

Technology Plan

Chambers County Library System, Anahuac

September 1, 2019 to August 31, 2022

Mission Statement: What is the mission statement for this library?

The Chambers County Library System, utilizing a knowledgeable staff trained in current library trends, will attempt, within its financial means, to collect, organize, make accessible, and distribute library materials to meet the informational needs of individuals and groups of diverse backgrounds, to facilitate informal self-education, to encourage positive recreation and constructive use of leisure time, and to act as a supplemental resource in the formal education of the children and young people in the community.

Chambers County Library Advisory Board – May, 1996; Revised, August, 2007

Current Technology: What is the current level of technology in this library? List computing and telecommunications resources currently in use.

The library system became the instigator of the entire county administration automation effort in 1996, thanks to the Telecommunications Infrastructure Fund, the federal E-rate program, HB 2128, and the Texas State Library. Chambers County Courthouse has a Windstream EIA 100Mbps internet connection that all interconnected pieces of the network share. The staff and public network connectivity at the Anahuac branch is provided via fiber that runs to the courthouse. Currently at the Mont Belvieu branch the staff and public network connectivity is provided via a 4.9GHz point-to-point microwave system. The Mont Belvieu branch also has a 50Mbps fiber backup connection provided by Frontier that connects them back to the county network via site-to-site VPN if the primary connection is down. At the Winnie branch, the staff and public connects back to the courthouse with a VLS connection and the public uses a DSL connection provided by Windstream Communications for internet access. The library system provides wireless access for the public on their own laptops and other wireless devices.

Clients to the library network within the library sites currently total 61 pcs, running on Windows 7. All computers will run Windows 10 by early 2020. Of those, 37 are for public access, and 24 for staff access. Library database catalogs are available at each branch via desktop or iPad. Each site has laptops available for checkout. One machine at each branch has a dedicated print release station. Each branch provides AWE Early Literacy Stations for children. All public access machines share network printers; staff machines also have shared printers. Time management software (*Cassie*) has been implemented at all branches.

To comply with the E-rate guidelines, all branches have content filtered through a Palo Alto Firewall.

PCs in the network are on a four year lease plan (sometimes extended to 5 years) through Dell Computers. All public access machines have Internet access and Microsoft Office, and server-based virus protection. Library automation software, installed September, 2007, is Internet-based and housed off-site, and available on all machines as well as remotely. Staff machines have library automation software and various specialized programs depending on the staff person (e.g., Quicken, Adobe Photoshop).

Printers at the library system include 3 networked HPM577 printers for staff, and 3 networked HPM553 printers for public use. The Technical Services and Administrative unit includes 1 networked Konica Minolta Bizhub C258 with print, scan, fax, and copy capability.

Each library also has a Canon fax machine available for public use. Scanners are available at each site for patrons who might need to scan items. Coin-operated photocopiers are available at each site with scan to email capability. Wireless printing (*Cassie SPOT*) has been implemented at all branches.

Through the State Library, CCLS links to online databases; remote access passwords have been provided to the library patrons. The library also includes in its database over 30K MARC records for books under contract with the State Library under the EBSCOHost eBooks umbrella. The library system does not generally purchase software for public use either on the network or for personal use at home.

The library system currently provides wireless Internet access to its patrons and staff. Due to space issues, we encourage patrons to use personal laptops, iPads, or other wireless devices to free workstations for others to use. Providing wireless access allows patrons to perform tasks that we do not allow on public computers, such as installing software.

Staff members utilize group email for branch-to-branch info, queries, personnel information, monthly reports, and procedure memos. Some vendors are utilized through Internet access for books, equipment, and services such as MARC records. The library system has a Z39.5 module and the Technical Services unit uses this module heavily. Z39 is included in our library software also.

We offer one-hour computer "orientation" and advanced classes (Internet/Microsoft Office) at each branch on an irregular basis. We also offer bilingual basic and advanced computer classes. Staff members at all sites generally provide assistance to patrons if necessary, on an informal basis.

Future Technology:

1. what is the desired future level of technology in this library? 2. What specific hardware and software, telecommunications, and information technologies (such as access to the Internet, remote databases, distance learning, web-based catalogs, reference services, etc) are you planning to acquire and implement? (Your System Coordinator or consultant may have checklists or other materials to assist in responding to this question.)

Due to library space considerations the number of public access machines has reached a maximum level. The county will continue to use Windows 7 as the standard supported operating system until the OS is no longer supported by Microsoft or there is a business need to upgrade to Windows 10. All lease machines come standard with Microsoft Office.

Continue to offer TexShare databases to out-of-facility library patrons via remote patron access. Expand this service to other databases as funds allow. Implement EZProxy authentication software for easier access to online resources.

The Chambers County Library System seeks to implement additional electronic resources/databases other than those provided by the State Library to accommodate for the community and for future growth. Examples of databases would include language and an automotive repair database. The area junior college links through our web page for their databases, and they provide passwords for their students. The local school systems (3) are involved with distance learning, but the county library system has no plans to develop this. We hope to link to the media center collections from the three school systems on the library's web catalog.

Review, evaluate and update Public Internet Policies as needed.

Offer device lending such as iPads, Kindles, or other wireless devices.

