

## ADMINISTRATIVE POLICY

### **2009-2014 Technology Plan of the Clintonville Public Library**

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Prior Dates of Review and Approval: 19 May 1999, 31 July 2001, 17 July 2002, 18 June 2003, 19 May 2004, 15 June 2005, 17 May 2006, 20 June 2007, 16 April 2008

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This technology plan has been developed by Kathy Mitchell, Director, of the Clintonville Public Library with direction from Rick Krumwiede, Director, Gerri Moeller, Library Automation Manager, and Dave Bacon, Computer Network Manager, of the Outagamie Waupaca Library System (OWLS) and the staff of the Clintonville Public Library. The plan will be reviewed by library staff, system staff, and the Clintonville Public Library Board of Trustees on an annual basis and revised as objectives are accomplished and new goal areas are identified.

#### Vision Statement

The Clintonville Public Library functions as an information center for the Clintonville area. The library is committed to inform, entertain, enrich, and to foster self-learning through free access to its collection, services, and facilities. The mission of the Library is promoted through the strategic use of information technology. In addition to providing 24/7 Internet access to the library's collection and various databases through the online catalog, InfoSoup, technology is being used to increase the efficiency of the staff, to facilitate resource sharing, and to make training more accessible and affordable. The library will regularly explore, and implement if feasible, new technologies that improve the services offered by the library or the efficiency with which services are offered, including but not limited to, creating content on the web, providing opportunities for patron and staff interaction, and collecting the community's heritage.

#### Background

The Clintonville Public Library has been committed to the integration of technology into its services since 1990, when it became a member of the Outagamie Waupaca Library System's Shared Automation Network (OWLSnet). In 1990 a Minolta RP 605Z universal microfilm system for viewing and printing both microfilm and microfiche was purchased by the library.

The library opened to the public at its current location 75 Hemlock Street on January 6, 1992. Since that time there has been continual growth in the number of workstations available to the staff and public, as well as additional enhancements to the system.

Cabling in the library was upgraded and expanded in 1997 to category five wiring. In 1998 a T-1 telecommunications line for data transmission was installed in order to provide the capability for graphical Internet access and other databases through the automated system. A Local Area Network (LAN) was created in 1999 to connect the six staff personal computers.

Two additional catalog workstations were added in 2001, bringing the total number of catalog stations to the current number six. That year the number of public Internet stations was increased to five, including one in the children's area.

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In 2001, the Library received a computer and printer from a CESA 8 grant, which was used to upgrade a staff workstation. Additional category five wiring was added for that workstation. In 2002 category five wiring was added to both sides of the library's meeting room area through a grant from the Bill & Melinda Gates Foundation. The Library also received two public access computers and a networked printer from the Gates Foundation.

Older computers have been used to provide an offline word processing computer station and two offline game computers in the Children's Area since 2002.

In 2003 a staff computer workstation was set up on the ledge in the workroom bringing the number of staff computers to the current eight.

A special needs workstation featuring a 19" LCD monitor, large print keyboard, and trackball on an adjustable table was set up in the Wisconsin Room for genealogical research and special needs patrons was made available to the public in 2004. This brought the number of public Internet stations to the current six.

In 2005 a laptop computer was purchased for presentations to class groups and community organizations as well as for programs held in the library's meeting room.

Dial-up access to the OWLSnet OPAC was provided through a local telephone number from 1996-2000. It was discontinued due to lack of use after NEWCat, the web based catalog, was introduced in 2000. In 2006 the OWLSnet automation system migrated from GEAC to Innovative Interfaces Millennium. The online catalog, InfoSoup, was developed by OWLS staff, who continue to maintain and improve it.

The library's website was created by Outagamie Waupaca Library System personnel in 1999. A digital camera was purchased in December 2002 and is used to take pictures for the library's website and to send pictures to news media. In 2006 the library purchased a new address for its website which is maintained by library personnel at [www.clintonvillelibrary.org](http://www.clintonvillelibrary.org).

In 2006 the library's camera security system was upgraded from a videocassette system to a digital video recorder. There are currently five security cameras in the library.

High speed wireless Internet (WiFi) was made available to the public in 2007 after upgrades to the BadgerNet Converged Network and to equipment at the library that allowed the library's computer network to be segmented, preserving the privacy of staff computer functions. That year the Clintonville Lions Club donated a Telesensory Aladdin Ultra Pro 75 Magnifier to the library.

