

**Norwalk Public Library
Technology Plan
2017-2018**

I. Purpose/Vision

This plan is intended to guide technological development in the library through the 2017-2018 fiscal year (July 1, 2017-June 30, 2018). It is also a tool to stimulate thought and discussion about the technological needs of our public and technical service departments in order to solicit input for planning and budgeting. Information technology is critical to the library's ability to provide effective access to library materials and services to the public, and provide the public with accurate and timely information. This plan represents the library's commitment to Norwalk's city-wide goal of using technology to provide excellent public service by enhancing public access to government. Finally, this plan must meet the criteria of the FCC for application for the E-rate discount for telecommunications. In Connecticut, this program is administered by the Connecticut State Library.

II. Goals/Objectives

Goal: Provide the public with reliable, high quality information technologies.

Objective: Maintain the III Sierra ILS and expand system capabilities.

Activity: Extend III maintenance contract to June 30, 2019 (March-May, 2017).
Activity: Install new software upgrades as released (Ongoing).

Objective: Replace obsolete hardware on a regular basis.

Activity: Seek funding commitments (by June 2017).
Activity: Replace obsolete workstations (by December 2017).

Objective: Provide software that is secure and up to date.

Activity: Seek funding commitments (by June 2017).
Activity: Renew Pharos maintenance contract (July 2017).
Activity: Renew Smart Shield maintenance contract (October 2017).
Activity: Renew Symantec Antivirus contract (September 2017).
Activity: Renew maintenance contracts for microfilm reader-printers (November 2017).

Objective: Provide user friendly online access to the library's catalog and web resources.

Activity: Continue to use catalog enhancement products like Library Thing for Libraries and Syndetic catalog content. (Ongoing.)
Activity: Provide mobile catalog access through Library Anywhere. (Ongoing)
Activity: Look into a mobile friendly interface for the library's web page. (Ongoing)

Objective: Participate in the city MAN

Activity: Seek funding commitments (by June 2017).
Activity: Contribute to planning activities with the city, including a new MAN contract (Ongoing).
Activity: Monitor MAN performance (Ongoing).
Activity: Monitor DBO connectivity (Ongoing).

Goal: Support the technology needs of library public outreach and service extension initiatives.

Objective: Install an RFID system to facilitate checkout and self-check.

Activity: Install RFID –ready 3M self check stations with integrated Comprise payment systems. (Completed January 2017)
Activity: Secure capital funding (2017-18 budget cycle).
Activity: Tag library materials with RFID labels (Fall 2017-Spring 2018)
Activity: Install staff workstations (Fall 2017)

Objective: Support the efforts of the Norwalk History room to make elements of the collection available to the public online.

Activity: Support Past Perfect software to organize History Room holdings and make them available in digital form online (Ongoing).
Activity: Digitize our holdings of the South Norwalk Sentinel, and in partnership with the State Library, host it on the Connecticut Digital Archive. (In progress.)

Objective: Exploit unanticipated opportunities.

Activity: Seek input from the Library Technology Committee (Ongoing).
Activity: Monitor the library IT environment (Ongoing).

III. Review: Accomplished under 2016-2017 plan

1. 30 new computers were purchased and deployed in FY 2016-17.
2. An extensive review of self-check systems lead to the purchase of a 3M station with and integrated Comprise payment terminal, installed in July. Two additional terminals have been ordered for the Children's Room and South Norwalk Branch.
3. A major project to convert book processing to Baker & Taylor's Customized Library Service was undertaken in 2015. Supervisors reviewed the project in the spring of 2016 and decided it did not meet our needs.
4. A Comprise Smart Money Manager server was purchased and installed, and three staff workstations with cash drawers will be installed in January 2017.
5. Ill's Fines Payment Web Service was installed to integrate credit card payments at self-checks and Comprise stations with Sierra patron accounts.
6. The South Norwalk Sentinel has been bid, a contract was awarded, and digitization is scheduled to begin in January 2107.

7. A private wireless access point to support promotional Chromecasts to the lobby TV was installed.
8. Past Perfect's online software was purchased for the History Room to do web displays.
9. Software and hardware maintenance contracts were renewed as needed.
10. The migration of our internet service from CEN (Connecticut Education Network) to DBO (Digital Back Office) was completed December 1st.

IV. Program Integration

It is difficult to conceive of running a modern library without computers and telecommunication technology. We use our Ill Sierra system and our patron and collection databases to provide circulation service, holds, accountability, acquisitions, cataloging, and collection management. We use SkyRiver for cataloging records with the State Library's OCLC CatExpress service as backup. Reference depends heavily on online databases, both subscription, and those provided through the state's ICONN program. We use Centurion Smart Shield and Fortres for computer security and Pharos to manage public workstations. Patrons use our OPACs and computer workstations heavily to access our collection, access the internet, use databases, or use MS Office programs.

