

# STILLWATER PUBLIC LIBRARY TECHNOLOGY PLAN 2012-2014

## **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 2012-2014 Stillwater Public Library Technology Plan includes 7 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 automation software, investigate possible new Operating System for the server, and investigate open source library software.**

The library software company has released a new version of their automation system which is a major change from our existing system and will require more staff training and a new server or at the least new server software. Another option is open source software, where the library would maintain and shape software to its needs and upgrade at its own speed.

### **Priority 3: Implement the new OK Connect Broadband Grant**

The grant provides for 10 new PC's and funds to create a computer lab; a video conferencing broadcast station; new wifi transmitters; and 100 mbps connection.

From Gates Foundation: "When libraries provide broadband to communities, they can deliver valuable online opportunities that help people find jobs, further their education, and access important government information. We hope that this BTOP award will help other public and private funders to understand the importance of investing in public technology access at Oklahoma's libraries."

From ODL: "With this equipment, small businesses could communicate globally with their partners, conduct online interviews with potential employees, and attend training sessions without having to leave town. Local citizens could sign-up for online college courses. It can be a boon for distance education in these communities."

From Gov. Henry:

“Many Oklahomans face challenges in finding affordable broadband services that are critical to accessing information for educational, business and health purposes”

**Priority 4: Re-configure our software to email patrons pre-due, holds, and ILL notices.**

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

**Priority 5: 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 them more accessible to a greater number of people.

**Priority 6: Investigate new library technologies as they arise.**

The Library needs to keep apprised of emerging trends and equipment to better serve our library patrons.

**Priority 7: Investigate RDA and impact on library MARC catalog.**

During the experimentation using new cataloging instructions, Resource Description and Access (RDA), it has become clear that there are a number of RDA data elements that are not accommodated adequately in the current MARC 21 Authority format.

### **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.

The 2005-2007 Stillwater Public Library Technology Plan, approved in December 2005, met the following five priorities:

1. Improved our 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 offer regular classes.
3. Met staff software needs mainly through upgrades of PC's and Microsoft OS.
4. Enhanced public access to computers through internet reservation, print management and a PC based server and the addition of 5 new internet stations.
5. Wireless internet connections are now offered at the library.

The 2008-2010 Stillwater Public Library Technology Plan, approved in January 2008, met the following six priorities:

1. Improved the public website with new OPAC software (Ibistro), enhanced Ibistro with Library Thing for Libraries, use new Web Page building [free] software to add graphics, links, calendars, downloadable books database, and front page search box.
2. Prepared for software upgrade to Symphony version, but then postponed upgrade due to budget cuts and lack of up-to-date hardware.
3. Sirsi software is now emailing 1<sup>st</sup> and 2<sup>nd</sup> notice overdue letters. (The pre-due, holds letters, and ILL pick-up letters are not being mailed yet).
4. Started a statewide library consortium for small libraries to offer downloadable books and music via OverDrive.
5. Approved a social networking library policy and established networking sites such as Facebook, Twitter, Googleplus, Myspace, and Goodreads.
6. Established four listening and viewing stations for patrons to use music cd's and dvd's in the library. The stations are dedicated in memory of Richard Sutton, longtime librarian at SPL.

### **Technology Assessment**

The Stillwater Public Library has a total of 96 computers and 13 printers. The City of Stillwater Information Technology (IT) Department is responsible for maintenance and replacement of all computers except the IBM server. All areas of the library provide Internet and wireless access to users.

The Library computers and peripherals are utilized as follows:

- 25 staff networked computers. Staff utilizes Unicorn Workflows (GUI) software from SIRSI Corporation for library transactions.
- 8 Online Public Access Computers (OPAC) providing access to library information via the online catalog (Ibistro), databases, and designated Internet links. The Genealogy Room OPAC has additional genealogical CD-ROM databases and links to genealogical websites and is now within

the Public Internet management. OPAC information is also accessible remotely through the Library's website at [library.stillwater.org](http://library.stillwater.org)

- 26 public Internet stations connected to the City's network via broadband (100mbps).
- 3 netbooks for public checkout
- 10 networked PCs for computer lab
- 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 non-networked PC in Study Room
- 1 PC server for Reservation and Print Management software.
- 2 laptops for staff.
- 1 ipad for staff.
- 1 Nook e-reader for staff.
- 2 LCD projectors for staff and public.
- 1 CISCO video conferencing unit.
- 1 staff flatbed scanner.
- 1 computer server located in Technical Services housing the Library's automation software. The server is an IBM pSeries purchased in November 2004.

