POUGHKEEPSIE PUBLIC LIBRARY DISTRICT
Technology Plan, 2013 - 2015

GOALS AND STRATEGIES

Goal #1: The Library District will use appropriate technology and telecommunication services in order to maintain high-quality access and control while serving patrons in the following areas: Borrowers Services, information services, and public programming.

Strategy #1: The Library District will maintain an inventory of PCs, servers, and other equipment, software, and services necessary to fully utilize the functions and features of its shared integrated library system.

Illustrative tasks include:

- ensuring all PCs used for ILS applications have sufficient power to use the JAVA-based software,
- providing high-speed telecommunications service at public desks to properly pace transactions
- providing a reliability of service at least 99% of the time
- providing sufficient numbers of voice lines and handsets to respond to patron telephone calls

Strategy #2: The Library District will maintain an inventory of PCs, servers, and other equipment, software, and services necessary to deliver Internet-based information services to patrons while inside the library as well as from outside the library.

Illustrative tasks include:

- providing public PCs with sufficient power to view and use the resources of the Internet as well as basic Microsoft Office (or similar) products
- provide necessary patron authenticate for allowable use of Internet-based subscription resources from inside and outside the library
- providing appropriate telecommunications speed to ensure timely and effective use of the Internet by patrons and staff
- providing equipment and other resources to allow wireless applications in the library by patrons and staff
- providing equipment and software to manage patron use of technology in order to offer equitable access to all
- providing a reliability of service at least 99% of the time
- maintaining a fleet of PCs and printers for use by the public for training

Strategy #3: The Library District will maintain an inventory of PCs, servers, and other equipment, software, and services necessary to publicize programs and allow program registration by patrons from inside the library as well as from outside the library.

Illustrative tasks include:

- providing public PCs necessary for patron information on and registration for library public programs

- providing appropriate Internet-based software necessary to complete the tasks of communication program information and allowing registration from inside and outside the library
- providing a reliability of service at least 99% of the time

Goal #2: The Library District will use appropriate technology and telecommunication services to improve and enhance employee productivity and planning.

    Strategy #1: The Library District will maintain an inventory of PCs, servers, and other equipment, software, and services required by staff to fully provide the services highlighted in Goal #1 and to effectively plan for future programs and services.

    Illustrative tasks include:

- maintaining a fleet of PCs at a ratio of at least one PC per FTE
- maintaining printers as necessary for staff use (either one a one-to-one basis or through a network)
- provide appropriately licensed software as required to perform jobs
- providing a reliability of service at least 99% of the time

Goal #3: The Library District will maintain, and evaluate a Public Computer Center (PCC) for the residents of the Library District and the surrounding area.

    Strategy #1: The Library District will maintain staff to develop, implement, and evaluate a curriculum of training materials related to technology instruction and the use of technology in obtaining and retaining a job.

    Illustrative tasks include:

- PCC staff will develop and implement curriculum
- PCC staff will conduct technology-based training to general and target audiences
- PCC staff will evaluate each training session and use the results to enhance or modify subsequent training experiences

    Strategy #2: For use as a Public Computing Center, the Library District will maintain a 15 – 18 unit laptop lab for instructional purposes.

    Illustrative tasks include:

- purchase of appropriate laptop computers for training
- installation and maintenance of appropriate software on each laptop
- routine upgrading of software, as appropriate

PROFESSIONAL DEVELOPMENT STRATEGY

The Library District engages in a variety of professional development activities in order to ensure that staff know how to use the technologies in order to improve library service to the public. These activities include but are not limited to the following:

- inservice training provided by Library District staff
- continuing education offered by the Mid-Hudson Library System and Southeastern New York Library Resources Council
- training offered by ALA
- other commercial training, as necessary

Attendance at appropriate professional development activities is a consideration as part of Library District employees annual performance appraisal.

There is 1.57 FTE of training staff specifically assigned to technology training for staff and patrons.

ASSESSMENT

Current Conditions: The Library District currently manages a fleet of roughly 130 PCs, laptops, and servers. Additionally, there are routers and switches designed to support the local and wide area networks in place. Most equipment is on a three-year rotation. Some computers were funded with grant money but the Library District includes them in the rotation plan.

Presently, telecommunication services are provided by LightTower. This includes 30 mps of service to Adriance Memorial Library and 10 mps of service between Adriance and the Arlington Branch Library. Additionally, broadband service is provided, free of charge, to both locations by Time Warner Cable.

The Library District provides staff with a full suite of Microsoft Office products on their desktop. PCs requiring access to the Library District's shared ILS have client software installed, as well.

As of October 2012, the IT staff will consist of 3.0 FTE. There is an additional 1.57 FTE of training staff specifically assigned to technology training for staff and patrons.

Anticipated Needs: The Library District anticipates the following needs during the Plan period:

- continued support of voice, data, and cellular communications
- continued support of broadband for public use
- potential relocation of the branch library, which will incur significant eligible infrastructure costs

BUDGET

The Library District has typically budgeted sufficient funds for hardware, software, Internet-based content, telecommunications, and professional development. Tentative spending for the Plan period is outlined below:

Item	2013	2014	2015
Equipment	$ 31,906	$ 25,000	$ 25,000
Software	10,000	10,000	10,000
Telecommunications	40,000	40,000	40,000
Content	112,000	112,000	112,000
Professional Development	2,500	2,500	3,500
Plan Total	**$ 196,406**	**$ 189,500**	**$ 189,500**

Revenue is provided through local real property taxes, Dutchess County, and the Division of Library Development (including federal funding).

EVALUATION

This plan will be reviewed at least annually, most likely during the budget review process and IT staff performance appraisals. Most of the Plan's components are quantitative and not qualitative. Tasks include:

- monitor progress toward successful completion of strategies and illustrative tasks
- modify the goals, strategies and tasks, as necessary
- evaluate unexpected outcomes and modify Plan accordingly
- maintain statistics of patron use of Library District technology tools and services