

Wells Branch Community Library District

Technology Plan 2016-2020

Technology Vision and Ideals: The Wells Branch Community Library will offer fair access to technology services to meet the digital needs of the community including reference, training, and entertainment. We will bridge the digital divide with services and training available to neighbors who may not have the necessary resources or preparation for career or educational advancement. We will enhance the experience of our community with enrichment databases, digital access to pleasure reading materials, and tutelage for safe social technology use. We will train personnel to bolster the community's technology expertise and experience.

Current Technology Situation

Catalog and Circulation

- Collection is managed with Biblionix Apollo
- All catalog and patron information is stored off-site with secure redundant servers
- Both administrative and public access is available 24/7 through any internet connection
- Serves to authenticate users for database access and public computer usage

Staff Network

- Dell PowerEdge T320Server with Intel Xeon 2.8 GHz processor, 8GB RAM, 64-bit running Windows Server 2012 installed July 2015
- Standard software on all staff machines includes Symantex Antivirus, Microsoft Office 2010 suite, Adobe Reader, Flash Player, Mozilla Firefox and Google Chrome
- Shared files accessible from all staff machines for file storage
- Children's desk: Lenovo ThinkCentre M92 with 2.9 GHz intel i5 processor, 4GB RAM 64-bit operating Windows 7 Professional installed December 2013 and hard wired to an HP LaserJet 1022n b&w printer
- Information desk: Lenovo ThinkCentre with 2.7 GHz Intel Pentium processor and 2GB RAM, 64-bit running Windows 7 Professional installed October 2012
- Circulation Desk: Acer Veriton X275 with Pentium DualCore 3.2GHz processor, 2 GB RAM 64-bit running Windows 7 Professional installed November 2011
- Workroom
 - A Lenovo Thinkcentre with Pentium 2.7 GHz processor, 2GB RAM 64-bit operating Windows 7 Professional installed October 2012. Direct connection to HP OfficeJet 4500

- B Dell Optiplex 755 with Intel Core Duo 2.4 GHz processor, 4GB RAM 64-bit operating Windows 7 Professional installed September 2013
- C- Dell Vostro 230 with 2.93GHz Intel Core Duo, 4GB RAM, 32-bit running Windows 7 professional installed October 2014
- D- Dell Optiplex 320 with Intel 1.8 GHz, <1GB RAM running Windows XP installed November 2007
- Office(s)
 - Director: Lenovo ThinkCentre with Intel Pentium 2.7 GHz processor and 4GB RAM, 64-bit operating Windows 7 Professional. Installed October 2012. Direct connection to Brother MFC 6490 all-in-one printer and scanner.
 - Office Manager: Dell Vostro with 2.93GHz Intel Core Duo, 3 GB RAM, 32-bit running Windows 7 Professional installed June 2014. Direct connection to Lexmark X7675 all-in-one printer and scanner.
- Offsite access to the server is available for managers with Remote Desktop Connection. Managers have retired patron workshop laptops available to keep at home for remote access.
- Email is through Office365
 - No fee for education licenses
 - Joint access mailbox and calendar under staff@wblibrary.org for public information and management of meeting room reservations
 - Each employee and trustee has a dedicated email address with their name at wblirbary.org. Mailboxes can be set up to automatically forward to a personal email address.
 - Joint access mailboxes for staff@wblibrary.org, volunteer@wblibrary.org, kids@wblibrary.org, etc
 - Access is available anywhere with an internet connection and on most smartphones.
 - Backup and storage is offsite
- iBackup subscription saves an offsite image of all files nightly
- Symantec Anti-Virus and Windows Firewall for security
- Only administrators can download and make changes

Patron Network

- Server: Dell PowerEdge T110 with Intel Xeon 2.4 GHz processor, 8GB, 64-bit, running Windows Server 2008 installed August 2013
- 17 public computers for patron use with high speed internet
 - Installed August 2013 (individual machines replaced as needed with identical technology)

