



Jackson County Public Library

2018 - 2020 Technology Plan

Approved by Board of Trustees on November 20, 2017

Library Mission Statement

The mission of the library is to help the community connect, learn and grow.

ASSESSMENT

State of the Library

The library maintains 115 public and staff computers and 2 dedicated servers. The wireless upgrade using e-rate funds and performed during the winter has vastly improved coverage, capacity, and speed. Coupled with the more than three-fold increase in Internet access speed (30mbit to 100mbit) the Seymour Library is providing a higher quality of access than ever before. By adding OCLC's EZProxy software in October 2017, we can now offer databases that were only accessible from the Seymour Library at the branches and, soon, from users' homes with their Evergreen library card and password. Our infrastructure servers will be upgraded soon to expand and improve function both for staff and patrons accessing our web pages, databases, resource directory, and digital archive. Using money from the LSTA Digitization grant, an open-book dual-page scanner will be purchased yet in 2017 to enable us to digitize local history materials and share them using the Indiana State Library's Indiana Memory database. With CollectionHQ's collection maintenance tools, our items are outperforming the CollectionHQ customer average by a wide margin. We have upgraded and expanded our security camera coverage and will continue to do so through 2018. In October, Netflix was added to 10 circulating Kindle fire devices.

The library continues to participate actively in the Evergreen Indiana consortium, which has grown to over 110 member library systems. Within the Evergreen system, the library catalogs all materials according to applicable national standards. The library is currently participating in a video transit pilot.

Seymour Library
303 West Second Street
Seymour, IN 47274

Tel: (812) 522-3412
Fax: (812) 522-5456

Crothersville Library
120 East Main Street
Crothersville, IN 47229

Tel: (812) 793-2927
Fax: (812) 793-3721

Medora Library
27 West Main Street
P.O. Box 400
Medora, IN 47260

Tel: (812) 966-2278
Fax: (812) 966-2229

Outreach Services
Serving Jackson County
Tel: (812) 522-3412 x1241

www.myjclibrary.org

The digital archive is available at jacksoncountyhistory.org. Local yearbooks have been digitized and added to the digital archive with additional yearbooks being added as they are acquired. The resource directory has been converted to an easy-to-modify Wikimedia-based site.

Current and Projected Technology Inventory

Category	Current	Projected - 2018	Projected - 2019	Projected - 2020
Networking				
Switches	7	7	7	7
Wireless AP	8	8	8	8
Fiber Connection	1 (100Mb)	1 (100Mb)	1 (100Mb)	1 (100Mb)
Cable Connection	2	2	2	2
Computers				
Server	2	2	2	2
iPads	28	28	28	28
eReaders	10	10	10	10
Staff station	33	33	33	33
Public station	82	82	82	82
RFID SelfCheck	7	7	7	7
Printers				
Laser	16	16	16	16
Copier	7	7	7	7
Receipt	9	9	9	9
Fax	1	1	1	1
Label	3	3	3	3
Imaging				
Scanner	4	4	4	4
Projector	6	6	6	6
Microform Reader/Printer	1	1	0	0
Digital Microfilm Reader/Printer	2	2	2	2
Security				
Security Camera	28	32	32	32
Miscellaneous				
Charging Station	7	7	7	7
DVD Cleaner	2	2	2	2
Television	7	7	7	7
Game Consoles	6	6	6	6

Items above will be replaced according to the following schedule:

Computers	3 years from purchase date (incl. 3 year warranty)
Printers/copiers	5 years from purchase/lease date
Networking	6 years from purchase date, or as needed to make use of emerging technologies
Other Items	As needed

GOALS and OBJECTIVES

1. Review and investigate technology to improve library services, which may include:
 - A. Research and Reference databases.
 - B. Maintaining library website with accurate and useful links to serve the public and staff.
2. Continue evaluation and integration of all systems and services.
3. Continue to evaluate staff and customers' needs and satisfaction.
4. Assess staff skills and training needs and encourage staff to attend library-offered technology training.
5. Ensure all state certified personnel receive the required 20 Technology LEUs every 5 years.
6. Purchase new computers and technology support equipment, as library budget or grant funds allow. Technology support equipment includes software, routers, switched hubs, electrical wiring, and training materials such as movies, tutorials, etc.
7. Actively seek additional funding to develop and sustain appropriate and effective state-of-the-art technology, researching technology grant opportunities, and applying for appropriate grants through government and private resources.
8. Keep abreast of changes in technology and related issues by doing the following:
 - A. Biweekly meetings of the Technology Committee
 - B. Monitor library publications and online news sources for relevant technology news
 - C. Attend conferences
 - D. At least one staff member will be on an Evergreen Indiana Committee.
9. Actively promote publicly available technology such as free wireless internet access, ebooks, ereaders and databases.
10. Continue to participate in and advocate for the expansion of the Evergreen Indiana Consortium.
11. Continue to add Makerspace equipment by seeking out grants and including it in the annual budget.

