

STILLWATER PUBLIC LIBRARY TECHNOLOGY PLAN 2008-2010

Vision Statement

As a gateway to the greater community, the Stillwater Public Library will utilize appropriate technology to enhance current resources and expand available information.

Summary

The 2008-2010 Stillwater Public Library Technology Plan includes nine priorities that work toward providing library patrons with up-to-date devices, content, software, and skills that will meet their information and entertainment needs.

In close partnership with the City of Stillwater Information Technology (IT) Department, the Library will strive to meet the following priorities:

Priority 1: Maintain and improve the public catalog and website.

The library will employ new technological resources to improve services provided on the library website.

Priority 2: Prepare for new Sirsi software Symphony and investigate possible new Operating System for the server.

The library software company is releasing a new version of their software which is a major change from our existing system and will require more staff training.

Priority 3: Re-configure library software to email patrons pre-due, overdue, holds, and Interlibrary Loan notices.

Many library customers now have email and automatic electronic notification will enhance our patron contact methods.

Priority 4: Investigate downloadable books.

Access to downloadable materials will allow customers to use personal electronic devices such as MP3 players, computerized readers, and home computers to enjoy their books.

Priority 5: Develop a social networking library policy.

The library needs a policy to institutionalize our stance in regards to social networks accessed via the library.

Priority 6: Investigate building a digital collection.

Digitizing the unique collections of the Stillwater Public Library could be a solution to preservation of these rare items and make these items more accessible to a greater number of people.

Priority 7: Investigate establishing a music listening station.

Many library customers would like to listen to our selection of music before checking out the CDs.

Priority 8: Investigate staff collaborative software.

The library staff works as a team developing programs and content. Email has many deficiencies in this regard and specific collaboration software may enhance staff cooperation resulting in even better library programs for the community.

Priority 9: Investigate new library technologies.

We need to keep apprised of emerging trends and equipment to better serve our library customers.

Background

The Stillwater Public Library Technology Plan for 1999-2001 was approved by the Library Board in 1998 and the Oklahoma Department of Libraries in 1999.

This plan met the following five priorities:

1. Expanded the number of OCLC terminals.
2. Developed the Library Web page.
3. Upgraded Library terminals to graphical user interface (GUI).
4. Expanded the number of Internet Terminals.
5. Provided access to CD-ROM databases through a networked tower (the tower has subsequently been removed and databases are accessed through online public access computers).

The 2002-2004 Stillwater Public Library Technology Plan was approved by the Library Board in October 2001 and by the Oklahoma Department of Libraries in January of 2002. The plan met the following five priorities:

1. Replaced RISC 6000 computer server.
2. Resolved Internet scheduling issues.
3. Maintained and improved the Library web page.
4. Provided staff computer training.*
5. Provided public computer training. *

*Priorities four and five were continued in 2005-2007 Plan.

The 2005-2007 Stillwater Public Library Technology Plan met the following five priorities:

1. Improved public website with new calendar, New Materials links, and integration with the City of Stillwater web page.
2. Set up a computer training lab for the public and staff and offered regular classes.
3. Met Staff software needs mainly through upgrades of PCs and Microsoft Operating System.
4. Enhanced public access to computers through internet reservation, print management and PC based server and the addition of 5 new internet stations.
5. Offered wireless internet connections throughout the library.

Technology Assessment

The Stillwater Public Library has 67 computers (Table 1), 2 LCD projectors, 1 staff flatbed scanner, 2 public photocopiers and 16 printers. The City of Stillwater Information Technology (IT) Department is responsible for maintenance and replacement of all computers except the IBM server. The main library and all meeting rooms provide Internet and wireless access to customers.

The Library computers are utilized as follows:

- 24 staff networked computers. Staff utilizes Unicorn Workflows (GUI) software from SIRSI Corporation for library transactions.
- 9 Online Public Access Computers (OPAC) providing access to library information via the online catalog (WebCat), databases, and designated Internet links. The Genealogy Room OPAC has additional genealogical CD-ROM databases and links to genealogical websites. OPAC information is also accessible remotely through the Library's website at library.stillwater.org
- 21 public Internet stations connected to the City's network via T1.
- 2 non-networked computers for public Internet reservation and printing.
- 2 non-networked computers for pre-school games.
- 1 non-networked computer for microfilm scanning.
- 1 PC server for PC Reservation and Print Management software.
- 5 networked computers for training lab.
- 1 laptop for staff.
- 1 server located in Technical Services housing the library automation software. The server is an IBM pSeries purchased in November 2004.

2008-2010 Technology Plan Priorities

Priority 1: Maintain and improve the public catalog and website.

As a gateway to providing for the informational needs of its users, the Stillwater Public Library website (library.stillwater.org) is a vital resource and must be constantly maintained and improved. The website currently provides an online card catalog (Webcat); eleven databases, four of which are provided by the Oklahoma Department of Libraries; and general library information.

