

Mercer County District Library System
Technology Plan
July 1, 2013 to June 30, 2016

Introduction/Overview

The Mercer County District Library defines its primary service audience as residents of Mercer County, Ohio. The library also serves a secondary audience of all residents of the state of Ohio who are also eligible for a library card and residents who are eligible for service through reciprocal borrowing agreements. In addition, the library serves users from around the world who access the library's resources via the web.

Mercer County is a steadily growing county of approximately 40,000 people and is a predominantly rural manufacturing community of geographically stable home-owners. The library serves the legal service population of 26,253 in the towns of Celina, Chickasaw, Mendon, and St. Henry.

Mercer County District Library has a collection of approximately 155,000 items in print and non-print formats and circulates over 376,000 items annually. The main library in Celina has 13 desktop computers and two laptop computers for public use. These 15 computers are managed using EnvisionWare's PCReservation software. The library's three branches have two to four desktop computers for public use.

In June of 2012, the MCDL migrated ILS from Horizon to SirsiDynix Symphony Workflows 3.4.1. Several service packs are scheduled to be installed by SEO over the next 12 to 18 months.

This Technology Plan was developed by the IT Department consisting of Elizabeth Muether, Assistant Director and Eric Lochtefeld, Senior IT Specialist to meet the criteria of an approved plan through the State Library of Ohio. This plan is intended to guide technological development in the library for the next three years. In addition, this Technology Plan was developed to stimulate thought and discussion about the technological needs of the library staff and community.

Mission Statement

The Mercer County District Library strives to be an integral part of the community it serves by providing materials and services for residents of all ages for personal enrichment, enjoyment and educational needs. The library is dedicated to providing timely and practical access to all forms of media. The educational needs of the community will be supported with adult programming as well as programs developed to stimulate children's interests and appreciation for reading and learning.

Technology Vision Statement

The Mercer County District Library system, in accordance with its mission, will anticipate and respond to the community's ever changing technological needs. The library strives to be the information hub for the community, a center for services for residents, visitors and businesses. It is both a physical location with readily available high speed computer access for all and a virtual information portal accessible remotely. The library also has a responsibility to provide patron access to technology that will allow for creativity, productivity and social engagement. To accomplish this vision, it will be necessary for the library to stay current with changes in technology, and provide the public, as well as the library's staff, with the necessary equipment and training to truly utilize technology and electronic resources.

Executive Summary

The Mercer County District Library system can best fulfill its mission and vision by involving itself in the community through a variety of communication and programming vehicles designed to keep area residents informed about and involved in the treasure that exists in the heart of their community. As the community's needs change the library must change with it. The Mercer County Libraries need to become a destination for relaxation and enjoyment not just information and study. This plan will bring change to the library, and therefore, increase the use of the library.

Historical Background/Current state of technology

The library began the process of automating the library's collection in 1990 and by 1997 the library was completely automated and went live on Gaylord Galaxy ILS. Also, in 1997 the Ohio Public Library Information Network (OPLIN) provided the main library with a direct connection to the Internet as well as one public computer workstation.

In 2000, the library joined SEO and migrated to Dynix Corporation's Dynix ILS. In 2005, the library migrated, with SEO, to Dynix's Horizon 7.3.3 ILS. In 2011, the library migrated to SirsiDynix's Symphony Workflows 3.4.1. With each migration, new staff workstations were upgraded or replaced.

OPLIN continues to provide internet access to the main library, now through a fiber connection. Over the past 15 years the main library has steadily increased public internet workstations at the main library. Currently, the main library has 15 public internet workstations. The three branches were moved from one shared T-1 line and now have individual DSL internet connections from local internet service providers. Each of the three branches have at least two public internet workstations.

	Main - Celina	Mendon Branch	St. Henry Branch	Marion Twp. Branch
Public Workstations	15	2	4	2
Staff Workstations	15	3	4	4
Public Catalog Workstations	4	2	2	2
Total	34	7	10	8

The majority of the library's staff have basic computer skills. There are two information technology specialists on staff that handle computer training as well as software and hardware installation and maintenance.

