Training
2. Equitable access to technology for patrons
3. Reliable and consistent technologies

Budget Considerations

The Library's operating budget is used to implement the Technology Plan, supplemented by Library Improvement Reserve funds, Universal Service funds, LSTA and other grants, and donations. Before new services are introduced, the Library budget is reviewed to determine funding for staff training or additional resources needed such as software updates, additional electrical needs, additional computer workstations, etc. Within the financial constraints of the budget, these additional needs are addressed.

2013-2015 Goals

- 1) The Mitchell Community Public Library will meet patron needs for reliable and consistent access to electronic /digital information & services utilizing effective computer technologies and resources.
- 2) The Mitchell Community Public Library will provide patron driven information literacy and technology instruction.
- 3) The Mitchell Community Public Library will comply with all state and federal standards and requirements regarding computers, technology, and telecommunications.
- 4) The Mitchell Community Public Library will collaborate and participate in cooperative ventures whenever possible to provide cost-effective, financially sustainable electronic information services, resources and instruction.

Goal 1

The Mitchell Community Public Library will meet patron needs for reliable and consistent access to electronic /digital information & services utilizing effective computer technologies and resources.

Desired Outcomes:

Increased patron use of and satisfaction with computer technologies and access to electronic / digital information & services.

Increased stability and reliability of computer systems and software.

Increased computer maintenance efficiency.

Action Required:

- I. Monitor, maintain and upgrade hardware to insure the necessary capacity is provided. (2013-2014 renovation project, and as necessary)
- II. Monitor, maintain and upgrade network infrastructure to insure the necessary capacity is provided. (2014)
- III. Explore software technologies to determine best solution, cost and feasibility for patron & staff computers. (As necessary)
- IV. Continue with monthly maintenance tasks and weekly backup processes.
- V. Update anti-virus software as necessary. (Ongoing)
- VI. Review and evaluate database subscriptions (Annually).
- VII. Review, revise and post Computer Use Policy. (Annually)
- VIII. Develop, deploy and evaluate staff training assignments.(Annually)
- IX. Investigate options to determine best solution, cost and feasibility for assistive computer technologies used in libraries for patrons with visual and physical challenges. (2014)

Professional Development Strategy:

- Train staff on basics of networking, computer security, operating systems, and software to allow increased in-house troubleshooting and maintenance of hardware / infrastructure.
- Train staff on hardware use and customer service to allow delivery of competent and efficient assistance to patrons using Wi-Fi service, ebook downloads etc.
- Train staff to use new software (e.g. Microsoft Office 2010,)
- Train staff to use subscription databases (e.g. Heritage Quest, Inspire)
- Continue to utilize technology skill assessment tool to establish training plan / goals.

- Continue to include technology training in annual professional development plans / goals and quarterly reviews.

Alignment:

Aligns with Indiana State Library LSTA Five Year Plan, need # 1 & 6
Aligns with Indiana Public Library Standards
Aligns with Mitchell Community Public Library Service Plan 2012-2017 service points #1& 3

Goal 2

Provide patron driven information literacy and technology instruction to patrons.

Desired Outcomes:

Increased patron awareness and use of library computer technologies and electronic / digital information resources.

Increased patron information literacy skills and awareness.

Action Required:

- I. Respond to patron stated requests regarding technology skill development (Ongoing)
- II. Provide opportunities for one-on-one training for patrons (Ongoing)
- III. Investigate online learning tools (e.g. Lynda.com, Treehouse, Customguide) to provide self-paced patron learning opportunities. (2013-2014)
- IV. Develop and deploy marketing to advertise new classes and mobile information literacy classroom. (Annually)
- V. Develop and deploy instructional materials to patrons. (Ongoing)

Professional Development Strategy:

- Train staff to effectively employ instructional design principles and best teaching practices into training.

- Train staff to use the mobile information literacy classroom (hardware and software).

Alignment:

Aligns with Indiana's Academic Standards for Technology Education
Aligns with Indiana State Library LSTA Five Year Plan, need # 1 & 6.
Aligns with Indiana Public Library Standards
Aligns with Mitchell Community Public Library Service Plan 2012-2017 service points #1& 3

Goal 3

The Mitchell Community Public Library will comply with all state and federal standards and requirements regarding computers, technology, and telecommunications.

