

Technology Plan
Manitowoc Public Library
Manitowoc, WI
May 26, 2009 – June 30, 2012

Vision: To excel as the community's link to ideas, information and resources.

Mission Statement: To serve as the center of enrichment for the Manitowoc community providing free and convenient access to information, literature, culture and the arts through a variety of media and technologies. To fulfill this promise, the library will provide:

- Free and convenient access to a diverse and growing collection
- Knowledgeable and responsive staff
- Technology that connects our community to the global information world; and,
- A variety of library services and programs for all ages.

Adopted by the Board of Trustees.
Manitowoc Public Library May 26, 2009

Technology Vision Statement: The Manitowoc Public Library will be the information hub for the community, utilizing current technologies and high speed Internet access to improve library services for the community. The Library will be both a physical place as well as an information portal, where residents will be able to access the library 24 hours a day, 7 days a week, through its website and electronic resources. Library staff will be provided with continuous training and development opportunities so they may better serve the public.

Objectives of this Plan

This plan is intended to guide technological development in the Library for the next three years. It will support the needs of the library's mission statement; stimulate thought and discussion about the technological needs of our community, and provide structure for planning and budgeting in the next three years.

Current Technology Environment: The Manitowoc Public Library has a network of 92 computers, including one laptop, 4 file servers, 48 public and 39 staff workstations. Staff workstations are the tools used for public services functions, such as checking out materials, cataloging materials, placing reserves and Interlibrary Loans, updating

Library website, answering Reference queries and e-mails, and Reference database searching. Internet access is provided in the form of a T-3 line through ESLS (Eastern Shores Library System) and our membership in the LARS consortium, administered by MCLS (Manitowoc Calumet Library System). The Library is on the SirsiDynix WorkFlows software which was purchased by LARS and maintained by MCLS. Our e-mail is through the state system called WiscNet.

The Library maintains its own website. The Library provides wireless Internet access inside the building through four HP ProCurve Wireless Access Points. Access is available to users having hardware equipped with wireless network cards meeting the WiFi standard IEEE 802.11b or 802.11g. Two of the units are for public access and two of the units are used for a private network for the PocketCirc, remote access to the WorkFlows software.

The Library is also connected to the City of Manitowoc network through a direct fiber connection, giving three Library administrative staff access to the City financial software. The Library has a server which is shared with Lester Public Library in Two Rivers for the SAM software. This allows patrons to sign on to use the computers for internet, applications and printing. The software monitors the time a patron is on the computers and the amount owed for printing.

Telephone service is provided through AT&T; O & W Communications handles maintenance of telephone equipment and the voicemail system. The current system was installed when the building was built in 1998. For presentation hardware in the program rooms, we have 2 ceiling mounted wireless LCD projectors, 2 remote controlled electronic screens, and speakers for sound. The Library has 3M 3804BC for the circulation security system.

The Technology Plan addresses five library service areas where technology has an impact:

Public Services

Goal: Expand and enhance public access through technology.

Action:

1. Upgrade public and staff computers and replace printers as needed.
Replace 16 staff PCs 2009
Replace 15 public PCs 2010-2011
2. Continue to investigate and implement additional equipment to provide access for the visually impaired, 2009-2012, on-going.

3. Fund and increase access to subscription online databases, providing availability within the library and from home, 2009-2012.
4. Purchase additional self check workstations, 2011-2012

Staff Services

Goal: Provide staff with hardware, software and training required to provide excellent service. To take advantage of the personnel and resources made available to us by MCLS and other continuing education opportunities to help keep staff abreast of the latest technological advances.

Action:

1. Upgrade public and staff computers and replace printers as needed.
Replace 16 staff PCs. 2009
Replace 15 public PCs. 2010-2011
Replace staff laptop. 2010
2. Purchase Dreamweaver for the website software and provide training for appropriate staff members. 2009
3. Purchase mediacheck machine for desensitizing the videos, DVDs and CDs, 2010-2011
4. Participate in City IT Committee, 2009-2012, on-going.
5. All new staff hires must be computer literate, 2009-2012, on-going.
6. As budget allows, send staff to conferences sponsored by the American, Public, and Wisconsin Library Associations, 2009-2012, on-going.
 - Visit exhibit booths of technology vendors
 - Attend workshops on relevant technology topics
7. Encourage staff to attend at least one computer workshop per year, 2009-2012, on-going.
 - Administrative staff will obtain additional training in the use of website software for the Library website. 2009
 - Appropriate staff will attend training on SirsiDynix (vendor name of integrated library system) upgrades, as needed, 2009-2012, on-going.

