

**Greenville Public Library
Technology Plan
2011-2014**

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, fifty-nine 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 1000 mbs switches, three wireless routers, and equivalent network and airport cards. There are a combination of Macintosh and Windows workstations. The offices contain Macintosh computers that run Windows via Parallels to access Windows programs when necessary. 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. The Library utilizes the Apple file server as the server for its Web page.

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

There are three workstations for the public that are designated as PAC (Patron Access Catalogues) workstations, and one Overdrive audio-book download station.

There are two self-checkout machines in the building. One is located in the children's room and the other is located near the entrance to the building.

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. An HP color laser printer is located behind the reference desk and is shared by reference and

circulation. 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 in the reference department which is used for printing from all the adult 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 computers and a shared staff printer. The after-school center and computer lab on the lower level has a color laser 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 two switches, 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 ready and waiting for future connection to a fiber optic network via a Broad Band grant obtained by OSL.

Interface

Firefox and Explorer browsers are used on all Windows workstations, and Firefox 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 library staff use Microsoft Office 2007, Office 2010, and Open Office suites. 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 have 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 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.

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 in 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 adult computer classes in the homework center.

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. 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 technologies for data 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. Currently only children's products are maintained on the CD server.
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 2013.
3. To maintain 24 hour e-mail reference service and offer live-chat with reference librarians by 2013.
4. 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 near future.

5. To continue to keep abreast of new technologies that assist with obtaining and disseminating information, such as the iPad and Android devices.

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 staff workshops as well as individual training as needed.

2. To offer at least four computer classes 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 2011.

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 five Nooks that are available for public loan. We purchase up to one book for each patron who borrows a Nook.

E. 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 to communicate with this Library will be installed in late 2011 or early 2012. Staff will be trained on its use and encouraged to utilize this technology.

3. Maintain Web based media ordering with shared ordering folders. Currently we use Ingram's iPage for media ordering.

F. 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 back-ups are made weekly and stored off site.

G. Maintain system.

1. To replace public and staff computers that are more than four years old. We apply annually for grants to replace our oldest computers. We also maintain a line item in the annual budget for computer replacement.
2. To keep at least three spare computers and monitors and maintain ghosted images of each computer configuration.
3. 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: July 2011]