Goals, Objectives, Strategies and Evaluation

Goal 1:

Members of all ages of our community will have access to computers in the library to use for the purposes of educational, career, and economic achievement, software to encourage creative expression, and participation in a digital world. The community will be involved with the library through the library's website and social media outlets.

Measures: Patrons will have access to the library's catalog, the library's premium research databases, and the Internet on library workstations. Over 25,000 hours of computer usage will be logged in 2014 and 2015.

1. Provide access to the Internet
 - a. Continue to obtain Internet access from OPLIN via a 5 Mbps connection. Upgrade this if needed based on OPLIN's criteria.
 - b. Continue to obtain Internet access from local ISP for our three branch locations. Branch connections will be evaluated periodically and upgraded from 5 Mbps if needed.
2. Provide Internet workstations for use by the public.
 - a. Maintain current number of public workstations. Replace PC equipment on a 5-year cycle or as needed.
 - b. Continue to add up to 10 laptops total for all locations that can be checked out for in-library use.
3. Provide options for outputting of information -- printing, emailing.
 - a. Provide a Local Area Network in each location so as to make efficient use of printers.

- b. Provide the ability for patrons to print from outside the library's premises.
- 4. Provide wireless access to the Internet.
 - a. Maintain and evaluate the wireless access points at each of the library locations. Upgrade or replace routers as needed.
- 5. Increase the functionality of the library's website and other web-based services for patrons who want to access the library and its services online.
 - a. Promote library services using social media, primarily Facebook and Twitter.
 - b. Evaluate website usability and OPLIN webkits. Consider other web publishing options if needed.
 - c. Monitor website usage with Google Analytics.
- 6. Acquire, setup and maintain Microsoft Server
 - a. Install and maintain a server environment with distribution software.
 - b. Prepare and add branches to our environment via a virtual private network for better support and management.

Goal 2:

Patrons will learn about using computers through hands on training at the library. Patrons will learn how to download eBooks on various devices from the library's iDownloads website through hands on training at the library.

Measures: Staff will teach one-to-one computer training sessions as well as small group classes on a variety topics at all four library locations. Over 250 patrons will attend training sessions a year in 2014 and 2015.

- 1. Continue to teach one-to-one computer classes at the main library on a variety of topics.
 - a. Evaluate effectiveness and content of training sessions.
 - i. Gather feedback from presenters.
 - ii. Make online survey for participants available using Google Docs.
 - b. Continue to host at least one eBook training event per year in addition to the one-to-one training sessions.
- 2. Provide laptop computers for patron training classes at the three branch libraries in 2014 to 2016.
 - a. Use experience gained at Main to provide quick set up training classes using laptops at branch locations.

Goal 3:

Provide personal computers for staff to use for accessing the Internet and Internet-based resources owned by the library and for using the integrated library system for acquiring, cataloging, circulation, and maintaining library materials as well as for maintaining all systems involved with administrative functions.

Measures: Staff use personal computers to locate information on library computers and the Internet to complete tasks related to acquiring, cataloging, and circulating library materials as well as for public relations, human resources, finance and other administrative purposes.

- 1. Provide access to the Internet.

- a. Obtain Internet access from OPLIN via a 5 Mbps connection.
 - b. Obtain Internet access for the three branches from local internet service providers via 5 Mbps connection.
2. Provide an integrated library system for making catalog information available as well as for patron transactions relating to the catalog.
 - a. Continue consortial agreement with SEO for next 5 years.
3. Provide personal computers for use by staff.
 - a. Maintain current number of PCs and complete survey to determine where additions can be made.
 - b. Upgrade or replace PC equipment as needed.
4. Provide staff training on new equipment and software.
 - a. Continue to train staff in small groups or on a one-to-one basis when implementing new programs and hardware.
 - b. Evaluate effectiveness of training by informally asking staff and if necessary administer skills review test.
5. Provide options for outputting of information -- printing, emailing
 - a. Provide a Local Area Network in each library location to make efficient use of printers as well as central files on backed up file servers.
6. Provide a staff communications network to be used for storing documents and policies as well as enhancing communication between staff among all libraries.
 - a. Continue to maintain and update the library staff wiki on pbworks.com. Evaluate periodically for effectiveness and knowledge among all staff.

