

**GROTON PUBLIC LIBRARY
TECHNOLOGY PLAN**

July 1 2013-June 30 2016

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INTRODUCTION

The purpose of the Groton Public Library is to enhance the personal development of Groton citizens by meeting their informational, educational, cultural and leisure time needs. The Library strives to meet these needs by providing appropriate technology as it evolves. As part of the Library's mission, a technology plan for the future has been developed. In order to continue to provide a high standard of public service, the Groton Public Library offers a variety of electronic and digital services to supplement traditional print services. This document presents the current and planned technology necessary to deliver these enhanced services.

VISION STATEMENT

This technology plan describes the technology and telecommunications services currently offered at or planned for the Groton Public Library. The residents of Groton expect their library to provide current technology. The Library will continue to make use of technological advances to improve the delivery of service to the residents. The anticipated improvements that are expected in the Integrated Library System (ILS) will continue to provide access for patrons with an improved searching capability. The expansion of wireless access allows more patrons to access the Internet from anywhere in the building by using their personal laptops. The Library's web site allows patrons to access the Library during hours that the Library is closed and staff will continue to add content to the web page for this purpose. As residents turn to the Internet for information, the Library will continue to strive to meet the needs of these on-line users through downloadable audio books, full text on-line databases and current library information that is updated on a regular basis. The Library will use Facebook to interact with patrons and to provide them with current information on library programs. The Library will strive to close the digital divide in Groton by providing computer classes to promote technology literacy. The Library will provide a sufficient number of knowledgeable, trained staff who select electronic resources, train and guide our patrons in their use and use technology to do their jobs effectively. The benefits of continuing to provide these services are that the residents of the Town of Groton will continue to view the Library as a source of current information and an integral part of the community.

SECTION ONE: CURRENT STATUS

INTEGRATED LIBRARY SYSTEM (SIRSI)

The Library's Integrated Library System (ILS) is provided by SIRSI and is shared with the Waterford Public Library and the Mystic & Noank Library. There are 16 staff computers and five on-line catalog computers on this network. In April 2012 there was an upgrade of the ILS software. It is currently a SIRSI Symphony Workflows version 3.4.1 system with public access provided by the iBistro revision D interface. Staff uses the Workflows interface to catalog library materials, check out and check in library materials, register library users and generate reports and notices. The server is located at the Waterford Public Library and the Library accesses the server via the Connecticut Education Network's fiber circuit. The server is an HP Proliant ML530 with a 100gig hard drive in the RAID 5 configuration with a Quantum LTO-4 HH INT tape drive which is used to prepare backups for the database. Currently, the operating system for the server is Windows 2003. The Mystic & Noank Library is also connected to the server at the Waterford Public Library but via a cable connection.

In 2012, the separate network for SIRSI was eliminated and sixteen staff computers and five on-line catalogs were added to the Connecticut Education Network (CEN). All of the staff computers on this network have Internet access. There are four staff laser printers which are used to print reports and overdue notices attached to this network. There are six staff use computers in Public Services, five in Circulation and five in Technical Services. Software support and upgrades of the ILS are provided by SIRSI and are installed by Technical Services staff. The Town's Information Technology division maintains the computers on this network. Funding for the replacement of computers on this network is by an allocation made each year into the computer replacement fund. Computers are being replaced on a four to five year cycle. PicBlock Internet filtering software is installed on each computer on this network. In February 2013, the Information Technology Division installed an M86 web filter to block peer-to-peer file sharing which will prevent patrons from illegally downloading movies. After testing this product to ensure that it is able to filter at the appropriate level, the computers will have PicBlock removed.

In May 2011, additional self-checkout units were added. There are currently three self-checkout units that are used to check out eighty percent of the Library's circulation for each month. These units are using Envisionware self-checkout software with an eCommerce interface to accept fines payment, and Branch Manager software which alerts staff when a patron needs help at the self-checkout unit. Branch Manager also allows patrons to email a receipt of the transaction.

There is one netbook which has SIRSI Symphony software loaded and is able to connect to the server at the Waterford Public Library via a wireless connection. This netbook is used by staff to inventory the collection and can be used off-site to check out library materials and register patrons.

CONNECTICUT EDUCATION NETWORK (CEN)

Internet access is provided for the public by the Connecticut Education Network (CEN). There are 54 computers on this network. The telecommunications for this network is a fiber circuit with a Cisco switch and Cisco router. There is an HP Proliant ML110 server running Windows 2003 server with service pack 2. Telecommunications support for this network is provided by the State of Connecticut's Department of Information Technology. The Town's Information Technology division maintains the computers on this network. There are 37 public use computers on this network which all have access to three laser printers. There are two color laser printers and one black only laser printer which are accessed by using the print management software provided by iTeam. This software was installed in May 2009 and a patron must pay at the print kiosk before a print job is released. There are print management stations in the children's area and in the adult public service area. There is also an option to print to these printers for the wireless users in the building and print jobs can be sent from other locations through the Library's website. All of the computers provide filtered Internet access by using PicBlock or iShield Internet filtering software. In February 2013, the Information Technology Division installed an M86 web filter to block peer-to-peer file sharing which will prevent patrons from illegally downloading movies. After testing this product to ensure that it is able to filter at the appropriate level, the computers will have PicBlock and iShield removed. These computers are also using Deep Freeze which is software that helps the Town's Information Technology

Division to maintain these computers by automatically turning them on and off each day and not allowing library patrons to add or remove software. Funding for the replacement of computers on this network is by an allocation made each year into the computer replacement fund. Computers are being replaced on a five year cycle.

