



***Mendon Public Library  
Technology Plan  
July 2015 – July 2020***

**Vision Statement** “The Mendon Public Library will be an essential contributor to the quality of life in the Town of Mendon. Our library will provide life-long learning opportunities through exemplary collections, technological information resources, and opportunities to gather, discuss, learn and enjoy.”

**Mission Statement** “The Mendon Public Library is chartered by the Board of Regents of the University of the State of New York. Recognizing its role as an essential contributor to the quality of life in the Town of Mendon, our library provides users with a variety of materials, services, programs, and external resources to support every age with independent study, technology, and support services.” Approved by the Mendon Public Library Board of Trustees – April 7, 2009.

**Objectives of this Plan**

*This plan is intended to guide technological development of the Library. It will support the needs of the library’s mission statement and strategic long- range plan, and provide a structure for planning and budgeting. The Technology Plan addresses three library service areas regarding technology: Infrastructure, Delivery of Services, and Partnerships/Sustainability of Technology.*

**Background**

**Review of Public Libraries and Technology Trends**

We can assume that technology that is used commonly now, will be replaced with something new in the near future. The way people will access information will always be changing. Discernment must be used as to what is a technology trend vs. a technology fad. All need technology to function. A core value of the public library is to level the playing field for all, making sure that all people have access to basic information resources including technology.

According to Top 2015 Technology Trends at the ALA Midwinter Conference in Chicago on Jan. 30, 2015 hosted by David King, and the article, “The Future of Libraries Beginning the Great Transformation” by Thomas Frey. <http://www.davincinstute.com/papers/the-future-of-libraries>. The following are assumptions that should be considered when reviewing technology in public libraries:

- Access to technology for the general user is becoming less and less complex. Devices and software are moving toward a user experience environment, giving the user a personalized, seamless, user experience. This will include: obtaining material, payment processing.
- More technology is becoming cloud based, increasing the need for bandwidth while decreasing the need for large storage devices. Open access content will become more prevalent. Our patrons will probably use as much bandwidth as we can provide.

- Technology is moving toward “bring your own device” BYOD. Watches, glasses, smart phones, and tablets are all examples of this trend. In 2015, 71% of adults had a smart phone compared with 56% in 2014. According to Mr. King, wireless networks will become more and more important as patrons BYOD. We will need to bring information to the public on their own time and on the run. No longer will we require people to come to the library to access our services.
- Confidentiality of library records has long been a core library value. As users demand more user-centered experiences, privacy may be compromised as data is collected to give the users a personalized experience. Along with this trend, searches will become more complex; it will be important to have professional paid staff that can decipher complex searches for the patrons. Libraries will need to pay special attention to opt-in vs. opt-out services.
- Universal design will be a consideration as a technology trend. Universal design is a trend toward making devices and technologies user friendly to all segments of the population. The same technology that could be used for children, seniors, those hard of hearing or blind will be considered. At some point in the future it is likely that keyboards will become obsolete as voice recognition is developed. Patrons are already becoming accustomed to touch screens as a standard for technology.
- A historical community archive is a trend prevailing in public libraries now. Preserving community memories will be important for public libraries as our world becomes more digitized.
- Although people will not need to enter our doors to access information provided, the library will still remain a community space, for people to gather. Spaces will need to be flexible; library spaces are being used for co-working spaces, digital media labs, maker spaces, collaborative learning centers.
- Other considerations: Smart home technology, open source software, wi-fi hotspots outside of libraries, try it before you buy it, electronic communications – website – social media, etc., patron driven acquisition, mobile marketing, virtual storytelling, MCLS emerging technology committee

### **Current Technology Environment at the Mendon Public Library**

The Mendon Public Library has 9 hardwired staff terminals and 10 patron dummy terminals supported with a multipoint server. The patron terminals have about 6,000 internet sessions per year. Telecommunications supported by the MCLS system are in the process of being upgraded, during the summer of 2015 to a speed of 15mbps compared to our current speed of less than 6mbps. This will be through an MCLS five-year contract with Fiber Tech for a leased line. The recent revisions of E-rate are allowing this line to be supported at 90% through the Monroe County Library System application of E-rate. E-rate is a federally funded temporary program to help defray the cost of technology in public libraries. The Monroe County Library System also hosts all @libraweb.org e-mail accounts. The Library is wired with Category 6 telecommunications wiring, this is presently the most current wiring for technology. Our contract with MCLS allows us to use the online circulation system, online public access catalog and provides our patrons with electronic access to the holdings from outside the physical library space. All terminals are filtered according to the Children’s Internet Protection Act.

