

Technology Plan 2018-2021

Morgan County Library
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A. Library's Mission Statement

The mission of the Morgan County Library is to improve and enrich the lives of users through information, education and recreation. The Library values the citizens of Morgan County and responds to their needs by providing a clean and inviting building, well-organized and up-to-date collections, friendly professional service and well-trained staff who are committed to the community.

B. Library's Technology Vision Statement

The vision of the Morgan County library is to stay current with changes in technology, and provide the public with the necessary equipment and training to truly utilize technology and electronic resources.

C. Demographics

- Morgan County Library's service area includes a population of 20,225. *
- In 2016 there were 6,905 cardholders, representing approximately 34% of the population.
- Approximately 20% of the population is enrolled in private school/home school.*
- The average median income for Morgan County is \$33,525, with 24% of the population under the poverty level. *
- Morgan County has an 11.7% unemployment rate, higher than the national average of 6.3%. *

*2015 ACS (American Community Survey)

Our webpage lists links to education websites. We offer TumbleBooks for our patrons as an educational digital resource. In 2017 we started offering an eCard so that patrons could access digital resources such as TumbleBooks and OverDrive offsite. The large percentage of home schooled children puts a significant demand on research material. We need electronic databases to supplement the resources the library has in print.

Our webpage lists links to employment websites. Our staff helps patrons who request help finding websites or setting up email accounts for online job applications. We need programs/training on basic internet skills, job hunting skills, resume writing, etc.

D. Technology Planning Team

Members of the Technology Planning Team include:

Director: Stacey Embry

IT Consultant: Eric Beckerdite, BCS Computers, LLC

Board of Trustees: Jesse Calvin, Brenda Steffens, Kathy Jones, Mary Jo Jackson, Ann Brinson

The Library Director and the Library Board of Trustees are the individuals who are the technology decision makers for the library district. The Director deals with the day-to-day decisions and the Board members deal with long-range technology goals and budgeting for technology expenditures. Implementation is conducted by an outside computer company the library hires for repairs, installation, purchases, and monitoring of the computer network.

E. Technology Goals, Objectives and Strategies

1. Goal for Public Service

Objective 1: Provide the public with electronic tools to assist them with personal growth and prepare them for employment opportunities.

- Promote community activities with posters on the bulletin board and share information on the Library Facebook page. (ongoing by Director)
- Increase Employment links to library webpage (ongoing by Director)

Objective 2: Provide training for the public on electronic tools and resources.

- Provide basic classes to provide training on using the online catalog, OverDrive, and the library website. (to be started in December 2017 and done quarterly in 2018)
- Provide basic classes to provide training on using the Missouri Digital Heritage database and Heritage Quest. (to be started in January 2018 and done quarterly in 2018)
- Provide basic classes to provide training on how to use the Internet, create an email account, and Microsoft Office products. (to be started in February 2018 and done quarterly in 2018)
- Provide basic classes to provide training on how to create a resume and conduct job searches and applications. (to be started in March 2018 and done quarterly in 2018)
- Develop brochure on MOREnet databases, what they are and how to use them. (to be completed by the Director in January 2018)
- Meet with local home school groups to promote MOREnet databases. (2018)
- Work with the Versailles Community Betterment in assisting the community to utilize electronic services. (ongoing by Director and Board of Trustees)

Objective 3: Evaluate and enhance electronic services to provide ease of use and access to library resources for the public

- Upgrade existing staff and public computers on a regular basis by replacing the oldest computers on a six-year rotating basis and ensuring that the budget will include such expenditures each year. (Budget each year by Board of Trustees; Director to see that equipment is purchased and installed)
- Continue development and upkeep of the library's home web page, through which the public can access the library's catalog and other databases from the library or their homes. (ongoing by Director)

Objective 4: Expand and enhance the functionality and scope of the electronic catalog and associated circulation databases and files for ease of access to information for patrons and staff.

- Adding new titles on a regular basis. (circulation librarian)

- Ongoing clean-up of series. (circulation librarian)
- Quarterly run reports on long overdue items to keep update holdings. (circulation librarian)
- Conduct inventory to remove or replace lost items. (circulation librarian starting in 2018)
- Cleanup of bibliographic database files and member information each December to eliminate duplicate records, to connect related accounts, to correct poorly-constructed catalog records. (circulation librarian)
- Run report of inactive or expired cardholders in last five years and delete them from database. (ongoing by circulation librarian)

Objective 5: Enhance electronic services to children and young adults.