WIRELESS NETWORKS

There are two wireless networks providing Internet access in the library. Internet access on these networks is provided by the two local cable companies, Thames Valley Communications and Comcast Cable. Up to fifty library users are able to access the Internet with their laptops throughout the building using each network. Wireless users have access to printing through the Library's print management system.

TOWN NETWORK

There are fifteen computers used by library staff on the Town's network; e-mail, Microsoft Office 2010, Kronos Time and Attendance software and other applications are available for use on these computers. Fourteen of these computers also have Internet access via the Town's fiber optic connection. One computer on this network is used as a cash register at Circulation. Internet access is filtered using Barracuda software. The Town's Information Technology division maintains this network. Funding for the replacement of computers and printers on this network is by an allocation made each year into the computer replacement fund. Computers are being replaced on a five year cycle. The servers for this network are located at the Groton Town Hall and there is a point-to-point dark fiber connection between the Library and Town Hall.

LIBRARY WEBPAGE

The Library has a home page which uses the alias www.grotonpl.org to link to the real address which is (<http://www.groton-ct.gov>). The Library's home page is part of the Town of Groton's website. Library staff prepares and submits updates of the site to the Town's Information Technology Division which is responsible for maintaining the site. In January 2012 a re-designed webpage was introduced which incorporated many new features such as Book News, on-line library card registration, Tumblebooks, Overdrive downloadable e-books and audiobooks and access to databases such as Consumer Reports, JobNow, Ancestry.com and Learning Express. Another new feature of the re-design of the webpage, was that revolving pictures of the Library are interchanged with website boards advertising library programs. This allows the Library to highlight major Library programs. The Library continues to use Eventkeeper which allows Library staff to book meeting rooms on-line and also allows the public to access the Library's programs via the web page. The project to digitize the Library's local history collection is ongoing and continues to be a popular feature of the web site. Currently old town reports are being digitized in preparation of their addition to the Groton History Online section of the webpage.

The Library's on-line catalog is available at www.seconlib.org. This is maintained as part of the SIRSI network by staff at the Waterford Public Library with assistance from Groton Public Library staff. Online book reviews, chapters, summaries and book covers from Syndetics continue to be added to this catalog. There are also links to various websites available through the catalog such as Connecticut State documents which are permanently stored on the web.

In the summer of 2012, the use of Litkeeper for Summer Reading was introduced. Parents could log on via the webpage and record the titles and page counts for their children's summer reading. The use of Litkeeper eliminated the need to keep paper records for each child enrolled in summer reading. There was one computer setup in the children's area for staff and teen volunteers to use to record the summer reading for children who lacked Internet access at home. The online Summer Reading component will continue through the Connecticut State Library's contract with Evanced Solution.

PUBLIC SERVICES

The Adult Services division and the Youth Services division were merged into one Public Services division in July 2009. For purposes of this plan, services for adults will be referred to as Adult Public Services and for children and teens, Youth Services.

There are three on-line catalog only computers for use by the public in the Adult Public Services area. There are seven staff use computers on the SIRSI network which print to the laser printer at the Information Desk or the printer in the Youth Service staff office. All of the SIRSI computers were upgraded to Microsoft Office 2007 in 2009. Three of these computers have wireless cards so that staff can switch over to the wireless network for the Internet if the CEN circuit is down. This allows the Public Services staff to continue to access the Internet and service the public.

In July 2012, the ordering process from Baker & Taylor was changed. Staff is still using Title Source III to select library materials for ordering but now Baker & Taylor is preparing customized carts for each section of the collection. For each title in the cart, there are book reviews and publisher notes. Staff is able to quickly determine if they should order the title and they delete the titles that they do not want to order. The cart is then transferred to the administrative account for Baker & Taylor for ordering. This process has eliminated staff reading reviews in the professional journals and then creating carts in which they had to enter all of the titles that they wished to order.

Internet access is available on twenty-seven computers for the public. To access the Internet in the Adult Public Services area, patrons must be in the ninth grade and above. Two computers have scanners attached for public use. All of these computers print through the print management workstation. The Internet is available during all library hours. Internet access for the Adult Public Service area is filtered and in February 2013, the Information Technology Division installed an M86 web filtering device to block peer-to-peer file sharing which will prevent patrons from illegally downloading movies. After testing this product to ensure that it is able to filter at the appropriate level, the computers will have the PicBlock Internet filter software removed and the M86 device will be filtering Internet access. All of these computers have Microsoft Office 2010 Standard installed with two having Microsoft Office 2010 Professional which includes Access. These computers are also using Deep Freeze which is software that helps the Town's Information Technology Division to maintain these computers by automatically turning them on and off each day and not allowing library patrons to add or remove software.

There is one stand-alone computer attached to a microfilm/microfiche machine that can transfer information available on film or fiche into a computer file. There is also a laser printer attached to this computer.

There is one fax machine available for the public. There is also one Kyocera color copier which in addition to being a copier, allows patrons to scan and save to a flash drive or to retrieve a PDF from their flash drive and print it.

In Teenscape, there are ten computers available for use by young adults in grades 6-12. These computers which are on CEN have Internet access which is filtered and in February 2013, the Information Technology Division installed an M86 device to block peer-to-peer file sharing which will prevent patrons from illegally downloading movies. After testing this product to ensure that it is able to filter at the appropriate level, the computers will have the iShield Internet filter removed and the M86 web filter device will replace it. Microsoft Office Standard 2010 is installed on these computers and there is access to the print management workstation to print. These computers are also using Deep Freeze which is software that helps the Town's Information Technology Division to maintain these computers by automatically turning them on and off each day and not allowing library patrons to add or remove software.