V. Telecommunications

The telecommunications backbone that supports our connectivity is the city's MAN, with Digital Back Office (DBO) as our internet service provider.

Both buildings also use free cable connections provided by Cablevision. The Cablevision connections are used for applications that we want to segregate from the library's network, like "stand alone" machines and free public wireless internet access.

VI. Staff Development

We expect staff to come aboard with a high level of computer competency. Indeed, our job descriptions require it. Building on that, staff members receive on-the-job training, and can take advantage of books, knowledgeable co-workers, help files, online documentation, workshops and conferences. Staff members are encouraged to attend the annual Connecticut Library Association Conference and to take advantage of instructional workshops offered at the State Library's Middletown Service Center. In addition, employees have access to training sessions on basic computer skills, and Microsoft Office applications conducted by the city. Finally, the library maintains staff development funds to reimburse staff members for continuing education expenses and membership in professional organizations.

VII. Review and Assessment

This plan will be reviewed and revised annually by a technology committee consisting of the director, assistant director, director of library technology, director of children's services, director of information services, head cataloger, webmaster, computer technician, and director of circulation. Interim reviews and revisions will be made during the planning period if needed. Committee members will use their

operational experience to evaluate the plan, as well as regularly generated reports such as circulation statistics and Pharos login statistics, and specially generated reports. In addition, staff will endeavor to remain current with trends and issues in library technology through appropriate journals, news lists, workshops and conferences.

IX. Approval

The revised plan will be sent to the library board for approval each year.

Appendix I

Technology Budget Request Norwalk Public Library—City IT Department FY 2017-2018

IT Operating Budget

IT Services (5255)

III Contract 7/1/17-6/30/18	\$49,500
-----------------------------	----------

Other Professional Services (5258)

Reader/Printer Maintenance (3)	\$ 2,600
--------------------------------	----------

Software (5742)

Pharos maintenance charge—NPL and SoNo (7/17-6/18)	\$ 2,960
--	----------

Centurion Smart Shield maintenance charge	\$ 800
---	--------

Antivirus renewal for 160 computers	\$5,000
-------------------------------------	---------

Past Perfect + Past perfect Online	\$ 1,000
------------------------------------	----------

Self-Check maintenance	\$2,400
------------------------	---------

Comprise maintenance : Smart Pay, 3 staff stations	\$5,000
--	---------

Total IT Operating:	\$69,260
---------------------	----------

IT Capital Budget

Computer /tablet replacement (per IT Department)	\$23,400
--	----------

Library Operating Budget

Proquest:

Syndetic catalog enhancements	\$1,400
-------------------------------	---------

Librarything/Library Anywhere	\$2,100
-------------------------------	---------

Rosetta Stone (EBSCO)	\$7,700
-----------------------	---------

B&T TS360 accounts	\$ 1,400
--------------------	----------

SkyRiver	\$16,000
----------	----------

OCLC Cat Express (State Library)	\$2,000
----------------------------------	---------

E-Rate Online	\$4,000
---------------	---------

DBO MAN maintenance	\$33,000
---------------------	----------

DBO internet service	\$ 5,400
----------------------	----------

Total Library Operating:	\$86,000
--------------------------	----------

Library Capital Budget

Newspaper digitization	\$21,000
------------------------	----------

RFID conversion	<u>\$86,000</u>
-----------------	-----------------

Total Library Capital:	\$107,000
------------------------	-----------

Appendix II

Computer Inventory--Norwalk Public Library

Main Library

Adult area (main floor)

Circulation workstations	4
Circulation office	5
Self Check	1
ILL Clerk	1
Reference	3
Pharos stations	3
OPAC	5
Public workstations	30
Microfilm station	1
Computer Lab laptops	<u>9</u>
	62

Children's area (second floor)

Circulation workstations	3
Staff workstations	6
OPAC	3
Public workstations	8
Pharos stations	<u>3</u>
	23

Technical Services and basement

Staff workstations	9
History Rm.	2
Reference office	10
Sierra servers	2
Other servers	2
OPAC	2
LL Reference	1
LL Makerspace	4
Teen Room workstations	6
Teen Room Pharos stations	<u>1</u>
	39

Administration

Staff workstations	4
Staff workstations/laptops	1
Building services	3
Laptops	<u>2</u>
	10

Total main library 134

South Norwalk Branch

Main floor (adult)

Reference	1
Circulation workstations	2
Staff workstations/laptops	4
Public workstations	14
OPACs	1
Pharos stations	3
Pharos server	1
Teen	<u>4</u>
	30

Lower Level (children's)

Staff workstations	4
Early Learning Stations	4
Pharos stations	3
OPACs	3
Public workstations	<u>9</u>
	23

Multipurpose room/Lab

Laptops	9
---------	---

Total Branch **62**

Total system **196**