

**Greenville Public Library
Technology Plan
2014-2019**

1. Technology Vision

The Greenville Public Library is a comfortable and welcoming community, media, and virtual center where people of all ages can meet, learn, browse and borrow materials free of charge. Reading literacy for people of all ages is a major function of the Library. The Library promotes its mission through the strategic use of electronic information technologies and through ongoing staff and patron education in the use of new technologies as they evolve and develop.

The Library provides information in electronic and print formats. Information technologies are used in a way that ensures equal access to electronic information resources by all Smithfield residents.

2. Technology Assessment

Equipment

The library has a LAN (local area network), which consists of seventeen staff workstations, 66 public workstations, and three servers, one for staff files and the web page, one for printing utilizing Envisionware, and the other for Deepfreeze security. The file and web server is an Apple computer using OS X server operating system. There is a virtual dvd/cd server with dual 60 gigabyte drives capable of holding the data of 190 CDs. The LAN is connected via Ethernet 10 BaseT Cat.5 wiring, two 1000 mbs switches, two system routers, and equivalent network and airport cards. There are a combination of Macintosh and Windows workstations. The offices contain Macintosh computers. The public computers are Windows machines, although we utilize three Macintosh computers as OPACs. Laptops and some of the desktop units connect wirelessly to the Internet and printers.

All of our computers access the Internet and the OSL (Ocean State Libraries) database.

There are three self-checkout machines in the building. One is located in the children's room and the other two are located at the welcome desk. Almost all checkouts are done at the self-check machines, either by patrons or staff.

All of our printers are networked. There is a color copier in the secretary's office that is used for all printing by the director and assistant director as well as for printing the monthly newsletter. A Dell color laser printer is located near the welcome desk and shared by reference and circulation staff. It is also the back-up printer for the public on the main level, except for the children's room. There is another color copier near the welcome desk that is used for printing from all the adult public computers on the main level. Printing to this copier/printer is mediated by Envisionware, as are public computer reservations. The children's room has its own color laser printer for the public and staff computers. The after-school center and computer lab on the lower level has a color copier/printer for the computers in that room. These computers and print jobs are also mediated by Envisionware.

Telecommunications

Connection to the Internet is accomplished via three system routers, three wireless routers, and a hub that connects the LAN to the OSL Internet provider. The current Internet carrier is Cox Communications. Our bandwidth is equivalent to two T1 lines. The system is connected to a fiber optic network via a Broad Band grant obtained by OSL, which is to be turned on in the near future.

Interface

Firefox, Chrome, and Explorer browsers are used on all Windows workstations, and Chrome and Safari on all Macintosh workstations, to interface with Internet resources. The library maintains a home page on the World Wide Web that includes links to sites that have been selected by professional library staff for the public to use. The web page is maintained by the technology coordinator, young adult librarian, head of circulation, and director. In the near future the children's librarian and other staff will be trained to update their own sections of the web page.

The library staff use Microsoft Office 2007, Office 2010, and Open Office suites. Both staff and the public have access to numerous programs and on-line databases accessible via the Internet.

Files of interest to the library staff are housed on the file server and shared. File access rights for staff are set on an individual basis. All staff can view certain materials, such as policies, job descriptions, budgets, and procedures manuals. Administrative staff have rights that allow them to update files and have access to view more files than the general staff.

Patrons have access to on-line databases through the World Wide Web, as well as the OSL catalogue. Patrons also have access to Microsoft Office and Open Office on all public workstations.

The public are encouraged to bring their own laptops to the library and to utilize our wireless Internet capability, which extends throughout the building and into the parking lot.

Staff Skill Levels

The library employs a librarian with the title 'technology coordinator', whose duties are to maintain the library's home page, oversee maintenance of the computer equipment, software installation and removal, data entry, planning for technology upgrades, staff training and other duties related to the reference department and technology. The current technology coordinator is trained in Apple OSX and Windows operating systems. He provides staff instruction on Windows XP, Windows 7, and Macintosh X operating systems. He also provides the staff and the public with instruction on the operation of programs, and conducts individual adult computer classes.