In the Children's area there are two computers which feature games for preschoolers. These computers also feature child-size keyboards and mice. There are two AWE Early Literacy Stations which have games for children ages 2 thru 10. There are four computers available for use by children and their adult caregivers with Microsoft Word and Internet access. Internet access is provided on these computers via CEN. Internet access was filtered using iShield but the Town's Information Technology Division is in the process of replacing this software with an M86 web filtering device which will improve the Internet filtering of these computers. All computers in Children's print through the print management system. Parental supervision is required for computer use by children under nine years old. These computers are also using Deep Freeze which is software that helps the Town's Information Technology Division to maintain these computers by automatically turning them on and off each day and not allowing library patrons to add or remove software.

The Manager of Library Public Services has a computer on the Town network that she uses for e-mail, Internet, Kronos Time and Attendance software and Microsoft Office 2010. She can print to her local printer or to the printers in the Public Services staff offices. There are six shared staff use computers on the Town network which are used for accessing shared files, Microsoft Office 2010, e-mail and the Internet. These computers print to laser printers in the Public Services staff offices. The Young Adult Librarian has a local inkjet printer attached to the Town networked computer in her office. One of the town network computers is used for webpage design and it has two scanners attached which are used to scan materials for the Groton History Online project. Internet access on all of these town network computers is filtered using Barracuda software.

CIRCULATION DIVISION

Circulation uses Workflows on five computers on the SIRSI network to check out and check in library materials, register library users and generate reports and notices. Internet access is available and is used on these computers for compiling replacement fiction orders, Eventkeeper editing and filing statistical reports with the Connecticut State Library. There is one computer on the Town network that the staff uses for word processing, spreadsheets, e-mail and booking meeting rooms. This computer has a color inkjet printer attached. There is one laser printer assigned to the computers on the SIRSI network to print notices and reports. Internet

access on the SIRSI computers is filtered via PicBlock but the Town's Information Technology Division is in the process of replacing this software with an M86 web filtering device which will improve the Internet filtering of these computers.

In May 2009 self-checkout was implemented using an Envisionware workstation. Patrons are able to check out their library materials and pay their fines using the touch screen workstation. In May 2011 two additional self-checkout units were added which use Envisionware software which allows patrons to check out their own library materials. There are four receipt printers on the SIRSI computers in Circulation.

In March 2013 a new self-checkout system specifically for DVDs will be installed. The LAT Cube allows discs to be securely stored in the unit until the empty case is checked out by the library patron. Once the item is checked out, the disc will be dispensed from the unit.

AUDIOVISUAL/VIDEO SERVICES

The Audiovisual Services Division currently offers multimedia equipment in the library's community meeting rooms for staff and public use. The equipment includes LCD projectors, wireless microphones sound system, podiums, Blue Ray and standard DVD players, VCR (with monitor), CD player, iPod docking station, and document camera. This equipment allows library staff and community groups to use multimedia formats to enhance informational programs.

In addition to providing multimedia equipment, the Audiovisual Services Division oversees the Town's government access channel that airs on Comcast Cable Television and Thames Valley Communication. The division produces Town of Groton government access programming with the library's state-of-the-art television studio that includes digital recording, editing and playback systems. The library broadcasts "live" municipal meetings from the Town Hall Annex Building, City of Groton Municipal Building and the Groton Senior Center via fiber optic equipment. Municipal meetings are also made available for "on demand" web streaming on the Library's website via "Live Stream".

The library's AV staff along with the Town's IT department maintains a secured GMTV server/Internet network. The network includes two video servers, a VPN security system, 3 in-library PCs, one PC at the Senior Center and one laptop at the Groton Town Hall Annex (for town meeting coverage) as well as a staff laptop that allows access to the network 24/7 from any location that has Internet access. The network utilizes Thames Valley Communications as its main Internet service provider.

The network provides GMTV channel programming and control, GMTV messaging and live and archived streaming of library and town programming. The network also offers 24/7 emergency messaging from the Town's Department of Emergency Management via cable television and the town website and provides town staff access to posting messages on the town's in-house digital signage locations.

PUBLIC COMPUTER LEARNING CENTER (PCLC)

The computer lab opened in June 2001. In March 2007 the Library assumed management of the center which had previously been a partnership with the Boys and Girls Club of Southeastern Connecticut and LEARN, a regional educational consortium. There are ten computers, a scanner and an LCD projector in what was once a Library meeting room. Printing is via the print management workstation. In May 2012 ten new computers were purchased with funding from the Sunup Foundation. Instead of purchasing all desktop units, four laptops were purchased. These laptops are also being used by staff to provide training throughout the Library with Demo Days in which staff demonstrates some of the on-line databases that are available to patrons. In addition, the Library continues to offer free computer training on basic computer functions, Microsoft Office, the Internet and e-mail in the PCLC. Other specialized classes are offered occasionally such as genealogy, social media and using downloadable e-books. The instructors are members of the Library's staff and a full-time Public Services librarian is the center's coordinator. The PCLC is using the CEN network to access the Internet, which is filtered by PicBlock but the Town's Information Technology Division is in the process of replacing this software with an M86 device which will improve the Internet filtering of these computers..

A grant from the Community Foundation allowed the Library to purchase digital cameras, drawing tablets, Kindles and iPads to enhance technology training. Staff is currently offering classes in digital cameras, downloadable e-books and using tablets.

