

Technology Plan

Avon Free Public Library
Avon, CT
2015 – 2017

Avon Library's Mission Statement

To serve as the center of enrichment for the Avon community by providing free and convenient access to information, literature, culture and the arts through a variety of media and technologies.

To fulfill this promise, the library will provide:

- Free and convenient access to a diverse and growing collection
- Knowledgeable and responsive staff
- Technology that connects our community to the global information world; and,
- A variety of library services and programs for all ages.

Adopted by the Board of Directors,
Avon Free Public Library
June 16, 2015

Technology Vision Statement

The Library's role is to provide information, tools and professional staff assistance to enhance the Avon community through education, engagement, and knowledge creation in an equitable, free, and unrestricted environment. The Library will make use of current and cutting edge technology, both hardware and software, as appropriate to support this goal, and empower our users to discover, evaluate, and interact with information in all formats, from myriad resources.

Professional Development Strategy: To better serve our community and keep pace with changes in technology, library staff will be assessed and trained as appropriate for their role on an ongoing basis. Library staff will be expected to meet certain benchmarks addressing their technological skills in order to perform their duties to the fullest and will be offered resources and support to reach these competencies.

Objectives of this Plan

This plan is intended to guide technological development in the Library for the next three years. It will support the library's mission statement, align with our strategic plan, stimulate thought and discussion about the technological needs of our community, and provide structure for planning and budgeting for technology over the next three years.

Planning technology for the future will require flexibility and the ability to adapt and adjust to technical trends and changes ahead of us. Since technology is constantly evolving, this plan is considered a framework which will guide, but not limit, the library's use of technology.

Current Technology Environment

Library services:

- The Library is a member of the Library Connection Inc. (LCI) consortium, a group of 30 local public and academic libraries, which uses Innovative Interface's Sierra as its shared Library Service Platform (LSP).
- Three self-checkout stations and 11 online catalog computers are stationed throughout the library for patrons to use to access our Encore catalog and specialized information databases.
- Three wall-mounted monitors with Dynasign digital signage display news about upcoming library events.

Staff support:

- There are 28 staff computers and 5 servers used to manage library services.
- Software on staff computers includes general productivity software and the Sierra staff client software. Some staff computers also have more specialized programs like Photoshop and Dreamweaver.
- An iPad and 2 Laptops are also used for in-house technology classes and programs.

Patron services:

- There are 56 computers (48 PC and 8 Mac) available for public use in the Adult, Teen and Children's areas and the Computer Lab. Access and printing is managed through Cassie Reservation software.
- Software on public computers includes Microsoft Office and multiple web browsers. Some computers also have additional software for ebooks, games, and photo editing.
- Printing is available from all computers, as well as wireless devices.
- A scanner, copier, and fax machine are available for public use.
- Seven Nook tablet/e-readers and 10 iPads are available for checkout.

Wireless Network:

- Wifi is provided through a Comcast cable router.
- Wifi access is managed by the SPOT Authentication System.
- The Library provides wireless Internet access inside and outside the building through eight wireless access points. Access is available to any user whose hardware is equipped with a wireless network card meeting the Wifi standard IEEE 802.11 n/g/b.

Audio-Visual:

- The Community Room A/V system consists of a ceiling mounted projector, Blu-ray/DVD player, sound system, wired podium, and mic recording equipment. The system is centrally managed by a management app on a dedicated iPad.
- A mobile A/V cart with projector, speakers, and DVD player is also available for the Community Room or Storytime Room.
- The Storytime Room is equipped with an iPod-enabled sound system and a projection screen.
- The Teen Room is equipped with a TV with Xbox and Wii gaming systems.
- The Computer Lab is equipped with a Smartboard projection system and built in webcam and speakers for video learning.
- The Board Room is equipped with a TV, webcam, Chromecast, and conference phone.

Website:

- The Library website, www.avonctlibrary.info, is hosted by The Computer Company, Inc. in Cromwell and maintained in house by library staff. The current website was largely designed in 2006, so it is optimized for desktop computers and not compliant with current web or accessibility standards.
- The Avon History website, www.avonhistory.info, is a WordPress site created by the library in 2014 to provide access to resources digitized from the Marion Hunter History Room online.
- The Library also maintains the Town of Avon's municipal website, www.avonct.gov.

Online services:

- The Library provides access to eBooks, eAudio, eMagazines, streaming video, and research databases. Most resources are available online from anywhere using an Avon library card for access, but a few databases are limited to in-library use only.
- The Library uses various social media platforms and email lists to share current library information and program announcements in addition to traditional media channels.

