

Technology Plan  
July 1, 2012- June 30, 2015

Putnam County Public Library  
Greencastle, IN



<http://www.putnam.lib.in.us>

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## Executive Summary

Putnam County Public Library uses Windows XP and Windows 7 computers for staff and public. The library hosts its own web page and catalog. Access to the Internet is provided through a 10 Mbps fiber optic line with ENA. Fifteen computers are dedicated to Internet access for the public. Twelve of these Internet access computers are in the Reference Department. One of these computers in Local History and Genealogy provides dedicated access to local history online databases in addition to Internet access. Two of these computers provide Internet access in the Children's Department. Three other computers provide children's games. Seven computers, running Windows XP and Linux, display the online catalog based on the Polaris Library Systems automated library software. Three wireless access points also allow patron devices to access the catalog and the Internet. In addition remote access from outside the library building to the online catalog and selected databases is available. Networked black/white and color printers are available for staff and patrons.

Future plans include updating the public computers. The library web site will be expanded to include specialized department pages. Staff will be trained to utilize and promote additional services. Evaluation of technology and services will be done on an ongoing basis.

The Technology Plan furthers goals as defined in the Strategic Plan for 2013-2015.

## **Background Information**

### **MISSION FOR LIBRARY**

The Putnam County Public Library serves the educational, cultural, and recreational needs of the community in a safe and pleasant environment.

### **MISSION (automation)**

Automation Services seeks out technological advances and the wealth of information in electronic format, whether through products, access or library equipment, that will serve the needs of the residents of Putnam County.

### **VISION (automation)**

Technology should be a tool to be used by young and old alike to address their needs with greater success. Through automation the library should become a conduit of information for patrons whose needs go beyond the walls of the library. Equally so, automation should provide those outside the library's defined patronage with a conduit to the information housed within.

## **BACKGROUND**

The Putnam County Public Library, which moved from a traditional Carnegie to a renovated and expanded building in 1996, was functioning with an integrated automated library system that included cataloging, circulation, and public access modules by 1998. The bibliographic database was comprised of MARC records compliant with national cataloging standards. A web page presence was established on the City of Greencastle's site, and, by early 1999, acquisition and collection agency modules were activated on the automated system.

In 2001 the availability of a T1 dedicated phone line and Internet domain name, [www.putnam.lib.in.us](http://www.putnam.lib.in.us), allowed the library to have an individual web presence by adding a web server, a firewall and various associated components. Also Bill and Melinda Gates Foundation grant money made it possible in mid 2001 for the library to acquire five additional public computers, a content server, and an array of software for public use.

In 2003 the library celebrated its centennial year in the Carnegie building. In mid 2003 a wireless access point for public and staff use was added and a completely redesigned more modern web page was introduced. The original database server hardware was replaced in mid 2004 with a larger server and up to date operating system software. In addition the HIP/iPac web server hardware and software were upgraded.

In 2006 the library moved to its second automated integrated library system from Polaris Library Systems. Three new servers and ten new staff and public computers were purchased. The three servers provide catalog, bookmobile remote access, and training/test capability. All character based dumb terminals were replaced with computers (PACs) accessing the library catalog via a web browser based interface.

Putnam County Public Library has received e-rate discounts for Internet connectivity through the Indiana State Library Consortium since 2006.

In 2009 the library upgraded its Internet access to a 10 Mbps fiber optic line provided by ENA.

In 2011 the library started using Windows 7 at selected staff positions.

In 2012 the library web site was moved to content management system software to update it and provide faster access for staff and patrons.

## Current State of Technology 2012

The Putnam County Public Library has an integrated automated library system, numerous public stand-alone stations, Internet access to the PAC, plus an automated bookmobile. The following chart summarizes the current equipment inventory.

