

MONTGOMERY CITY-COUNTY PUBLIC LIBRARY
2015-2019
TECHNOLOGY PLAN

I. MISSION & VISION

The mission of the Montgomery City-County Public Library System (the Library) is to make readily available to all residents of Montgomery County access to materials, information, and services to meet their personal, educational, cultural, occupational & technological needs.

It is the vision of the Library to work with individuals, organizations, and agencies in this community to identify current needs, anticipate future demands due to expected explosive growth in the county, and exceed those expectations with quality services, innovative programming, and exceptional facilities.

As our society continues to rely heavily on providing and receiving information through electronic formats, our libraries and library users must keep pace with technological changes and be equipped with the tools and techniques to access the wealth of information available to them. We must provide an adequate information infrastructure that keeps pace with changing technology in order to prevent our citizens from becoming disenfranchised from the digital world.

The Library will be a leader in helping to close the digital divide by becoming an information hub granting access to computers, electronic information, and the Internet to the members of the Montgomery community. The Library will continue to work towards developing a staff that is capable of selecting appropriate electronic information for posting on the Library's website and various social media sites. The Library will remain committed to providing highly trained staff that can assist patrons in using the Internet, computers, and electronic information. We will also provide access to databases and electronic resources both in-house and through remote access. Goals and objectives will be reviewed and updated to ensure that the Library is equipped to meet its mission and vision and this Technology Plan. This plan shall serve as the Library's technology plan through 2019, and will be evaluated and updated at the end of that period.

HISTORY AND BACKGROUND

The Library has one main library, Juliette Hampton Morgan Memorial Library and 10 branches that serve the informational and recreational reading needs of Montgomery County. The Library serves approximately 229,363 citizens of Montgomery County (based on the US Census Bureau 2010 report) and perhaps another 137,542 persons residing in counties that border Montgomery County. Patrons from the Montgomery County area use electronic resources through the Library's website, mobile device applications, and in-house use of the computer lab. Patrons residing outside of Montgomery County may gain remote access to electronic resources by purchasing a non-resident library card. Residents Montgomery County and the surrounding area also use the Library as a research center and attend educational and cultural programs. The Library's mission statement sets forth the purpose and role the Library plays in the community.

The Library's primary role is to provide access to the world's information, through print and electronic formats, and to provide a forum for healthy debate of the issues of the day.

In 1995, the Library undertook a self-evaluation of its technology for the purpose of determining the need to replace its CLSI automation system and move to a wide area network environment. The findings prompted the introduction of personal computers to the library setting. The Library undertook a massive automation project to network all branches into one automation system. In 1997, Data Research Associates (DRA) became the automation system chosen for the Library. Since that time, the Library's technology has become an evolving resource for many citizens who may or may not have a computer in their home. In 1998, the Library received financial support from the Gates Library Foundation to enhance its workstations and add additional workstations to the network. Since then, the Library has continued to update its equipment and software in order to keep pace with technological advances.

In 2003, the Sirsi Corporation became the integrated library automation system vendor of choice. Sirsi was chosen as a result of a RFP that received over five bids. In 2005, Sirsi officially became SirsiDynix after merging with the Dynix Corporation. The Library began initially with SirsiDynix's Unicorn system until 2009 when the system was upgraded to the Symphony system.