Telecommunications:

- Primary Internet service is provided via a fiber optic line by the Connecticut Education Network (CEN). The network is directly administered and supported by CEN. This connection is used primarily for our hardwired local area network (LAN).
- Secondary Internet service is provided through Comcast. This connection is used primarily for our wireless network.
- The Library is also connected to the Town of Avon's network through a Virtual Private Network (VPN), giving Library administrative staff access to the Town intranet and e-mail system.

Telephone:

- The Library has a traditional private branch exchange (PBX) phone system and an On Hold Plus internal voicemail system.
- Service is provided by Frontier Communications (formerly AT&T).

Third Party Support Vendors:

- LCI maintains the Library's Sierra and Encore systems, as well as a shared online resource platform, Overdrive.
- NSI manages the Library's server and PCs to keep antivirus and other software updated, as well as to address hardware or software issues as they arise.
- ACT maintains all of the Library's printers and photocopiers, replenishing toner and other consumables and performing preventative maintenance and repairs.
- Omnidata manages the Library's firewall and network infrastructure.
- Datatel maintains the telephone equipment and the voicemail system.

Strategic Initiatives for Technology

The Library's Strategic Plan recognizes three main technology initiatives:

1. Ensure access to established and emerging technologies.
2. Provide opportunity to achieve technological literacy and explore emerging trends.
3. Equip staff with tools and training to take full advantage of technology and to transfer knowledge to the public.

To further these objectives, this plan has divided our technology goals into three broad categories: safe, current and usable. **Safe** refers to providing a robust technological infrastructure of sufficient speed and redundancy, along with a secure network, free of viruses and malware. **Current** is our quest to keep core equipment, including computers, peripherals and software, up-to-date as well as providing access to new services and emerging technologies. **Usable** is the cornerstone of our technology plan, covering the user experience, from accessibility to education, and emphasizing our objective of being responsive to user needs.

Specific goals under each heading are categorized as being complete, in process, if needed, ongoing, unscheduled or have the calendar year when expected to be complete.

Goals for Improving Library Services through Technology

Safe

Solid infrastructure, safe network environment

- Ensure that library computers are up-to-date and compatible with current technology and software
 - Create a computer replacement schedule, *2015*
 - Consider replacing desktop computers with tablets where useful, *Ongoing*
 - Replace computers as determined by the replacement schedule, *Ongoing*
- Increase redundancy and security on the library server and network
 - Add a web filter in Children's department, *Complete 2014*
 - Reconfigure underutilized switches on the wifi network as spares for use in the event of a switch failure on our LAN, *2015*
 - Purchase a new server and divide server responsibilities between new and old servers for redundancy, *2016*
 - Plan a network security and password audit, *2016*
- Ensure that the network can handle high speed connections securely
 - Upgrade to a faster firewall, *2016*
 - Install separate staff wifi throughout the building, to allow staff to access the file server from mobile devices and free up public wifi bandwidth for patrons, *Unscheduled*
 - Prepare for implementation of Internet Protocol version 6 (IPv6), *Unscheduled*
- Formalize a disaster recovery and backup plan
 - Test restore procedure, *2015*
 - Prepare a written disaster response plan, *2016*
- Upgrade phone system to a voice over IP (VOIP) system, either with town or on our own
 - Continue to participate in the Town's investigation of VOIP vendors, *In progress*
 - Add/upgrade to power over Ethernet (PoE) enabled switches which are required for VOIP, *Unscheduled*
 - Migrate to a VOIP phone system, *Unscheduled*
- Provide policy documents that guide technology usage
 - Update our policy on public use of the internet, *2015*
 - Create a social media policy, *2015*
 - Create a digital content/privacy policy, *2016*
- Upgrade non-computer technology
 - Connect Community Room A/V system to our network, *If needed*
 - Replace the door counter, *If needed*