- Provide eCards to local schools, provide instruction on using OverDrive and Tumblebooks. (ongoing by Director starting in fall of 2017)
- Meet with 8th grade English class at MCRIL to get library cards, provide instruction on using the online catalog. (ongoing by Director starting in fall of 2017)
- Add Early Learning Stations. (to be completed in November 2017)
- Links on web page for Homework Help and Testing. (ongoing by Director)
- Add MOREnet database links for homework help and testing. (to be completed by Director in January 2018)

Objective 6: Improve electronic access to document delivery and ILL services.

- Continue to make the records for all library materials available for public access through the online catalog. (ongoing circulation librarian)
- Continue ILL procedures by using Mid-Continent Library's online catalog search. (ongoing by circulation librarian)
- Continue contacting patrons by phone regarding their ILL material. (ongoing circulation librarian)
- Apollo automatically notifies patrons of holds and overdues. (ongoing circulation librarian conducts postcard and letter overdue notices)
- Join a state-wide courier service through funds from the Missouri State Library. (by the Director 2019)

Objective 7: Increase and enhance electronic Reference services available to the public.

- Offer reference services to the public via-email through our web page. (ongoing by Director; email address is on website and patrons often submit reference questions in this manner)

2. Goal for Collection Development

Objective 1: Expand the Library's Home Page by continually adding appropriate links to resources

- Add reliable links to Internet resources to our web page. Links will be listed under Services>External Links and will be categorized by subject: Ebook/EAudio, Employment, Federal Government, Genealogy/History, Health, Law, Local Government, Research. (Ongoing by Director)

- Add links to web page for home schooling information. (to be completed by the Director by June 2018)
- Add links to web page for patrons with special needs. (to be completed by the Director by June 2019)
- Add links to web page to local past yearbooks. (to be completed by the Director and the MCR II history club by May 2018)
- Add access to selected electronic databases provide by MOREnet through the library's home page. (ongoing by Director and decide at yearly budget meeting)
- Evaluate new electronic databases that may be added to our budget in the future by joining a statewide consortium. (ongoing by Director)

Objective 2: Expand the scope and functionality of the Library's web site.

- Develop a strong general collection of Internet resources, and subject collections of particular interest to the communities. (Ongoing by Director)
- Implement the use of online forms for library services, including: reference, informational or support questions, requests for purchase, and improved methods of customer feedback. (to be completed by Director and Kevin Bland by August 2018)

Objective 3: Increase software applications available to the community.

- Microsoft Office applications software added to all public Internet access computers. (Update to Office Standard 2016 to be completed by October 2017)
- Add children's educational software by adding 2 Early Learning Stations. (To be completed by November 2017)

3. Goal for Staff Development

Objective 1: Improve both internal and external customer service.

- Provide staff with information and training on new and upcoming technologies. (Ongoing through webinars and workshops, scheduled by Director)
- Survey current and potential patrons to determine their level of technological knowledge and needs. (to be completed by Director by October 2018)
- Provide staff training on Apollo software upgrades. (Ongoing by Director)

4. Goal for Facilities and Equipment

Objective 1: Insure that each library facility in MCL has sufficient public and staff use computers in good working order.

- Annual budgets to include replacement of computers 6 years old (to be completed each December during budget planning)
- Defrag computers monthly (circulation staff)

5. Goal for Administrative and Support Services

Objective 1: Upgrade the Library's network backbone and staff workstations.

- 1 staff computer has Microsoft Windows 7 Professional.
- 1 staff computer has Microsoft Windows 8 Professional.

- 3 staff computers have Microsoft Windows 10 Professional.
- All public computers have Microsoft Windows 7 Professional.
- All computers have Internet Explorer, Mozilla Firefox and/or Google Chrome browser.

Objective 2: Increase network security.

- Backup for the Y drive occurs every Wednesday night from the left front circulation computer.
- Backup for the Director's computer occurs every day at 3:00 pm.
- AVG protection is on all library computers.
- Antivirus program set to do automatic updates on public computers from server.
- Sonic Firewall is used for network security.
- Microsoft updates are done automatically and JAVA updates to be done on a regular basis by staff.

Objective 3: Establish and maintain standards for Library web publications, and procedures for the maintenance of pages on the web server.

- Webpage is hosted through Amazon; is updated by Kevin Bland.
- Webpage is maintained on a continuous basis with new information being added, old information deleted, calendar updates, policy changes, and such. Broken links are repaired as soon as discovered by either staff or patrons.

Objective 4: Establish and maintain standards for the purchase or development of public and staff databases.

- Standards will be adopted as new technology is introduced.

Objective 5: Establish and maintain network architecture standards to insure reliability of networked resources.

- Internet service provided through Co-Mo Connect.