Network Services

Goal: Improve and maintain network connections. There is a need to always provide the fastest Internet connection as prompt delivery of information in electronic formats is becoming the prevalent method of information transfer.

Action:

1. Purchase a domain controller and upgrade the servers' software. 2009 on-going.
2. Establish and maintain an intranet for the library staff, 2009-2010 on-going.
3. Work with network consortium on upgrades of integrated library system software, SirsiDynix, 2009-2012, on-going.
4. Conduct annual assessments of telecommunication services, hardware and software inventory, plus systems and software upgrades needed for providing optimal services. 2009-2012. on-going
5. Budget for the purchase and maintenance of hardware, UPS equipment (uninterruptible power supply), and software (including upgrades), and telecommunications cabling and equipment as needed, 2009-2012.
6. Conduct annual reviews and revisions of technology needs and goals in response to new developments and opportunities in technology as they arise (i.e. downloadable books, new audio and video formats, online databases, portable electronic devices, etc.), 2009-2012.
7. Work with the state and system libraries for connection with fiber through the stimulus package, 2009-2012.

Telecommunication Services

Goal: Maintain high speed telecommunications connections that will allow the library to provide excellent service.

Status: Fourteen phone lines are for access to the library by the public.

32 digital stations

32 analog stations (12 used for voicemail)

Action:

1. Working with our telecommunications vendor, investigate replacement of telephone & voice mail system, 2009-2010.
2. Install new telephone and voicemail system, 2010-2011.

Website Development and Maintenance

The Library's website was originally designed by staff. Public relations staff took over as webmaster in 2001 and redesigned it in 2003. The website is housed on a server at ESLS, currently there are 5,000 pages.

Goal: Promote, maintain and improve website, expanding usefulness, functionality, and access to current information.

Action:

1. Have the website professionally designed, and then maintain it in house, 2009-2010, on-going.
2. Provide staff training on new web software, 2009, on-going.
3. Fund and upgrade Dreamweaver, Corel Draw, and other software needed to keep the website current, 2009-2012, on-going.
4. Fund website hosting, 2009-2012, on-going.
5. Translate the web site into Spanish and/or Hmong, future.

Evaluation

Staff will work to remain current with trends and issues in library technology through appropriate training, journals, workshops and conferences. Planning technology for the future will require flexibility and the ability to adapt and adjust to technical trends and changes ahead of us. Since technology is constantly evolving, this plan is considered a framework which will guide, but not limit, the library's use of technology.

Approval

This plan was approved by the Board of Trustees of the Manitowoc Public Library at their regular board meeting on May 26, 2009.

Equipment Inventory

May 1, 2009

Telephone Equipment: All purchased August, 1998
One Nitsuko America NVM 2000 (Voicemail) Server
One Minuteman XRT UPS
45 phone sets

Computer Network Equipment

Adult Area (Main floor)
Circulation workstations 4
Self-Checkout 1

Reference desk 3
Public catalogs 14
Public internet 23
Public document 1
Technical Services
Staff workstations 2

Children's Room (Second floor)

Reference desk 2
Self-Checkout 1
Public catalogs 4
Public Game 2
Public Internet 6

Administration

Director's Office 1
Business Office 2
Public Relations Office 2
Reference Librarian's Office 1
Reference Staff Workstations 8
Youth Services Manager 1
Youth Staff Office 1
Circulation Services Manager 1
Circulation Workroom 4
Circulation Staff 1
Information Technology Staff 2
Administration Laptop 1
Staff Conference Room 1

Server Room

Network Server 3
Telephone voicemail server 1

Total for the library 93