

ST. JOSEPH COUNTY PUBLIC LIBRARY

ST. JOSEPH COUNTY, INDIANA

TECHNOLOGY PLAN

1999-2001

Library Mission Statement

The St. Joseph County Public Library provides library materials, information services, and programs to solve problems, spark curiosity, and inspire dreams. The library board, staff, and volunteers are committed to excellence, dedicated public service, and responsiveness to the cultural and practical information needs of the community they serve.

1. Technology Goals

Now, more than ever, it is essential for us to provide our customers with information, introducing them to products and technology they may not otherwise be able to afford. Our vision is of a proactive service, providing information both within and outside of the Library's walls.

The plan is composed of three broad goals:

- I. Maintain a comprehensive automated library system.
- II. Establish the Library as a product introduction site for new technologies which provide global access to information.
- III. Establish cooperative relationships with local government, education, business and community organizations to effectively serve the community's information needs.

Goal I

Maintain a comprehensive automated library system for most effective and efficient staff and user access.

- A. Add additional modules to our current system, Innovative Interfaces, Inc., to improve customer service. These modules include: Telephone notification system, materials booking system for equipment and facilities, interlibrary loan, and expanding the use of self checkout by adding it to additional locations.
(1998-1999)
- B. Better utilize the system's report producing capabilities, for gathering statistics and improving collection development methods. (ongoing)
- C. Provide training and support for Cluster member libraries. (ongoing)

- D. Analyze new library card technology and implement if suitable. Capabilities would include photo identification system, system wide debit/credit card capability, and PIN number control system. (1999-2000)
- E. Perform major upgrade to Innovative system or migrate to a new system if necessary. (2000-2001)

Goal II

Support the Library's role as introduction site for new technologies which provide global access to information.

One of the central focuses of technology in libraries is for the library to be able to introduce that technology to the public it serves. It is the Library's responsibility to introduce new technologies as they emerge and provide a non-threatening and affordable place to learn new skills. Many people cannot afford to make use of the new technology and will not be able to purchase equipment for their homes. The Library will become the place to get acquainted with new information products.

- A. Maintain the Library's Web site with accurate useful links to information. (ongoing)
- B. Keep abreast of changes in Internet-related technology to assure user-friendly access. (ongoing)
- C. Continuously offer training on information resources and promote the Library as a product introduction site for new technologies. (ongoing)
- D. Provide better service for our customers by separating online catalog circulation traffic from internet traffic with the purchase of additional T-1 lines to our service provider and our branch libraries. (1998)
- E. Evaluate Discovery Stations for upgrade or replacement. (1999)
- F. Evaluate expansion of circulating CD ROM collection to all locations. (1999)
- G. Upgrade the Library's infrastructure; investigate fiber optic networks. (1999)
- H. Upgrade a portion of the Library's public and staff computers. (2000, 2001)
- I. Place information kiosks in high-use, convenient locations for the public. (2001)

Goal III

Use technology to establish cooperative relationships with local government, education, business and community organizations to effectively serve the community's information needs.

- A. Monitor and participate in Michiana FreeNet development; provide the location for the FreeNet server and phone lines within Library facilities and allocate library staff to monitor, organize and maintain specific library-contributed subject areas of the FreeNet database. (Ongoing)
- B. Provide remote access to the on-line library catalog and linked resources at five sites in at-risk areas of the community. (Ongoing)
- C. Expand the readmobile program (mobile outreach) to serve at-risk grade school children, or investigate the possibility of adding a "technology-mobile." (2000)

2. TRAINING/PROFESSIONAL DEVELOPMENT STRATEGY

Technology is integrated into the daily functions of all of our library areas (e.g. administrative, technical services, public services, etc.) to a high level. Last year SJCPL established the Networked Resources Development/Training department. The department's mission statement is:

Through training and resource management, NRDT will help the Library provide a knowledgeable, confident, and enthusiastic staff to guide the public into a future where technology is increasingly prominent.

The Team's charge is to:

1. Plan and coordinate access to, and effective use of, electronic information sources and services for SJCPL's customers and staff.
2. Plan and maintain a systemwide training program for SJCPL's electronic resources (internet, intranet, CD ROM's, external and internal on-line databases, library catalog, software programs, etc.)
3. Help the Library set innovative, yet realistic, technology goals for the benefit of our customers, and organize the implementation of these goals.
4. Disseminate information for the public through our web site.
5. Work at main and branch reference desks.

One of the two full-time team members is devoted to staff training. We will employ various methods of training: one-on-one, group sessions in our training lab, group sessions at branch locations, train the trainer sessions, etc. Documentation is provided at each session, practice exercises are given, and the trainer is always on call for added support. Staff may also be sent to training sessions outside of the SJCPL system.

3. ASSESSMENT OF TECHNOLOGY NEEDS AND CURRENT INVENTORY

Current Needs: Additional T-1 to internet provider, and 5 T-1's to branches, plus necessary routers and telecommunications equipment.

Current Inventory: Attached

4. BUDGET

The Library will provide funding for our technology needs from a combination of our operating budget, LIRF,

Attach budget?

5. EVALUATION

The Library's current technology plan (for 1996-1998) has been subject to ongoing review and revision in order to remain current in the face of rapidly changing technology. The evaluation process includes:

1. An Information Technology Team whose responsibilities include providing the direction for new technology for the storage and provision of information throughout the Library system.
2. Testing and evaluating new products or equipment for the storage and provision of information on an ongoing basis.
3. Gathering and evaluating user statistics on an on-going basis.
4. Gathering user input through focus groups and surveys.
5. The Administrative Council, with input from the Information Technology Team, evaluates progress toward goals every three months. Goals are revised or added when necessary, and the technology plan is formally revised annually.

This plan (1999-2000) will be monitored and evaluated in the same manner.

This Plan was approved by the St. Joseph County Public Library Board on July 27, 1998