## **2012-2014 Technology Plan Priorities**

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

As a gateway for the informational needs of its users, the Stillwater Public Library website ([library.stillwater.org](http://library.stillwater.org)) is a vital resource and must be constantly maintained and improved. The website currently provides an online card catalog (Ibistro); eleven databases, five 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 catalog design.
- Compare metaportal software products 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, investigate possible new Operating System for the server, and investigate open source library software.**

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 need 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 or the purchase of a brand new server, or possibly use a cloud server, and will require training for the Technical Services staff. Open source library automation software is an option also. Though the software itself is free, the management and maintenance would have to be done in-house or through Software-as-a-Service (SAAS), which carries considerable costs too, perhaps as much as our existing Sirsi software.

**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.
- Investigate open source software such as OCLC WorldShare, Koha or Evergreen.

Projected costs:

Upgrade: \$41,000 (includes cost of new server). Open source option would include full time staff for maintenance, so cost is about equal.

Training and staff time: \$1,000-5,000.

**Priority 3: Implement the new OK Connect Broadband Grant**

The library is in the process of implementing the OK Connect Grant with broadband connection speeds (100mkbs), a CISCO video conferencing center, and a computer lab with 10 new PCs. Foundational principles of the broadband grant and the library's role in general concerning high speed internet and other communication technologies are based on digital inclusion. This can be thought of as benchmarks for us and entail educating the public, especially access for underserved populations and people with disabilities, to the uses and benefits of advanced technologies, providing equitable and affordable access to high speed internet devices and content, and promoting economic, educational, and social

opportunities of high speed internet while also educating about consumer protection and digital literacy.

Action steps

The Stillwater Public Library will:

- Promote video conferencing and broadband capabilities to for-profit and non-profit groups and highlight new lab computers, web cams, software, and bandwidth.
- Train staff in the use of the video conferencing unit through library staff training.
- Identify and recruit outside groups to use OK Connect communication technologies. Some examples are AARP, BID (Business Improvement District), local tribes, authors and publishers for book talks and events, GED or other continuing education, and job searching.
- Develop procedures for staff to facilitate hands-on sessions and provide for hands-off use of lab/conferencing center.
- Advertise, train, and facilitate local groups to broadcast their own workshops, conferences, and training.
- Develop SPL programs that receive broadcasts from authors, entertainers, educational programs, health programs, small business programs.
- Investigate other uses for the new equipment and connection speed in collaboration with local groups.
- Apply for e-rate discount for basic maintenance of video conferencing, router and firewall equipment purchased through OK Connect grant.  
(revision added 11/27/12)

Projected costs:

Grant is covering all costs for first two years. SPL will pay broadband costs in year three but will utilize state and federal e-rate discounts to reduce overall costs.

**Priority 4: Re-configure our software to email patrons pre-due, holds, and ILL pick-up notices.**

Email notification for patrons should improve item overdue contacts and free up time staff spends calling via telephone and mailing paper notices. Our library software is not capable of doing this, but there are work-arounds.

Action steps

The Stillwater Public Library will:

- Generate new texts for pre-due, hold availability and ILL availability on UNIX with v editor.
- Manipulate the reports module to generate pre-due and holds reports daily and automatically.

Projected costs:

Unix consultant: \$500

**Priority 5: 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 and/or commercial software such as Contentdm from OCLC.
- 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 6: Investigate new library technologies as they arise.**

We need to keep apprised of emerging trends and equipment to better serve our library patrons. The library will diligently research new technology and trends as they become available. Some areas that are just breaking in 2012 are RFID, self-check, downloadable books/music/films, patron driven content, social network tools, wireless handheld circ computers, and 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

**Priority 7: Investigate RDA and impact on library MARC catalog.**

During the experimentation using new cataloging instructions, Resource Description and Access (RDA), it has become clear that there are a number of RDA data elements that are not accommodated adequately in the current MARC 21 Authority format.

Action steps:

The Stillwater Public Library will:

- Attend future training on how to implement RDA
- Develop a plan to reconcile our MARC catalog with new RDA standards as SIRSI makes this available.
- Stay apprised of new technology and innovation.

Projected costs:

Dewey 23: \$100/year via OCLC

Training: \$300/year via ODL and OCLC and/or AMIGOS

### **Evaluation**

The Stillwater Public Library 2012-2014 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.