Seek online payment method as well as debit/credit options for front desks

Reviewing the possibility of adding coin and bill vending machines for self-service print payment.

The library system qualifies for a 40% shared federal e-rate discount, and has been funded for all years of the program but one.

Offer online library cards for remote access.

Timeline: What are the planned dates to implement this desired future level of technology in this library? List the approximate dates when you expect to reach important milestones in your technology implementation.

The county now budgets for lease computers each year for the library system.

We have no definitive time projections for the other items in our plan. The addition of the other library collections to our database, for example, is done on the basis of whenever we can spare the staff to do so. The collections we have been adding have never been cataloged before, so we must begin from scratch, and that takes time, personnel, and funds.

Budget: 1. what are the approximate costs of this desired future level of technology? 2 How does the library plan to secure the necessary funds for each technology component, i.e., what are the *sources* for these funds?

The county administration bears the brunt for the network costs. This is not a line-by-line budget listing. Software maintenance, network maintenance, and Internet Services are provided in the county budget, but are not broken down by department, except for specific items such as our library software. Replacement equipment is provided for through capital leases. We are currently leasing 57 machines at \$1,200 per desktop and 2 laptops at \$1,900. There are no additional anticipated costs; everything is already in the county's financial planning policy for technology and in the current budget.

The federal e-rate program and HB 2128 discounts help greatly on the telecommunication costs, but again, the County must supply the rest.

Education and Training: What are this library's plans to accomplish the training necessary for **staff and patrons** to use the desired technology effectively? What types and sources of training will this library participate in?

As noted earlier, patrons have the option of attending a one-hour orientation class at any of our sites. Staff members are encouraged to take courses provided by the Texas State Library, Webjunction, and other library related web based courses.

- Key staff attending annual conferences to keep current on library developments.
- Key staff training staff members on in-house operations and other technology as part of our policy of providing refresher courses for new and existing staff.
- Continue ongoing patron training in basic/advanced computer and internet skills as well as basic skills in word processing, spreadsheets, presentation programs, download classes, and technology orientation for new and upcoming technology trends in libraries.
- Obtaining additional training from Amigos, Webjunction, TSLAC, and from grant sources as they are offered.
- The County's IT Department provides a great deal of expertise to the library staff in the operation and troubleshooting of the network.
- Niche Academy (recordable instructional courses) for public and staff.

Staff members have attended courses and workshops on troubleshooting equipment, software use, and online reference searches.

Technology Integration: How will this library integrate the use of these technologies into the services it provides for its users?

Due to the integrated, online network, the library has experienced increased branch-to-branch access to the collection, resulting in higher intra-library loan use. The web page and online catalog have also resulted in favorable public comment, with the patrons placing reserves and accessing their circulation records online. Patrons have the ability to renew items online. The remote access databases for the public have resulted in positive comments from the public. The library system currently uses the Interlibrary Loan program, Navigator to process requests from patrons as well as other libraries across the country.

One of the most telling points is the public access to the Internet at the libraries. Some actually have access at home but visit the library because the network is more current technologically, safer, and faster. After hours at the libraries finds patrons utilizing the "hotspot" access outside the buildings.

We are able to take advantage of the many features integrated library software allows. The overdue item collection results have improved greatly, and reliable computer reports are available in our software. We use other reports extensively for collection development. The County Auditor has received information necessary to comply with GASB regulations on the library inventory thanks to our automated system, and has a greater appreciation for the value of our collection and buildings, thanks to the reports we provide. The patrons appreciate the enhancements on our catalog that give them more information on titles.

The library system documents use statistics of the collection, equipment, and services monthly, for compilation and delivery to the State Library on an annual basis. Internet logons and software usage are tracked in addition to the traditional library items. Our redesigned webpage enhances patron access to the library system.

Evaluation Process: 1. How will this library evaluate the success of this plan? 2. How will you determine if the technology plan was successful in meeting the goals of your institutional plans? 3. How frequently will you update the plan?

As a mature, integrated network, our automated system is already considered a major success from the standpoint of the library database and public Internet access tools. It is recognized in our county as a valuable asset.

Our plans for the next few years are modest. We are satisfied that the network is basically doing what it is designed to do. We have satisfied patrons, who have learned to appreciate its features. The staff benefits from additional training, but all in all, we are satisfied with their levels of competence and ability to work the software.

The annual reports provided to the State Library are useful tools for evaluation of the system, but our in-house use of reports is even better. We constantly monitor patron activity, evaluate the collection, correct errors in the database, and do all this as a result of full integration of library operations in the automated network. This activity, when discussed by the staff and with the IT Department, are strong indicators that we are on track for the best system we can provide.

This plan will cover the next three years.

This Technology Plan has been reviewed and submitted on behalf of this library.

Signatures:

Library Director

Date

Library Board Chair

Date

As Applicable: Mayor, City Manager, County Judge, or School Superintendent *(Circle appropriate title)*

Date

FOR USE BY THE TEXAS STATE LIBRARY

This plan has been reviewed and certified by the Texas State Library.
This certification will be effective for the term of this plan, but not to exceed three years.

Approved by Texas State Library

Date

This certification expires _____

(7/17/00)