

Model Technology Plan and Template for Universal Service Discounts Application

A sample plan follows the template:

Provide name and location of library, and inclusive dates the Plan covers. When selecting dates, if possible please provide full dates that follow either calendar or fiscal years, for example January 1, 2012 – December 31, 2014, and not just the years the Technology Plan is in effect, 2012-2014. Also remember that if your library chooses to follow a calendar year (January – December) make sure that both halves of the E-Rate period will be covered. For example if you are applying for E-Rate FY2012, and your Technology Plan begins January 1, 2012, the Technology Plan must run at least from January 1, 2012 – December 31, 2013, so the FY2012 period of July 2012-June 2013 is completely covered.

1. MISSION STATEMENT:

Provide the mission statement for the library. In most cases, the mission statement can be taken verbatim from the library's current long-range or strategic plan. Link your library's mission statement to your Technology Plan.

2. PLAN JUSTIFICATION:

In one or two brief paragraphs discuss the library's technology goals in conjunction to the overall mission of the library and discuss the role technology plays in the library's services.

3. TECHNOLOGY STRATEGIC PLAN:

Discuss how technology will be integrated into the services provided to staff and for users. A strong plan will include goals, objectives, and strategies/activities. Goals are broad statements regarding technology in the library and may extend beyond the lifetime of the Plan. Objectives are specific measurable activities to be undertaken to reach the goals. Strategies are the steps to be taken to meet the objective.

4. TRAINING:

Provide detail on training for staff and patrons on current technology. Include information on staff training and knowledge in technology in areas such as the online catalog, databases and search engines, and if any staff are trained on specific applications. Discuss the methods that will be employed for both staff and patron training: for staff this could include in-house training, State Library, online tutorials, etc.; for patrons this could include staff, volunteers, or outside vendors etc. Include the type of training will be offered to the public such as word processing, databases, searching the Internet, etc.

5. TECHNOLOGY INVENTORY:

This section should be broken down into two sections: current technology and future technology. In the first section list current computing and telecommunication technology is being used at the library. If relevant, include a breakdown by branch. The future technology piece encompasses hardware, software, telecommunications, and information technologies the library hopes to implement during the lifetime of the Plan. If necessary, the future technology section should include a discussion of upgraded electrical systems required to handle new technologies.

6. EVALUATION:

Provide an overall evaluation statement as to how the library plans to determine if the Technology Plan goals are being implemented and their degree of success. The plan should: indicate the frequency of the plan will be reviewed, update and by whom; what methods will be used to measure if technology has improved library services; and how will the strategies within this document be measured for success. In addition to the evaluation process there should be an outline on how mid-course corrections and developments should be discussed.

7. BUDGET:

While no longer required for Technology Plans for E-Rate applications fiscal year 2011 and beyond, it is still highly recommended libraries have technology goals in mind while developing library budgets. If a library decides to include budget information within their technology plan they should: include approximate costs associated with the desired level of technology, both ongoing, upgrade and maintenance costs for current technology as well as costs for intended new technologies; and indicate from where funding will be derived.

**ACME COUNTY DISTRICT LIBRARY
ANYTOWN, OHIO
TECHNOLOGY PLAN
JULY 1, 2012 THROUGH JUNE 30, 2015**

1. MISSION STATEMENT

The Acme County District Library strives to provide services and access to meet the educational, informational and recreational needs of the community. The Acme District Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information upon the lives of the residents of Acme County.

2. PLAN JUSTIFICATION

The Library Board of Trustees and staff recognize the impact of technology upon the lives of community members. In order to continue to provide a high standard of public service, the Acme County District Library offers a variety of electronic services to supplement traditional print services. This document presents the current and planned technology necessary to deliver these enhanced services.

3. TECHNOLOGY STRATEGIC PLAN

The technology strategy for the Acme District Library is to meet the following goals and objectives as outlined in the Library's technology and long range plans. Each objective has a set of criteria established for the definition and measurement of successful implementation.

GOAL:

Provide resources to support the improved delivery of services.

Objectives:

Expand the functionality of library resources and services

 Continue to evaluate Internet filtering software options

 Implement email notification of overdue materials.

Design and integrate wireless access into the library.

 Perform a site survey and implement a wireless computer lab in the community room.

Upgrade the library website.

 Purchase and install new server software

 Restructure website

 Train staff to handle routine updates

GOAL:

To provide training opportunities to enhance services provided to library users.

Objectives:

Utilize and improve technology provided to library staff

- Create, distribute and evaluate staff technology survey annually

- Schedule more staff training in the following areas: web searching, word processing, creating publications, Horizon software

- Analyze and evaluate current staff training program

Maintain a vigilant approach to meet the needs and requirements of staff.

