GROTON PUBLIC LIBRARY
TECHNOLOGY PLAN

July 1 2010-June 30 2013

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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 improvements that are expected in the Integrated Library System (ILS) will provide access to more book reviews and other Library 2.0 features such as patron reviews. 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 the 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 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 20 staff computers and three on-line catalog computers on this network.   In April 2009 there was an upgrade of the ILS software. It is a SIRSI Symphony Workflows version 3.2.1.2.35 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 a T1 point to point circuit. The server is an HP Proliant ML530 with a 100gig hard drive in the RAID 5 configuration with a SLDT back-up tape drive.   Currently, the operating system for the

server is Windows 2003. The Mystic & Noank Library is also connected via a T1 point to point circuit to the server at the Waterford Public Library.

Internet access is also provided on this network with a T1 line from the Waterford Public Library. 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 ten staff use computers in Public Services, six 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 or iShield Internet filtering software is installed on each computer on this network.

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 DSL 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. Because the Library accepts Universal Service Funds, all of the computers provide filtered Internet access by using PicBlock or iShield Internet filtering 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 one network 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 fourteen computers used by library staff on the Town's network; e-mail, Microsoft Office, Kronos Timekeeping and other applications are available for use on these computers. Thirteen of these computers also have Internet access via the Town's fiber optic connection. Internet access is filtered using Iron Port 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.town.groton.ct.us/library). 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 May 2007, Eventkeeper was added to the Library's home page and the page was re-designed. Eventkeeper 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.

The Library's on-line catalog is available at www.seconnlib.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 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.

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 ten 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 had wireless cards added so that staff could switch over to the wireless network for the Internet if the T1 circuit is down. This allows the Public Services staff to continue to access the Internet and service the public.

Internet access is available on seventeen 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 are dedicated Microsoft Office workstations which 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 using PicBlock and Deep Freeze security software is also installed on these computers.

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.

In Youth Services, there are seven computers available for use by young adults in grades 6-12. These computers which are on CEN, have Internet access which is filtered by iShield with Fortress Security software to protect the hard drive from being changed. Microsoft Word is installed on these computers and there is access to the print management workstation to print.

There are four computers which feature games for preschoolers and elementary school students. These computers also feature child-size keyboards and mice. 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 is filtered using iShield. All computers in the Youth Services now print through the print management system. Parental supervision is required for computer use by children under nine years old. Educational software on CD-ROMs is available for home use.

The Manager of Library Public Services has a computer on the Town network that she uses for e-mail, Internet and Microsoft Office. She can print to her local printer or to the printers in the Public Services staff offices. There are seven shared staff use computers on the Town network which are used for accessing shared files, Microsoft Office, 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 Iron port software.

CIRCULATION DIVISION

Circulation uses Workflows on six 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 13x19-color inkjet printer attached. There is one laser printer assigned to the computers on the SIRSI network to print notices and reports. Internet access is filtered on these computers via PicBlock.

In May 2009 self-checkout was implemented using an Envisionware workstation. Patrons are able to checkout their library materials and pay their fines using the touch screen workstation. In August 2009, three receipt printers were installed on the SIRSI computers at the Circulation desk.

AUDIOVISUAL/VIDEO SERVICES

The Audiovisual Services Division recently upgraded the multimedia equipment in the Library's community meeting rooms for staff and public use. The new equipment includes an LCD projector, a wireless microphone sound system, podiums, Blue Ray and standard DVD players, CD player, IPod docking station, and document camera.

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.

The division recently enabled remote messaging and channel control capabilities for library and town staff through Internet connections. These controls allow the division's staff and the Town's Emergency Management Department to post emergency message crawls 24/7 on the Town's government access channel from remote sites with Internet access. The Library's audiovisual staff can also access channel control settings to change schedules or to make manual override changes to the channels' playback server.

The Audiovisual Services Division has also established an in-house library digital signage system. Messages about library services and programs are made available to the public on a video monitor at the Library's circulation desk. The Audiovisual Services Division also provides on-site teleconferencing opportunities for all Town agencies with its movable satellite dish system. An Internet connection is provided via the CEN network. There is also one Town network computer used by the staff of this division.

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 a projector in what was once a Library meeting room. Printing is via the print management workstation. The Library offers free computer training on basic computer functions, Microsoft Office, the Internet and e-mail. Other specialized classes are offered occasionally such as genealogy on the Internet or buying or selling on E-Bay. 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 iShield.