TECHNICAL SERVICES

The five computers in Technical Services are all used to perform various processes related to the ILS. Two of these computers are used to access OCLC for cataloging and one is used to access OCLC for inter-library loans. Two computers are also used for ordering books via Baker & Taylor's Title Source III. When a title is ordered, staff downloads a brief bibliographic record from Baker & Taylor into the ILS. This enables patrons and staff to see what is on order and to place reserves on titles prior to their arrival at the Library. In August 2012, the Library started to use customized carts from Baker & Taylor. Every other week, carts based on parameters determined by library staff are prepared by Baker & Taylor. Staff can then choose to order titles from these carts and then delete titles that they do not choose to order. This has streamlined the ordering process as staff no longer has to enter the individual ISBNs of the titles that they have selected. All adult fiction, teen fiction and juvenile fiction is also being cataloged and processed by Baker & Taylor. Books arrive ready for the shelves and staff downloads a file containing the bibliographic records and uploads it to the ILS. Staff can then scan the barcodes of the books into the ILS and change the status to on shelf. Audiovisual materials are ordered via the vendors' web sites. All five of these computers have access to Workflows and the Internet. These computers print to a networked laser printer.

There are two computers on the Town network. The Manager of Circulation and Technical Services uses one for Microsoft Office 2010, Kronos Time and Attendance software, e-mail, spreadsheets and access to the Internet, which is filtered by Barracuda.. The other computer is shared by the technical services staff and used to access e-mail and Microsoft Office 2010. These computers print to a laser printer in the office of the Administrative Assistant.

ADMINISTRATION

The Library Director and the Administrative Assistant each have a computer on the Town network. These computers have access to Microsoft Office, e-mail, Kronos Time and Attendance software, the Internet and Pentamation Financial. The Internet access that is provided is filtered by Barracuda. There is a laser printer attached to the administrative assistant's computer and a color inkjet printer for the director.

TELECOMMUNICATIONS

The Library accesses the server for the SIRSI network via CEN. An ASA 5505 router was installed to ensure that traffic to the SIRSI server in Waterford would not be overwhelmed by the traffic from the public computers. Because of the change to CEN, the Library is no longer accepting funding from the Universal Service Fund. There is a Cisco router and Cisco switch at the central site. All public Internet computers are using the fiber connection which is subsidized by the State and supported by the Connecticut Department of Information Technology.

There are two Linksys Wireless-N gigabit routers installed in the Library. One router is on Comcast and one on Thames Valley Communications. These routers allow the public access to the Internet via their personal laptop computers. A password is required for use of the encrypted wireless network (GPL Wireless 1). There are printed instructions which provide guidance for using the Internet within the library and for printing which the staff hands out to wireless users.

There are four Centrex voice lines that come into the switchboard and one dedicated line for the fax machine. There are five direct Centrex lines for the administrative staff and voice mail is provided on those lines. There are two additional lines which are used for the staff fax machine and the public fax machine.

SECTION 2: FUTURE PLANS AND GOALS AND OBJECTIVES

As demand for Internet access and additional technology, such as tablets and e-readers increases, the greatest need in the Library is to provide a balance with traditional library services such as story times, recreational reading, information and adult programing with more Internet capable computers and faster Internet access. The Library will need to continue to assess the usage on CEN and the wireless networks to ensure that demand is not exceeding the available bandwidth. With the elimination of a separate network for ILS and the addition of an ASA device to prioritize SIRSI traffic, all of the Library's public Internet computers and SIRSI computers are on the same network. If CEN is out of order, then staff can access the Library's catalog and the Internet via the wireless network by using the three computers that have wireless cards installed.

INTEGRATED LIBRARY SYSTEM (SIRSI)

I. Goal: To provide an easy to use on-line catalog shared by the three libraries which fully takes advantage of improvements that will be available with future upgrades of the Symphony version of the Integrated Library System (ILS).

The Library will continue to be a part of the consortia with the Waterford Public Library and the Mystic & Noank Library. The three libraries will continue to upgrade SIRSI. The latest five year contract with SIRSI will expire in February 2015, so evaluations of various Integrated Library Systems are ongoing. If a decision is made to leave SIRSI, the new ILS needs to be up and running by January 2015. Most of the initiatives on this network involve upgrading the software, maintaining and replacing computers as needed and evaluating and planning a migration to a new ILS.

Objectives:

1. Upgrade to the 3.4.1 service pack 2 of Symphony. This will consist of some major changes from the current version of the Workflows software.

Action Steps:

- a. Develop an action plan in coordination with staff of the Waterford Public Library and the Mystic & Noank Library to plan the upgrade. (July 2013).
 - b. Upgrade to Symphony 3.4.1 service pack 2 by August 2013.
2. Maintain and replace the computers on this network.

Action Steps:

- a. Nineteen computers on this network are due to be replaced in Fiscal Year 2015-2016. As needed these computers will be assessed to ensure that the requirements for the ILS are met.
 - b. Computers that do not meet the specifications will be a priority for replacement (July 2015-June 2016).
3. Continue to update BookMyne as needed to take advantage of SIRSI's Symphony iPhone and smart phone applications for use with the on-line catalog.

Action Steps:

- a. Upgrade Symphony Web Services on the server at the Waterford Public Library as needed (July 2013-June 2014).
4. Evaluate ILS vendors and plan the migration to another ILS if it is determined that leaving SIRSI is the appropriate option. It has been determined that the Library will remain part of a consortium with Waterford Public Library and the Mystic & Noank Library.

Action Steps:

- a. Meet with representatives from various vendors to evaluate ILS options (July 2013-Dec. 2013).
- b. Select the vendor who will provide support for the new ILS (January 2014-June 2014).