II. CURRENT TECHNOLOGY IN USE AT THE LIBRARY

The Library currently uses an out of the box automation system by the SirsiDynix Corporation, configured to meet the needs of the Library. The current version is Symphony 7.5 and was installed on July 14, 2009. It is part of a wide area network that includes 175 computers networked throughout the library system and is configured to support a 10/100/1000 TCP/IP network. The Symphony system consists of a Dell Optiplex 960 rack-mounted server with a Xeon processor, 2Gb memory, 250GB disk drive, 4mm DAT Tape Drive, 1 10/100 Mbps Ethernet LAN Adapter. The operating system is Windows 2007. The Library utilizes the following modules from the Symphony system: Circulation, Acquisitions, Cataloging, Serials Control, and Mobile Circulation. In addition, Symphony can provide access to eighty simultaneous staff members who can gateway into other library card catalogs while retaining a familiar format. An additional module, Enterprise, the online public access catalog (OPAC), provides summaries of the content of the item and a picture of the book cover. In addition, Enterprise enables the library patron to search the Library's collection in easily accessed categories. Symphony also provides patrons with the ability to access their patron record over the Internet from the Library's website. It allows patrons to renew materials, place a hold on materials, and check for late fees, among other functions. Additionally, patrons can access iBistro, our classic online catalog, for specific services not yet offered by Enterprise.

PRINTING CAPABILITIES

The Library currently uses print management software, Libshield, to control printer usage at all branches. This software allows patrons to login using a library card number or a number provided by the Library for a one time use. Libshield provides the staff with the ability to control printing. The use of this print management software controls paper waste. Patrons must

pay for printing before beginning to print. This control enables the Library to keep the cost of printing to a minimum. Patrons have an opportunity to review their printing before clicking the print button. In addition, the staff is able to monitor time spent on the computer so that during peak usage time, patrons are kept to a strict one hour time period. Each user is provided a 15 minute warning of impending shutdown to that user. The control center, located on the staff's workstation, enables the staff to better monitor time being used so as to inform waiting patrons as to how long it take to get their turn on the computer. If no one is waiting, the staff is able to allot additional time before time expires.

INTERNET SERVICE

The Library's Internet service is provided by **Centurytel**. There is a dedicated T1 line to the Juliette Hampton Morgan Memorial Library. The network consists of a point-to-point T1 line to every branch through a switch and router, with a firewall. The use of point-to-point T1 has enabled the Library to enjoy a higher bandwidth for the branches. The point-to-point also insures that if a branch is offline, it will have no effect on the other branches.

The central network router/switch is located at the Morgan Library and connects to routers at all MCCPL locations. The central router/switch masquerades for the branches to enable the branches to receive Internet with the authentication of assigned IP addresses. The Library will be seen from one IP address on the Internet. The Library has a firewall that will keep outsiders from accessing our network. The Library is able to add up to 250 IP addresses to each branch.

Each branch reserves a specific number of workstations for card catalog access only. This procedure allows the staff to help patrons better manage their use of the workstations.

FILTERING

All workstations on the Library's network are filtered according to the policy of the City of Montgomery's Computer Use Policy and in compliance with the Library Board's Use Policy and the Children's Internet Protection Act (CIPA). The filtering software in use is Lightspeed. Lightspeed monitors all responses coming into the network to inquiries. The responses are compared to selected parameters established by policy. Subject categories are preselected by the Library administration and all responses must fall within those parameters. Workstations, regardless of their physical residence, the public side of the network or on the city side of the network or as a wireless connection, are subject to filtering. The established parameters are by subject and/or, topic, and will block access to websites that are questionable or do not meet the established parameters. The use of filtering technology is an important component of the Library's efforts to limit minors' access and exposure to inappropriate, harmful, and illegal matter on the Internet. This filtering software prevents access to pornographic or obscene materials available on the Internet.

On occasion, the filtering service blocks access to information and specific websites beneficial to patron research. When this occurs, the librarians are trained to provide successful searches for information through alternative sources. Librarians are also equipped with a password that will override the filter for one hour for some websites to allow patrons to complete their research. If

an adult makes a verbal request to unblock a site, the request is granted immediately. However if it is determined that the adult is visiting sites which contain obscene material and or images, the filtering software and/or librarian will deny access to the site.

In addition to filtering, the Library employs a policy to control children's use of the Internet on Library workstations. In an effort to protect children from inappropriate Internet materials, parents are required to sign a permission form to allow children under 14 to have access to the Internet. Children under the age of 12 must be accompanied when using the Internet.