Action Steps

The Stillwater Public Library will:

- Investigate upgrading to a newer SIRSI online card catalog design.
- Explore the purchase of a metaportal software product to streamline accessing information from the Library's catalog and databases.
- Determine the content and cost of additional databases.
- Analyze the website for improvements and receive staff training from the City of Stillwater Information Technology (IT) Department.
- Update the website with new pages to improve the ease of navigation for users.

Projected Costs:

Staff Training: \$1,000-\$4,000

New design: \$6,000-10,000

New databases: \$500-\$2,000 per database

Priority 2: Prepare for new Sirsi software Symphony and investigate possible new Operating System for the server.

Sirsi has merged with another library software company (Dynix) and is offering a brand new hybrid version (Symphony) which will be radically different than our existing Workflows client version. Our next upgrade will involve much more than an overview of new features. Staff will need to be re-trained for the new software for daily procedures and workflow, server maintenance, and database maintenance. A new Operating System (OS) for the server may have to be purchased to run the Symphony software. The library now uses UNIX, but may have to change to a JAVA based OS. This will involve another major upgrade to the server and will require training for the Technical Services staff.

Action Steps

The Stillwater Public Library will:

- Monitor how new software is working for beta libraries.
- Develop a timeline for the upgrade to Symphony.
- Investigate moving to new server operating system.
- Provide initial and on-going staff training on Symphony and possibly for JAVA.
- Develop and/or find materials and curriculum to meet the needs of staff.

Projected costs:
Upgrade: \$11,000
Training and staff time: \$1,000-5,000.

Priority 3: Re-configure library software to email patrons pre-due, overdue, holds, and Interlibrary Loan notices.

Email notification for patrons should improve item overdues and free up time staff spends calling via telephone and mailing paper notices.

Action steps

The Stillwater Public Library will:

- Generate new texts for pre-due, hold availability and Interlibrary Loan availability on UNIX with v editor software.
- Manipulate the reports module to generate pre-due and holds reports daily and automatically.
- Re-configure our server to send and receive emails and work with City IT department to allow email through their firewalls.

Projected costs:
Unix consultant: \$500

Priority 4: Investigate downloadable books.

Downloadable books can come in many forms, but basically they are Mp3 files. The library could subscribe to a database that offers this format and the customer “checks out” an Mp3 file, or the library could provide “readers” that have a book loaded on them and the customer can take the reader with them.

Action steps

The Stillwater Public Library will:

- Investigate available databases.
- Investigate available readers or takeaways.
- Consider public relations and advertising to let the public know about downloadable books.

Projected Costs:
Upgraded Netlibrary database: \$2,500 minimum
Overdrive base package database: \$2,000
Takeaways: \$300/unit

Priority 5: Develop a social networking library policy.

The public’s information and entertainment needs have gone from one-way communication from the library to interactive and collaborative use internet sites such as Wikipedia, librarything, and myspace. The library needs approved

policies to deal with any situations that may arise with these new two-way communications.

Action steps

The Stillwater Public Library will:

- Develop a Social Software policy for Library Board approval.

Projected costs:

In-house: \$0

Priority 6: Investigate building a digital collection.

The library has many unique items that will need preserving for the future. One strategy of preservation is to digitize these items. This would allow both preservation and greater access by the public.

Action steps:

The Stillwater Public Library will:

- Investigate using the City of Stillwater's new digital imaging management software.
- Investigate digitizing on our own with flatbed and photocopy scanners.
- Investigate where to put a digital collection.
- Decide on a digitization project.
- Develop a digitization plan.

Projected costs:

Scanning items: \$1,000-2,000

Cataloging and maintaining collection: \$2,000-20,000

Priority 7: Investigate establishing a music listening station.

Customers would like to preview music CDs before checking them out. A music listening center would allow for CD previews.

Action steps:

The Stillwater Public Library will:

- Investigate available listening centers.
- Search out appropriate furniture and location.
- Develop procedures for possible clean-up/re-shelving of CDs.

Projected costs:

Listening center: \$1,500-2,500

Furniture: \$1,000-2,000

Priority 8: Investigate staff collaborative software.

The library staff works as a team developing programming and content. Email has many deficiencies in this regard and specific collaboration software may work to help us work together.

Action steps:

The Stillwater Public Library will:

- Investigate available collaborative software.
- Decide if applicable to library team work.

Projected costs:

Software: \$100-1,000

Training: In-house or through City IT Department

Priority 9: Investigate new library technologies.

We need to keep apprised of emerging trends and equipment to better serve our library customers. The library will diligently research new technology and trends as they become available. Some areas that are just breaking in 2008 are self-check stations, RFID (radio frequency identification), downloadable books/music/films, patron driven content, social network tools, wireless handheld circ computers, e-commerce solutions for patrons.

Action steps:

The Stillwater Public Library will:

- Stay apprised of new technology and innovation.
- Analyze the potentials for our local situation.
- Plan for fast-paced technology change.