- 13 in the adult area, 2 in the teen section, 2 in the children's area. Teen and children's machines have staged levels of filtering through SonicWall. Adult machines are completely unfiltered.
- Dell OptiPlex 755 desktop PC- Intel Core 2 Duo 2.33 GHz, 4GB DDR2, 750 GB HDD
- Running windows 7 professional, 64 bit
- Optical mouse, standard keyboard, flat screen monitor
- Installed software includes Office 2010 suite, Adobe Reader, Mozilla Firefox, Google Chrome and Flash Player
- Many updates are automatic, others are performed manually each month
- 2 printers are available to the public network: Brother HL-2280DW B/W Laser; Brother MFC-9460CDN Color Laser
- 3 patron catalog machines (2 in the adult area, 1 in the youth area) run Apollo through Mozilla Firefox.
 - HP Compaq - Intel Core 2 Duo @ 2.33GHz, 4 GB RAM, Windows 7 Professional 64-bit
 - installed April 2013
- 3 patron self-check machines (2 in the adult area, 1 in the youth area) run Apollo through Mozilla Firefox.
 - HP Compaq - Intel Core 2 Duo @ 2.33GHz, 2 GB RAM, Windows 7 Professional 32-bit installed April 2012
 - Dell Optiplex 755 - Intel Core 2 Duo @ 2.33GHz, 4GB RAM, Windows 7 Professional 64-bit installed January 2015
 - HP Compaq - Intel Core 2 Duo 2.33 GHz, 2GB DDR2, DVD-ROM, Windows 7 Professional 32-bit, Mouse and Keyboard installed April 2012
- PC Reservation from Envisionware - Management system with a free-standing public console and administrative access at the information desk
 - Administrative machine- HP ProDesk 400 with Intel Core i5 3.5 GHz processor, 64-bit, 8 GB RAM running Windows 7 Professional installed January 2015
 - Public Console- Dell Vostro 230 - Intel Core 2 Duo @2.93GHz, 3 GB RAM, Windows 7 Professional 32-bit installed March 2011
 - Controls user sessions and authentication
 - Initiates End User License Agreement (EULA) at the start of each session
 - Manages printing, time and session limits
- Security
 - Faronics antivirus installed on all machines and updated automatically
 - Faronics DeepFreeze installed on all public access machines to maintain identical interface. DeepFreeze prevents patrons from installing, making changes or saving to the public machines.

- Windows Firewall installed on all machines
- Only staff administrators can perform downloads or make changes

Internet

- Internet comes from Timewarner Cable. Download speed is 15Mbps; upload speed is 2Mbps.
- Wireless Internet throughout the facility and grounds
 - Completely unfiltered and open for use 24/7
 - Able to collect usage statistics
 - Managed by Unify devices installed December 2014
 - No End User License Agreement in place
- Social Media- WBCL maintains a Facebook and Twitter account updated regularly

Online Services

- Eventbrite is used to manage tickets for high attendance events
- SurveyMonkey is used to perform patron and internal surveys
- Staff maintains and accesses a google calendar for programs, staff events, meetings, maintenance appointments, vacations, shift coverage, volunteer schedules, etc.
- Constant Contact is used to manage a distribution list and send weekly email to subscribers.
- Pinterest allows staff to pass along craft and book related information.

Peripheral Devices

- Tablet computers for public workshop use
 - 7 Asus X200CA notebook computers with Intel Celeron 1.50GHZ processor, 64-bit, 4 GB RAM, running Windows 8, purchased December 2014
 - Installed software includes Office 2010 suite, Adobe Reader, Mozilla Firefox, DeepFreeze, Google Chrome and Flash Player
- Staff use and demonstration devices (date of purchase, specs)
 - Kindle Fire 7inch WiFi, 8GB RAM purchased November 2012
 - iPad Air 2 9.7 inch WiFi, 64GB RAM purchased December 2014
 - Nook Simple Touch purchased November 2012
 - Surface Pro3- 128 GB, Intel Core i5, Windows 8.1 purchased December 2014
 - 2 mounted Microsoft Surface 2(s) (Tegra 4 processor, 2Gb memory and 32GB hard drive) purchased September 2015 in kids' area for patron demonstration
 - Acer Aspire laptop with 2.4GHz Pentium processor and 4GB RAM, Windows 8 purchased March 2014

- 6 Dell Vostro 3500 laptops with Intel Core i3 2.4GHZ processors, 32-bit, 2 GB RAM, running Windows 7 Home Premium purchased January 2011
- Miscellaneous Machinery
 - Copier for staff and patron use: Kyocera KM-2530
 - Fax machine for staff use
 - Free-standing public fax and scanner allows patrons to send faxes or scan documents through a third-party interface to protect privacy.
 - Kiosk machine on the front desk: Dell Optiplex GX620 with 2.8 GHz Intel Pentium 4 processor, 0.99 GB RAM, Windows XP installed December 2010 runs a PowerPoint presentation for news and upcoming programs and events

Website

The library website is maintained by management using the Ploud system funded by the Texas State Library and accessed through a paid domain. The website is available in English and Spanish and maintains updated information.

