

**Greenville Public Library
Technology Plan
2005-2008**

1. Technology Vision

Working cooperatively with other libraries and agencies, the mission of the Greenville Public Library is to provide comprehensive library services to the residents of Smithfield and surrounding areas, with emphasis on providing a common meeting place, general reference, and lifelong learning, and constant development of electronic, database, and real time reference and tutoring resources to support the information and learning needs of student and adult learners of the Town of Smithfield.

The Library provides information in electronic format in addition to print. Information technologies are used in a way that ensures equal access to electronic information resources for all Smithfield residents.

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.

2. Technology Assessment

Equipment

The library has a LAN (local area network), which consists of fourteen staff workstations, forty-three public workstations, and two servers, one for files and the other for CD-ROMS. There is a virtual dvd/cd server with dual 60 gigabyte drives capable of holding the data of 190 cds, and a file server running Apple OSX Server with licenses for unlimited simultaneous users. The LAN is connected via Ethernet 10 BaseT Cat.5 wiring, two 100 mbs switches, two Apple Airport wireless servers, and equivalent network and airport cards. There is a combination of Macintosh and Wintel workstations. The offices contain Macintosh computers that run Virtual PC to access Windows programs when necessary. The public computers are also a mixture of Macintosh and Windows machines, most of which are Windows machines. Most of the public Macintosh machines are running over an Apple Airport wireless network. The Library utilizes the Apple file server as the server for its Web page.

All of our computers access the Internet and CLAN (Cooperating Libraries Automated Network) database.

There are four workstations for the public that are designated as PAC (Patron Access Catalogues) workstations. Two of these workstations are restricted to IPac and Novelist only.

There is one RapidCircIII self-checkout machine located near the circulation desk.

There are three shared printers for staff and the public in the main part of the building, one shared printer in the homework center, and one shared printer and a shared digital copier in the offices.

Telecommunications

Connection to the Internet is accomplished via two switches, one wireless Apple Airport base station, and a hub that connects the LAN to the CLAN Internet provider. The current connection is through a T1 line that is maintained by CLAN.

Interface

Netscape and Explorer browsers are used on all 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 library staff uses Microsoft Office 2003 and Filemaker Pro for Windows and Macintosh OSX. Both staff and the public have access to numerous CD-ROM programs and on-line databases accessible via the Internet.

Files of interest to the library staff are saved 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 has rights that allow them to update files and have access to view more files than the general staff.

Patrons have access to CD-ROM products and on-line databases through the World Wide Web, as well as the CLAN catalogue, via workstations throughout the library. Patrons also have access to Microsoft Office on homework center computers and on Macintoshes in the reference area and computer room on the main level.

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 provides staff instruction in Windows XP, Windows 2000, and Macintosh X operating systems. He also provides staff and the public with instruction on the operation of programs, and conducts adult computer classes in the homework center.

Library staff is trained to use AppleWorks 6, Microsoft Office, and Filemaker Pro, which are available in both Windows XP and Macintosh OSX formats for sharing files on different workstation platforms. They have also been trained to use Internet browsers.

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. Maintenance schedule, including laptop battery charging is followed.
 - 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.
 - 4. To make available and offer access to a variety of database and e-books that meet the public's need for information. These are available remotely on the library webpage 24 hours a day.

- B. Provide free public access to electronic information available on CD-ROM.
 - 1. The general trend is away from CD-ROM technology and toward databases available via the World Wide Web. Staff will keep abreast of new technology for CD-ROM delivery. At the same time the virtual CD-Rom server will be maintained to assure public access to CD-ROM products. CD products are evaluated annually in January.
 - 2. To continue to create CD-ROM's which hold the images of materials that are too fragile to let the public use, and make them available to the public.

- C. Promote and facilitate access to electronic information sites through the library's home page on the World Wide Web.
 - 1. To utilize the home page as an information provider by allowing Smithfield residents free access via the home page to library subscription databases, and free databases on the Internet via links. Links are checked monthly.
 - 2. To provide videoconferences and video access to Library staff via the home page by June 2005.
 - 3. To maintain 24 hour e-mail reference service and live-chat with reference librarians using *Ask Your Library.org*
 - 4. To maintain Tutor.com, which is a virtual tutoring service available after school on weekdays via the Library's Web page. It was begun in October 2003.

D. 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 at staff workshops and well as individual training as needed.
2. To offer at least four computer classes per year to adults, utilizing the homework center and its equipment during the fiscal year (July-June).
3. To offer streaming video instructional movies available via the Library's web site, made by the staff, by May 2006.
4. Promote homework center to the community for use by non-profit and government agencies (free) and businesses (for a fee) for teleconferencing, computer training, and programs requiring computer projection.
5. To make available audio books via the library web page by January 2006.

E. Facilitate staff communication.

1. All staff have e-mail accounts and are trained to use e-mail client software and to attach documents.
2. Videoconferencing for staff to communicate with other libraries and agencies and to communicate with this Library is available.
3. Maintain Web based media ordering with shared ordering folders.

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

1. Weekly back-ups of all staff files on office computers are made automatically using Retrospect. Checked daily.
2. The file server is backed up via a tape drive nightly.
3. There are secondary back-ups made at regular intervals and taken off the premises.

I. Maintain system.

1. To replace public and staff computers that are more than four years old. We are forced to transition to Windows operating machines by the Champlin Foundations' requirement for obtaining computer grants. The technology

coordinator will make sure the transition is seamless and not disruptive. Wireless Macintosh computers will be used as long as possible, to save on the inconvenience and cost of wiring. Other grant sources will be sought to pay for wireless machines that have internal wireless cards.

2. To keep at least three spare computers and monitors and maintain ghosted images of each computer configuration.

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 will be kept informed of changes at their regular meetings, and the staff will have access to the plan through the library's LAN.

[REVISED: January 2006]