6. Goal for Community Relations

Objective 1: Develop a plan to promote the library's electronic services and resources to the public.

- Continue to use the library web page, Facebook and the Bookworm to publicize the library and its activities.
- Keep library calendar of events updated on webpage; distribute monthly calendar to local news sources including KS95, Leader-Statesman, Morgan County Press, Westside Star and Lake Expo. The calendar is posted at the circulation desk and printed for distribution. (Ongoing by Circulation staff and Director)

7. Goal for Partnerships

Objective 1: Foster cooperation with area libraries for resource sharing and cooperative technology development.

- Continue research on shared databases, will be discussed at the Fall MPLD conference. (Ongoing Director)

Objective 2: Develop relationships with community cultural/educational/social agencies and organizations which complement Morgan County Library's mission and goals.

- Keep library calendar of events updated on webpage. The calendar is posted at the circulation desk and printed for distribution. (Ongoing by Circulation staff and Director)
- Give two talks a year to local organizations about the library services. (Ongoing by Director)

F. Staff Training

Our plans for training library staff in effective use of technology to support library service goals are as follows:

1. The knowledge and skills needed by Morgan County Library staff include:

- Apollo software (all staff)
- Internet searching skills (all staff)
- Email knowledge (all staff)
- Word processing (all staff)
- Spreadsheets (all staff need basic understanding of Excel – SRP, 1000 Books, PA overdues, circulation report, etc.)
- Desktop publishing (all staff – to create brochures, flyers, posters, calendars, newsletters, etc.)
- Web maintenance (Kevin Bland, Director – website updates, circulation librarian – new book entry)
- Troubleshooting and maintenance (all staff should basic information)
- Network Maintenance (IT, Co-Mo Connect, Director)
- Electronic Presentations (Director, Children's Librarian)

2. The Director is responsible for coordinating professional development activities of staff, including keeping up to date with all appropriate technology training activities such as workshops, conferences, webinars, local training, etc. All staff members are encouraged to attend training, especially in the area of technology-related professional development, that relate to their positions.

3. All staff members are expected to develop their computer and technology-related skills through various methods, such as in-house training, online tutorials, workshops, conferences, webinars, etc. The staff will attend workshops presented by MOREnet, The Missouri State Library, and any other technology training that the library chooses. The Morgan County Library pays for the cost of workshops. (registration fees, mileage, etc.) Employees are also encouraged to apply for Show-Me Steps continuing education grants from the Missouri State Library to help defray a portion of the costs for workshop and conference attendance.

- Our annual budget has and will continue to have funds available for Personnel Development so that employees can be reimbursed for any eligible out-of-pocket expense related to training events.

- We have some staff members/volunteers who are knowledgeable enough to give computer training to patrons. All staff can help patrons one-on-one with the very basics of computer use and internet searching.

G. Technology Inventory

- Our internet services are provided by Co-Mo Connect Fiber optics. 100/100 Mbps Business internet.
- Morgan County Library has a Local Area Network. AVG and Sonic Firewall are used for network security. Our server is used for security for our public computers.
- Apollo library catalog software is online and maintained offsite through Biblionix. We started with Biblionix in May 2016.
- We provide wifi during business hours, unless requested by community room users.

Hardware Inventory

SEPTEMBER 2017

SERVERS INVENTORY

<u>Description</u>	<u>Quantity</u>
File Servers:	
Custom Built Server Windows Server 2003	1

MISCELLANEOUS HARDWARE INVENTORY

<u>Description</u>	<u>Quantity</u>
Router:	
Sonic Firewall TZ-200	1
Switches:	
Hawking PN236ES 16 switch	1
Trendnet TE 100-S16t 16 switch	1
Cisco SF302-08RP 8 switch (Co-Mo Connect)	1
UPSs:	
Co-Mo Connect	1
APC Back-UPS 750 (server)	1
PCs:	
Custom Built Desktop – Windows 7	13
Custom Built Desktop – Windows 8	1
Custom Built Desktop – Windows 10	3
Laptops:	
HP EliteBook 8460p	1

Wireless Equipment

Netgear N150 wireless router WNR1000 v3 1

Miscellaneous

Digital Camera (Polaroid 10.0 MegaPixel) 1

DVD Player (Panasonic DVD Home Theater Sound System) 1

Television (Samsung LED TV with Smart Hub) 1

Fax Machine (Kyocera FS-3140MFP - lease) 1

Shredder (Bonsaii) 1

PRINTER INVENTORY

<u>Model</u>	<u>Quantity</u>
HP Laserjet 1320	1
Kyocera FS-4200DN - lease	1
HP Deskjet 3050	1
Konica Minolta bizhub C20P - lease	1