- c. Negotiate with the selected vendor (June 2014-July 2014).
 - d. Sign the contract with the vendor by July 2014.
5. Prepare the bibliographic database and patron database for migration to the selected ILS. These steps will only be necessary if the decision is made to change ILS vendors.

Action Steps:

- a. Develop an action plan in coordination with staff of the Waterford Public Library and the Mystic & Noank Library to plan the upgrade. (July 2013-December 2013).
 - b. Based on the action plan, prioritize the data cleanup efforts (January 2014-June 2014).
 - c. Choose a vendor to perform the data migration to the new ILS (June 2014).
 - d. Meet with the data migration vendor to plan the migration process (June 2014).
 - e. Meet with the ILS vendor to discuss system requirements and establish policies for the ILS (July 2014).
 - f. Migrate the data to the new ILS (August 2014-December 2014).
 - g. "Go live" with the new ILS in January 2015.
 - h. After the new ILS is operating, discontinue use of the SIRSI ILS by February 2015.
6. Customize the online catalog's main page so that additional resources such as e-books and databases are available to the patrons through the online catalog.

Action Steps:

- a. Work with staff from the Waterford Public Library and the Mystic & Noank Library, determine what resources such as the iConn databases or services such as Book News should appear on the front page of the online catalog (August 2014-January 2015).
- b. Add bibliographic records for ebooks and other downloadable resources to the online catalog so that patrons are aware of the other formats available to borrow from the Library (January 2015-June 2015).
- c. Assess how patrons are accessing the online catalog and determine if changes should be made to the interface (February 2015-July 2015).
- d. Work with staff from the Waterford Public Library and the Mystic & Noank Library to upgrade and revise the main page of the online catalog (July 2015-December 2015).

CONNECTICUT EDUCATION NETWORK (CEN)

II. Goal: To maintain the computers on the Connecticut Education Network (public network) so that the public can continue to access the Internet and obtain the information that they need.

The Library will continue to utilize the telecommunications provided by the Connecticut Education Network. There are no plans to increase the number of wired computers on this network.

Objectives:

1. Update and maintain the computers on this network.

Action Steps:

- a. In conjunction with the Town's Information Technology Division and based on the computer replacement fund schedule, replace the computers on this network as scheduled (July 2013-June 2016).
 - b. Complete the transition from Windows XP operating systems to Windows 7 operating systems by July 2014.
2. Maintain up-to-date software on this network.

Action Steps:

- a. Microsoft Office 2010 was installed on this network in June 2012. Continue to assess the software needs of the patrons to ensure that the most current and appropriate software is installed on the network (July 2013-June 2016).
- b. Update the Deep Freeze software as needed (July 2013-June 2016). The Library renewed its subscription to this software in April 2013 for three years and updates and maintenance are included.
- c. Update iTunes, Flash and Java every six months for the duration of this plan.

WIRELESS NETWORK

III. Goal: To improve wireless connectivity in the library.

The Library will continue to maintain two wireless networks in the Library. By having two wireless networks, there is now wireless access in most parts of the building.

Objectives:

1. Upgrade the wireless routers as needed to improve wireless access in the library.

Action Steps:

- a. Assess the wireless access throughout the building (July 2013-September 2013).

- b. If needed, purchase new routers and install them in two different locations in the Library (September 2013).

TOWN NETWORK

IV. Goal: To improve the software on this network.

Objectives:

1. Upgrade and maintain the software on this network.

Action Steps:

- a. Town Information Technology staff will assess the need to upgrade to Office 2013 (April 2016).
- b. If the upgrade is approved, the software will be installed and configured on each computer on the Town network in the Library (April 2016-June 2016).
2. Upgrade the computers that are on the Computer Replacement Fund from Windows XP to Windows 7.
 - a. Town Information Technology staff will purchase new computers with the Windows 7 operating system.
 - b. The computers will be replaced throughout FY 2013-FY 2016.

LIBRARY WEBPAGE AND SOCIAL MEDIA

V. Goal: Assess the need to redesign the Library's web site to take advantage of new features and improve access to the site.

The Library's webpage plays an important role as the face of the Library for remote Library users. As more patrons become comfortable using the Internet, the use of the website has increased. For many patrons, this is how they access the Library's resources including the catalog, subscription databases such as Historical New York Times, JobNow, Learning Express and the iConn databases. Many students complete their research without setting foot in the Library. To meet the needs of these users, the library's web site needs to be re-designed on a regular basis. The latest re-design of the Library website was in January 2012.

Objectives:

1. Assess the need to redesign the Library's website.

Action steps:

- a. Form a committee of library staff to examine the current page and make suggestions. Each library division should be represented on the committee. (July 2015-August 2015).
 - b. Assign staff to develop content such as adding video to Groton History On-line (August 2015-December 2015).
 - c. Assess the usage of the databases on the website and investigate other databases or services that library patrons might use (August 2015-December 2015).
 - d. Re-design the website (January 2016-June 2016).
2. Continue to use Facebook and implement other social media such as Twitter to maintain contact with Library users. The Library's Facebook page was implemented in Fall 2010. Using social media to market Library programs allows the Library to access a different audience than the users who rely on the Library's newsletters and website for information.

Action steps:

- a. Continue regular updates to the Library's Facebook page (July 2013-June 2016).
- b. Investigate the use of Hootsuite to automate the Library's Facebook presence so that updates to Facebook could be prepared in advance and scheduled (July 2013-August 2013).
- c. Investigate the use of Twitter, Foursquare and other social media to reach library patrons (July 2013-October 2013).
- d. As deemed necessary, implement the use of other social media to increase the Library's audience (January 2014-May 2014).
- e. Subscribe to Constant Contact or a similar service to improve the Library's email marketing (July 2015).

