Upper Skagit Library

Technology Plan

July 1, 2010 –June 30, 2012

Mission Statement:

The Upper Skagit Library District is dedicated to helping people of all ages achieve their full potential by providing open access to an array of information and ideas; diverse in material, varied in formats, rich in viewpoint, and progressive in technology.

Current Technology Environment:

We use technology to assist patrons through the Internet and the OPAC, to enhance communication via our web site, and to manage the library.

In 2009, the library district was able to purchase three new desktops for public access, a server, a new wireless router and replace three CPUs for staff. The $20,000 project was possible through reimbursements from a grant received in 2004. We have contracted for maintenance on this with Network Solutions NW in Bellingham WA.

Because Internet access in this area of Skagit County is inconsistent and dependent on physical location, the library endeavors to provide the best available. Currently, access for library patrons and staff comes from a full T-1 (1.5Mbs) through the K-20 network and through Verizon DSL (6Mbs) for the wireless network. There are several active Ethernet ports inside the library providing wired connectivity for those patrons unable to connect through the wireless or who bring in their desktops.

Five public access stations are provided; wireless access is limited by the available number of chairs within the library and the number of parking spots outside. There are three desktops and a laptop for staff use.

The public access network and the staff network were set up by Network Solutions NW. Because of spatial constraints, a thin-client network has been started. This is a work in progress with three of five public access computers being thin clients.

Public access computers are used for searching the Internet, e-mail, playing games, and word-processing. They also provide access to databases provided by the library: Automotive Repair, Proquest, Novelist and Novelist K-6, and the NetLibrary eAudiobook Collection.

As computer usage has increased over time, so has the need for staff to troubleshoot problems with the computers and the wireless. It became apparent that a more technologically-trained person was needed. April 2010, we hired a part-time person to maintain the computers, networks, web site and to communicate intelligibly with Network Solutions NW.

Staff also found it necessary to provide very basic "getting started" help with the computers for those with minimal computer skills. For the current school year, the school district had to cut some elementary school computer classes.   We're finally able to offer classes on basic computer literacy skills and hope to get those started within a couple months.

The ILS is Horizon 7.4.2

One of the staff computers is used primarily for circulation and reference tasks. Another is used as a supplementary circulation computer, for interlibrary loans, entering new patron information, for word-processing and other chores. That of the library director also works as an administrative computer, in addition to being used for cataloging, word-processing and other office applications. The extra, a laptop, is now used by the IT person.

 The web site was re-designed in 2009 making it easy for staff to update using Adobe Contribute. Due to a lack of efficient methods for advertising, the Upper Skagit Library website is used to publicize the services of the library, post notices about board meetings and special events, provide 24/7 access to the library catalog, and to guide patrons to other useful web sites and databases available through the library.

Future changes under discussion are installation of an Open Source ILS and a PC management system. We'd like these projects to happen within the next 18 months, if it proves to be financially feasible.

Funding Overview:

The T-1 line and phone lines, software licenses, hardware upgrades, and maintenance contract are supported by the annual library budget at approximately $7500/ year. The library subscribes to 1.5 MBs for the T-1 line and could subscribe to more; however, it would be more cost-efficient to add computers to the Verizon DSL line. The library applies for e-rate for telephone services and, through the Washington State Library, for the K-20 services.

The Burlington (WA) Public Library hosts the ILS on their server, for which USLD reimburses $600/year. Horizon maintenance comes in at the same amount. Both are annual budget items

In 2010, the library participated in several ARRA grant applications, one of which is specifically for a laptop training lab and the staff training necessary. If that grant application is successful, the salary of the new technology person will qualify as the matching funds. The laptop lab will make it easier for teaching computer classes. If the application is not funded, we will use the existing 5 public access stations.

20% of the 2010 operating budget of $174, 798 is earmarked for the following technology-related items:

Library technology assistant	$19,825
Network Solutions NW (support)	7,000
K-20 connectivity	2,200
ILS maintenance	1,300
Computer equipment	5,000
Software	250
Total	$35,575

Assessment of technology to improve library services

Public Services:
- Replace two public access PCs with more compact units that have higher processor speeds and more memory
- Purchase external devices for thin clients to support use of non-USB devices, such as CD readers
- Use 5 laptops to double the capacity for patron access to the Internet
- 5 additional Ethernet ports and network cables
- Offer computer literacy classes on several levels of competency
- Offer tutoring in social networking

Staff Services:
- Purchase desktop PC for IT staff use.
- Seek online training for staff from sites such as www.lynda.com, those offered through the Washington State Library, or through webinars.
- Library technology assistant will provide training for staff: basic Excel, intermediate and advanced Word, social networking, basic troubleshooting for wireless connection.
- When USLD moves to an Open Source ILS, staff will be trained on new procedures for using the OPAC and training the public, and specialized training in the job-related uses.

Web Site:
- Keep content current
- To continue using the web site to advertise library services and events
- Add social networking, such as blogs or wikis.
- Survey users about the quality and types of information offered.

Network services, wireless services, and telecommunications services will not require any changes at this time.

Technology Goals and Strategies:

Goal #1: To update and advance the library's technology to benefit patrons and staff

Strategy:
1. Update and maintain hardware and software inventories to achieve the best possible level of technology
2. Monitor the demand for new or different technology services.

Budget: The annual library budget.

Evaluation:
1. Patron and staff feedback, and patron and staff surveys.

Goal #2: To improve patron knowledge of information and services offered by the library

Strategy:
1. Increase local awareness of the types of online information and reference opportunities available through in-house hands-on training; through sound bites on the web site and in the monthly newspaper.
2. Provide targeted technology training

Budget: annual library budget

Evaluation:
1. Monitor database use statistics
2. Keep statistics on training attendance and survey attendees for satisfaction,
3. Follow-up training sessions with surveys on continued usage of skills learned

Goal #3   Address the work-related training needs of the staff

Strategy:
1. Use training offered by the Washington State Library and other online trainings, as well as basic training using our in-house IT person.
2. Provide staff time to use the training

Budget: funded through library budget

Evaluation:
1. Use discussion and surveys at staff meetings
2. Assess staff-patron interaction for competent assistance.

Inventory

	Brand Name	Qty.	Operating System	CPU	Hard Drive	RAM	Video Card	Total
Onsite Computers								
Staff	Dell OptiPlex 960	3	Windows XP Professional	Intel Core2 Duo E8400	WD 150 GB	3GB	Intel 4 Series 1GB	10
Staff	Dell latitude E5500 (Laptop)	1	Windows XP Professional	Intel Core 2 Duo T7250	WD 74.4 GB	2GB	Intel 4 Series 1GB	10
Patrons	HP Compaq dc7700	2	Windows XP Professional	Intel Core2 Duo 6400		1 GB	Nvidia Quadro NVS 285 128 MB	10
Patrons	HP t5540 Thin Clients	3	Windows CE	N/A	N/A	512MB	VIAChrome9 HC3 64MB	10
Server	Dell PowerEdge 2900	1	Windows Server 2008 Standard FE	Intel Xeon E5405	Dell PERC 6/i SCSI 272 GB	8GB	ATI ES1000	10

Router		
Brand	**Quantity**	**Total**
Cisco Wireless G AIR – Ap521G-A-K9	1	1

Modem		
Brand	**Quantity**	**Total**
Westell F90-610015-06	1	1

Printers		
Brand	**Quantity**	**Total**
Panasonic DP-3030	1	2
Canon i860	1	2

Telephones		
Brand	**Quantity**	**Total**
Panasonic KX-TG5632 Cordless	1	2
ATLinks 293318GEI-A	1	2