The Mendon Library, in addition to the MCLS network, has a public access wireless network for the public to access with their own devices. There is no restrictions to access to the Wi-Fi network. This network does not have the ability to count number of uses. The summer of 2015, the library is in the process of upgrading the wireless network with a grant secured through private funding. This will increase the bandwidth from 5mbps to 40mbps. This grant will also provide for wireless printing capabilities, and video-conferencing capabilities within the library.

The Library maintains its own website hosted by Site Steward. Updates are made by staff. This website receives about 46,000 visits per year. The library uses several social media outlets to communicate: Facebook, Twitter, and our electronic newsletter.

The librarian is the Information Technology professional in the building. The Library has purchased a managed services package through Skyport IT. Skyport takes care of all routine maintenance and helps with special projects as needed. MCLS Technology support supports communication to the MCLS databases.

Telephone service is provided through EarthLink. We expect the E-rate support of this service to decline in the next year. NFP Telecom installed the voice over IP system, and maintains the hardware.

The equipment inventory is attached to this document.

## Infrastructure

- **Review and stay current with bandwidth requirements.**
  - As more technology is cloud based, and movement in the area is towards a “bring your own device” atmosphere, it will become a greater priority to provide an environment for sufficient bandwidth and equipment that supports multiple users, 50 while complying with NYS Library Development reporting requirements.
  - Considerations for wireless bandwidth in the future may include:
    - How much is sufficient bandwidth, while realizing the public will use as much as we can give them, with the ability to stream videos and more cloud based applications are prevalent?
    - Will we charge for bandwidth beyond minimal service? What is basic service for the library?
    - What support will we give to users of bandwidth? Will we touch personal devices, realizing the potential downfall of helping others on their own devices?
    - Will we provide a paid support team to support users and their devices?
- **Providing adequate workstations and Internet capability for users to access the online collection in a timely fashion.**
  - Primarily our online circulation and public access catalog will continue to be supported through the MCLS System. To this end we will support MCLS recommendations through installing appropriate hardware and software to accommodate MCLS System Services.
- **Provide cost-efficient replacement cycle of technology equipment and software.**
  - Develop replacement schedule for cost efficient replacement of equipment and software. Our current vendor recommends a 5-6 year replacement cycle for servers and 4-5 year replacement cycle for workstations. This cycle is dependent upon factors such as software support, and general condition of the machine.
  - Utilize Tech Soup as much as possible when purchasing software for the library. Tech Soup is a donation program sponsored through Microsoft, allowing non-profits to receive donations of software at a minimal cost.
- **Provide sufficient IT support for library equipment.**
  - Provide timely and complete backups, updates and installations. Currently data is being backed up on our in-house server. We should plan for disaster recovery, and have our data backed up on another device.
  - Continue to use managed services to fully support IT equipment.