- Basic information such as phone number, address, map, hours
- Staff and Trustee contact information
- Calendar of Events and links to registration information when applicable
- Links to the catalog and patron account management
- Links to digital resources including databases and digital materials
- Meeting room information
- District meeting agendas and minutes
- Library policies, FAQ, & common forms
- Links to other services such as community resources and job seeking information
- Posting about closures, surveys, and other time sensitive information

Digital Services and Databases

- Mango Language Learning- subscription database for interactive learning for 71 languages including many ESL courses and cultural information
- Texshare Research Databases- subsidized through the State Library, TexShare databases offer more than 50 professionally vetted research alternatives for access to full text periodicals, genealogical resources, etc.
- Learning Express Library- part of the Texshare Databases, Learning Express Library has practice exams and study guides for many vocations and scholarly pursuits
- Novelist- subscription add-on to the library catalog offers suggested reading options for patrons
- Tumblebooks- subscription database with animated books for ages 0-12

- Flipster- digital magazine subscriptions allows multiple simultaneous users and includes access to previous issues
- Overdrive Digital Library- ebooks and digital audiobooks for all ages available to download to a personal computer or device.
 - As part of the Central Texas Digital Consortium, WBCL patrons have access to items purchased by other libraries in the area
 - A separate collection is available only to WBCL patrons and contains book club selections and especially popular or requested digital items of particular interest to the area
 - Patrons can also access Project Librivox and Gutenberg offerings through the catalog. Librivox and Gutenberg are open access digital offerings, most of which are out of copyright and not formatted for ease of access.

Going Forward- 2016-2020

Training

- Employees have mandated annual (paid) hours of training. The expectation is that each employee will get his or her Full Time Equivalent of 10 hrs of Continuing Education credit per year. At least 40% of those training hours will be in technology.
- Volunteers who serve as staff and augment technology services will be encouraged to participate in technology training as well.
- Patron computer training will be expanded with the addition of a full-time digital services librarian.
 - drop-in computer help for patrons
 - additional basic hands-on workshops
 - database training will be offered quarterly
 - digital library usage and training
 - technology petting zoo program will be offered quarterly to introduce patrons to emerging technology and help them determine which machines are best for them

Computer Replacement Schedule: Computers become outdated very quickly. Budget allowing, the library will replace computers and auxiliary equipment every five years.

- Staff use, catalog, and self-check computers are replaced individually as needed.
- Patron Use Machines: Budget allowing, the public patron computers will be replaced every five years. Patron session computers are replaced all at once to maintain equal service to all users. When patron machines need replacement earlier than 5 years, they are replaced with a machine identical to the others. For this purpose, when purchasing a new series of patron session machines, extras are bought and set aside to use as replacements. At the time of replacement, management will evaluate usage to determine whether to increase, decrease, or maintain the number of machines available in each area.
- Auxiliary devices like mice, keyboards and monitors are replaced as they wear and extras are maintained for seamless replacement.
- Printers are replaced every 3-5 years.

Wireless Services: More and more, patrons are bringing personal devices to the library and need to use auxiliary devices and not the actual computers. The following enhancements are scheduled for FY2016.

- provide a means for patrons to print from wireless devices
- update the wireless internet access to include requirement for patrons to agree to our policies before connecting.

Additional equipment

- purchase a flatbed scanner for patron use in FY2017
- set up a tablet or other means to search the catalog within the DVD section in FY2016

- create a quick-print station with 10 minute sessions for patrons who only need to print in FY2017

Technology Petting Zoo: We currently have one of each type of machine for the most common personal devices used for the digital library. As new devices are introduced that can interface with our digital materials, budget allowing, we will purchase demonstration devices.

Assistive technology, including adaptations to current offerings to make them more user friendly, will be reviewed annually.

Expansion of current digital offerings

- The digital library is one of the most frequently requested areas for expansion. As items are available and budget allows, we will purchase more eBooks and digital audio books.
- There are currently five magazines being offered with Flipster. If patron usage and requests justify the expenditure, we will increase the offerings of digital periodicals accordingly.

New and Increased Services

- Virtual reference services will be launched in 2018 to be available during library hours through a variety of platforms.
- Each year at budget time, we evaluate whether we can reasonably increase the Internet speed available. This could be through another provider, a larger cost package, or binding more than one connection together.
- New databases are evaluated as they become available. The director will present recommendations each year to the finance committee during budget discussions.
- To provide additional copies of high demand items such as required reading for school and book club selections, the library will purchase a set of six e-readers in 2016 to be loaded each month with digital versions of reading selections. Another set may be purchased and loaded with classic literature. These will circulate under specific guidelines set by the Operations committee and reviewed quarterly for effectiveness.
- Summer Reading and other incentive programs will be enhanced, starting in 2016, with a service called ReadSquared which allows patrons to log reading online and earn badges electronically.
- The social media presence will be increased as new platforms gain popularity. The image committee will evaluate semiannually which platforms are being used and their effectiveness.
- Set up a temporary language learning center in 2017 to include a designated machine with headphones specifically for Mango Language Learning usage.
- Create an in-house gaming center, space allowing, by 2019. This area would have consoles and games (preferably educational games) available for patrons to use with sessions that are assigned in a similar manner to the computers.
- Set up certain public areas with charging stations for common personal devices by 2017.

Potential Services to Consider

- DVD dispenser
- RFID tags and sensors
- 3D printer
- Self-Service printing station that takes a debit card
- Designer software such as AutoCad, PhotoShop, etc
- Print-on-demand station
- Free-standing technology center