PUBLIC SERVICES-ADULT

VI. Goal: To use technology to improve reference services provided to the public.

Objectives:

1. Evaluate and implement text-a-librarian and roving reference using appropriate technology.

Action steps:

- a. Form a committee of public services librarians to evaluate the web based reference services that the library is currently offering such as e-mail and assess any other options for web based reference services (July 2013-August 2013).
- b. In conjunction with the re-design of the website, determine which virtual reference services should be offered (June 2015-December 2015).

- c. Evaluate methods to introduce a service which would allow patrons to text-a-librarian. Services such as Google Voice would allow Public Services to introduce text-a-librarian (September 2013-December 2013).
 - d. Evaluate technology needed to implement roving reference (July 2014-September 2014).
 - e. Implement roving reference using the selected technology (October 2014-December 2014).
2. Create in-house digital content such as monographs of local history, municipal documents and local photographs. Staff is currently in the process of digitizing town reports which will be added to Groton History Online but there are many other documents that could be added to the website.

Action steps:

- a. Determine the specific documents that would be most useful in digital format (July 2013-December 2013).
 - b. Investigate any copyright issues that might prevent their conversion to digital format (July 2013-December 2013).
 - c. Train staff or volunteers to perform the conversion (January 2014-April 2014).
 - d. Load the digital documents to the library's website (April 2014-December 2014).
3. Add local history videos and audio podcasts that have been produced by Library staff to the Groton History Online section of the Library's website.

Action steps:

- a. Working with the Library's Audiovisual Division, determine what local history videos should be added to Groton History Online and add them to the searchable database (July 2013-December 2013).
- b. Add the local history audio podcasts to the Groton History Online database (January 2014-December 2014).
- c. Using the test site, ensure that the videos and podcasts are searchable prior to bringing them up on the "live" website (December 2014).
- d. Bring the improved Groton History Online section of the website "live" and available to the public (January 2015-March 2015).

PUBLIC SERVICES-YOUTH SERVICES

VII. Goal: Provide opportunities for teens to use digital video cameras and digital cameras to create video content that could be used on the Library's Facebook page and used for teen programs. Provide opportunities to teens for video gaming and social media programming.

Objectives:

1. Using the digital video cameras and digital cameras, plan programs for teens to have opportunity to use digital technology to create digital content.

Action steps:

- a. Public Services staff will develop programs that teach teens how to use the digital cameras (September 2013-December 2013).
 - b. Using the video editing software in the Public Computer Learning Center, offer programs that incorporate the use of digital video cameras (January 2014-August 2014).
2. Provide video gaming activities for Teens.

Action steps:

- a. Assess whether the Library needs to upgrade the Wii which was purchased in 2009 (July 2013).
 - b. Determine if additional games should be purchased (July 2013).
 - c. Begin to provide video game nights at the Library (September 2013).
3. Provide social media programming that would appeal to teens.
 - a. The Young Adult Librarian will develop more teen related content for the Library's Facebook page (January 2014-June 2014).
 - b. Implement additional social media options that teens are using to ensure that they are aware of programs at the Library (July 2014-August 2014).

VIII. Goal: Provide faster, reliable computers for children to use in the children's room.

Objectives:

1. Replace the AWE Early Literacy Stations.
 - a. Explore grant opportunities to replace the current AWE Early Literacy Stations (September 2013-January 2014)
 - b. Submit a grant application to replace the stations (January 2014-June 2014).
 - c. If the grant application is successful, purchase two new AWE Early Literacy Stations and install them in the children's area (July 2014-September 2014).

CIRCULATION

IX. Goal: To use technology to provide better circulation service to the public and homebound patrons.

The Library currently notifies patrons via e-mail of their holds, their overdues and when their books are due. With each upgrade of the Integrated Library System (ILS), new options for

patron notification are available and Circulation needs to take advantage of any of these new options that will improve service to the patrons. In July 2013, the Library will be changing self-checkout vendors from Envisionware to LAT, so staff and patrons will need to make the transition.

Objectives:

1. Assess any new options that the ILS has available for notifying patrons.

Action steps:

- a. Send patrons an e-mail alert when their library card is due to expire (September 2013).
 - b. Investigate the use of text messaging to notify patrons that their hold is available (October 2013).
2. Implement the change from Envisionware self-checkout to LAT self-checkout on the existing three self-checkout units.

Action steps:

- a. Develop a staff training program to ensure that staff is prepared to assist patrons with the changeover to a new self-checkout system (July 2013).
- b. Prepare a video that will play on a loop to show patrons how to use the system (July 2013).

AUDIOVISUAL/ VIDEO SERVICES

X. Goal: Upgrade library's GMTV studio and off-site equipment at the Groton Senior Center to improve GMTV programming quality.

Objectives:

1. Replace the library's GMTV studio video switcher and cameras and install robotic cameras at the Groton Senior Center's main meeting room where Town meetings are held.

Action steps:

- a. Identifying studio video switching equipment that is Standard and HD capable to replace the current 28 year old analog video switcher (July 2013-September 2013).
- b. Submit an application to a grant source to purchase a new studio video switcher to replace the old analog switcher. (October 2013- December 2013).
- c. If the grant is approved, purchase and install video switching equipment. (January 2014- June 2014).
- d. Identify studio digital SD and HD cameras to replace current 23 year old analog cameras. Also identify robotic cameras and associated equipment needed to cover town meetings at the Groton Senior Center. (June 2014 -December 2014.)