Public	Networked stations
	<ul style="list-style-type: none"> <li>14 computers with productivity software and Internet access</li> <li>1 computer with local history references and Internet access</li> <li>6 graphical PACs</li> <li>3 wireless access points</li> </ul>
	Stand-alone stations
	<ul style="list-style-type: none"> <li>1 computer for word processing</li> <li>3 computers with children's games and reference software</li> </ul>
Staff	
	<ul style="list-style-type: none"> <li>3 PCs with productivity software, scanner and Internet access</li> <li>15 multi-task PCs (productivity software and Internet access)</li> <li>6 Laptops with productivity software (Network and wireless capable including Internet)</li> <li>2 iPads with wireless</li> </ul>
	Miscellaneous equipment
Public	<ul style="list-style-type: none"> <li>2 printers (1 is networked)</li> <li>1 digital to analog converter (allows laptop to TV monitor)</li> <li>1 video projector</li> <li>3 wireless access points (one with associated amplifier)</li> </ul>
Staff	<ul style="list-style-type: none"> <li>7 printers (2 are networked)</li> <li>1 scanner</li> <li>4 scanner/printers</li> <li>2 digital cameras</li> </ul>
Servers	<ul style="list-style-type: none"> <li>1 server for domain controller</li> <li>1 database server for Polaris catalog with UPS</li> <li>1 Polaris training database server</li> <li>1 terminal server for remote Polaris access</li> <li>1 email server</li> <li>1 file server and networked printers print queues</li> <li>1 content server</li> <li>1 web server with UPS</li> </ul>

## **GOALS**

### **GOAL 1: To improve services currently available through technology.**

#### *Objective 1: Upgrade and/or expand software*

##### *Annually*

- A: Evaluate software available for staff and public and upgrade, expand or eliminate.
- B: Upgrade Polaris system as new releases become available.
- C: Begin incorporating RDA- compliant MARC records into cataloging protocol.

#### *Objective 2: Maintain equipment to meet the changing needs of staff and patrons.*

##### *Annually*

- A: Upgrade equipment based on replacement schedule, taking into account new technology which may result in different equipment solutions for established services.
- B: Cycle older computers into single-purpose positions (e.g. PACs).
- C: Maintain similar software capabilities at all public positions.
- D: Continue to investigate unforeseen technological options and improvements to services for staff or patrons.

### **GOAL 2: To provide new services within the scope of the mission statement to meet the users' growing needs.**

##### *Annually*

- A: Add software or different equipment solutions for new services.
- B: Continue to investigate unforeseen technological options and improvements to services for staff or patrons.

### **GOAL 3: To use the reporting capabilities of technology to identify use patterns and adjust service to the public.**

##### *Annually*

- A: Use the automated system reporting capability to better understand who uses the library, how the library is used, and who does not use the library.
- B: Refine usage of automated system reporting capability to assist with collection development.
- C: Utilize tracking software on the website to better understand users.
- D: Investigate usage software for the wireless access points.

## TIMELINE

2013

- Advocate patron smartphone access to catalog and web site via QR-like bar codes on handouts
- Investigate further uses of QR like bar codes
- Further develop web site with appropriate links and adding an interactive children's pages
- Promote current databases including Inspire Indiana for staff and public use
- Promote ebook usage
- Evaluate ebook service at contract renewal
- Research and add additional online local history databases
- Make selected Boatright files available on web site
- Explore digitization of Local History and Genealogy resources
- Upgrade to latest version of Polaris library software
- Provide public area for patron audio and/or video production
- Add networked spine label printer for Technical Services processing of materials
- Add interactive resources in Children's as part of remodel of space
- Add credit and debit card capability

2014

- Replace aging equipment and provide upgrades to software as needed
- Replace domain controller, database, training and terminal servers hardware with local tape backup and additional backup to the cloud
- Provide patron customized access to web site and catalog
- Increase number of local history indexes available online via web site
- Provide public area for patron digitization of patron genealogy and historical materials

2015

- Add network storage options
- Provide public area for patrons to digitize their personal video and audio tapes for genealogy purposes



## **Professional Development Strategy**

1. Encourage staff to maintain an awareness of technological advances that impact libraries. Support staff in the pursuit of continuing education (workshops, conferences, in-house training, etc.) in order to remain knowledgeable about the incorporation of technology into the library environment and to develop skills in the relevant use of technology.
  - A. Provide sufficient funds for staff to participate in the above-mentioned forms of continuing education (this does not include standard college courses).
  - B. Provide training time and materials for staff to become comfortable with the technology, both equipment and applications, with which they work.
  - C. Provide for staff training for new staff as well as advanced training for established staff.
  - D. Provide for the purchase or creation of training manuals, handouts, etc. as needed.
2. Provide for the on-going training of the public in use of the library's technological features.
  - A. Provide assistance and help information for PAC and other stand-alone product use.
  - B. Provide training on use of the Internet through individual assistance and classes.
  - C. Develop and provide printed handouts when appropriate.