## Delivery of Service

- Support and enhance Overdrive e-book collection platform, bringing our residents access to e-books, magazines, audio books, and movies through the shared collection with MCLS.
- Staying connected with relevant information sources, including web-based materials, and assisting users with appropriate education for interface and utilization.
- Offering users an evolving variety of options for easily accessing library services and programs.
- Researching and implementing evolving delivery formats, including audio, visual, interactive, and web-based technologies.
- The library realizes a variety of formats must be available to accommodate different users. The library will continue to provide a variety of formats, exploring the most cost conscious purchasing.
- Providing easy on-site and online opportunities for users to suggest materials for the library, in keeping with evolving points of interest.
- Providing development opportunities for paid staff, volunteers, Friends and Board of Trustee members.
  - Develop Technology Core Competencies for MPL Staff, based upon the Rundel Technology Core Competencies. All staff must have a basic level of computer literacy.
  - Provide training in technologies to move all staff beyond core competencies.
  - Continue to utilize training resources through MCLS, RRLC, and others, including RRLC subscription to Lynda.com, and U-tube.
  - Provide hardware and software for staff to effectively perform their jobs.
  - As budget allows, send staff to conferences sponsored by the American, Public, and New York Library Associations, and other conferences relevant to computer literacy and trends in libraries.
  - Provide a training framework for staff to sustain/accommodate technology initiatives.
- Ensure all staff is cross-trained to create awareness of library services and provide qualitative continuity of services and programs.
- Stay current and review recent trends in Library Technology Services
  - Recruit tech savvy board members.
  - Embrace new information technologies.
- Train staff and users.
- Provide adaptive technology designed to facilitate access by the disabled.
- Develop and communicate user-friendly policies which protect the library's resources
  - Develop policies regarding BYOD and library staff's ability to modify/change devices

#### **Partnership/Sustainability of Technology**

- Actively seek partnerships with the HFL School district, MCLS System and other organizations as appropriate.
- Wireless access is becoming a priority in libraries, including the federal e-rate program. Consideration will need to be given to the requirements for obtaining e-rate and Mendon Library's eligibility for this program.
- Provide and maintain a relevant, attractive, and interactive website.
- Enhance public awareness by developing various channels for communicating with the community including brochures, newsletters, e-mail, website postings, community outreach, and newspaper articles.

#### **Evaluation**

#### **Approval**

Mendon Public Library Current Equipment 6/2015	Date of Acquisition
<b>Staff Computers</b>	
3 Lenevo ThinkCenter Edge71 Desktop Computer Core i3 i3-2100, 3.1 GHZ Tower, 64 bit, 4GB RAM 500 DVDRW W7P, DVD writer <i>Back staff workstation, bookkeeping workstation,</i>	12/2011
3 Acer Veriton Desktop Computers, Intel Core i5 i5-2320 3GHz 3 <i>Circulation workstations</i>	9/2012
3 HP Compaq Pro, new workstations, HP Compaq Pro, 6305 SSF Windows 7 professional, 64 bit, 4.00 GB RAM <i>Laurie's, Paula's and computer outside Laurie's office.</i>	2013
<b>Patron computers</b>	
10 Wyse Zero Client Server System No Hard Drive Microsoft Windows Multipoint Server 2011	8/2014
<b>Printers</b>	
Xerox 7120 Workcenter Copier/Printer	Leased 3/2012 – 5 year/60 month lease
3 Citizen CTS31011 Dot Matrix Printer (Circulation desk)	2012
HP 4000 TN Laser Networked Printer	1999
HP Office Jet 6000 Printer (Paula's desk)	2011
3 MS951 Hand Held Laser Scanner, Metrologic	Various years
<b>Tech Closet</b>	
Windows Server 2012 (2013)	2013

Tripplite Isobar 12 outlets surge suppressor	2013
2 Netgear 24 port Gigabit Ethernet Switch	2013
HP Procurve Switch 2610-48, Ethernet switch 2 X SFP 11/,2010	2011
Smart UPS APC	2014
2 Wireless Access Points	2008
Wireless Access Point	2011
1 Net Gear 16 port switch NFP Telecom	2013
<b>Misc. Equipment</b>	
6 Telephone Desk sets	2013
2 hardwired panic buttons, 1 wireless panic button (Casco)	2014
1 wireless motion detector (Casco)	2014
2 security recording cameras (Casco) 2015 (circulation desk and children's area)	2014
10 Kindle Fires	2012
2 high resolution security recording cameras(main door and back door) DVR (Casco), 19"flat screen LCD video monitor 2012	2012
Video Eye People Counter (Casco)	2012
2 Sharp Aquos liquid crystal television	2012
Panasonic DVD/CD Player model DVD S48/S68 2 identical players provided by	2012
1 Optelec Clearview Video Magnifier	2004
Notebook and Projector (Windows XP)	2003
Cannon Microfilm Scanner MS 300	2007
Xbox 360	2007