Current

New projects to expand services, explore emerging technology

- Redesign our website and logo, create a style sheet for consistent look across all formats
 - Select a content management system that allows multiple staff members to update pages from any location, *2016*
 - Budget for a professional re-design of our website and logo, *2016*
 - Adhere to current standards for accessibility and functional compliance, *2016*
 - Provide a mobile-friendly experience for users accessing on smartphones and tablets, *2016*
 - Create a consistent library brand and style that can also be used for print material, *2016*
- Develop a virtual local history collection that is accessible online
 - Create local history website , *Complete 2014*
 - Add digitized content to the Connecticut Digital Archive (CTDA) and link to the local history website, *Ongoing*
- Improve circulation and tracking of library items
 - Implement RFID, *Unscheduled*
 - Provide mobile access to the Sierra client software, *Unscheduled*
- Make library collections more visible and easily available to library patrons
 - Set up the Awesome Box to share local recommendations of library materials, *Complete 2015*
 - Actively participate in LCI's User Experience Task Force, *Ongoing*
 - Add existing e-content to the Encore catalog, *2015*
 - Continue to add e-content as acquired, *Ongoing*
- Make mobile technology available to patrons
 - Offer iPads for staff and patron use, *Complete 2014*
 - Offer Windows and Android mobile devices for staff and patron use, *Unscheduled*
- Encourage patrons to experiment with cutting-edge technology
 - Acquire 3D printers, *Complete 2015*
 - Offer training for and access to 3D printers to our patrons, *Ongoing*
 - Create the White Room, an interactive media and collaboration space, *2015*
- Explore emerging technology that could improve the library experience
 - Create a library app that includes a location aware, intuitive interface to search catalog and other library services and programs, *Unscheduled*
 - Upgrade Community Room A/V connections to latest standards, such as HDMI and Bluetooth, for compatibility with newer devices, *Unscheduled*

- Examine alternative options to traditional technology
 - Consider replacing desktop PCs with thin clients, *Unscheduled*
 - Evaluate network attached storage (NAS) options in lieu of upgrading the Library's fileserver, *Unscheduled*
 - Explore virtualization as a replacement for physical computers, *Unscheduled*
- Continue to offer a variety of technology education opportunities to a wide audience
 - Provide in-person, instructor-led classes on a variety of topics for patrons on a regular basis, *Ongoing*
 - Offer appointment-based personalized technology support for users, *Ongoing*
 - Expand our Lynda.com subscription to include off-site access for Avon residents, *2016*
 - Support staff's continuing education through budgeting, flexible scheduling and leveraging technology to maximize training opportunities, *Ongoing*

Usable

User-friendliness, accessibility, education

- Be responsive to Library users', and the broader community's, wants and needs
 - Survey users regarding technology, *Ongoing*
 - Stay current with new hardware and software offered at Avon schools and businesses, *Ongoing*
 - Measure outcomes after technology training sessions and adapt curriculum based on the results, *Ongoing*
- Improve patron interactions and staff workflows with the Sierra LSP and Encore online catalog
 - Implement the Sierra Serials Module, *Complete 2014*
 - Migrate to TitleSource360, *Complete 2015*
 - Implement the Sierra Acquisitions Module, *2015*
 - Implement an Avon-specific instance of the Encore catalog, *Unscheduled*
- Streamline online marketing and messaging
 - Increase the effectiveness of social media presence, *Ongoing*
 - Start using Hootsuite to post messages to multiple social media sites at once, *Complete 2014*
 - Start posting to Google +, *Complete 2014*
 - Schedule staff to read and respond to incoming social media messages, *2015*
 - Create an event Rich Site Summary (RSS) feed for Dynasign, *Complete*
 - Implement a dedicated email marketing tool, *2015*
- Broaden opportunities and access to virtual learning

- Explore additional online learning opportunities, *Ongoing*
- Expand the reach of library programs through podcasting, *Ongoing*
- Broaden scope of programs through streaming/Skype programs, *In Process*
- Make user experience and network access more consistent across all public computers
 - Move Macintosh computers to the wired LAN, *Complete 2015*
 - Install CASSIE client on Macs, *Complete 2015*
- Improve access to library resources from anywhere
 - Offer printing from our wireless network, *Complete 2015*
 - Set up a static IP address for the wireless network to provide seamless access to the Library's subscription databases, *2015*
 - Add a proxy server to improve access to the Library's subscription databases from outside the building, *Unscheduled*
 - Implement Chat/Text reference, *Unscheduled*
- Implement assistive technology to accommodate special needs
 - Install Zoomtext, adaptive software for visual disabilities *Complete 2014*
 - Listen and respond when users raise accessibility issues with our hardware and software, *Ongoing*
 - Provide large print keyboards and touchscreen monitors for users with visual and mobility disabilities, *2015*
- Expand use of the Computer lab
 - Create a consistent group of core computer classes and instructors, *Ongoing*
 - Offer open lab time, *2015*
 - Add photo and video editing software, *2015*
- Expand access to power outlets to accommodate patrons who bring their own devices
 - Add charging stations for mobile devices, *In process*
 - Install more power outlets and LAN ports throughout the building, *Unscheduled*
- Make the A/V system in the Community Room easier to use
 - Fix processor or explore universal remote options, *Complete 2015*
 - Create instruction videos for using Community Room A/V equipment, *2015*
- Ensure that staff are well-versed in technology relating to the library
 - Create technology benchmarks for staff based on their roles, *2015*
 - Train staff to be current on technology relevant to their roles, *Ongoing*
 - Train staff to manage the new website, *2016*