## BUDGET

### OVERVIEW

The budget includes costs for equipment and software maintenance and replacement; a computer technician on staff; staff training in-house for new employees and/or on new features; funding for professional development; funding for services provided through technology.

#### Operating fund

- Equipment & Software - Provides for purchases and upgrades
- Polaris maintenance - Support for Polaris software
- Salaries - Provides for staff members and associated training time
- Telephone charges - Provides for telecommunications needs
- Professional meeting - Provides for staff attendance at workshops, conferences, etc.
- Travel expenses - Provides for staff attendance at workshops, conferences, etc.

Operating fund provides on-going funding for staff training.

Grants - E-rate discount and State Tech grant to provide fiber optic line is crucial.

### BUDGET

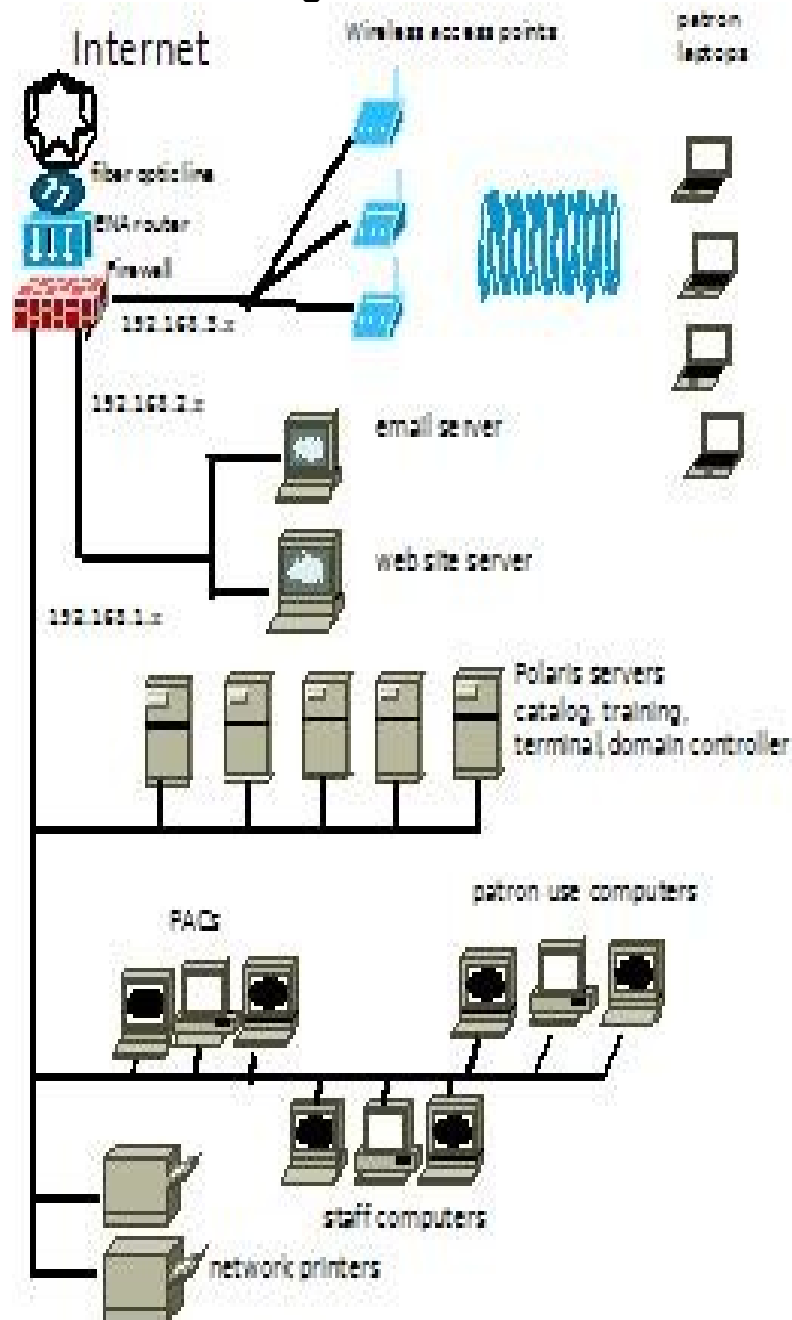
	2012	2013	2014	2015
Personnel	\$26,226	\$53,051	\$54,112	\$27,597
Supplies	1500	2250	1500	1500
Internet Connectivity	2328	3500	3500	1750
Maintenance (Polaris)	24,500	25,500	26,500	27,500
Staff Development	2000	2000	2000	2000
Hardware	20,000	21,800	32,000	20,000
Database Licenses	15,000	16,000	17,000	17,000
Software	2,000	2,000	2,000	2,000

