

**Technology Plan
Ogdensburg Public Library
Ogdensburg, NY
2015-2017**

Mission

To serve the public with the best possible public library service.

Vision Statement

We will connect people with materials, information, services, and programs for enjoyment, enrichment, and education in a welcoming, convenient and responsive atmosphere.

Plan Objectives

This plan will guide the library's technological development over the next three years. It will support the library's mission, and provide a basis for planning and budgeting.

Current Environment

The library maintains a wired network of 29 desktop and 2 laptop computers. 17 are designated for public use (8 adult thin clients, 4 teen desktops, 3 child thin clients and one thin client catalog computers) and the remaining 12 are used by staff or dedicated to a single purpose (the thin client server computer and the genealogy computer). There are also 2 educational computers in the Children's Room (with no internet access) and a self-checkout for patrons.

Open wireless access is available for patron and occasional staff use via 2 Meraki MR12 wireless access points. The library is connected to the Internet via a 9Mbps x 2 Mbps Ethernet/fiber connection from SLIC Network Solutions, Potsdam, NY. The monthly recurring cost for the Internet connection is currently paid by North Country Library System, but the library should be prepared to assume this cost if necessary. Internet access is filtered on the children's (heavily) and teen (minimally) computers.

The library's web site and email accounts are hosted by North Country Library System, Watertown NY. The library also contracts with NCLS for use of the centralized SIRSI library automation system and OverDrive audiobooks/e-books. The NCLS I.T. department is the primary support provider for the library. Currently there is no fee for support services, but the library should plan for a modest technical support fee within the next 2-3 years, develop more in-house expertise, contract out to private providers, or some combination of these. Currently, we continue to be well served by the NCLS service, even as we continue to develop in-house staff expertise.

Attached to this plan is a current hardware inventory.

Goals

I. Public Services

- a. Establish a replacement cycle for public access and staff computers. Currently computers are replaced on an as-needed basis. The industry standard is every 3-5 years, but a 6-7 year cycle is more realistic in the library environment. Ongoing.

- b. Investigate the use of other devices, such as iPads and thin clients, in place of computers for public use. Ongoing.
- c. Establish a job search/homework area with dedicated computers.
 - i. Timing dependent on Building Master Plan and renovations/redeployment of space
- d. Maintain a robust public wireless network which supports the latest laptops and mobile devices. Ongoing.
- e. Investigate the utility of other popular and emerging technologies and new ways to make them available. Ongoing

II. Staff Services

- a. Provide adequate technical support to maintain the library's investment in technology. Industry standard is 1.0 FTE per 100 computers, which translates to approximately .25 FTE for the library's environment. Ongoing.
- b. All future staff hires must be proficient in all computer skills relevant to their job description before assuming those duties. Ongoing.
- c. Staff must attend training on a regular basis in order to stay current on technology used in the library. Ongoing

III. Web Services

- a. Maintain the existing library website. Ongoing.
- b. Enhance the library's presence on the Internet by increasingly utilizing social media such as Facebook, Twitter, and YouTube in an effort to engage young adults and parents. Ongoing.
- c. Hire new staff or designate existing staff to complete these tasks, and provide training opportunities. Ongoing.

Evaluation

This plan will be reviewed annually by the professional staff with its accomplishments reported to the Library Board. Staff will work to remain current with trends and issues in library technology through appropriate training, workshops and conferences. Planning technology for the future will require flexibility and the ability to adapt and adjust to technical trends and changes ahead. Since technology is constantly evolving, this plan is considered a framework which will guide, but not limit, the library's use of technology.

Adopted by vote of the Library Board of Trustees –