



## TECHNOLOGY PLAN

2017 - 2020

### **Vision Statement:**

The South Plainfield Public Library is a source of pride for the town residents as a community center offering programs, education and information resources to all ages, interests and abilities.

### **Mission Statement:**

The South Plainfield Public Library strives to contribute to the quality of life for every resident in the borough by being a center for life-long learning and a place for community interaction. Its mission is to provide informational, educational, leisure and cultural resources to every resident of South Plainfield regardless of age, background or income level.

### **Technology Statement :**

The South Plainfield Public Library serves as the information center of the community, using high speed Internet access and current technologies to ensure that we provide our patrons with the best possible service. The Library exists not only as a physical building that patrons can visit, but also as a virtual entity that can serve residents 24/7 through our website and other electronic resources. Library staff are trained on all aspects of technology, including both software and hardware so they are able to assist the public with all of their technological needs.

### **Update to 2013 – 2017 Plan:**

We have had quite a bit of change since our last technology plan. The biggest change is that the physical size of the building has doubled (from 6300 s.f. to 12600 s.f.). This allowed us to add a dedicated server room, which houses our web server, app server, telephone notification servers, firewalls as well as our security camera server and all telephone equipment. This room contains its own cooling system.

The updated security system (which can store up to 1 month of continuous recordings) includes expanded camera views as well as provides the ability to transfer recordings to a USB drive or CD. There is also a remote monitor, which allows staff to see the feed from all cameras.

Our new Meeting Room has a ceiling mounted projector, computer VGA or HDMI connections, surround sound Bose speakers, Apple TV, DVD/Blu-Ray player, and lapel/room microphones.

We installed a brand new phone system that offers information on hours of service, conference calling and voicemail

We purchased a new laptop (Lenovo 20EV002DUS) for staff to use for training and presentations

We purchased a new staff copy machine – a Canon 5535a which includes the ability to scan documents to email (which we will do as a free service for our patrons)

We purchased four new tables that include AC and USB power so patrons can plug their laptops, smart phones etc in to charge, or to connect to the library's guest network.

We purchased 3 new wireless access points to offer expanded WiFi coverage in the building

In the Children's Department we purchased 1 new staff terminal, as well as 4 new public terminals that include Internet access and MS Office 2016.

We have begun offering technology classes on demand so patrons can schedule one on one time with a staff person to learn about a specific topic, anything from learning how to use your E-reader to introduction to E-mail

### **Current State of Technology:**

- In January of 2010, the Library purchased a new ILS system from Innovative Interfaces Inc. The ILS server is currently hosted in Syracuse NY. The Library subscribes to Encore, a federated search interface that not only looks similar to Google, but also uses the same fuzzy logic technology that most people have come to expect when doing online searches. The system includes circulation, cataloging, acquisitions, serials, Homebound and remote web page management. This system allows patron email notification. Patrons can opt to keep track of their reading history, if they choose. There is a telephone renewal/messaging system for patrons to use to renew items and check on what items they have out.
- The South Plainfield Public Library has 31 computers for staff and/or public use. All of these computers have internet access as well as virus protection software and Microsoft Office installed. There is one Apple computer for patrons who prefer MAC. We have a computer that will read, print, or send to email an image from microfilm or fiche. There is 1 PAC terminal and 14 public computers in the adult area, while the children's department has 1 PAC, 2 AWE (game), and 4 public PCs in their area.
- Through its annual budget, South Plainfield Public Library systematically replaces older PCs and attempts to standardize hardware configurations by brand and model whenever possible. All PCs scheduled for replacement are evaluated for usefulness and a determination is made whether the equipment can be used elsewhere for less demanding applications or sold. A five year life cycle is used for budgeting for new PCs and printers. This plan has produced a predictable budget and keeps hardware available for the staff and the public to access the Internet or perform computer dependent work.