Goal 4:

Provide voice telephone service for communication with patrons and for internal library communication.

Measures: Staff receive phone calls and provide information over the phone. Locations receive voice messages when away from desk and respond in a timely manner. Staff are able to call out and patrons are able to reach someone 99% of the time during peak hours of operation.

1. Continue to use esi (Estech Systems, Inc.) phone system provided and serviced from NuWave Technology.
 - a. The phone system at the main library uses four telephone lines throughout the main library and the neighboring bookstore.
 - b. The phone system includes voice mail features that allow staff to take and manipulate calls when they can't be answered.
 - c. The phone system will be monitored and evaluated bi-annually or as needed by talking with staff and documenting problems or issues.
2. Branch libraries will be evaluated periodically to determine if there is a need for a phone system beyond their traditional phone service.
 - a. The Assistant Director will contact Branch Heads bi-annually to inquire if their traditional telephone is serving their needs and meeting the criteria of Goal 4.

Evaluation:

Each of the stated goals will be evaluated by the measures listed by IT Specialists and/or Directors. Goals 1 and 2 will be evaluated by numerical measures including computer use hours, computer printouts, holds placed, and computer class attendance. Goal 3 will be regularly evaluated as to how well it meets staff needs by library assistants, catalogers, and department heads at monthly staff meetings. Goal 4 will be evaluated bi-annually as stated in the subsets. The Technology Plan will be evaluated in its entirety every year by the IT Department and updated as needed.

Training:

Much staff training at the Mercer County District Library System is done by a 2-person training team made up of the Assistant Director (with MLIS) and the IT Specialist. Staff have been trained on the parts of the ILS section most used within their department including circulation, Cataloging, and searching. public service staff are also trained on the use of the public catalog. Basic courses in O/S (Windows 7, Windows 8), Microsoft Office (Word, Excel, PowerPoint, Publisher), PrintShop, Google Docs, and Internet Browsers (Chrome, IE, FireFox) when it relates to their job duties. Staff also receive instruction on reference tools that includes both print and online databases. Staff are also trained on basic drupal in order to add content to the library's website and online public calendar used for promoting events and programs.

Part of the 2014 Strategic Plan includes patron computer classes in recognition of the great need within the community. We anticipate continued demand for computer and mouse basics, as well as email basics, Microsoft Office including Word and Excel. Basic Internet skills including searching and online job hunting are also in demand. There is also increased demand for classes about Social Networking including Twitter, Facebook, and Pinterest as people want to use these tools for social engagement. One-to-one computer training sessions are taught year round by the training team and increase during the summer months when the part-time college help return.