Projected costs examples:

RFID: \$50,000

Self-check station: \$30,000

Downloadable items: \$2,500-10,000

Social networking: \$0-20,000

Evaluation

The Stillwater Public Library 2008-2010 Technology Plan will be reviewed annually based upon the following criteria:

- The degree to which the priority has been met.
- Input from customer, staff, and Library Board.
- Statistics gathered from Internet, web page, and computer use.
- Statistics gathered from customer and staff training sessions.
- New technological developments or advancements.

Table 1: Computer Inventory

COMPUTER LOCATION	Type	SIZE
TECHNICAL SERVICES	IBM pseries	13500
ADULT REFERENCE	Optiplex 745	8 GB
CHILDRENS REFERENCE	Optiplex 745	8 GB
CIRCULATION DESK 1	Optiplex 745	8 GB
CIRCULATION DESK 2	Optiplex 745	8 GB
CIRCULATION DESK 3	Optiplex 745	8 GB
CIRCULATION WORKROOM 1	Optiplex 745	8 GB
CIRCULATION WORKROOM 2	Optiplex 745	8 GB
CIRCULATION WORKROOM 3	Optiplex 745	8 GB
CIRCULATION WORKROOM 4	Optiplex 745	8 GB
CIRCULATION WORKROOM 5	Optiplex 745	8 GB
CIRCULATION SUPERVISOR	Optiplex 745	8 GB
CATALOGER	Optiplex 745	8 GB
INTERLIBRARY LOAN 1	Optiplex 745	8 GB
INTERLIBRARY LOAN 2	Optiplex 745	8 GB
DIRECTOR	Optiplex 745	8 GB
ADULT REF OFFICE 1	Optiplex 745	8 GB
ADULT REF OFFICE 2	Optiplex 745	8 GB
ADULT REF OFFICE 3	Optiplex 745	8 GB
ADULT REF OFFICE 4	Optiplex 745	8 GB
TECHNICAL SERVICES	Optiplex 745	8 GB
MECHANICAL ROOM	Optiplex 745	8 GB
CHILDRENS OFFICE	Optiplex 745	8 GB
TECH ADMIN. CLERK	Optiplex 745	8 GB
ADMINISTRATIVE ASST.	Optiplex 745	8 GB
MEETING ROOM COOR.	Optiplex 745	8 GB
PUBLIC INTERNET #1	Optiplex GX 240	2 GB
PUBLIC INTERNET #2	Optiplex GX 240	2 GB
PUBLIC INTERNET #3	Optiplex GX 240	2 GB
PUBLIC INTERNET #4	Optiplex GX 240	2 GB
PUBLIC INTERNET #5	Optiplex GX 240	2 GB
PUBLIC INTERNET #6	Optiplex GX 240	2 GB
PUBLIC INTERNET #7	Optiplex GX 240	2 GB
PUBLIC INTERNET #8	Optiplex GX 240	2 GB
PUBLIC INTERNET #9	Optiplex GX 240	2 GB
PUBLIC INTERNET #10	Optiplex GX 240	2 GB
PUBLIC INTERNET #11	Optiplex GX 240	2 GB

PUBLIC INTERNET #12	Optiplex GX 240		2 GB
PUBLIC INTERNET #13	Optiplex GX 240		2 GB
PUBLIC INTERNET #14	Optiplex GX 240		2 GB
PUBLIC INTERNET #15	Optiplex GX 240		2 GB
PUBLIC INTERNET #16	Optiplex GX 240		2 GB
PUBLIC INTERNET #17	Optiplex GX 240		2 GB
PUBLIC INTERNET #18	Optiplex GX 240		2 GB
PUBLIC INTERNET #19	Optiplex GX 240		2 GB
PUBLIC INTERNET #20	Optiplex GX 240		2 GB
PUBLIC INTERNET #21	Optiplex GX 240		2 GB
INTERNET RESERVE PC	Optiplex GX 240		2 GB
INTERNET PRINT PC	Optiplex GX 240		2 GB
PC RESERVATION SERVER	Optiplex GX 240		2 GB
PUBLIC OPAC 1	Optiplex GX 240		2 GB
PUBLIC OPAC 2	Optiplex GX 240		2 GB
PUBLIC OPAC 3	Optiplex GX 240		2 GB
PUBLIC OPAC 4	Optiplex GX 240		2 GB
PUBLIC OPAC 5	Optiplex GX 240		2 GB
PUBLIC OPAC 6	Optiplex GX 240		2 GB
PUBLIC OPAC 7	Optiplex GX 240		2 GB
PUBLIC OPAC 8	Optiplex GX 240		2 GB
PUBLIC OPAC 9	Optiplex GX 240		2 GB
GENEALOGY MICROFILM	Optiplex GX 240		2 GB
JUV GAMES 1	Optiplex GX 240		2 GB
JUV GAMES 2	Optiplex GX 240		2 GB
COMPUTER LAB 1	Optiplex GX 240		2 GB
COMPUTER LAB 2	Optiplex GX 240		2 GB
COMPUTER LAB 3	Optiplex GX 240		2 GB
COMPUTER LAB 4	Optiplex GX 240		2 GB
COMPUTER LAB 5	Optiplex GX 240		2 GB