Vision Statement

**Mission Statement of the Mystic & Noank Library**: “to anticipate and fulfill the information and reading needs of our community while fostering the values of the human spirit in a welcoming environment.”

**Technology Mission:** Technology is an integral part of library service. The Mystic & Noank Library will utilize high-speed Internet access and current technology and software to facilitate library services for the community, meeting information, communication, and access needs both in the library and over the Internet, through the catalog, information, and databases available on its website.

**Plan Objective:** This plan will guide the improvement and use of technology in the library to support the mission of the library, stimulate discussion about future technological needs, provide structure for planning and budgeting, specify areas of needed training for staff, and meet the criteria of the FCC for the library’s E – rate discount application for telecommunications. This one-year plan is a part of the five year plan that was developed from the library’s Strategic Plan written in 2009. The Strategic Plan was finalized in 2009, but budget cuts have delayed implementation of continual planned upgrades.

**Current Technological Environment**

**The Mystic & Noank Library has a hardwired network of 22 computers, including two laptops: 10 staff workstations connected to the Waterford and Groton libraries through a point-to-point T1 line; and 12 patron computers, six in the adult section, two for teens, and four in the children’s department connected to a Thames River communications cable. A new 24 port switch for the patron computers was installed on a new rack in the basement in March 2010 and wiring was cleaned up and organized to the router and the two switches. The library also has two wireless routers connected to a Thames River Communications cable for patron use. Wireless access is available to users having hardware equipped with wireless network cards.**

**Staff workstations are used to assist patrons and handle library business, including checking out materials, cataloging materials, placing holds and interlibrary loans, bookkeeping and administrative functions, answering questions, and searching databases. Telecommunications and Internet access are provided by AT &T through a T-1 line that connects the SECONNLIB consortium joining Mystic & Noank Library with Groton Public Library and Waterford Public Library. A new router was installed in June 2008 and is supported by Atrion. A Windows 2003 DNS server and Cisco Management equipment are used with the T1 line. The new router supports the new point-to-point T1 line installed in spring 2008. A new server was purchased in March 2009 with a** 1.6 GHz processor, a 1GB ram and a 72 GB hard drive. Before the server was installed RAM was added to staff computers and 4 computers were upgraded to a Windows XP operating system. In 2011 one staff computer was replaced with a one that uses a Windows 7 operating system. **Our e-mail is currently hosted online.**

**The library website was redesigned by our summer 2008 intern and the President of the Board and is currently updated by three staff members. Our domain name is registered with Infoteam Corporation and they also host our website. All public computers have Deep Freeze installed to maintain functionality and iShield for filtering in accordance with CIPA.**

**Telephone Service is provided through AT&T, and Pilothouse Communications handles equipment maintenance for five outside lines, the intercom, and the voicemail system. A fax machine and two copiers are available for patron and staff use. An audio-visual presentation system in the meeting room includes a ceiling mounted wireless LCD projector, DVD player, video player, cable television connection, a screen, and a sound system. A staff laptop is available to be used with the projection system.**

**We do not have any materials circulation security system, computer time management or print management software, self-checkout stations, or calendar scheduling software.**

**Goals and Objectives**

**Goal: Public Services: *Patrons will find the access and software that they need and expect in the library and services will continue to evolve as technology changes.***

1. **Objective: Expand and enhance patron access and services.**

Action Plans:

1. Grant funds were insufficient to fund a self-check out workstation in 2010, so we may return to this plan within the next few years.
2. Thorough record keeping and signage related to patron technology as well as further downloads and shortcuts will be examined to improve patron services.
3. Investigate and hopefully adopt an affordable E-book service to take advantage of this rapidly expanding format for our patrons.
4. Expand our ability to scan documents for patrons with a scanner purchased from a grant for the children’s department from the Groton Education Fund.
5. **Objective: Maintain and upgrade as available, current patron services.**

Action Plans:

1. Replace printers as needed, upgrade public computers and add CD/DVD writers and scanners when possible.
2. Continue to use one computer for RosettaStone for learning English in conjunction with our weekly conversation program hosted by Literacy Volunteers. The library will continue to be the communication center for the foreign students and tourists that spend the summer in Mystic. Provide discs for saving documents, download language converters, and use software for sending photographs as needed by students and visitors.
3. Continue to participate in the Waterford/Groton Integrated Circulation system to provide the patrons with:

24 hour access to the catalog

24-hour access to the databases provided

Access to their account for

renewals of library materials

holds on materials included in the collections of the

three libraries

E-mail notification of overdues, almost dues, and holds through Outlook.

Downloadable books for computers or MP3 players available with library card through I-Conn digital library.

**C. Objective: Website Development and Maintenance:** Promote and improve our library’s website, expanding its use and function for patrons.