- e. Make an application to the Connecticut Department Public Utilities (PURA) for a PEGPETIA grant (January 2015-April 2015).
- f. If the grant is approved, purchase and install cameras at the library's GMTV studio and robotic camera system at the Groton Senior Center (July 2015- January 2016).

XI. Goal: Expand the digital signage system that is linked to the GMTV server and is currently used in the library and senior center.

Objectives:

1. Expand the GMTV digital signage system to Town Hall to help improve the dissemination of Town information to the public.

Action steps:

- a. Meet with the Town's Information Technology Division and Town Manger's office staff to identify high profile location(s) at the Town Hall that would be ideal for digital signage installation. (January 2014)
- b. Meet with Information Technology staff to explore possible affordable fiber, Internet or wireless solutions to transmit the digital signage information from library's GMTV server to the Groton Town Hall (January 2014-June 2014).
- c. Investigate the cost and funding options for setting up the new digital signage location(s) at the Town Hall (October 2014 – January 2015).
- c. Submit town funding or grant request for equipment and installation of digital signage (January 2015).
- d. Purchase and install digital signage at Groton Town Hall (July 2015)

XII. Goal: Continue to improve Internet availability of library and town information through GMTV programming via streaming video on the Town's web site.

Objectives:

1. To make GMTV videos that have been archived online more available for public on-demand viewing.

Action steps:

- a. To improve access to archived GMTV programming on the website, staff will re-organize the Livestream archive storage and give all video programs "tags" that will make them searchable through Groton History Online and web search engines (July 2013 – June 2015)
- b. Staff will encode historical video programs that are not currently available on line and add them to the video archives (July 2013 – June 2016).

PUBLIC COMPUTER LEARNING CENTER

XIII. Goal: Continue providing technology training for the public and assess training needs as technology evolves.

Objectives:

1. Provide relevant technology training for the public by continuing to teach a variety of technology classes.

Action steps:

- a. Develop and teach classes in genealogy, social media and tablets and ebooks (July 2013-June 2016).
- b. Continue to teach Microsoft Word 2010 and basic and intermediate computer classes to patrons (July 2013-June 2016).
- c. Develop and teach classes incorporating Kindles, iPads, digital cameras and digital video cameras (July 2013-June 2016)

TECHNICAL SERVICES

XIV. Goal: Improve the quality of the on-line catalog by maintaining an accurate bibliographic database and utilizing technology to speed the processing of new library materials.

Objectives:

1. To improve the quality of the on-line catalog by ensuring that each item in the library is accurately reflected in the catalog.

Action steps:

- a. Using the reports module of SIRSI, create and run reports that can be used to correct the bibliographic database, such as records that are missing a price or a location code (January 2014-June 2014).
- b. Continue to use OCLC Connexion for acquiring bibliographic records (July 2013-June 2016).
- c. Continue to use Baker & Taylor cataloging records and investigate the other options for bibliographic records such as from Books on Tape, Midwest Tape and Recorded Books (August 2014-October 2014).
- d. Investigate the possibility of cooperative cataloging with the Waterford Public Library and Mystic & Noank Library (January 2016-June 2016).
- e. Investigate the use of Sky River as an alternative source to bibliographic records (January 2016-June 2016).

- f. Implement the new cataloging rules that will be required once the Library of Congress moves from AACR2 to RDA (July 2013-July 2014).

2. To improve the speed of processing new library materials.

Action steps:

- a. Continue to have most of the library materials that are ordered from Baker and Taylor come shelf ready with spine labels, book covers, barcodes and catalog records. Baker and Taylor is providing a file of bibliographic records with each shipment. The records are then downloaded to SIRSI. (July 2013-June 2016).
- b. Investigate the possibility of having non-print library materials processed by the vendors. Vendors such as Midwest Tape and Micromarketing offer the option of purchasing the materials pre-processed and the additional cost for processing would be offset by the decrease in processing supplies purchased by the Library (July 2013-June 2014).

XV. Goal: To develop new reports utilizing the ILS and Excel for the compilation of the Library's performance measures. The Library is required to prepare statistics monthly for the Town Manager and the Town Council which reflect the Library's performance measures. With the migration to a new open source ILS planned, new reports will have to be developed that compile the statistics.

1. Develop reports utilizing the ILS for the performance measures.

Action steps:

- a. When meeting with the vendor that will be supporting the ILS, provide examples of the types of statistics that need to be recorded to fulfill the performance measures (July 2014).
- b. During training for the reports module of the ILS, prepare the reports that will be necessary to compile the performance measures (December 2014-January 2015).
- c. Compile the monthly reports and record the statistics for the Library's performance measures (January 2015-June 2016).

TELECOMMUNICATIONS

The Library is no longer receiving funding for the telecommunications from the Universal Service Fund. The Library is utilizing CEN for both public and staff Internet and for the SIRSI ILS. There are fifteen town network computers which use the Town's dark fiber connection. As part of a major upgrade to the town's telephone system, the Library will be switched over to a Voice over Internet Protocol (VOIP) system in fiscal year 2014. Library staff will meet with the Town's Information Technology division to plan this changeover. Since the Library requires the ability to page and to make announcements, Information Technology staff will need to ensure that the new system will be able to incorporate the Library's current paging

speakers which are located in the meeting rooms, teen area and the public computer area. The Library will continue to use two fax machines which will also need to be incorporated into the new telephone system.