WIRELESS ACCESS

All branches of the Montgomery City-County Public Library provide wireless Internet to patrons who have wireless enabled devices such as laptops, tablets, smart phones, etc. Each branch has a Cisco wireless access point (radio) that works on the network providing a wireless connection to devices that are in the library or outside the library. For example, many patrons take advantage of wireless access while sitting in the parking lot. MCCPL filtering software is able to check the incoming Internet access to block inappropriate Internet requests as defined in the filter configuration. Wireless enabled devices may automatically access the wireless network.

Other Services

EARLY LITERACY STATIONS

The Library also provides access to a safe digital learning experience in the children's and teen areas of each location. Early Literacy Station™ (ELS) for ages 2-7 and After School Edge™ for ages 6-14 are non-networked workstations that provide access to over 60 top-rated educational software programs spanning seven curricular areas. ELS and Edge tap into intrinsic learning. Kids are captivated by the interface and start to explore immediately. ELS and Edge make learning *fun*, which makes learning *effective*.

SKYPE WORKSTATIONS

There are two Apple computer workstations specifically reserved for use by patrons who want to have direct, face-to-face live visits with loved ones, business associates, etc. using Skype technology and video cameras. For example, the workstations enable military families to see and hear deployed family members.

TELECOMMUNICATIONS

MCCPL is a part of the City of Montgomery's structure of government. As such, the City of Montgomery, through the Information Technology Department, provides the Library's telephone system. The telephone service is a land-based digital service through Centurylink. The City of Montgomery through Version Wireless handles all cellular telephone needs for library administration. Staff members who have the added responsibility of traveling between branches

and providing service to multiple branches are given a cellular telephone. The Library Director, Assistant Director Administrative Assistant are also provided with a cellular telephone to ensure that staff may reach them when need dictates.

III. SERVICE IMPROVEMENTS EXPECTED WITH THE WAN

The Library utilizes a point-point (P2P) network to connect its branches. A P2P is a direct connection to all branches via T1 lines with total speed of 3.0 Mbps designed to provide data communications over a wide area network. The P2P is designed to emulate private line networks and can provide end-to-end connectivity through the establishment of T1 Circuits between all locations. The T1 connection provides a reliable facility that is scalable for meeting present and future bandwidth demands. The use of P2P enables all branches to access the Symphony system and Internet at a speed of 3.0 Mbps. This increases our bandwidth about 40 times more than our old frame relay.

The Library is provided with standard protocols, at full speed to 3.0 Mbps. Network monitoring, surveillance and troubleshooting duties are performed by two network operation centers and provide the Library with fewer single points of failure and fewer frame delays. In addition, the Library utilizes fiber optic wiring to provide additional support by the City of Montgomery's Information Technology Department. The Information Technology Department and SirsiDynix have the capability to telnet into the system and troubleshoot and make necessary updates and repairs.

The WAN has been used to improve the efficiency of the staff, and to provide better service by reducing difficulties and delays in accessing needed information. The P2P WAN system gives MCCPL the opportunity to bring all branches of MCCPL together. Enabling each branch to query the system and respond to patron needs in real time. This system has reduced the amount of time spent on the telephone, by staff, trying to track an item's location. It has also enabled the staff to locate needed books and material available through interlibrary loan at libraries outside of MCCPL. The combination of cataloging and acquisitions on one system enables the staff to know, in a timely manner, when a book is ordered, cataloged and when to expect it in its branch.

The number of computers and the availability provides access to over 140+ simultaneous users and affords MCCPL the opportunity of reducing wait time during peak use hours.