- Work with departments heads to pinpoint training needs of staff

- Work with department heads to ensure staff goals are met in accordance with library goals

- Make sure all staff have sufficient training on new Horizon produce and feel comfortable using it

Develop and implement a training program for library users

- Schedule patron training in the following areas: basic computer skills, Internet searching, email, using the OPAC

- Distribute evaluations at all sessions to determine additional training opportunities

- Implement new training opportunities as requested and if feasible

- Investigate the possibilities of holding patron trainings outside the library

GOAL:

Produce supply and maintain adequate reliable and up-to-date cost effective computers services to the public

Objectives:

Increase the level of patron self service features

- Replace patron terminals per the technology inventory

- Enhance printing capabilities

- Increase patrons' accessibility to Word, PowerPoint and Excel.

Upgrade and install software on public Internet computers

- Add new and upgrade existing educational games in the children's area

- Increase patron's ability to create documents, spreadsheets, etc.

4. TRAINING

All staff has been trained on the use of Circulation software, Windows operating system. Internet, OPLIN databases, ILL (including MORE) and OCLC. The

Technology Coordinator has been trained on TCP/IP, Windows NT Server, Netscape, and HP UNIX.

Staff training is conducted on an on-going basis by attending training sessions conducted by the Regional Library System on various software and other technology-related issues. Reference staff receives training on reference databases available through the State Library of Ohio, and OLC. Staff also receives training from staff at the SEO Library Consortium. All staff members will receive extensive training during 2012 on the new Horizon automation system as SEO prepares for migration.

Patron training includes the following topics: basic computer skills, Internet browsing and searching, web e-mail, and using the OPAC. One class per topic is conducted on a monthly basis. Training classes are developed and conducted by the Adult Services Librarian. Patrons at the branch will be trained individually as requested.

5. TECHNOLOGY INVENTORY

COLLABORATION:

Current

Main Library

1.5 MBs (T1) Internet connectivity provided through the OPLIN project.

Library automation and catalog services provided through SEO (Southeast Ohio) Library Automation Consortium

North Branch

DSL Internet connection provided through a local Internet provider.

Library automation and catalog services provided through SEO (Southeast Ohio) Library Automation Consortium

INFRASTRUCTURE

Current

5 HP servers for active directory management, file sharing, printer services, environmental controls and web services.

Watchguard Firebox 700 Hardware Firewall

7-multi port switches

350 fully centralized in-wall premise category -6 wiring runs; flush wall mount terminations at the client end and rack and panel terminations in the network operations office. 40% currently utilized.

North Branch

1-multi-port switch

8 fully centralized I-wall premise category-5 wiring runs; flush and surface wall mount terminations at the client end. 90% currently utilized.

DSL external Internet connection provided through local Internet provider and a DSL modem/router.

COMPUTERS:

Current

Main Library

42 Patron workstations with the following configuration

- 20 Internet workstations

- 12 datalog/database research workstations

- 4 workstations in the children's area

- 4 workstations with education applications in the children's area

- 2 dedicated word processing workstations

3 dedicated public HP laser network printers

27 dedicated staff workstations

5 dedicated staff network printers

6 dedicated staff local printers

North Branch

4 patron workstations with the following configuration

- 1 Internet workstation

- 1 catalog/database research workstation

- 2 dedicated word processing workstations

1 dedicated public network printer

2 dedicated staff workstations

2 dedicated staff local printers

TELECOMMUNICATIONS:

Main Library

7 Centrex telephone lines for voice

4 Centrex telephone lines for data/fax/environmental control

1 public pay phone

1 emergency phone in elevator

North Acme Branch

1 telephone line for voice

1 telephone line for DSL Internet and fax

COMPUTER SOFTWARE

OS = Microsoft Windows Server

OS = Microsoft Windows NT, 2000, and XP on the workstations

Available and supported public applications:

Microsoft Office Professional Suite

Available and supports staff applications:

Microsoft Office Professional Suite

Aldu PageMaker

Corel Suite

Label Maker

Various network management software

FUTURE PLANNED & BUDGETED - HARDWARE, SOFTWARE AND
TELECOMMUNICATIONS SERVICES

Upgrade 10 patron workstations in 2005, 6 in 2006 and 10 in 2007.

Upgrade 10 staff workstations in 2006 and 10 in 2007.

Upgrade all operating systems to minimum Windows 2000 Pro.

Investigate and scale out both hardwired and wireless network access for patrons.

The electrical system was reviewed by the Failsafe Electric Corporation in 1/04 and the system was upgraded to handle our current and planned expansions.

6. EVALUATION

The Technology Coordinator will oversee implementation of technology projects and will assess if equipment/software actually accomplishes the goals and objects set forth in the plan.

The Technology Coordinator regularly evaluates the computer inventory and makes recommendations for replacement and repair. The Technology Coordinator reviews progress on all projects on a quarterly basis.

The following evaluation process will be done annually:

- Replace equipment exceeding 7 years in age
- Review telecommunication use
- Review telecommunication costs
- Review telecommunications discount for success

The following minimum milestones are part of the plan:

20 patrons can simultaneously search the Internet using the library's computers.

12 patrons can simultaneously search the library's catalog concurrently in the library.

100 patrons a year receive training through a library technology program

A minimum of 15 technology training opportunities are attended each year by members of the staff.