TECHNICAL SERVICES

There are four computers on the SIRSI network in technical services. Three of these computers are used to access OCLC for cataloging and one is also used for ordering books via Baker & Taylor's Title Source III and Ingram's iPage. Audiovisual materials

are ordered via the vendors' web sites. All four of these computers have access to Workflows and the Internet. These computers print to a networked laser printer and the computer used for book orders prints to a local laser printer.

There are two computers on the Town network. The Manager of Circulation and Technical Services uses one for word processing, Kronos, e-mail, spreadsheets and access to the Internet, which is filtered by Iron port. The other computer is shared by the technical services staff and used to access e-mail and Microsoft Office. 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 Timekeeping, the Internet and Pentamation. The Internet access that is provided is filtered by Iron Port. 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 a T1 point to point circuit provided by AT&T. This circuit is subsidized by funding provided from the Universal Service Fund. A T1 circuit provides Internet access on this network from the Waterford Public Library. There is a Cisco router and Cisco switch at the central site. All the public Internet computers are using DSL 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 additional telephone lines one of which is used for the public fax machine. These lines are subsidized by the Universal Service Fund.

SECTION 2: FUTURE PLANS AND GOALS AND OBJECTIVES

As demand for Internet access increases, the greatest need in the Library in balance with traditional library services and programming will be more Internet capable computers and faster Internet access. The Library will need to assess usage on the three networks and ensure that demand is not exceeding the available bandwidth. There are no future plans to merge the SIRSI network with the public Internet network as it is important that access to SIRSI be restricted to staff use only. If the SIRSI network 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 the release 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 recently signed a five year maintenance contract with SIRSI, so there are no immediate plans to for a migration of the ILS to another vendor but the Library would like to investigate joining a larger consortia or joining any statewide initiatives for a statewide ILS. Most of the initiatives on this network involve upgrading the software and maintaining and replacing computers as needed.

Objectives:
1.   Upgrade to the 3.4 Symphony release of SIRSI. 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. (January 2011-March 2011).
    b. Upgrade to Symphony 3.4 by April 2011.

2.   Maintain and replace the computers on this network.

Action Steps:

    a. Assess each of the computers on the network to ensure that it meets the requirements for the upgrade to Symphony 3.4 (January 2011-March 2011).
    b. Replace or upgrade the computers that do not meet the specifications (March 2011-April 2011).
    c. Install the upgrade to Symphony 3.4 by April 2011.

3.   Upgrade to the 4.0 Symphony release of SIRSI. 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. (January 2012-March 2012).
   b. Upgrade to Symphony 4.0 by April 2012.

4.   Investigate the possibility of joining a larger consortium or any statewide ILS initiatives.

Action Steps:

   a. Meet with representatives from other library consortia to discuss the possibility of joining their consortia (September 2012-December 2012).
   b. Have representatives from the consortia prepare a formal proposal for Groton Public Library, Waterford Public Library and Mystic & Noank Library (January 2013).
   c. Attend any meetings that are held to discuss a statewide ILS initiative (July 2010-June 2013).
   d. Review the proposal made by the consortia or statewide option (Feb. 2013-April 2013).
   e. Make a decision whether or not to join a library consortium (May 2013).
   f. If the decision is to join a consortium, begin planning the transition (June 2013).
   g. Migration of data to the consortia or the statewide ILS would begin after the end of this plan (August 2013-October 2013).
   h. Begin operating as part of a library consortia or statewide ILS (January 2014).

5.   Investigate and implement the use of SIRSI's Symphony iPhone and smart phone applications for use with the on-line catalog.

Action steps:

   a. Research the use of SIRSI's Symphony iPhone and smart phone application and contact any other consortia who are using the application (September 2011).
   b. Install Symphony Web Services 2.0 on the server at Waterford Public Library (December 2011).
   c. Introduce this new service to the public in January 2012.

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 develop a plan to replace and upgrade these computers (July 2011).

b. Purchase 30 new computers in Jan-April 2013.

c. Install the new computers on the network (May-June 2013).

2.   Maintain up-to-date software on this network.

Action Steps:

a. Microsoft Office 2007 was installed on this network in February 2010. All of the computers should be updated to a newer version of Office in April 2013.

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 to improve wireless access in the library.

Action Steps:

a. Assess the wireless access throughout the building (April 2013-May 2013).

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

TOWN NETWORK

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

Objectives:

1. Upgrade from unsupported versions of software to supported and more current versions.

Action Steps:

    a. Town Information Technology staff will purchase Exchange 2010 (e-mail server software) and Microsoft Office 2010 (July 2010-August 2010).

    b. The software will be installed and configured on each computer on the Town network in the Library (January 2011-June 2011).