- The Library has a 10 megabit fiber optic connection through the BTOP grant and the NJ State Library.
- The Library uses Cybrarian for time and print management on the public internet computers. Patrons can print using the HP networked printer for both black and white and color copies. Printing costs are monitored and evaluated at the end of the year. Patrons pay ten cents for black and white copies and fifty cents for color copies.
- The South Plainfield Public Library web site ([www.southplainfield.lib.nj.us](http://www.southplainfield.lib.nj.us)) offers access to the library catalog, online databases, library calendar, job resources, downloadable books from ListenNJ and links to other valuable sites on the Internet.
- The Library has both black & white and color photocopy machines for public and staff use.
- The Children's Room has two computers with educational and gaming and bilingual Spanish/English programs for young children. There is also a library catalog computer (PAC) in the Children's Room and 4 patron PCs.
- The Library provides public fax services.
- The Library provides online subscription databases for both staff and the public.
- The Technical Services Department obtains cataloging records through Z39.50 servers at the Library of Congress, ITS MARC, OCLC and other libraries.
- As new technologies are identified and/or implemented at the Library, workshops, webinars and other training opportunities are identified for staff. There is a laptop for staff training purposes.
- The Library has a portable DVD player for checking damaged DVDs and for use in special programs.
- The Library has a CD/DVD cleaning machine to clean scratched or dirty discs. This helps keep the DVDs or CDs in our collection longer.

**Through responsible management of technology it is our goal to maximize the public's return on investment in the Library.**

The technology committee is currently working on 2 projects – (1) Purchasing 10 PCs that are due to be replaced and (2) Setting up E-Commerce so patrons can pay fines/fees online. We expect that both of these projects will be completed in the next several months.

### **Goal # 1 Electronic Outdoor Sign**

The newly expanded library has afforded us the space to offer many new programs for people of all ages. On average, we offer around 20 programs a week. We have baby, toddler, preschool, and family story times, Science and Lego Clubs, beginning reader, middle grade, tween, teen and adult book clubs. We offer meditation and yoga classes, movie screenings, tween and teen programs, We also schedule different speakers to come in and present on a variety of topics. Not a day goes by that we do not have a special event of some kind, but even with visibility the new building has afforded us, we believe we could attract even more people by using an electronic outdoor sign to advertise all of our events. The library sits on a busy street corner with a traffic light and there is a perfect spot for such a sign

1. Research vendors and prices of electronic outdoor signs
2. Confer with local authorities to ensure we have all the proper permits
3. Purchase and install sign
4. Review program statistics to see if there is increased attendance at programs
5. Review circulation statistics to see if there is any impact on library usage

### **Goal # 2 Install Additional Security Cameras**

The library is currently has 12 security cameras which cover main areas of the building (both inside and out) which are not in staff's line of sight. These cameras have been instrumental in helping us deal with the theft of library materials, the theft of patron's personal belongings, and damage to the building. Each of these incidents was caught on camera, and all of the lost property recovered. We would like to add additional cameras to help monitor those public areas which are currently not equipped with security cameras.

1. Identify areas which need additional coverage
2. Solicit quotes for additional cameras
3. Purchase and have cameras installed
4. Review incident reports to see the impact this has on behavior

### **Goal # 3 Purchase Self Checkout Machines**

The library is currently has 1 XpressCheck machine in the adult area that was purchased in 2006. We would like to replace this machine as well as add an additional machine in the children's area. The current machine still works, but does not check out all library materials, only books. Since a good part of our circulation comes from A/V materials we would like a machine that could handle those as well. We believe that installing new self checkout machines will also help

make the check out process easier and less stressful for the public by giving them the option to borrow materials in a way that affords them some privacy.

1. Evaluate the current machines on the market to make sure that we purchase one that  
(A) interfaces with our current ILS  
(B) will work with future RFID plans
2. Solicit quotes and purchase machines
3. Train staff and patrons on use of machine
4. Review circulation statistics to see if there is an increase in self checkout use.

#### **Goal # 4 Install a Public Address System**

The layout and size of the old building allowed us to use our telephone system as a de facto PA system, but once we were settled into the new space we realized that setup would no longer work for us. When we make any announcements, staff have to walk around the entire building and approach each person to check and see if they have heard the announcement. This is not only time consuming for the staff, but also sometimes annoying to the patrons if they are approached more than once. Installing such a system would allow us to easily make important announcements to keep both staff and patrons informed and safe. I have already been in contact with our telephone vendor and he has advised that we could add some speakers and amps and run it through our existing telephone system.

1. Identify the areas which will need speakers to ensure all of library is reached
2. Solicit quotes, purchase and install necessary equipment

#### **Goal # 5 Establish a Mobile Classroom**

The new building includes a multipurpose room that has a ceiling mounted projector and is wired for computer connection. We would like to purchase 10 – 15 laptops, the appropriate software, and a locking cart in order to establish a mobile classroom for computer training. Our public computers are usually in use, and they are not positioned in a way that would allow an instructor to teach more than 2 or 3 people at a time. We believe that the best way to be able to offer much needed computer training to the community would be by purchasing equipment that would allow us to set up a learning environment suited to hold training classes for larger groups of people.