Appendices

Table 1. Inventory of Computers at Main Library

Table 2. Inventory of Computers at Branch Libraries

Table 3. Inventory of data equipment & telephone lines at Main Library

Table 4. Inventory of data equipment & telephone lines at Branch Libraries

**Table 1:
Inventory of computers at main library**

Celina					
Public Workstations	RAM	CPU	OS	32 or 64 Bit	
1	8GB	Pentium CPU G630 @ 2.70GHz	Win7 Pro	64bit	
2	4GB	Pentium CPU G630 @ 2.70GHz	Win7 Pro	64bit	
3	4GB	Pentium CPU G630 @ 2.70GHz	Win7 Pro	64bit	
4	4GB	Dual-Core E6700 @ 3.20GHz	Win7 Pro	64bit	
5	4GB	Dual-Core E6700 @ 3.20GHz	Win7 Pro	64bit	
6	4GB	Dual-Core E6700 @ 3.20GHz	Win7 Pro	32bit	
7	4GB	Dual-Core E6700 @ 3.20GHz	Win7 Pro	32bit	
8	3GB	Dual-Core E5400 @ 2.7GHz	XP Pro	32bit	
9	3GB	Dual-Core E5400 @ 2.7GHz	XP Pro	32bit	
10	8GB	AMD A8-3870K APU	Win7 Pro	64bit	
11	3GB	Dual-Core E5300 @ 2.6GHz	WIN8 Pro	32bit	
12	3GB	Dual-Core E5300 @ 2.6GHz	WIN8 Pro	32bit	
13	8GB	AMD A8-3870K APU	Win7 Pro	64bit	
Early Learning Centers					
A	4GB	1.4 GHz E-Series Dual-Core E1-1200	Win8	64bit	
B	4GB	1.4 GHz E-Series Dual-Core E1-1200	Win8	64bit	
C	4GB	1.4 GHz E-Series Dual-Core E1-1200	Win8	64bit	
Public Laptops					
1	2GB	Core Duo T6670 @ 2.20GHz	Win 7 Pro	64bit	

2	2GB	Core Duo T6670 @ 2.20GHz	Win 7 Pro	64bit
Public Access Catalogs				
PAC-A	2GB	Pent 4 @ 2.80 GHz	XP Pro	
PAC-B	3GB	Dual-Core E5400 @ 2.7GHz	XP Pro	
PAC-C	3GB	Dual-Core E5400 @ 3.2GHz	XP Pro	
PAC-D	992MB	Pent 4 @ 3.00 GHz	XP Pro	
Circulation				
	RAM	CPU	OS	
1	2GB	Dual-Core E5700 @ 3GHz	Win7	32bit
2	2GB	Dual-Core E5400 @ 2.7GHz	Win7	32bit
3	2GB	Dual-Core E5700 @ 3GHz	Win7	32bit
4 Childrens Circ	3GB	Dual-Core E5800 @ 3.2GHz	XP Pro	32bit
Staff				
MINECRAFT	8GB	i5-2320 @ 3.0 GHz	Win7 Pro	64bit
Director	3GB	Core 2 Quad Q8300 @ 2.5GHz	XP Pro	
Workroom HP TouchSmart	6GB	i5-3330S @ 2.7GHz		
Assistant Director MSI Laptop	4GB	Core 2 Duo T6600 @ 2.2GHz	Win7 Home Prem	64bit
Adult Services Lenovo	4GB	i5-2450M @ 2.5GHz	Win7 Pro	64bit
Associate Director HP Laptop	2GB	Core i3 M370 @ 2.4GHz	Win7 Pro	64bit
Associate Director Desktop	3GB	Core 2 Duo Q8300	XP Pro	

Audio/Visual Librarian MSI Laptop	4GB	Core 2 Duo T6600 @ 2.2GHz	Win7 Home Prem	32bit
Mailroom/Cargo	4GB	i5-3330 @ 3GHz	Win7 Pro	64bit
Workroom	3GB	Dual-Core E5400 @ 2.7GHz	XP	32bit
Bookstore	4 or 8 GB	i5-2320 @ 3.0 GHz	Win7 Pro	64bit
SERV	3.2GB	Dual-Core E5700 @ 3GHz	XP Pro	
Clerk Treasurer	2GB	AMD Atholon 64x2 Dual Core @ 2.3 GHz	XP Pro	

**Table 2:
Inventory of computers at branch libraries**

Mendon				
Circulation				
Front-Desk (Circ1)	480MB	Pentium (R) 4 CPU @ 3.20GHz	XP Pro	32bit
Childrens-Side (Circ2)	960MB	AMD Athlon 64 Proc 3500+ @ 2.21GHz	XP Pro	64bit
Public Workstations				
Room 1	2GB	Intel Pentium E2200 @ 2.20GHz	XP Pro	32bit
Room 2	3GB	Intel Pentium Dual 2220 @ 2.20GHz	XP Pro	32bit
Staff				
Mailroom	4GB	Intel Pent CPU G640 @ 2.80GHz	Win 7	64bit
Public Access Catalogs				
Adult Side	992MB	Pentium 4 CPU @ 3.0GHz	XP Pro	32bit
Kids Side	480MB	Pentium 4 CPU @ 3.0GHz	XP Pro	32bit