SECTION THREE: TRAINING

Ongoing staff training will continue to be necessary as software upgrades for the Integrated Library System are released. Since all staff use the Integrated Library System on a daily basis, they are comfortable with Windows and the Internet. All library assistants, library associates and librarians are required to use Microsoft Office, the Internet and the Integrated Library System to complete their daily assignments. All present staff are trained in these applications. The computer skills of newly hired staff are assessed during their first two weeks of employment and they are sent to the appropriate classes in the PCLC. The library has the use of the PCLC for training on software upgrades and on Microsoft Office as needed. With the Library's subscription to Learning Express Tests & Courses and learn2 Computer Skills, staff members can take advantage of these self-paced modules. The tests available with Learning Express can also be given to new employees to assess their computer skills.

As the Internet continues to evolve, Public Services staff will need to keep current with additional training. The Connecticut State Library offers computer training at the Middletown Library Service Center and Willimantic Library Service Center for reasonable fees, and this will be used as opportunities arise. Staff will also be able to take advantage of on-line training opportunities available through WebJunction. The State of Connecticut has contracted with WebJunction to improve training opportunities for library staffs. All staff are required to complete at least one WebJunction class as part of their evaluation process.

A Groton Public Library wiki has been developed and a representative from each division within the Library is responsible for maintaining their division's section. The goal of the staff wiki is to replace the various procedure manuals that were scattered throughout the building so that staff has one source for information. An additional goal of the wiki is that it will be easier to distribute information to the staff if they know that there is one place that they should be looking for information. Since it is web based, staff will be able to access the wiki from anywhere.

Staff will also take advantage of the training opportunities provided by webinars sponsored by the American Library Association and Library Journal. Topics such as online catalogs designed for users, social media in the library and using technology with teens will be used when available. All full-time library staff is expected to attend applicable webinars and sometimes attendance at a webinar will be required of all full-time library staff.

When the Library migrates to a new Integrated Library System, staff will be required to attend training on the new system. Designated staff will receive additional training to be able to train the rest of the staff. Since the Library is a member of OCLC, technical service staff will need to attend OCLC training for cataloging such as upgrades to Connexion and MARC holdings. Staff will also make use of OCLC's on-line offerings.

SECTION FOUR: ASSESSMENT

Library staff will continue to evaluate new technology choices as they become available. The average lifespan of technological advancement is eighteen months and the Library will need to keep up with this pace in order to meet the needs of the citizens of Groton. The Manager of Circulation and Technical Services working with the Town's Information Technology Division will regularly evaluate the computer inventory and replace the computers as needed. The transition to an open source ILS, may require that the computers on this network be replaced prior to their scheduled replacement dates. The Manager of Circulation and Technical Services will review the progress of all projects on a quarterly basis.

The following evaluation process will be done annually:

- Replace equipment exceeding five years in age
- Review telecommunication use
- Review and assess the use of the Library's webpage and social media.

Through user surveys and the annual output measures, computer usage in the Library will be calculated. User surveys will also help to determine what changes in technology the public would like to see implemented. A community survey was completed in 2011 and the Library intends to complete another survey during the timeframe of this plan.

The following minimum milestones are part of the plan:

- 20 patrons can simultaneously search the Internet using the library's computers.
- 12 patrons can simultaneously search the library's catalog in the library.
- A minimum of 250 patrons a year will receive training through the library's PCLC Center scheduled classes and an average of 100 a month will attend the Center's open hours.
- Members of the staff attend a minimum of 10 technology training opportunities each year.

CONCLUSION

As technology is constantly evolving, the goal of this plan is to provide a framework for the next three years. Some of the goals outlined in this plan will not be met due to changes in technology but the overall plan represents the Library's current trends in technology. This plan will be reviewed and evaluated annually and the progress toward the goals will be determined. At the end of three years, a new technology plan will be developed.

104 Computers located in the Library:

Town Network		T-1 point to point dark fiber from the Library to servers at Town Hall
15	Staff PCs:	email, cash register, time clocks, accounting, word processing and spreadsheets, local history project.
Connecticut Education Network	1	Server with fiber circuit
55	Total Public PCs:	
37		Adult Internet PCs includes Microfilm reader/scanner PC & PC Learning Center
10		Teen Internet PCs
4		Children PCs
2		Pre-school Children Game PCs
2		Print release stations
SIRSI		
25	1	Server utilizing the CEN to access ILS server at Waterford Public Library
5		Public Access to Groton/Waterford/Mystic collection
15		Circulation, cataloging & reference usage
4		Self Check out units
1		Netbook
Comcast Communications		Wireless Internet for public laptops
Thames Valley Communication		Wireless Internet for public laptops
6		Laptops and pcs for GMTV
Other computers		
2		AWE Literacy Stations
1		Microfilm reader/printer & computer

TECHNOLOGY BUDGET

Connecticut Education Network	325
Telephone lines	350
Computer and printer repairs	500
Audiovisual equipment maintenance & repair	3,300
Server maintenance	840
Online database subscriptions	10,752
Router & switches maintenance	1,470
OCLC Subscription	14,468
SIRSI ILS license	21,663
Print management license	2,396
Self check out annual maintenance	4,009
Software licenses and upgrades	3,211
Staff training	250
PCLC Center	10,000
Computer replacement fund (for computers)	14,375
Baker & Taylor Custom Carts	2,950
Book News	1,340
Overdrive downloadable books	2,762
SIP2 license maintenance	290
Computer equipment replacement (for items not in computer replacement fund)	3,475
LAT self-checkout license	1,499