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 2010-FY 2016.

LIBRARY WEBPAGE

V. Goal: Redesign the Library's web site by implementing Web 2.0 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 last major change to the website was in April 2006, so it is time for a revision.

Objectives:

1. 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. This committee will also be assigned the task of assessing how the Library can implement Web 2.0 features (July 2010-August 2010).

b. A user survey for the Library's website was last done in August 2006, so a new survey should be done in July 2010 with the results tallied and analyzed in August 2010-September 2010. The results will be incorporated in the upgrade of the Library's website.

c. Assign staff to develop content such as adding video to Groton History On-line (July 2010-August 2010).

d. Develop a presence on Facebook which will be maintained by the Young Adult Librarian (September 2010).

e. Re-design the website (September 2010-October 2010).

PUBLIC SERVICES-ADULT

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

Objectives:

1. Evaluate and implement the use of reference services such as synchronous (chat reference), asynchronous (e-mail) 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 e-mail and assess any other options for web based reference services (July 2010-August 2010).

a. In conjunction with the re-design of the website, determine which virtual reference services should be offered (September 2010)

b. Implement virtual reference (September 2010-December 2010).

c. Evaluate technology needed to implement roving reference (July 2011-September 2011).

d. Implement roving reference using the selected technology (October 2011-December 2011).

2. Create in-house digital content such as monographs of local history, municipal documents and local photographs.

Action steps:

a. Determine the specific documents that would be most useful in digital format (July 2010-December 2010).

b. Investigate any copyright issues that might prevent their conversion to digital format (July 2010-December 2010).

c. Train staff or volunteers to perform the conversion (January 2011-April 2011).

d. Load the digital documents to the library's website (April 2011-December 2011).

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 Town's IT staff determine what local history videos should be added to Groton History Online and add them to the searchable database (July 2010-December 2010).

b. Add the local history audio podcasts to the Groton History Online database (July 2010-December 2010).

c. Using the test site, ensure that the videos and podcasts are searchable prior to bringing them up on the "live" website (January 2011).

d. Bring the improved Groton History Online section of the website "live" and available to the public (February-March 2011).

4. Assess new technologies such as Kindles, Nooks, iPads and other options for e-books and downloadable audio books.

Action steps:

a. Form a committee of public service librarians to research the new technologies and make recommendations for purchase (September 2010).

b. Purchase the recommended format and begin to circulate the items (October 2010-January 2011).

PUBLIC SERVICES-YOUTH SERVICES

VII.   Goal: Provide faster, reliable computers for access to the Internet, on-line catalog, databases and computer gaming. Provide opportunities to teens for video gaming.

Objectives:

1. Replace the computers in the Young Adult area.

Action steps:

a . The Young Adult area is scheduled to be renovated by July 2010. If there is funding available from the renovations grant, new computers with flat screen monitors will be purchased in July 2010.

b. Interactive software that was selected by the Young Adult Librarian and the Teen Advisory Group will be installed on these computers (September 2010).

2. Provide video gaming activities for Teens.

Action steps:

a. The Library purchased a Wii in 2009.

b. Determine if additional games should be purchased (July 2010).

c. Begin to provide video game nights at the Library (September 2010).

CIRCULATION

VIII.   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.

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 2010).

b. Activate the "My Favorites" option on the ILS which will notify patrons via e-mail when the Library has received a new title by one of their favorite authors (October 2011).

c. Assess the homebound module of the ILS to see if it will help the library provide better service to our homebound patrons (November 2011).

AUDIOVISUAL/ VIDEO SERVICES

IX. Goal: continue to improve Internet availability of town information through GMTV programming via streaming video on the Town's web site

Objectives:

1. To mirror GMTV government access cable television channel and programming on the town's web site and to provide improved availability of archiving videos for viewing on demand.

Action steps:

a. In April 2009, the Audiovisual Services Division consulted with the Town's IT department to identify equipment necessary to encode library

produced video for "on demand" and "live" streaming on the town website. The Library purchased a video encoding computer system with software as the first step in archiving and streaming video for "on demand" and "live" streaming. Funding for an in-house server and telecommunications were not available at that time to complete the project.

    b. Acquire telecommunications connections to the Library from Town Hall need to allow Internet traffic capacity for streaming video (April 2010-June 2012).

    c. Purchase and install appropriate server equipment (December 2012).

    d. Determine what video programming should be converted for Internet archiving and work with the Town's IT staff to design "on-demand playback" and "live" website structure for the town's website (January 2013-February 2013).

    e. Implement "live" and improved "on-demand" streaming video on the town's webpage (June 2013).