IV. SERVICE IMPROVEMENTS EXPECTED WITH THE POINT TO POINT INFRASTRUCTURE

The Library chose to increase the bandwidth of all the branches to fully utilize the new SIRSI automation system, as well as to provide voice service over the T1 line, eliminating long distance charges to our rural branches and increasing the efficiency of the overall system. After monitoring the traffic over the existing T1 line, a significant increase in the traffic was observed, due to increased use of the Internet and e-mail. This has led to periods of very slow response during peak times of use. With the new Point-to-Point (P2P) infrastructure the Library and its

patrons will enjoy a much faster response to the Internet. The 100 Mbps pipe would allow us to provide faster response to all our libraries as well as allow the Library to run voice over a single T1 line. The Internet is no longer just a luxury for the privileged few, but has become a valuable tool for all segments of our everyday populace.

V. NEW INITIATIVES

SirsiDynix

In 2012 the library began the process of outsourcing its automation system back to SirsiDynix. This decision has allowed the library to make more efficient use of the available technology staff (2 FTE). The new agreement allows the system to receive timely upgrades, better management of the system and more efficient use of all library software. The staff has deployed the use of mobile circulation, issuance of library cards, upload of circulation data from remote locations, and management of the automation system.

Radio Frequency Identification (RFID)

Installation of Radio Frequency Identification (RFID) has revolutionized the way that the Library provides efficient timely service to its patrons. The Library is in its final year (2014-15) of a 5-year conversion project. In the fifth year, the retrospective collections at only three branches remained to be tagged with microchips. The Technical Services Department continues to tag all new acquisitions before distribution to the branches. Project completion in the prior eight locations already provides MCCPL with the ability to manage those collections more efficiently and to provide library patrons with the ability to check out their material themselves without having to wait in a line. In addition, the RFID system will enable the Library to perform weeding and inventory (expected to begin in 2016) of the collection, to secure the collection against unlawful removal, and to track the daily count of those entering/exiting the buildings. These microchips feed directly into the SirsiDynix automation system, enabling the Library to run a seamless and transparent system for improved access, accountability, and security of the collection.

People Counters

Although each gate of entry is enabled to count people entering/exiting the buildings, the library has gone one step further and purchased a People Counter system for four of its locations: Morgan, Coliseum, Lewis, Lowder and the Ramer Libraries. The People Counter enables the library to pull the data directly through one access point and develop presentations when needed. In addition, the people counter can provide hour by hour data, of which the gates do not provide.

Wireless Tracking

The Wireless network has been configured to count each time a device accesses the wireless. This counting software has enabled the library to gain real data as opposed to reliance on staff manually counting visible use of the wireless and also counts when the library closed those

patrons who park at the libraries to use the Internet. This software is revolutionizing how data is captured and provides more accurate and reliable data than manual counting.

Social Media

The Library publishes a blog to promote events, services, and new materials. Every branch of the Library uses a Facebook page to create awareness of programs and services to the public.

Mobile Devices and Applications

The Library has adopted services known as OverDrive and Hoopla in an effort to meet the educational and entertainment needs of the increasing number of patrons who access books and other media on electronic devices. The Library's OverDrive collection features e-books and audiobooks, while the Hoopla service offers movies, television shows, music albums, and even more audiobooks on a pay as you use basis.

Most patrons access these services on mobile devices, such as smartphones and tablet computers. In an effort to provide technical help to those patrons, the Library has acquired iPads, Kindle e-readers, and Nook Color tablets so that the staff can become familiar with how these services work on each device. The website can also be configured to mobile access with a simple click on an icon on the web site.

Afterschool Edge Workstations

Every branch of the Library has been equipped with an Afterschool Edge workstation, which provides educational software for children ages 6-14.

Microfiche and Microfilm Accessibility

The Library has improved access to its physical microfilm and microfiche collections via a ScanPro 3000 Microfilm Reader/Printer. ScanPro 3000 is a computerized system with expanded searching capabilities, optimized imaging options, electronic transmittal features, and data storage and manipulation options.

Digitization of Rare Collections

The Library will create and maintain an electronic collection of digitized resources from our Rare Book Collection, as well as other endangered or otherwise inaccessible collections, via an updated ContentDM, which is a digital collection management system. Once created, the Library will encourage the use of this collection via our various electronic connection points (homepage, social media, etc.).

