

West Hurley Library Technology Plan - 2012

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Chapter 1 Vision and Purpose of the Technology Plan:

Vision: The West Hurley Public Library (the Library) will utilize appropriate technology to support the library long range goals as described in the Long Range Plan.

Background: Historically the Library has systematically managed technology to both support the basic operations of the Library, for example catalog support, as well as supplying Internet access for patrons. An inventory of equipment is maintained. Some equipment, especially PCs, is replaced on a rotating basis in order to keep them maintained and current. As new technologies emerge, they present new possibilities for action by the Library. In order to make the best use of library resources, it is important to systematically review those new possibilities and make technology decisions in light of the mission and direction of the Library

Purpose: The purpose of the Technology Plan is to enhance the current set of information about technology at the Library and to provide a base for reviewing new and ever changing technology needs. The horizon for this plan is three years.

The basic steps being taken within the Technology Plan to clarify the use of technology at the Library are:

1. **Review the current information about technology elements at the Library.** This includes reviewing the inventory of what exists and how it is managed.
2. **Sort the list of potential technologies and Library actions** in light of the library long range goals.
3. **Evaluate and prioritize** potential actions of the Library.
4. **Recommend any changes or actions to the Library Board for approval.**

The implementation of technology changes at the Library, including any actions as a result of this plan, is the responsibility of the Library Director and full Library Board. This includes the obtaining of any needed funding.

Chapter 2 Current Technology Inventory

The technology inventory is a working document maintained by the Director of the Library. A snapshot of the library's hardware inventory information, as of October 2011, is in Appendix A.

Chapter 3 Potential Elements and Actions

There are new technologies to be explored as well as existing technologies that need clarification in terms of whether and how they might be used at the Library.

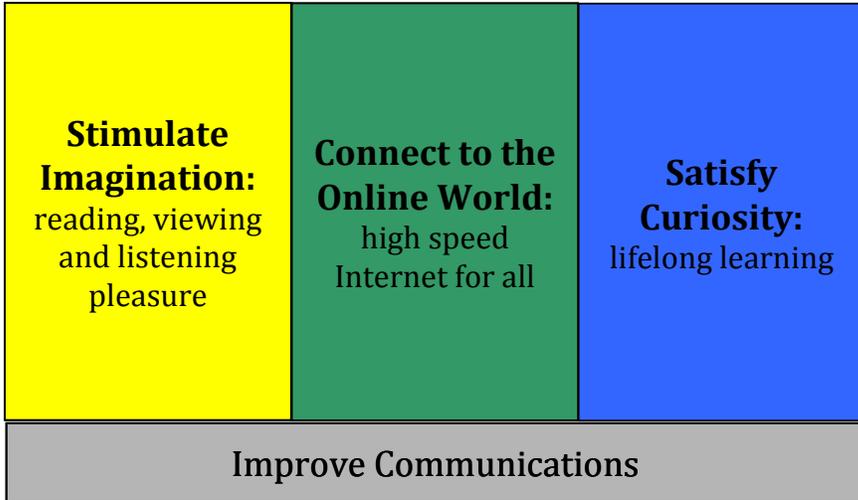
The Library long range goals will be used to organize the list of technology elements and potential actions. See the latest Long Range Plan for a full description of the Library goals.

Long Range Goals

West Hurley Public Library

Long Range Goals:

Long Range Plan Overview:



- Increase “circulation” of library materials
- Enhance popular digital media, focusing on those popular over time
- Lead people to items more readily
- Identify levels/grades for children’s materials
- Clarify use of Library floor plan
- Have a child-friendly computer environment

- Maintain Library operational readiness and Internet access for patrons and staff

- Increase number of learning programs
- Increase number of author and expert programs
- Increase availability of language training

- Improve communications about available library services
- Improve communications on the contents and dates of library votes/elections

above goals approved by W. Hurley Library Board April 2010.

Revised: February 2012.

Note: An item often applies to more than one goal but it is listed only once, under the main goal to which it applies.

Chapter 4 The Technology Goals in Support of the Long Range Goals

Technology Goals West Hurley Public Library

- Establish a Playaway collection
- Evaluate need for additional downloadable eBooks/Audiobooks
- Monitor usage trends for popular visual media
- Supply patrons with tips/information on available library services and technologies
- Improve website to allow patrons easier access to information
- Establish training classes for patrons
- Improve support for patrons using new technologies
- Maintain a dedicated children's computer
- Maintain Library operational readiness and Internet access for patrons and staff
- Maintain telephone services
- Maintain staff awareness of new technologies and training

revised by W. Hurley Library Board
February 2012

Long Range Goal 1.2: Enhance popular digital media, focusing on those popular over time.