Desired Outcomes:

Patron access, especially children's access, to the Internet is protected by safeguards (such as filters) that help prevent access to pornography and undesirable content deemed inappropriate by law.

Patrons have a clear understanding of the Mitchell Community Public Library computer use policy.

Action Required:

- I. Continued maintenance and support of a technology protection measure (TPM) (Ongoing)
- II. Stay current with changes to and interpretation of CIPA by the legislature, courts and state library agency, as well as other related applicable legislation. (Ongoing)
- III. Review and update incrementally technology-planning documents. (Quarterly)
- IV. Review, revise and post Computer Use Policy. (Annually)

Alignment:

Aligns with Public Library Standards

Goal 4

The Mitchell Community Public Library will collaborate and participate in cooperative ventures and open source programs whenever possible to provide cost-effective, financially sustainable electronic information services, resources, and instruction.

Desired Outcomes:

Reduced expenditure for electronic information services, resources, and instruction

Increased cooperation with local and state agencies.

Action Required:

- I. Utilize an open source content management system program to create new library website (e.g. AccessPoint, Wordpress) (Ongoing)
- II. Participate in Evergreen Indiana consortium meetings, training and committee work (Ongoing).
- III. Advertise and market statewide electronic / digital information resources to patrons (e.g. Inspire). (Ongoing)
- IV. Seek grant opportunities whenever possible (e.g. E-Rate, ALA grants) (Annually)
- V. Explore and evaluate opportunities to reduce total costs for service providers and available technologies / software utilizing cooperative purchasing opportunities (e.g. Evergreen Indiana, One Indiana, Techsoup). (Annually)
- VI. Collaborate with community organizations and educational partners to deliver information literacy instruction

Professional Development Strategy:

- Train staff to use content management system for website development.

- Continued staff training regarding Evergreen Indiana.

Alignment:

Aligns with Public Library Standards

Aligns with Indiana State Library LSTA Five Year Plan, need # 5

Appendices

COMPUTER USE POLICY

To ensure fair access for all patrons, the MCPL uses computer reservation and print management software that requires a library card in good standing. Users may not represent themselves as another person or use another person's library card to access library computer services. Visitors, 18 or over, who live outside of the MCPL district, must have a photo ID to obtain a guest pass. Patron time on an MCPL computer is subject to daily time limits to facilitate equal and open access for all users. Time will be extended at the discretion of the staff only when no other patrons are waiting. The MCPL assumes no responsibility for any direct or indirect, incidental or consequential damages arising from the use, operation or inability to use its computer and or electronic resources.

All users of the library computer equipment and electronic resources, including Wi-Fi service are expected to use them in a lawful, ethical and responsible manner. **Patrons agree to:**

- Not access sites containing child pornography or display on the computer any images of child pornography.
- Not violate federal, state or local laws or engage in unlawful conduct, such as fraud, harassment, theft or any criminal activity including the viewing or printing of sexually explicit materials.
- Not misrepresent themselves online, use demeaning or threatening language, or attempt to seduce or engage in sexually explicit chat or messaging with anyone.
- Pay for all printouts.
- Respect copyright and licensing agreements for the electronic resources used.
- Not to abuse, modify, or harm computer equipment and, or electronic resources.

The Library reserves the right to inspect and or observe the use made of its equipment and resources for the purposes of enforcement of these policies. Unlawful use, misuse or abuse of computer equipment or materials will result in the suspension or termination of user access to these resources.

WiFi access provided by library is unsecured. Anti-virus, security, and privacy protection are the responsibility of the patron.

A Special Note to Parents: The library believes that the Internet should be available to minors under the age of 18. In accordance with the CIPA, filtering software is used however filters are not foolproof. It is the parent's responsibility to provide the necessary supervision to ensure that their child uses the Internet in an appropriate and safe manner.

The MCPL treats information in its user files and transmission logs as confidential. Such information will be released only for an administrative need or legal requirement. Operating systems and software application programs may be limited for security, management and budgetary reasons.

The computer use policy will be reviewed by the Board of Trustees on an annual basis.

This policy is consistent with MCPL policies on material access, collection and use. The Library will be the sole arbiter of what constitutes a violation of this policy.

Staff use of computers is governed by guidelines found in the MCPL Personnel Policy.