

Crook County Library

Technology Plan 2014-2017

Approved by the Library Board of Trustees on September 11, 2014

Vision

The Crook County Library is relevant, accessible, and useful to our community. It is an environment where people come together for lifelong learning, enjoyment, and connection.

Mission

Our knowledgeable and engaging staff will provide traditional and innovative resources and create welcoming spaces where everyone can experience the joy of learning and discovery.

Plan Development & Review

This Plan has been developed by the Library Director with support from Barratt Miller, Jane Schepke, and Cindy York. Important information and recommendations from Crook County IT Director, Steve Dougill have also been included. The Plan will be reviewed annually by the Library management team and the board of trustees to monitor the Library's progress toward achieving goals outlined in the Plan.

Current State of Library Technology

- **COMPUTER CATALOG AND RESOURCE SHARING.** The Library initiated a contract in July 2013 with the Deschutes Public Library for participation in and use of an Integrated Library System, currently the Sierra program from Innovative Interfaces, Inc. The Library utilizes all the basic functionality of the system and has also chosen to use the serials, acquisitions, and SelfCheck components. Twelve Sierra licenses have been purchased for use by library staff and three SelfCheck licenses have been purchased, two of which are currently in use at workstations solely dedicated to SelfCheck. The web-based public catalog is made exclusively available on four computer workstations, three in the main library and one in the children's room. As part of the contract, the Library participates in resource-sharing with Deschutes Public Library and Jefferson County Library District, supported by a courier system that delivers materials five days a week.
- **PUBLIC COMPUTERS.** Public computer services include workstations for standard computer applications and Internet access, workstations for catalog access only, and two workstations for SelfCheck service only. All workstations are scheduled by IT for a 5-6 year replacement cycle. An Alcove provides 6 desktop workstations, 8 laptops are available for patron checkout for in-library use, 4 desktop workstations are provided in the Children's Room, the public catalog is exclusively available on 3 workstations in the main library and 1 workstation in the Children's room, and 2 AWE computer workstations designed for children are available in the Children's room. The Pharos

system is used to manage patron use of computers and facilitate wired and wireless printing, including the capability of remote printing.

- **INTERNET.** Internet services are provided by Bend Broadband, based in Bend, and PrineTime Internet, based in Prineville, at 20 MBPS. To provide access to County resources and ensure County-wide web monitoring the staff Internet will be channeled through the main County Internet connection through a PrineTime microwave link, anticipated to go live in early 2015. The two systems (Bend Broadband and PrineTime) have been designed to provide redundancy for both public Internet services and Library services, such as the ILS. The network has been established to ensure that the Sierra ILS has sufficient bandwidth to perform needed tasks. Wireless Internet service is provided by two Ubiquiti wireless access points, managed by a Unifi controller. Members of the public who are using Library Internet services are required to agree to abide by the Library Internet Use Policy. To reduce the risk of Library Internet being used for illegal distribution of copyrighted content, the IT department restricts p2p downloads, restricts outgoing communications to HTTP and HTTPS ports, and blocked known p2p sites commonly used illegally to distribute copyrighted content.
- **FILES.** A file server, purchased in 2013, is located in the Library hub room for storage of shared files and programs used by library staff and IT staff. Data is protected with a backup program and tapes that are changed daily by library staff. This will change soon, as early in 2015 all user files will be stored offsite at the main County IT department's server room and accessed through a secure connection. All data will be backed up to two locations with differentials dating back three months, and full backups once a quarter for a year. After this change the daily backup process at the Library can be discontinued.
- **COMPUTER HARDWARE.** Computer workstations for public and staff use were installed in 2012. Eight laptops for public checkout were installed in November 2013. Two new laptops for use on the Bookmobile were installed in September 2014.
- **TELEPHONES.** The NEC Aspire multi-line phone system was installed in January 2011 and provides voicemail and automated attendant features. The Library phone system is not integrated with the County phone system. The service provider is BendTel. E-rate grant funds provide 80% reimbursement for telephone fees.
- **BOOKMOBILE.** The Bookmobile utilizes a Verizon phone line and MiFi services to remotely access the ILS when serving patrons on its route. In September 2014 a booster was purchased to enhance signals in remote locations of the county. E-rate grant funds provide 80% reimbursement for telephone fees.
- **MEETING ROOM.** In the Broughton Room, which is a public meeting room space, technology available for public use in the room include an NEC digital projector (2009), Awisco WH-822 Wireless microphone system, Bogen UDR16 Mic, Optimus MPA-125 amplifier, Laser pointer, Dukane Starfire SF3010 overhead projector (2001), Kodak Ektagraphic IIIA projector (2005), Sony Trinitron KV27S42 television, Admiral JSJ 20419 VCR, Sony DVP S560D DVD/Blu-ray player, and Polycom video conferencing device.
- **DIGITAL DEVICES.** Six Kindle Keyboard e-reader devices are available for patron checkout, and library staff have access to an iPad, Nook, Kindle Fire, and Samsung Galaxy tablet for use in instructing patrons in their use or providing Tech Zoo access. Staff also utilize 2 iPod Nano devices

to provide music for youth programs and an iPod Touch to take photos and videos of library activities.