BARCODE SCANNERS INVENTORY

<u>Description</u>	<u>Quantity</u>
Metrologic MS9520	2

COPY MACHINE INVENTORY

<u>Location</u>	<u>Model</u>
Konica Minolta bizhub 224e – lease	1

Software Inventory

SEPTEMBER 2017

ILS

- Apollo through Biblionix

DATABASES

- OverDrive
- TumbleBooks

NETWORK/DISTRICT AND SERVER SOFTWARE

- Microsoft Windows Server
- Microsoft Office 2007
- AVG

SOFTWARE – STAFF

- Microsoft Office 2007

H. Technology Assessment

1. BCS offered a suggested technology replacement plan, including: no computer more than 6 years old, 2.5 computers replaced per year, antivirus renewal every 2 years, replace printers as needed (8-10 years), replace server as needed (8-10 years), upgrade or replace network equipment as needed (10-15 years). From 2012-2016, \$15,300 was budgeted from new electronic equipment, only 38% was used. The plan suggested by BCS was not followed other than the antivirus renewal. 7 of 17 computers are older than 6 years. One printer was replaced in 2017 because the toner cost exceeded the cost of leasing a printer. Currently, we have 4 of our printer/copier/fax machines on a lease agreement with Image Technologies. The server is 11 years old and currently is used to provide network security for only the public computers. Network equipment was replaced in 2016, when our internet service provider changed. The previous replacement plan criteria seems to be, does it work, if not fix it.
2. Programs installed on staff computers are programs they need to do their job, with internet, ILS and Microsoft Office software. All staff computers are networked to one or more printers.
3. We have identified technology needs of the community by listening to patrons when they tell us what they want to be able to do on the public computers including: allowing them to use flash drives to store and transport information, be able to scan information they have brought with them, and so forth.

With all of this in mind, in addition to all that is included in this Plan, we have identified the following additional technology needs for the next three years at Morgan County Library.

- Replace the server in 2018 or before depending on the new computers acquired from the grant.
- Replace the office printer by 2020
- Reevaluate the benefit of having the HP Deskjet Printer, run until not cost effective or reconfigure the Kyocera FS-4200DN to accept staff jobs first by 2019 or before.
- Reevaluate printers at lease end date. Kyocera FS-4200DN – 2020, Konica Minolta bizhub C20P - 2018? ,Konica Minolta bizhub 224e – 2020
- Reevaluate fax at lease end date – Kyocer FS-3140 – 2020
- Replace all computers to match no computers older than 6 years, over the next 3 years. 2 new computers in 2018, 3 new computers each year following.
- Develop a policy for replaced computers, concerning repurposing.
- Join MOREnet in 2018.
- Join database consortium, if developed in the next 3 years.

- Survey current and potential patrons to determine their level of technological knowledge and needs. (to be completed by Director by October 2018)
- Join a state-wide courier service through funds from the Missouri State Library. (by the Director 2019)
- Apply for a technology mini-grant every 2-3 years, to offset replacement of computers or to expand already existing technology.
- Research and visit libraries with 3-D printers in 2018.
- Purchase a 3-D printer before or by 2020.

I. Budget

Technology Budget	6160 Personnel Development	6410.10 Electronic Equipment	6430.10 Equipment Repair	6430.15 Equipment Supplies	6430.20 Electronic Services	6840 Digital Resources	TOTAL
FY13 Actual Budget	200	2400	3200	2500	3200	N/A	11500
FY14 Actual Budget	200	2400	3200	2500	3200	N/A	11500
FY15 Actual Budget	200	2400	2000	2800	3200	N/A	10600
FY16 Actual Budget	500	5700	2500	2800	3400	N/A	14900
FY17 Actual Budget	1000	5700	2500	2800	7000	3500	22000
FY18 Actual Budget	1450	5700	2500	2500	7000	9600/6800	28750
FY19 Actual Budget	1450	3500	2500	2500	7000	8800/6200	25750
FY20 Actual Budget	1450	3500	2500	2500	7000	8800/6200	25750

- Existing and potential funding sources include: local tax revenue, State Aid, Grants, donations and gifts from patrons, donations from Friends of the Library, overdue fines, A&E tax revenue, and ILL user fees
- There are no foreseeable funding challenges our public library may face over the next three years that might impact our organization's ability to implement the technology plan.

J. Evaluation Process

The Morgan County Library will review the technology plan annually to ascertain whether or not goals, strategies, and action steps are being addressed appropriately and that the evolving needs of the library and community are being met. The technology plan will be revised as needed to meet the technology vision.