1. Update the website weekly.
2. Promote the website through the newsletter, bookmarks, and news releases throughout the year.
3. Provide staff training for continual updating of information on the website.
4. Upgrade Dreamweaver, Publisher, and other software needed to keep the website current.

**Goal: Staff Support and Training: *Staff will be knowledgeable about technology and able to help patrons use and access information to support life-long learning and use technology to perform job functions efficiently.***

1. **Provide staff with hardware, software, and training to provide excellent service.**

Action Plans:

1. Encourage staff to take advantage of training and resources provided by the Connecticut State Library, webjunction, CLC, SirsiDynix, and CLA, both at workshops in the state or through online webinars.
2. All new staff hires must be computer literate.
3. Appropriate staff will attend training for Sirsi upgrades, as available.
4. Encourage staff to communicate with IT staff at Waterford and Groton Public Libraries.

**B. Update procedures and roles to facilitate communication and increase efficiency.**

Action Plans:

1. New procedures for updating the website, use of Title Source III for ordering, or other new procedures will be written out and kept in the Library Procedures Manual for reference when needed.

2. Continue to update the acquisitions workflow adopted after the card catalog was discontinued.

3. The full collection was evaluated and weeded before closing for renovation in 2010 funded by the grant from The Southeastern Community Foundation. We have begun updating our patron records and plan to upgrade and document our collection evaluation processes.

4. We have updated development functions by using Paypal on our webpage and choosing and beginning to use e-mail notification software by Constant Contact. We have expanded our usage of these functions in ways that enhance patron services by informing more patrons of upcoming events.

**C. Maintain flexibility, readiness, education, and interest to adapt to new technologies.**

Action Plans:

1. Review the technology plan annually with staff and semiannually with the Operations and Technology Committee of the Library Board and consider and discuss developments at these meetings.
2. Stay abreast with changes in technology by having staff read literature, attend conferences, and subscribe to relevant listserves.

**Goal: Library Technology Infrastructure:** ***Acquire and maintain the necessary hardware, software, services, connections, and expertise to keep and update appropriate technology for excellent library services.***

**A. Establish regular maintenance routines, outside services for upgrades and trouble shooting, and develop an ongoing annual replacement plan.**

Action Plans:

1. We have currently selected Mike’s Computers as our IT service provider and we will continue to budget and plan for regular IT maintenance services by them.
2. Inventory, budget, and plan to replace a certain number of staff and patron computers each year. In 2012 we will again be unable to build regular replacement of staff computers into the library budget because of current budget cuts, but occasional gifts may be used to replace computers.

**B. Consortium Services:** **Keep current with and use consortium services, hardware, and software in order to enhance patron services.**

1. Work with SECONNLIB consortium on upgrades of Integrated Library System software.
2. Upgrade hardware as needed to accommodate Sirsi upgrades.
3. Conduct annual assessments of hardware, software, systems, telecommunications, and software upgrades needed for providing optimal network services.
4. The Director or a staff member will attend consortium technical services meetings to coordinate upgrades, ILS adjustments, and discussion of current and new services.
5. Quarterly meetings between Directors of Groton, Waterford and Mystic & Noank Libraries are held to discuss potential upgrades, new services

and resolution of problems with the circulation system and technology in each library.

**C. Wireless Service: Upgrade and maintain the wireless network in the library.**

1. Maintain current wireless service.
2. Wireless service was expanded to include the meeting room and the entire library in order to provide better accessfor groups using the meeting room, summer visitors, and patrons with laptops.
3. Patron computers are in a separate network along with the wireless access points in order to secure the T-1 line for ILS usage in accordance with consortium guidelines.

**D. Telecommunication Services:** Maintain telephone services and voicemail in order to provide excellent public service as staff members assist patrons with finding materials/information via telephone, e-mail, voice mail and fax.

1. Evaluate use and functionality of telephone and voicemail service and annually determine the need for further staff training or upgrades.

**Evaluation**

This plan will be reviewed semiannually by the Operations and technology Committee of the Library Board. The Strategic Planning Committee of the Board of Trustees used the Technology Plan for the Library’s Long Range Plan. Accomplishments will be reported to the entire Board. Technology is constantly evolving, so planning for the future will require flexibility and continuing education as well as the ability to adapt to new trends in technology. The semiannual review of the Technology Plan will monitor progress towards specified goals and provide an opportunity for midcourse corrections in response to developments and opportunities.

**Approval**

This plan will be submitted to the Board of Trustees for approval as submitted by the Director, and reviewed by the Operations and Technology Committee.

**Mystic & Noank Library**

**Telecommunications Services to be Requested under the Universal Services Fun**d

1. A T-1 line that connects the library to the Internet and provides access to the consortium catalog through the server at Waterford Public Library. SBC Connecticut (AT & T) charges $404 per month for this service.