VI. Ongoing Improvements

WIDE AREA NETWORK ENHANCEMENT

Although the current WAN has been improved by the use of point-to-point T-1 circuits, we expect that future demands and initiatives will require even more bandwidth than the T-1s will be able to provide. We are investigating ways to transition to a fiber-based WAN which will

Location of PC	Quantity	With Internet	Pentium 4	Server	Bandwidth
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provide nearly limitless capabilities. The WAN enhancement would enable implementation of a variety of technologies which would help the Library deliver better service to the customer. The integration of voice, video and data into a converged network would enable the Library provide advanced voice services such as conferencing, wireless Voice over IP phones and other technologies to enhance employee accessibility and productivity. A higher capacity WAN would also enable the use of network-based video conferencing and distance learning systems for employees and patrons. Uses of the video system would be system-wide continuing education classes to the community, staff development classes and access to public meetings for educational purposes.

LIBRARY ADMINISTRATION COMPUTER ROOM	5 2	5 2	5 2	1Server	3.0 Mbps
TECHNICAL SERVICES STAFF	5	5	5		3.0 Mbps
MAIN LIBRARY STAFF PUBLIC COMPUTER LAB	16 21 16	16 21 16	16 21 16		3.0 Mbps
COLISEUM BRANCH STAFF PUBLIC	4 11	4 11	4 11		3.0 Mbps
EL LOWDER BRANCH STAFF PUBLIC	4 11	4 11	4 11		3.0 Mbps
RUFUS A. LEWIS BRANCH STAFF PUBLIC	4 11	4 11	4 11		3.0 Mbps
ROSA PARKS BRANCH STAFF PUBLIC	2 2	2 2	2 2		3.0 Mbps
GOVERNOR SQUARE STAFF PUBLIC EXTENSION & OUTREACH	3 9 2	3 9 2	3 9 2		3.0 Mbps
RAMER BRANCH STAFF PUBLIC	2 4	2 4	2 4		3.0 Mbps
PIKE ROAD BRANCH STAFF PUBLIC	1 4	1 4	1 4		3.0 Mbps
PINE LEVEL BRANCH STAFF PUBLIC	1 4	1 4	1 4		3.0 Mbps
PINTLALA BRANCH STAFF PUBLIC	2 7	2 7	2 7		3.0 Mbps
HAMPSTEAD BRANCH STAFF PUBLIC	2 6	2 6	2 6		3.0 Mbps
TOTAL	178	178	178		

INTERNET BANDWIDTH AND FILTERING UPGRADES

As more and more Internet resources are made available that require high bandwidth for access, we feel a significant increase in Internet bandwidth would be a great service to our patrons as well as our employees. In conjunction with the WAN enhancement, we plan to upgrade Internet bandwidth to as much as 100Mbps to ensure that we provide adequate Internet access for all employees and patrons. In addition, the library implemented LIGHTSPEED; a centralized application that filters and monitors user activities to ensure compliance with the Internet Acceptable Use Policy.

INTERNAL NETWORK INFRASTRUCTURE UPGRADE

With the planned technology initiatives for all other parts of the network, it will be necessary to improve the internal network infrastructure in order to support them. The internal switch infrastructure has been upgraded from 10BaseT to 10/100/1000Base T Quality of Service (QoS) capable reliable distribution of voice, video and data within the libraries. In conjunction with all of these initiatives, the library plans to initiate contracted basic network maintenance to insure that all deployed networks and systems remain operational.

