

# Upper Skagit Library

## Technology Plan

### 2015

#### **Mission Statement**

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

#### **Current Technology Environment**

Resources are required for Upper Skagit Library to keep current technology viable and to incorporate new technologies at an accelerated rate. While it is an important element of our mission to acquire and implement new tools, it is equally important to review the overall technological infrastructure in place and to apply modifications, thereby improving efficiency in service delivery as well as in the management and maintenance of all systems. The Library provides vital access to cultural, educational and informational materials using online services that are in high demand by library patrons. This plan focuses on the continuing renewal, consolidation, revitalization and expansion of technologies to support the delivery of rapid evolving library services in the coming years. [maximizing the value of our public resources.]

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

Internet access in this area of Skagit County is inconsistent and dependent on physical location, the library endeavors to provide the best access available. Currently, access for library staff and public access computers comes from a fiber (100 Gb/s) through the K-20 network and public Wi-Fi comes from WAVE (55Mb/s).

Five public access work stations are provided and six laptops are available for in library checkout. Public Wi-Fi is available in the library and outside near the building. There are four staff workstations, one circulation desk, one register computer and a laptop for staff use.

Public access computers are mostly used for internet connectivity: checking email or Facebook, playing games, applying for jobs, taking online educational courses, etc. All public workstations and laptops come with Microsoft Office. They also provide access to databases provided by the library.

Library staff is available to help patrons who are computer illiterate or just need help. Also tutoring is available by appointment. Microsoft IT Academy is available to library patrons at no cost.

USLD uses Evergreen, an Open Source ILS for its catalog through a partnership with the Burlington City Library. Boopsie is a mobile app (available on all major platforms) for the library, through which one can browse the library's catalog.

Digital eBooks and audiobooks are available through Washington Anytime library (Overdrive) and OneClickDigital.

The Upper Skagit Library website, Facebook page, monthly eNewsletter and information display are used to provide information, advertise events and provide updates about the library. The USLD website and email accounts are hosted by the Washington State Library.

## Recent Changes

In 2013, the library district made several purchases to upgrade existing equipment.

- Five mini desktops and 20" widescreen monitors were purchased to replace all of the public access computers. The library also moved away from thin-client system because of performance and reliability issues.
- One of the thin-clients and a monitor was repurposed into an information display that is used to promote library services and events.
- A new color copier/printer/scanner was purchased to replace the aging black & white copier/printer. The new machine gave the library scanning and scanning-to-email capabilities.
- An AWE Early Learning Station (ELS) computer was purchased for the library and cooperatively funded by the Friends of the Upper Skagit Library. The ELS is an all-in-one touchscreen computer designed specifically for children ages 2-8. Because it does not require an Internet connection, it is a safe and secure educational solution for children in our library. It features more than 70 educational software programs (featuring hundreds of activities) spanning all seven curricular areas.
- The library's firewall/router maintenance contract was up at the end of 2013. New equipment was purchased with a new three year service contract.

In the middle of 2013 the maintenance contract with Network Solutions NW in Bellingham WA was terminated. The contract was expensive and with a new IT person on staff it was no longer needed.

In 2014, the library district made several purchases to upgrade existing equipment.

- Five 23" widescreen monitors were purchased for staff workstations to replace the small aging 4:3 monitors.
- Two additional staff workstations were purchased. The Library Associate was using the staff laptop which was inconvenient for everyday use. Also the Tech's computer was upgraded.

- A software register was added for ease of use and to comply with state audit standards. One of the older staff computers was used for this purpose. The library is using Copper, free Point of Sale (POS) software. A cash drawer was additionally purchased.
- Three new receipt thermal printers were purchased. They replaced older printers that were slow, very loud and required constant replacement of ink ribbons.
- New handset phones were purchased for the library, upgrading the older malfunctioning ones.
- A digital sound recorder was purchased for the purpose of recording Board of Trustees meeting and other public meetings of this sort.

In March of 2014 the library district purchased new Antivirus for all library district computers. ESET NOD32 Anti -Virus was replaced with Faronics Anti-Virus, a lower cost option.

At the end of 2014, the library district started offering one-on-one tutoring for patrons who need help or want to learn how to use a computer.

The library web site design received some alteration at the end of 2014.

In January 2015, a fax module was added to the existing Copier/Printer to add faxing capability. Now the library offers faxing services to patrons for a small fee.

## Funding Overview

Funding for library technology comes from the library district’s general budget. The approved USLD operating budget for 2015 is \$203,250.00 with an additional 50,000 for capital projects. Of that amount \$15,527.00 is earmarked for the following technology-related items:

Telephone/Internet (WAVE & Frontier)	2,950
Internet (K-20)	1,800
ILS Hosting & Software	1,377
Cataloging	1,100
Printer/Copier Maintenance Contract	1,500
Online Subscriptions	2,000
Computer equipment	3,000
Software	<u>1,800</u>
Total	\$15,527

## Planned Technology Improvements

In 2015, USLD is planning to replace the network switch. The current switch limits the network throughput to 100Mbps and requires legacy browsers to manage. The rest of the network equipment supports 1Gbs throughput and the new switch will meet that requirement.

USLD is planning to expand technology services outside its immediate building. In early 2015, USLD is planning on installing public Wi-Fi in Marblemount. This will provide free wireless internet access to patrons in another part of the library’s district.

Current Access Point is also in need of an upgrade to increase wireless speed, increase its range, meet the new 802.11ac standard, and to compensate for the ever increasing number of wireless devices.

## **Planned Technology Improvements for New Library Building**

A bigger building will enable USLD to improve and expand its current technology services.

- Increase the numbers of public access computer workstations.
- Have dedicated public access computer workstations in a teen area.
- Increase the Wi-Fi coverage area.
- Increase the sitting/work area for people using their own devices.
- Capability of searching the library's catalog via dedicated devices in the stacks.
- Have more than one checkout station.
- Add a self-checkout circulation desk.
- Video projection capability in the conference room.
- Video conference capability in the conference room.
- Have an interactive information display.
- Have a system for the hearing impaired.
- Upgrade the door counter system for greater accuracy and better statistics.
- Have a security system for the building.
- Have a surveillance system for the outside of the building.

## **Technology Goals and Strategies:**

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

*Strategy:*

1. Keep the library hardware and software up-to-date.
2. Expand current technology services.
3. Research and implement new technologies.

*Budget:* 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. Advertise library services through website, Facebook, eNewsletter, radio spot, local newspapers and mailers.
2. Provide targeted technology training for patrons and staff.

*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** Expand library services to additional upriver communities.

*Strategy:*

1. Research locations to where services can be expanded.
2. Survey patrons for information on what services they would like to see in their own communities.

*Budget:* annual library budget

*Evaluation:*

1. Monitoring the number of service points and the use of services.