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The library received a laptop computer loaded with Rosetta Stone® (English as a Second Language) software through an OWLS/NFLS Library Services & Technology Act literacy grant in 2008. The laptop and software are available for use in the library.

#### Current state of technology

At the present time the Library has fifteen computers for public use including six catalog workstations, six Internet workstations including one in the Wisconsin Room reserved for handicapped access and genealogy research, and three off-line computers in the Children's Area with children's games or word processing on them. The Library also has eight staff workstations, which include three at the circulation desk, a reference workstation behind the circulation desk, two technical services workstations in the staff workroom, and one workstation in each of the library's two administrative offices. Five full size printers and six receipt printers are currently connected to the library's computer network. All the public computers and the staff computers at the circulation desk, in the workroom, and the Director's office are networked to the printer at the circulation desk.

In 2009 an express self-check workstation was added to allow patrons who have no fines to check out most items without staff intervention. Also in 2009 SAM PC Management System was installed at the library to manage the use of the public Internet computers by the public.

A donation of several digitized issues of the Clintonville Town Talk newspaper was received in 2009. This newspaper is not available either at our library or the Wisconsin State Historical Society. The staff will be working with OWLS staff to make this information available online through the library's website.

#### Goals and Objectives:

Goal A: To secure technological resources to enable the library to provide optimal services.

1. Maintain a plan and budget to replace, upgrade, and add hardware and software as necessary and feasible. Ongoing
2. Work with OWLS to seek appropriate technology and telecommunications grants and discounts available to libraries. Ongoing
3. Maintain participation in the OWLSnet shared automation network. Ongoing

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4. Maintain the library's Local Area Network. Ongoing
5. Provide wireless Internet access throughout the library. Ongoing
6. Investigate ways to save energy in the library by working with other organizations, including but not limited to, area school classes and Focus on Energy. 2009-2010
7. Work with OWLS to explore the use of "thin clients" to reduce hardware costs and energy costs. 2009-2011
8. Evaluate the need for additional electrical outlets to provide additional places for people to use laptops and other mobile devices. 2010
9. Add additional cameras to the library's security system. 2011-2012
10. Upgrade the telephone system including the answering machine. 2011

Goal B: To maintain a library presence 24/7 on the web.

1. Work with OWLS staff to redesign the library's website and explore ways to make it more interactive using Drupal, a content management system which will allow input from more than one staff person and allow the website to be more interactive. 2009
2. Maintain the library's website keeping its contents up-to-date. Ongoing
3. Provide access to online full text databases through OWLSnet and participation in the statewide project, Badgerlink, administered by the Wisconsin Department of Public Instruction. Ongoing
4. Develop and maintain an index to obituaries in the local newspaper which will be available online. Ongoing
5. Investigate the feasibility of digitizing local history resources and making them available online either through volunteer help or working with the Clintonville Area Historical Society. Ongoing

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Goal C: To assist and support staff and patrons in the use of technology and the resources provided by the library.

1. Designate the library director or a staff member to regularly attend the meetings of the OWLSnet Administrative Advisory Committee (AAC) in order to discuss technical and administrative operation of the network; and to cooperate in standardizing policies, procedures, and practices among network libraries. Ongoing
2. Continually assess and seek to provide the training needed by staff to effectively participate in technology-based programs and services. This will include, but not be limited to, programs offered by OWLS. Ongoing
3. Regularly assess ways to offer patron training in the use of the library's online catalog and the available databases in group settings or one to one situations. Ongoing
4. Promote online tutorials available to the public on using the online catalog and databases. Ongoing

Goal D: Engage in continuous study, evaluation, and planning in regard to technology.

1. Work with OWLS to explore the value, timing, and cost of implementing new services locally, as they become available through the shared automation network. Ongoing
2. Regularly assess the number of workstations needed for staff and patron use. Ongoing
3. Inventory and assess the software used in the library, including operating system software. 2010
4. Work with OWLS to explore the feasibility of implementing e-commerce payment options to the public through InfoSoup and the self check station. 2009-2010
5. Work with OWLS to explore the feasibility of RFID technology for circulation and security in the future. 2010-2012
6. Annually review the library's Internet Policy with input from the library staff, OWLS staff, and trustees. Ongoing

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7. Review the Technology Plan as part of the long range planning process to see if it should be incorporated into the Long Range Plan. 2009-2010
8. Annually review and revise the Technology Plan with input from library staff, OWLS staff, and trustees. Ongoing