1. Solicit quotes for computers, software and cart
2. Survey patrons to see what computer skills people want to learn most
3. Develop a schedule of computer classes
4. Collect feedback from patrons on ways to improve classes

## **Goal # 6 RFID**

The Library currently uses a 3M library materials theft detection system with tattle tapes in the library items. Technology is changing and RFID (Radio Frequency Identification) products can reduce the loss of library items due to theft. The reduction of lost, stolen or misplaced items can bring significant savings to the Library and keep items where they are supposed to be on the shelves.

1. Evaluate the RFID vendors and the cost of equipment
2. Educate and train the staff about RFID and the process for tagging the library materials before the process begins
3. Run reports of lost and missing library items. Discard what can't be found
4. Weed sections of the library collection before tagging begins
5. Develop a plan of what sections of the collection to tag first
6. Schedule staff teams to work on tagging and report damaged library materials
7. Plan work schedule for least busy days and times of the year
8. In 3 month intervals, run library reports for missing or lost items

## **Professional Development**

The staff of the South Plainfield Public Library is trained in all aspects of the Library, especially in delivering customer services. The staff is small so it is necessary that people can fill in when someone is out or working on another library project. When there is a new procedure, product or policy, every employee of the library is informed and trained. All employees are encouraged to attend workshops, conventions and continuing education courses throughout each year. With the increase in the usage of webinars for training, it is easier for Library staff to register and participate in these than attending out of the library workshops. The ability to retake a webinar or schedule it ahead of time enables more people to participate. Webinars save the Library travel and expense money. The Library has a Meeting Attendance sheet that employees fill out with the date, place, workshop/webinar name, number of hours of the program, whether they recommend the program to others, and if there is mileage and other expenses. These are kept for a year and used for State Aid statistics.

- The Library Director will be in charge of coordinating the professional development activities
- The Library has budgeted for staff education and technology related professional development
- Vendor demonstrations and training are included.

## **TECHNOLOGY BUDGET**

(O) = OPERATING (C) = CAPITAL

CATEGORY	2017	2018	2019	2020
<b>EQUIPMENT</b>				
COMPUTERS – PUBLIC/STAFF (O)	\$6750.00	\$4725.00	\$3375.00	-
COMPUTERS /SERVER (O)	\$3100.00	\$1350.00	\$2200.00	-
ELECTRONIC SIGN (C)	\$25,000.00	-	-	-
SECURITY CAMERAS (C)	\$8,000.00	-	-	-
2 SELF CHECKOUT MACHINES (C)	-	\$30,000.00	-	-
PUBLIC ADDRESS SYSTEM (C)	-	\$8,000.00	-	-
MOBILE CLASSROOM (C)	-	\$11,000.00	-	-
RFID PHASE I (C)	-	-	\$25,000.00	
RFID PHASE II (C)	-	-	-	\$35,000.00
<b>SOFTWARE</b>				
ILS SUBSCRIPTIONS:				
MILLENNIUM (O) includes web access management, patron photos & quick click ordering	\$50,000.00	\$50,000.00	\$50,000.00	\$50,000.00
ENCORE (O)	\$16,400.00	\$16,400.00	\$16,400.00	\$16,400.00
LC AUTHORITY DATABASE (O)	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00
HOSTING FEE (O)	\$13,000.00	\$13,000.00	\$13,000.00	\$13,000.00
CONTENT CAFÉ (O)	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00
E-COMMERCE (O)	\$1500.00	\$1500.00	\$1500.00	\$1500.00
CYBRARIAN (print/time manage)(O)	\$1800.00	1800.00	\$1800.00	\$1800.00
ANTIVIRUS (O)	\$680.00	\$680.00	\$680.00	\$680.00
FILTERING (children’s terminals) (O)	\$375.00	\$375.00	\$375.00	\$375.00
BACKUP SOFTWARE (O)	\$325.00	\$325.00	\$325.00	\$325.00
<b>TOTAL OPERATING EXPENSE</b>	<b>\$101,030.00</b>	<b>\$97,255.00</b>	<b>\$96,755.00</b>	<b>\$91,180.00</b>
<b>TOTAL CAPITAL EXPENSE</b>	<b>\$33,000.00</b>	<b>\$49,000.00</b>	<b>\$25,000.00</b>	<b>\$35,000.00</b>
<b>GRAND TOTAL</b>	<b>\$134,030.00</b>	<b>\$146,255.00</b>	<b>\$121,755.00</b>	<b>\$126,180.00</b>

