# Hamden Library Technology Plan

# 2011-2013

# ****Library Mission Statement****

The Hamden Public Library, the community’s information center, provides a variety of library resources, access to innovative technology and a knowledgeable staff to improve the quality of life and meet the informational, educational and cultural interests of the entire Hamden community.

**Technology Vision Statement**

In order to support the information needs of the community with timely and accurate information, the Hamden Library needs to keep current with changing technology. Technology is essential to support two of the library’s principle goals: to become a leader in the use of technology for the delivery of library services; and to become an essential resource for residents, students, businesses, and local government.

Through this plan, we hope toexamine the current status of technology at the library, establish goals for library service through the use of technology for both staff and the public, and provide a tool for monitoring and evaluating our technological goals.

**Description of the Current Environment**

The Hamden Public library is a stand-alone library: the library hosts its ILS, SirsiDynix’s Horizon, on local servers. A library staff member is responsible for the administration of the ILS software, while the IT Department of the Town of Hamden manages all server hardware and LAN administration.

The Library has three branches: the Miller Memorial Library (the main branch), the Brundage Community Branch, and the Whitneyville Branch. All three buildings have broadband network connections at T1 speed and internet access. All provide free public access to computers for accessing the library’s catalog, electronic databases, research, recreational internet browsing, and word processing. Miller Library also has wireless access through a wireless network attached to the CEN connection. All three branches use Envisionware software to manage computer reservations and print management for the public access computers.

**Miller Library**

***Staff***

* 19 PCs
* 8 standard printers
* 3 receipt printers
* 1 fax machine
* 2 typewriters

***Public***

* 15 Internet workstations with Microsoft Office Suite 2003 and Open Office software
* 5 Internet only computers
* 2 Children’s Internet computers
* 3 Word Processing work stations (no internet)
* 1 Print release station with printer
* 1 Literacy station computer
* 6 OPAC workstations
* 1 typewriter
* 1 Self-checkout station with receipt printer

***Network***

* 1 Cisco 2620 Router
* 1 Cisco 1700 ISP Router
* 2 Dell Power Edge 2800 servers
* 1 Dell Power Edge 800 server
* 1 HP ProLiant G3 server
* 1 Barracuda Spam & Virus Firewall 300
* 1 Watchguard Firewall
* 1 Sonicwall attached to Motorola equipment for wireless access to all patrons.

**Brundage Community Library**

* 7 Internet workstations with Microsoft Office Suite 2003 and Open Office software
* 2 staff PCs
* 1 Public printer
* 1 staff printer
* 1 OPAC
* 1 Windows 2003 server

**Whitneyville Library**

* 5 Internet workstations with Microsoft Office Suite 2003 and Open Office software
* 2 staff PCs
* 1 Public printer
* 1 staff printer
* 1 OPAC
* 1 Windows 2003 server

## ****Goals and Objectives****

**1. New ILS**

**Horizon is no longer being developed by SirsiDynix, and although no end-of-life date has been announced, it is only a question of time before the company discontinues support of the product. We are currently in the process of looking for a new integrated library system.**

***Actions:***

* **Invite ILS vendors to the library to provide product demos (2010-2011)**
* **Submit a funding request local capital improvement funds for the 2011-2012 fiscal year**
* **Establish an ILS evaluation committee (after funding has been approved)**
* **Staff training for new ILS (cost of which will be included in initial migration package from whichever vendor we choose) (2012-2013)**

**2. Public Workstations**

**Our goal is to provide the public with the most update to date technology as possible. Last year we were able to add 2 computers at the Whitneyville branch and 3 computers Community branch through the Gates Foundation Grant . In addition, 20 new computers were recently purchased for the Miller Library. The new workstations will use the Windows 7 operating system. In addition to these recent purchases, the library continues to request funding to replace outdated computers on an ongoing basis through annual Capital Budget requests.**

***Actions:***

* **Replace 20 PCs in Adult Department with newly purchased models (2011)**
* **Purchase 3 new PCs for Children’s Department through the annual Capital Budget requests, and replace current computers (2012)**
* **Upgrade software for Children’s Department Early Literacy Station computers as updates become available (ongoing)**
* **Investigate alternative to Envisionware software for computer reservation and print management (ongoing)**

**3. Network**

**As new computers are added to the network, and web sites are requiring more and more bandwidth, it is essential that the library network is working at peak efficiency. A faster network will allow patron to quickly and easily access the library’s electronic resources such as the online catalog and database, as well as improving access to external resources on the online web.**

***Actions:***

* **Install DSL lines at branches to improve internet speed (2010)**
* **Replace our multiple servers with a single virtual server, reducing hardware and energy costs (2011-2012)**
* **Install Kace KBOX** Systems Management to administer administrative computers from a single appliance (2011)
* **Update to Windows 2008 server software, and update PCs to Windows 7 OS (2011-2012)**
* **Upgrade Internet connection to fiber optic through CEN as part of the BTOP grant (2012)**
* **Remove all T1 connections and install bonded DSL connectivity from the branches to Miller Library. (2013)**

**4. The Digital Library**

**Digital services allow our patrons to use library resources 24 hours a day. Some of our current digital services include: Library Elf, which provides email notification of patron holds and pre-overdue notices; Bookletters, which allows patrons to sign up to receive email newsletters highlighting recent acquisitions; subscriptions to over a dozen online databases, in addition to those provide by the state library; access to downloadable audio books, in addition to those provided by the state library; and a small collection downloadable e-books focusing on careers and test prep. The library also maintains an active presence on Facebook and Twitter. We continue to search for new ways to reach at patron even when they are not at the library.**

***Actions:***

* **Continue to provide access to subscription online databases (ongoing)**
* **Expand our downloadable audio book collection (ongoing)**
* **Investigate downloadable e-books of new and popular titles (ongoing)**
* **Investigate trends in mobile tools and applications for libraries (ongoing)**

**5. Staff Training and Development**

With the changing nature of technology, it is essential to provide ongoing staff training. Continuing education is generally funded by the Library Board, which allows staff to attend conferences and workshops. The Library also holds an annual staff day, which provides on-site training for the entire staff.

***Actions:***

* **Town Technology department to provide staff train for Windows 7 (2011)**
* **Public Services staff attend PC refresher classes to help provide assistance to the public (ongoing)**
* **Continue to fund staff attendance at conferences and workshops**
* **Explore new and emerging library technologies on staff day (ongoing)**
* investigate using RFID technology in order to speed circulation of library materials (2013)

**Review and Evaluation**

Technology is constantly changing and evolving, and planning technology for the future requires flexibility and the ability to adapt new technical trends. This plan is considered a framework which will guide, but not limit, the library’s use of technology. The plan will be will be reviewed and revised annually with interim reviews and revisions as needed.