## EVALUATION

The technology plan is dynamic in that evaluation is on-going. New products and equipment become available periodically while software and equipment routinely undergo upgrades. This being the case, staff members are constantly evaluating what the library offers the patron and assessing the effectiveness of current services. In addition, this technology plan will be evaluated in its entirety at set intervals during its three-year life cycle.

1. Evaluation procedures
  - A. The director, technology staff, and relevant department heads will address changes in existing products and equipment as needed.
  - B. Annually an overall evaluation of the plan will be conducted by technology staff, soliciting feedback, statistics, and other relevant information to assess the success of the services in question.
2. Evaluation of technology currently in use shall be reviewed at least annually. Services (products and/or equipment) will be evaluated using the relevant criteria as applicable.
  - C. Usage statistics
  - D. User satisfaction
  - E. Relevance or accuracy of information
  - F. Cost-effectiveness
  - G. Functionality
  - H. Alternative means of providing the service
3. Consideration of technology not currently in use at the library shall be addressed as needed. New services (products and/or equipment) will be evaluated using the relevant criteria as applicable.
  - A. Does this address a need in the community? (includes public input)
  - B. Does this provide a means for better serving the community?
  - C. Does adding this product fall within the mission of the library?
  - D. Is the addition of this product going to be cost effective?

## Attachment 1: Network Diagram



## **Attachment 2: Acronyms**

ENA	Education Network of America (Internet service provider)
GB	gigabyte
GHz	gigaHertz
ISP	Internet Service Provider
MARC	MAchine-Readable Cataloging
MB	megabyte
Mbps	megabits per second
MHz	megaHertz
PAC	Public Access Catalog
PC	personal computer
PCPL	Putnam County Public Library
RDA	Resource Description and Access
UPS	uninterruptible power supply

**Attachment 3  
Technology Inventory –  
Hardware**

**Network and servers**

Equipment Description	Operating system	Acquired	Usage	Number	Replacement Schedule			
					2012	2013	2014	2015
Fiber Optic Interface	N/A	2010	Network	1	vendor replaces			
2801 Cisco System Router with CSU/DSU	N/A	2010	Network	1	vendor replaces			
SonicWall firewall	N/A	2010	Network	1	vendor replaces			
19 inch equipment rack	N/A	2006	Network	1	As needed			
4-port KVM switch	N/A	2010	Network	1	As needed			
Belkin 8-port KVM switch	N/A	2006	Network	1	As needed			
Linksys 24 port switch	N/A	1997	Network	3	As needed			
Linksys 8-port switch	N/A	2007	Network	5	As needed			
Linksys 5-port switch	N/A	2007	Network	5	As needed			
HP V1910 16-port switch	N/A	2011	Network	1	As needed			
Baystack 12-port switch	N/A	1997	Network	2	As needed			
Linksys WRT54GS wireless access point	N/A	2004	Network	1	As needed			
Linksys Wireless Signal Booster	N/A	2003	Network	1	As needed			
Netgear BEFW11S4 wireless access point	N/A	2003	Network	1	As needed			
Netgear N150 wireless access point	N/A	2010	Network	1	As needed			
Dell PowerEdge T310 server	Windows 2008 Server R2	2010	Catalog server	1			x	
Dell PowerEdge 830 server	Windows 2008 Server R2	2010	Domain controller	1			x	
Dell PowerEdge 830 server	Windows 2008 Server R2	2010	Polaris training server	1			x	