- **WEB BASED PROGRAMS.** The Library pays annual fees for access to web-based programs that support various operations such as staff scheduling, book selection and ordering, reader's advisory, meeting room scheduling, cataloging, and interlibrary loan.
- **DIGITAL CONTENT.** Digital content is becoming a growing part of library services as demand grows, more content becomes available, and bandwidth increases. The Library contracts with Deschutes Public Library to provide access for Crook County Library patrons to digital media, including audiobooks, e-books, and movies.
- **SOCIAL MEDIA.** The Library maintains a website that is hosted by the county IT department. In January 2015 a new Library website will go live with increased accessibility capabilities and a user-friendly interface. In October 2010 the Library created a Facebook page and recently reached 500 "Likes." The Library will consider utilizing additional social media options such as Twitter, Instagram, and Pinterest or email newsletters depending on available staff time.
- **FAX AND COPY MACHINES.** The Library provides a fee-based service to the public of a fax machine and copy machine. The fax machine is a Brother Fax-4100e, installed in February 2009. The copy machine, a Konica Minolta Bizhub 220, was installed in August 2010.
- **MISCELLANEOUS EQUIPMENT.** A photocopy machine in the staff area is no longer being supported or maintained by the company due to age, it is a Canon NP7130 and has a broken top cover. The front desk cash register is a Sam4s ER-5115II. Printers used by staff and the public include an HP LaserJet 4000 (Director's office), an HP LaserJet 2100 (staff area), and five HP LaserJet P2035's (2 at the front desk, courier workstation, processor's area, and Assistant Director's office). An assortment of barcode scanners are attached to various staff computers and the two SelfCheck stations.
- **COUNTY IT DEPARTMENT.** The County IT Department manages all aspects of IT from hardware, replacement of equipment, network maintenance, software installation, data management, and day-to-day troubleshooting for county departments, including the Library. This is an interactive relationship, with the Library contributing cost-saving measures, such as seeking e-rate grant funds and purchasing through Tech Soup. The Library worked closely together with the IT Department when migrating to a new ILS system and when utilizing BTOP grant funds to obtain and provide new technology for library patrons.
 - Software purchased and/or maintained through IT currently includes Microsoft Office, the hard drive protection application DeepFreeze, antivirus protection through Symantec, and filtering product iFilter.
 - Staff email is provided by the County and hosted at the IT department.
 - Once changes currently being implemented are complete, the IT Department will conduct a thorough documentation of all IT systems at the Library, within the next 12 months.

Community Needs

Internet access is limited in Crook County. The two primary providers offer satellite Internet services. While there are several providers who may offer alternate service methods, no fiber-based Internet connections appear to be readily available to the general public. The cost of Internet service is often

prohibitive to low-income families. Even when residents can afford Internet services, the satellite connection in particular can be weak, slow, unreliable, or occasionally impossible to establish.

Nearly 4,000 of Crook County's residents—about 18%—live below the poverty level. 12% of its residents are unemployed and 25% of its residents receive supplemental food benefits. Many regular library users cannot afford personal computers, tablets, e-readers, or smartphones. Those who do own these devices do not have Internet service at home. Many low-income smartphone users subscribe to limited service plans that run out of minutes, texts, and/or data early in the month.

36% of county residents are older than 55. Many library users in this demographic have retired to Crook County from other areas and tend to be savvy technology users with access to new devices. Others, however, are unfamiliar with and often hostile to computers, tablets, e-readers, or smartphones. A small but vocal population refuses to use the online catalog or self-check stations.

Single platform eInk devices like the Kindle Paperwhite are still a common e-reader device here, as these devices are less expensive than their more versatile counterparts. Many patrons who request help using e-readers have received older devices from their adult children when the adult children upgrade to new devices.

The Central Oregon Community College Open Campus computer lab is open approximately 15-20 hours per week and offers computer assistance to users. The Prineville WorkSource office has a computer lab open approximately 40 hours per week and classes for registered job seekers.

Over the next three years, the library will need to continue to respond to the constantly-changing technological environment. As government offices and other institutions, such as Social Security and tax forms, transition to an online-only delivery method for many key services, we will need to provide additional support to patrons who are uncomfortable with or unable to use computers.

As smartphone and tablet ownership becomes more common, the library will need to maintain web-based services for users who use these devices to connect with library resources online. Changes in local Internet infrastructure may impact community use of library technology. Each year will bring changes in the state of library access to e-books, e-audiobooks, and streaming content as content providers explore new delivery models.

Strategic Plan Technology Goals

from Crook County Library Strategic Plan, 2014-2017

Priority A. Welcoming spaces: Library infrastructure and operations

Goal 2: Library spaces are comfortable, versatile, well-used, and available when and where people need them

Objective: Patrons indicate at least 65% satisfaction with the website on a patron survey conducted by January 2016.