Technology Goal 1.2.T1: For audiobooks, establish a Playaway collection

- Perform a 1 year investigation on use of Playaway format for audio
 - Establish a small collection of Playaway titles
 - Examine feedback and acceptance by patrons
 - Target both adult and children collections
- Train staff on how to use the Playaway
- Create instructions for patrons
- \$1000 starting grant, 2010 operating budget
- Status: Completed in 2010.

The results for Playaways were mixed. Some patrons were delighted with the Playaway and other preferred audiobooks on CD over the Playaway. Very few children Playaway audiobooks were checked out.

Pros:

- Playaway was a good replacement for users on MP3 players.
- Some patrons liked that the library was trying a new technology for audiobooks.

Cons:

- The Playaway was not as durable as first thought
- Some patrons felt the Playaway were too difficult to use in the car. They preferred audiobooks on CD over the Playaway.

Recommendation: Keep adult audiobooks on Playaways in the media mix. Balance the purchase of audiobooks on CD and Playaway based on usage and patron requests.

Technology Goal 1.2.T2: Evaluate need for additional downloadable eBooks/Audiobooks

Currently Status: The MHLS has a contract with OverDrive Media to establish the means for distributing downloadable eBooks and Audiobooks. This service is funded by member libraries and state money.

- The Technology Planning Committee considered the question of whether to contribute more to MHLS eBooks than the mandatory amount. This would help to grow eBook content. The decision was made to not contribute more at this time. The question might be reopened if the MHLS system were to support 'local preference' checkout for items purchased by WHPL. This function exists for all libraries for hardcopy books, but not for eBooks.
- Should the WHPL provide training sessions and/or web assistance materials for patrons?
 - Recommendation: Rely on MHLS for assistance. Continue to monitor patron needs with regards to technology and refer patrons to available help resources.

Technology Goal 1.2.T3: Monitor usage trends for popular visual media

- Purchase standard definition format DVDs (not HD, Blu-Ray, etc).
- Purchase children's series to support learning
- Expand collection of classic DVDs for adults (ex: from A&E, BBC, PBS ...)
- Use usage statistics to recommend making operational or budget changes.

Long Range Goal 1.3: Lead people to items more readily.

Technology Goal 1.3.T1: Supply patrons with tips/information on available library services and technologies

- Utilize online newsletter
 - Status: Complete - Online newsletter started January 2011. Continue to highlight the MHLS services/databases in the newsletter.
- Investigate the possible use of social media (i.e. Facebook, Twitter) to provide tips/information about library services and technologies.

Technology Goal 1.3.T2: Improve website to allow patrons easier access to information

- Add self-guided training materials and help aids to the library's website.
- Create a mobile website for patrons with smart phones.
- Maintain smart phone availability for the Director in order to support website development and social networking.

Technology Goal 1.3.T3: Establish training classes for patrons

- Continue working with the Senior Computer Learning Center (SCLC) to have their selected workshops help at the library
- Use money from the Gates Grant for training session not provided by the SCLC.

Technology Goal 1.3.T4: Improve support for patrons using new technologies

- Place an emphasis on supplying training and resources to staff so that they can understand patron questions about new technologies with regard to library services and can direct patrons to the appropriate internal or external help resource.

Long Range Goal 1.6: Have a child-friendly computer environment.

Technology Goal 1.6.T1: Maintain a dedicated children's computer

- Maintain usage statistics

2008 Totals	207
2009 Totals	211
2010 Totals	219
Jan – Sep 2011	278

The usage children's computer has gone up significantly since it was moved from the Activity Room to the children's books area.

- In 2013 the AWE children's computer is due to be replaced.
- Recommendation: Plan for a new children's computer to be installed in 2013.
- Budget implication: Set aside \$3000 in the budget for a 2013 purchase.

Daily Operations

Technology Operations Goal 1: Maintain Library operational readiness and Internet access for patrons and staff.

- Maintain patron and staff computer workstations.
- Maintain network throughput at a minimum of 1.5 Mbps (megabits per second) upload.
- Maintain regular network service for the network, computers, and their software.

Technology Operations Goal 2: Maintain telephone services

- Maintain staff and patron Internet fax service
- Utilize landline for main phone line and security system
- Landline or alternate phone service may be used for Director's phone.

Communications

Technology Communications Goal 1: Maintain staff awareness of new technologies and training where appropriate

- Support Director participation in conferences and classes related to library technology.
- Maintain staff training. Current training is estimated at 4 times a year for each staff member.
- Maintain professional subscriptions