St. Henry				
Public Workstations				
1	3.5GB	Pent Dual-Core CPU E5300 @ 2.60GHz	XP Pro	
2	2GB	Pent Dual-Core CPU E5700 @ 3.00GHz	XP Pro	
3	4GB	Intel Pent CPU G620 @ 2.60 GHz	Win 7 Pro	
4	4GB	Pent Dual Core E5800 @ 3.20 GHz	Win 7 Pro	64bit
Circulation				
Front	3GB Ram	Pent Dual Core CPU 5300 @ 2.60GHz	XP Pro	

Back	4GB Ram	Intel Pen CPU G640 @ 2.80GHz	Win 7 Pro	64bit
Staff				
Branch Head Desktop	3.5GB	Pent Dual Core CPU 5300 @ 2.60GHz	XP Pro	
Branch Head Laptop	4GB	Intel Core i5-2450M CPU @ 2.50GHz	Win 7	64bit
Public Access Catalogs				
1	3.5GB	Pent Dual Core CPU 5300 @ 2.60GHz	XP Pro	
2				

Marion				
Public Access Catalogs				
PAC1	480MB	Pentium 4 CPU @ 3.0GHz	XP Pro	32bit
PAC2	480MB	Pentium 4 CPU @ 3.0GHz	XP Pro	32bit
Public Workstations				
1	1GB	Intel Pentium Dual E2220 @ 2.20GHz	XP Pro	32bit
2	4GB	Dual-Core E6700 @ 3.20GHz	Win7 Pro	64bit
Circulation				
1	2GB	Dual-Core E5700 @ 3GHz	XP Pro	32bit
2	2GB	Core 2 Quad Q8300 @ 2.5GHz	XP Pro	
Staff				
Branch Head Laptop- HP ProBook	4GB	i5-2430M @ 2.40GHz	Win 7 Pro	64bit
Workroom	2GB	Dual-Core E5700 @ 3GHz	XP Pro	32bit

Table 3:
Inventory of data equipment & telephone lines at the main library

Celina	
IP Network Equipment	notes
Public Wifi	Center of Library
32 Port 100mbps Switch	Distribution to Data Ports
5 Port Switch	Data Entry Point Divide
5 Port Switch	Circulation Desk / Printer
Staff Wifi 1	Back Room / Entry Point
Staff Wifi 2	Far Side of Building
Staff Wifi 3	Community Room for Training Events
Phone Lines	
Main Library	
419-586-4442	Circulation Desk
419-586-8031	Circulation Desk
419-586-9598	Director's Office
419-586-3222	Fax
419-586-1207	Bookstore
419-586-3296	elevator
419-586-1305	fire alarm

Table 4:
Inventory of data equipment & telephone lines at the branch libraries

Branches	
Mendon Branch Library	
IP Network Equipment	<i>notes</i>
Public Wifi	Center of Library
8 Port 100mbps Switch	Distribution to Data Ports
Phone Lines	
419-795-6472	Front Desk shared Fax
Marion Branch Library	
IP Network Equipment	<i>notes</i>
Public Wifi	Center of Library
8 Port 100mbps Switch	Distribution to Data Ports
Phone Lines	
419-925-4966	Front Desk
419-925-4227	Fax
St. Henry Branch Library	
IP Network Equipment	<i>notes</i>
Public Wifi	Center of Library
8 Port 100mbps Switch	Distribution to Data Ports
Phone Lines	
419-678-3128	Front Desk shared Fax
419-678-1137	Alarm System