Certificate computer classes are offered for a small fee by a certified instructor. These courses are 10-12 weeks long.

Library staff are trained to use Microsoft Office and Open Office, as well as how to access the file server and share files on different workstation platforms.

3. Goals, Objectives, and Activities

A. Provide free public access to electronic information resources on the Internet.

1. To maintain public access computers, especially those with wireless access and laptops. To follow the maintenance schedule, including laptop battery charging.
2. To continue to loan laptop computers, with wireless Internet and printing capability, to adults for use within the library.
3. To maintain wireless Internet access and printing within the Library building for our equipment and the public's laptops and other portable devices.
4. To make available and offer access to a variety of databases and e-books that meet the public's need for information. These are available remotely on the library webpage 24 hours a day as well as through OSL and AskRI.

B. Promote and facilitate access to electronic information sites through the Library's home page on the World Wide Web.

1. To utilize the Library's home page as an information provider by allowing Smithfield residents free access via the home page to library subscription and free databases on the Internet via links. Links are checked monthly.
2. To offer live-chat with reference librarians by 2015.
3. To maintain Tutor.com, which is a virtual tutoring service available after school on weekdays via the Library's Web page. Currently we obtain access through AskRI. We began subscribing on our own to the service in October 2003, and wish to maintain access even if AskRI were to drop it in the future.
4. To continue to keep abreast of new technologies that assist with obtaining and disseminating information, such as the iPad, Android devices, and VDI terminals.

C. Educate staff and the community on the use of electronic information technology.

1. To continue to educate library staff on new technologies and software available at the library. There will be at least \$500 included in the budget annually for staff education and the technology coordinator will provide staff workshops as well as individual training as needed.
2. To offer at least three computer courses per year to adults, utilizing the computer lab on the lower level.
3. To offer streaming video instructional movies made by the staff and made available via the Library's web site by 2014.

4. Promote the after-school center and computer lab to the community for use by non-profit and government agencies (free) and businesses (for a fee) for teleconferencing, computer training, and programs requiring computers and computer projection.
5. To continue to offer the public e-books and downloadable audio-books, as well as e-book tablets for loan. We currently have Nooks, Kindles, and an iPad that are available for public loan. We purchase e-books for the tablets upon request.
6. To offer the public access to a 3D printer and other creative computer technologies in a maker space by 2014.

D. Facilitate staff communication.

1. All staff have e-mail accounts and are trained to use e-mail client software and to attach documents. We currently use Yahoo Mail as our mail client.
2. Videoconferencing for staff to communicate with other libraries and agencies, and participation in remote meetings, has been installed. Staff will be trained on its use and encouraged to utilize this technology in 2014.
3. Maintain Web based media ordering with shared ordering folders. Currently we use Ingram's iPage for media ordering.

E. Secure electronic files and programs by regular back-ups.

1. Hourly back-ups of all files on the file and web servers are made to Time Capsule. Staff are trained and encouraged to make regular backups of their work.
2. Secondary off-site back-ups are made daily utilizing Crashplan software and a remote server.

F. Maintain system.

1. To replace public and staff computers that are more than six years old. We maintain a line item in the annual budget for computer replacement. We expect all of our desk top computers to be replaced by VDI by 2016.
2. Nfinity software is used to update programs on public computers via a server when the Library is closed to the public.
3. To keep at least three spare computers and monitors and maintain ghosted images of each computer configuration.
4. Cat. 5 computer wiring will be replaced with Cat. 6 wiring by 2019.
5. The technology coordinator will keep track of software upgrades and prepare a schedule for software replacement. Use of share-ware and free software is encouraged and the technology coordinator will keep abreast of products that will satisfy our needs.

Review and Updates

Due to the nature of computers and electronic information delivery technology and the rapid changes being made in these areas, the entire technology plan will be reviewed every six months and updated as needed by the director and technology coordinator. The Board of Trustees are kept informed of changes at their regular meetings, and the staff have access to the plan through the library's LAN.

[REVISED: March 2014]