- Strategy: By October 2014, staff will redesign the website and conduct usability testing.

- Strategy: By January 2015, multiple staff members will be trained to update the website to maintain currency and relevancy.

Priority C. Satisfy curiosity, engage in lifelong learning, successfully find, evaluate and use information

Goal 8: Youth, adults and seniors will connect to library resources and to fellow community members

A. Objective: Library users receive accurate and relevant information and instruction to help them meet their needs.

- Strategy: The library will continue to provide access to online databases that meet users' information needs.
- Strategy: Annually staff will assess the need for additional staff hours and online resources to meet patron's information needs.

B. Objective: By 2017 update library community room spaces to be clean, comfortable, and equipped with modern technology.

- Strategy: Each year update meeting room spaces to update flooring and technology in the Broughton Room; replace or remove whiteboards and bulletin boards; and purchase new, more usable tables.

Priority D. Connect to the online world: Digital literacy and social media

Goal 9: Everyone will have continuous access to library resources to utilize materials they need for education, business, family, personal growth, and enjoyment

A. Objective: The library will purchase new digital resources to meet patrons need for information and enjoyment.

- Strategy: Beginning in fy2014/15, dedicate a portion of the budget for new resources, such as streaming content, e-books, and other digital content.
- Strategy: By January 2017, make contact with local technology companies to explore potential technology partnerships.
- Strategy: By January 2016, conduct a survey of library patrons regarding current digital resource relevance
- Strategy: Annually, staff will assess digital media use and investigate new digital resources.

B. Objective: Overall library technology is assessed by staff annually and updated accordingly.

- Strategy: By January 2015, a library technology plan is written by staff in coordination with County IT and approved by the Board of Trustees.

Goal 10: Adults and seniors will be familiar with current and emerging technology used to access digital resources.

A. Objective: Each year the library will offer four or more classes targeted to adults and seniors that provide instruction on using technology to access digital resources.

- Strategy: Each year library staff will participate in continuing education opportunities that will help them train patrons in the use of technology.
- Strategy: Coordinate with other community organizations whose focus is primarily adults and seniors to offer at least two technology classes that result in a participation of at least 10 adults or seniors.

Priority E. Stimulate imagination: Reading, viewing, and listening for pleasure

Goal II: Everyone will use a wide variety of materials, unlimited by format or delivery method, which spark their imagination.

A. Objective: Each year the library will consider the addition of new collections, devices, or content delivery methods that will meet library goals.

- Strategy: Each year staff will evaluate community need, and examine local and nationwide trends, and evaluate potential costs and benefits of adding new collections, devices, or content delivery methods.

Future Projections

Most of the library resources for the next three years will be focused on accomplishing tasks and projects outlined in the library's Strategic Plan. Items related to technology have been identified in an earlier section.

Other technology considerations that may emerge relate to our partnership with Deschutes and Jefferson County libraries, the decisions made by the County IT Department, and the demand for new and enhanced services from community residents. Possible considerations include:

- Deschutes Public Library will be assessing the ILS system and considering whether to change ILS vendors and determining when and where to locate another DPL branch library. Costs associated with these choices, and costs associated with the ongoing courier services will have an impact on Crook County Library.
- Increased use of computer workstations by patrons or the addition of library employees may require the addition of more workstations, including a third SelfCheck workstation.
- The Library should consider adding more digital content, which is increasingly used by libraries to provide information and services to patrons. This can include online databases, downloadable media such as e-books and audiobooks, and streaming content such as movies and music. A 2014 *Library Journal* study recorded that libraries serving populations of less than 25,000 spent about 5% of their materials budgets on e-books; their projection is for e-book budgets to double in size to 10% by 2019.
- If the governance of the Library changes from a county department to a library district, the IT services model will also change, and will likely include contracting for services.

- The current web filter in use will not be supported after 2014 and a new product will need to be selected.
- The conferencing equipment and other technology in the Broughton Room needs to be updated.
- General technology in use in the library will likely need to be replaced, such as copy machines, printers, and barcode scanners.
- Enhanced access to county information and services through technology is on the horizon. Possibilities include:
 - The Library may be included in the county phone system within the next several years.
 - Secure email for sensitive information may be provided.
 - Credit card payment services for Library patrons.
 - Remote file access via secure connection for the Library Director.
 - Access to Finance department information.

Staff Development

Library employees will be encouraged to seek out and participate in continuing education that enhances their knowledge of current and emerging technology, especially as it relates to their job assignments. Training in County IT systems may be required as new technology is implemented. The library will support their education as outlined in the Staff Development Policy.

Budget Considerations & Recommendations

The library will seek additional funding to develop and sustain new technologies. This may be a mixture of county funds and grant funds.

E-rate grant funds currently provide 80% reimbursement for telecommunication costs including Internet and telephone services. Library staff will continue to seek these grant funds as well as additional funds when possible.