CURRENT COMPUTER INVENTORY (APRIL 2017)

-BOLDED LINES ARE SCHEDULED TO BE REPLACED IN 2017

NAME	S/T	LOC	Warranty EOL	Date Bought
CIRC 1	HDW3202	CIRC	3/6/2017	3/5/2014
CIRC 2	D6W3202	CIRC	3/6/2017	3/5/2014
CIRC 3	27W3202	CIRC	3/6/2017	3/5/2014
<b>REFERENCE 1</b>	<b>CK7M7V1</b>	<b>REFERENCE</b>	<b>10/31/2015</b>	<b>7/31/2012</b>
<b>ACCOUNTING 01</b>	<b>CK7Q7V1</b>	<b>ACCT</b>	<b>10/31/2015</b>	<b>7/31/2012</b>
DIRECTOR 1	G4W3202	DIRECTOR	3/6/2017	3/5/2014
TECH 01	95W3202	TECH SVCS	3/6/2017	3/5/2014
<b>CATALOGING 01</b>	<b>1GDYTV1</b>	<b>CATALOG</b>	<b>12/6/2015</b>	<b>9/5/2012</b>
SCANNER 1	F7W3202	SCANNER	3/6/2017	3/5/2014
JUNK1	44X0DD2	JUNK	11/8/2019	10/7/2016
HIP 011	44W1DD2	HIP 11	11/8/2019	10/7/2016
HIP 012	44R2DD2	HIP 12	11/8/2019	10/7/2016
HIP 010	44XZCD2	HIP 10	11/8/2019	10/7/2016
HIP 09	C90HCX1	HIP 9	4/13/2016	4/12/2013
HIP 08	C90GCX1	HIP 8	4/13/2016	4/12/2013
<b>HIP 07</b>	<b>1LCWTV1</b>	<b>HIP 7</b>	<b>12/6/2015</b>	<b>9/5/2012</b>
<b>HIP 06</b>	<b>1HDWTV1</b>	<b>HIP 6</b>	<b>12/6/2015</b>	<b>9/5/2012</b>
<b>HIP 05</b>	<b>1LCXTV1</b>	<b>HIP 5</b>	<b>12/6/2015</b>	<b>9/5/2012</b>
<b>HIP 04</b>	<b>54VLTV1</b>	<b>HIP 4</b>	<b>12/6/2015</b>	<b>9/5/2012</b>
<b>HIP 03</b>	<b>1CGYTV1</b>	<b>HIP 3</b>	<b>12/6/2015</b>	<b>9/5/2012</b>
<b>HIP 02</b>	<b>38VDLS1</b>	<b>HIP 2</b>	<b>3/22/2015</b>	<b>3/21/2012</b>
<b>HIP 01</b>	<b>38TJLS1</b>	<b>HIP 1</b>	<b>3/22/2015</b>	<b>3/21/2012</b>
PAC_1	44PZCD2	PAC_1	11/8/2019	10/7/2016
PAC_2	B094RL1	PAC_2	4/23/2013	4/23/2011
TNS	F36LJ02	IT ROOM	3/20/2017	3/19/2014
TRS	F36PJ02	IT ROOM	3/20/2017	3/19/2014
CHILDREN01	C8ZHXCX1	CHILD LIB.	4/13/2016	4/12/2013
CHILDREN02	BPG6DD2	CHILD LIB.	11/8/2019	10/7/2016
KIDS_PAC_1	4502DD2	KIDS PAC	11/8/2019	10/7/2016
KIDS01	FF1YDB2	KIDS ROOM	3/19/2019	3/18/2016
KIDS02	FF20FD2	KIDS ROOM	3/19/2019	3/18/2016
KIDS03	FF2TDB2	KIDS ROOM	3/19/2019	3/18/2016
KIDS04	FF1ZDB2	KIDS ROOM	3/19/2019	3/18/2016
WEBSVR2K8	3528FN1	IT ROOM	6/18/2017	6/17/2010
APPSERVER	CDZGHB2	IT ROOM	5/21/2019	5/22/2016
LAPTOP1	PF0NTEDJ	IT ROOM	10/7/2019	10/7/2016