Evaluation

This plan will be reviewed quarterly by the Library Director and the Technology & Technical Services Manager to evaluate progress, priority and alignment with current library goals. The result of these reviews will be presented to the Library Board, which may recommend formal changes to the plan on an annual basis.

Library staff will work to remain current with trends and issues in library technology through appropriate training, journals, workshops and conferences. Library managers will regularly assess new or reassigned staff based on benchmarks relevant to their job classification and address any deficiencies discovered.

Inventory

The Library uses data from our third party vendors, NSI and ACT, to maintain a current, in-depth inventory of hardware and software. A general overview is included in this plan.

Budget

Recognizing that at this time, the Town of Avon does not provide sufficient funds to support or sustain the library's technological infrastructure, the Library Board accepts the fiscal priority of funding network and computer support contracts with third party vendors, professional development opportunities for staff, and on-going hardware and software upgrades until such time as more sustainable funding is attained.

Approval

This plan was approved by the Board of Directors of the Avon Free Public Library at their regular board meeting on June 16, 2015.

Equipment Inventory, *March 2015*

Computers		
Equipment	Count	Average Year of Purchase
Desktop Computer	77	2012
Public	51	2012
Adult	30	2012
Child	12	2012
Teen	9	2012
Staff	26	2012
Early Literacy Station	4	2012
Public	4	2012
Child	4	2012
iPad Configurator	1	2014
Staff	1	2014
Laptop	4	2011
Spare	1	2008
Staff	3	2011
Online Public Access Catalog	11	2012
Public	11	2012
Adult	7	2012
Child	4	2012
Spare Desktop Computer	6	2011
Spare	6	2011
Wifi Print Station	1	2012
Public	1	2012
Adult	1	2012
Grand Total	104	2012

Mobile Devices		
Equipment	Count	Average Year of Purchase
eReader	1	2010
Public	1	2010
Tablet	18	2013
A/V	1	2012
Public	16	2014
Staff	1	2011
Grand Total	19	2013

Printers		
Equipment	Count	Average Year of Purchase
Printer	13	2012
Public	7	2012
Staff	6	2012
Printer/Copier	5	2012
Public	1	2012
Staff	4	2012
3D Printer	2	2015
Public	2	2015
Grand Total	20	2012

Audio/Visual Equipment		
Equipment	Count	Average Year of Purchase
A/V Processor	1	2015
Audio Recorder	1	2012
Cable Box	2	2012
Digital Signage TV	1	2012
DVD Player	3	2012
Dynasign Player	2	2012
Dynasign TV	2	2012
Gaming System	2	2012
Mic	6	2012
Mic Mixer	1	2012
Mic Receiver	4	2012
Portable Sound System	1	2014
Power unit	1	2012
Projector	2	2012
Receiver	1	2012
Speakers	4	2012
Streaming Device	1	2014
TV	2	2012
Grand Total	37	2012

Specialty Equipment		
Equipment	Count	Average Year of Purchase
Coin Vending	1	2012
Fax	1	
Microfilm reader	1	
People Counter	1	2012
Scanner	2	
Self-Checkout	3	2012

Smartboard	1	2012
Grand Total	10	2012

Network Infrastructure		
Equipment	Count	Average Year of Purchase
Network	45	2012
Firewall	1	2012
Switch	23	2012
UPS	5	2012
Wifi AP	8	2012
Wifi Router	4	2014
WiFi Server	1	2012
Router	3	
Servers	5	2011
HVAC Server	1	2012
Security Camera Server	1	2012
Spare Server	1	
Main Server	1	2009
Door Counter Server	1	
Grand Total	50	2012

Phone System		
Equipment	Count	Average Year of Purchase
Phone system	1	2012
Phone handset	37	2012
UPS for Phone System	1	2012
Grand Total	39	2012

All Equipment	279	2012
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