Dell PowerEdge 830 server	Windows 2008 Server R2	2010	Polaris terminal server	1			x	
Dell PowerEdge 2500	Windows 2000 Server, linux stack	2001	Web site server	1			x	
Dell PowerEdge 2800	Windows 2003 Server	2006	File server	1			x	
Dell PowerEdge 2600	Windows 2003 Server	2006	File server	1			x	
Liebert 1000VA UPS	N/A	2002	Network	2				x
APC 750 UPS	N/A	2001	Network	1			x	
Liebert 1000 UPS	N/A	2006	Network	2			x	
Buffalo LinkStation 500GB	N/A	2006	File server	1			x	
PC-Gateway 7400	Windows 2002 Server	2001	File server	1			x	
PC-HP Vectra VL400 DT	Ubuntu 8.04 LTS	2000	Mail server	1		x		
PC-HP Brio BA210	Ubuntu 8.04 LTS	2000	File server	1		x		
PC-HP Brio BA210	Windows 98	2000	File server	1			x	

### Staff and Public areas

Equipment Description	Operating system	Acquired	Usage	Number	Replacement Schedule			
					2012	2013	2014	2015
Camera-Kodak DC265	N/A	1999	Staff	1			x	
Camera-Nikon Coolpix C3000	N/A	2010	Staff	1				x
Laptop-Acer Travelmate C302XCi	Windows XP Pro	2004	Staff	4			x	
Laptop-IBM Thinkpad L500	Windows XP Pro	2009	Staff	3			x	
Laptop-IBM ThinkPad T42	Windows XP Pro	2005	Public	1		x		
My Book-USB External 1TB Hard Drive	N/A	2009	Staff	1				x
PC-Apple ipad2 tablet	IOS 4	2011	Staff	2				x
PC-AWE Early Learning Station	Windows XP Pro	2008	Public	3				x

PC-Gateway 500L	Windows XP Pro	2002	Public	2		x		
PC-HP 6000 Pro	Windows 7 Pro	2010	Staff	1				x
PC-HP Compaq dc7600	Windows XP Pro	2006	Public	15		x		
PC-HP Compaq dc7600	Windows XP Pro	2006	Staff	3		x		
PC-HP Compaq dx2250	Windows XP Pro	2007	Public	1		x		
PC-HP Compaq dx2250	Windows XP Pro	2007	Staff	7		x		
PC-HP D330	Windows XP Pro	2003	Staff	2		x		
PC-HP D330	Windows XP Pro	2003	Public	1		x		
PC-HP d530 SFF	Windows XP Pro	2004	Staff	1		x		
PC-HP E8000 Elite SFF	Windows 7 Pro	2010	Staff	4				x
PC-IBM NetVista	Linux running PAC	2002	Public	1				x
PC-Gateway E1800	Linux running PAC	2002	Public	2				x
PC-Samsung Q1 Ultra	Windows XP Pro	2007	Staff	2				x
PC-HP Brio BA210	Linux running PAC	2000	Public	1				x
Printer-Epson TM-U200PD	N/A	2001	Staff	1				x
Printer-HP Deskjet 695C	N/A	1999	Staff	1			x	
Printer-HP Laserjet 2300dtn	N/A	2003	Staff	1				x
Printer-HP Laserjet Pro P1606DN B/W	N/A	2011	Staff	3				
Printer-HP LJ1100	N/A	2000	Staff	3				x
Printer-HP psc2410 photosmart	N/A	2003	Staff	2			x	
Printer-Panasonic KX-P3124	N/A	1997	Staff	1		x		
Printer-Star TSP743IIU Gray	N/A	2010	Staff	2				x
Copier/Printer-Ricoh Aficio MP C3001	N/A	2010	Staff/Public	1	vendor replaces			
Copier/Printer-Ricoh Aficio MP C4501	N/A	2010	Staff	1	vendor replaces			



Projector-InFocus LP200	N/A	2002	Public	1				x
Projector-Toshiba TLP-WX2200	N/A	2007	Public	1				x
TView Micro XGA	N/A	1999	Public	1				x