TRAINING

Encourage all staff to participate in training workshops, conferences, and other continuing library advancement education opportunities in order to become skilled and knowledgeable in the uses and benefits of electronic access and information delivery systems in the library and promote integrating technology into library operations.

1. Allocate sufficient funding and time to provide for staff to participate in activities related to the advancement of library services.
2. Library will pay department supervisors' membership dues to select organizations.
3. Hold classes/webinars for staff in the computer classroom.
4. Develop tutorials and training materials to be used with new staff.
5. Continue staff refresher training as part of regular staff development days.
6. Explore statewide and regional continuing education training, and make staff aware of such classes.
7. Offer classes certified by the State Library for Technology LEU credits.
8. Provide opportunities for the staff to make site visits to other libraries to gain an awareness of how information technology is used in other facilities.

9. Foster a positive learning environment for ongoing technological change by maintaining open lines of communication and sharing information and technical skills.

TECHNOLOGY BUDGET

1. The library will actively seek additional funding to develop and sustain appropriate and effective state-of-the-art technology for the library.
2. Apply for an Indiana Technology Grant and Universal Service Fund discounts for Public Libraries each year.
3. Research sources for funding beyond the tax base, including gifts, grants, and endowments.
4. Maintain adequate increase in personnel, services, equipment and materials portions of the operating budget to maintain the connections, hardware, and software necessary to meet our technology plan.
5. Dedicate at least 3% of the operating budget to technology. Use LIRF monies in cases of emergency.

	2018	2019	2020
Hardware and Software	\$120,000	\$120,000	\$120,000
Supplies	\$4,500	\$4,500	\$4,500
Services	\$51,750	\$52,994	\$54,584

EVALUATION

1. The Technology Committee will revise this plan annually for approval by the Board of Trustees.
2. Investigate and Evaluate:
 - A. Investigate possibilities for upgrades and other improvements as they become available or are deemed necessary.
3. Evaluation process:
 - A. The Technology Committee will meet biweekly.
 - B. The Technology Committee will review the progress of the technology plan quarterly, reporting need for revision to the Library Administrator and Information Technology Specialist.
 - C. Customer satisfaction with software and other technology provided by the library will be assessed through surveys, customer comments and suggestions.
4. Methods to monitor the effectiveness of services:
 - A. Statistics for circulation of items.
 - B. Statistics for registration of new borrowers.
 - C. Statistics for databases.
 - D. Statistics for computer class attendance and computer lab usage.
 - E. Statistics for registration for technology related services, workshops, and programs.
 - F. Comments and suggestions from customers.
 - G. Statistics related to websites myjclibrary.org and jacksoncountyhistory.org will be consulted to determine whether users can locate useful information on library-hosted websites.
 - H. Community surveys will solicit opinions and suggestions for growth. Through analysis of circulation and usage statistics, the effects of technology on library services will be determined.
 - I. Monitor staff and public requests for new software and technology, taking into consideration user satisfaction, demand for a service, cost-effectiveness, available library space, budget constraints, and emerging technologies.
5. Develop a program of ongoing evaluation and review to keep programs, services, and activities relevant and cost-effective.
 - A. Evaluate current software and hardware for function, relevance, and usefulness.

- B. Utilize and evaluate maintenance and replacement guidelines for technology equipment, which meet the changing needs of library staff and customers.
 - C. The impact of technology will be measured through data gathered in terms of customer visits, computer use, resources used, new customers served, and customer comments.
6. The success of the plan will be judged on the ability of the library to meet the objectives and timelines set forth. The plan will be reassessed each year to evaluate progress and modify objectives if necessary.
- A. The Technology Committee will provide information to the department heads regularly and be responsible for the accuracy and currency of the library’s websites.

Jackson County Public Library 2018 – 2020 Technology Plan Timeline

Continuous goals:

Evaluate and investigate better means of possible collaboration with other organizations.

Ongoing evaluation of staff and customer needs to improve services.

Plan for hardware or software upgrades to improve productivity and quality of service.

Evaluate and maintain network security.

Continued evaluation of staff’s training needs and scheduling to fulfill those needs.

2018	
Jan	Test and evaluate staff computers to determine lifecycle
Feb	Evaluate technology needs to include in 2019 budget
Mar	Evaluate library website and investigate outsourcing
Apr	Replace and Install new security cameras
Jul	Replace computers 3 or more years old
Aug	Evaluate and price cable Internet and infrastructure upgrades at branches
Nov	Apply for State Technology Grants/Apply for Universal Service Fund discounts
2019	
Feb	Evaluate technology needs to include in 2020 budget
Mar	Develop infographics to advertise the library’s value
Jul	Replace computers 3 or more years old
Sep	Establish core technology competencies

Nov	Apply for State Technology Grants/Apply for Universal Service Fund discounts
2020	
Feb	Evaluate technology needs to include in 2021 budget.
Jul	Replace computers 3 or more years old
Nov	Apply for State Technology Grants/Apply for Universal Service Fund discounts