PUBLIC COMPUTER LEARNING CENTER

X. Goal: Improve technology training for the public.

Objective:

1.   To improve technology training for the public by continuing to teach Microsoft Office 2007 and advanced Internet applications.

Action steps:

    a.   Develop and teach classes in genealogy, travel, eBay and Internet searching (January 2011-December 2011).

    b.   Continue to teach Microsoft Word and Excel classes to patrons (July 2010-June 2013).

    c.   Provide basic computer skills training for the public (July 2010-June 2013).

TECHNICAL SERVICES

XI. 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 2011-December 2011).

    b.   Continue to use OCLC Connexion for acquiring bibliographic records (July 2010-June 2013).

    c.   Investigate the other options for bibliographic records such as CatExpress from OCLC and records from Books on Tape and Recorded Books (August 2010-October 2010).

    d.   Investigate the possibility of cooperative cataloging with the Waterford Public Library and Mystic & Noank Library (January 2011-December 2011).

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

Action steps:

    a.   Teen library materials that are ordered from Baker and Taylor are coming 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. It is anticipated that more accounts will handled this way and that adult fiction and the lease accounts will be processed and cataloged by Baker & Taylor (July 2010-August 2010).

TELECOMMUNICATIONS

Under the Universal Service Fund, the Library will continue to request funding for the T-1 circuit that is used for the SIRSI ILS network. This network provides the Library with the connection to the server which is at the Waterford Public Library.   This connection also provides Internet access for the staff's computers. The Library will also request funding for the telephone lines for staff and public fax machines.

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 "wikis" such as Library 2.0 in 15 minutes a day, or "5 weeks to a social library". All full-time library staff will be required to show progress through these "wikis" by completing an assignment developed by an Adult Services staff member that demonstrates that they have mastered the topic being presented. As technology changes, it is crucial for library staff to be aware of Library 2.0 topics such as RSS feeds, Podcasts, Widgets and social networking software so that they can assist library patrons in their use.

As new software releases for the Integrated Library System are implemented, Technical Services staff will need additional training to be able to train the rest of the staff. Technical Services staff will take advantage of any network training opportunities offered in the state. 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.

Beginning computer use, Internet training and classes on Microsoft Office will be provided by the PCLC, which offers the public hands on training at no cost. Library staff refers library users who need computer training to the center. Library staff provides one-on-one training on an as needed basis to the public on the use of the on-line catalog and library databases such as ICONN.

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. New upgrades for the Integrated Library System 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 telecommunication costs
- Review the telecommunications discount to ensure that the library is utilizing the discounts appropriately.

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 user survey for the Library's web page was last done in August 2006, so a new survey should be done in July 2010 with the results tallied and analyzed in August 2010-September 2010. The results will be incorporated in the next upgrade of the web page in September 2010-October 2010.

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 100 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.

96   **Computers located in the Library:**

Town Network		T-1 point to point dark fiber from the Library to servers at Town Hall
14	Staff PCs:	email, cash register, time clocks, accounting, word processing and spreadsheets, local history project.
Connecticut Library Network	1	Server with T-1 circuit
2		Staff (includes 2 PCs to produce video bulletin board)
54		Total Public PCs:
37		Adult Internet PCs includes Microfilm reader/scanner PC & PC Learning Center
7		Teen Internet PCs
4		Children Internet PCs
4		Pre-school Children Game PCs
		Print release stations
2		
SIRSI		
25		
	1	Server with T-1 circuit to Waterford Public Library
3		Public Access to Groton/Waterford/Mystic collection
20		Circulation, cataloging & reference usage
1		Self Check out unit
Comcast Communications		
		Wireless Internet for public laptops
Thames Valley Communication		
		Wireless Internet for public laptops

TECHNOLOGY BUDGET

Telecommunications (T-1 circuits)	3,250
Telephone lines	650
Computer and printer repairs	500
Audiovisual equipment maintenance & repair	2,750
On-line catalog maintenance	5,300
Online database subscriptions	7,856
Router & switches maintenance	1,470
OCLC Subscription	14,000
SIRSI ILS license	15,000
SIRSI Ibistro on-line catalog subscription	4,000
Print management license	2,000
Self check out annual maintenance	1,500
Software licenses and upgrades	5,350
Staff training	250
PCLC Center	10,000
Computer replacement fund (for Town networked computers)	14,375