VII. TECHNOLOGY ASSESSMENT

The Library is using a Microsoft Exchange 2003 conjunction with Microsoft Outlook as its e-mail service, ensures that staff is able to receive attachments, send and mail graphics and pictures. Windows XP Professional is installed on all library computers. Future plans include the installation of Windows 7 in FY2011 as the operating system on all staff & patrons workstations. An inventory of current library workstations follows:

VIII. STAFF DEVELOPMENT

The Library provides opportunities for ongoing staff training in-house, online, and around the state at library conventions, conferences, and workshops. The Library will continue to encourage and allow staff to attend workshops which are financially affordable and can help develop a better understanding of software and hardware and how to teach others how to make use of it.

Since the initiation of the Library's network in 1997, the City of Montgomery developed an Information Technology (IT) Department. The IT Department was responsible for management of all IT personnel within city government until 2014 when sole management of Library technology personnel was returned to the Library. IT training and consultation is still provided by the City of Montgomery IT Department when needed. In addition, the Library provided opportunities for key technology personnel to receive advance training in computer classes that relate to some specific needs of the Library. The current technology staff includes a Technology Coordinator, Web Master and Network Engineer. Together, this team is responsible for carrying out the technical aspects of this Technology Plan.

The employment of a Technology Coordinator and Network Engineer enabled the Library to develop a cohesive network and save money by limiting outsourcing of the Library's technical work. Then, beginning in 2013, the Library began outsourcing the management of our integrated system to SirsiDynix, leaving our technology personnel free to troubleshoot and handle end-user concerns and ensure a more efficient and responsive operation for patrons and staff.

IX. EVALUATION

The Library performs ongoing assessments of its progress towards meeting the goals of both its Technology Plan and its Long-Range Plan. The Library solicits and receives, throughout the year, comments and suggestions on the effect of the Library's technology on the community. Additional data is retrieved from sources such as door counts and computer sign-in sheets that are accumulated at each location where computers are located.

EQUIPMENT SCHEDULE

Central Site Components	Total cost	Maintenance Monthly
Dell Level 2 Production Server Pkg	6,600	
Dell Optiplex 2950	\$8,311.68	3yr Warranty
System Printer LexMark 2391	550	Replace in FY2011
KVA UPS	1,500	
UPS Serial Enclosure	30	
Rack Mounting Kit	150	
IBistro Subscription Services	9,000	yearly
SirsiDynix Software Annual Support	11,600	
Equipment on hand since 2003 (DRA)	10 Adtran Routers	\$360

Software support includes Unicare toll-free telephone consultation service, 24-hour, 7 day emergency support and all future enhancements released by SirsiDynix for Unicorn modules.

MONTGOMERY CITY-COUNTY PUBLIC LIBRARY

GENERAL GOALS AND OBJECTIVES 2015-2019

1. IMPROVE THE PRODUCTIVITY OF OFFICE WORK.

- Develop and follow a timetable to upgrade and/or replace office computers with new and improved software and office hardware such as faster printers.
- Upgrade and/or replace MAS-90 accounting software on an ongoing and continuous basis to ensure that the most current accounting software is in use.

- Provide technology training for new employees and ongoing training for all employees.
- Transition from paper to electronic forms within the next four years.
- Develop Library intranet/ftp server for sharing and storing of incident/accident reports, trespassed patron information, rules and procedures, and standard forms.
- Continue to work with the City of Montgomery in developing electronic use of routine day to day employment forms.
- Continue to work with the City of Montgomery in implementing One Solution, the

2. EVALUATE AND EXPAND ACCESS TO RELIABLE REFERENCE RESOURCES AVAILABLE TO PATRONS.

- Under the direction of the Collection Development Librarian, with the assistance of Reference Department staff and selected librarians, continue to evaluate and review new electronic databases to be added to the Library's collection.
- Ensure ongoing access to the Alabama Virtual Library through advocacy.
- Authenticate all electronic databases for access over <http://www.mccpl.lib.al.us>.
- Develop and present programs and fliers to inform and educate Library users on how to access electronic databases from home.
- Review and update the Library's Internet Use Policy and ensure compliance with the City of Montgomery's Computer Use Policy.
- Develop and follow a timetable for replacing IT equipment to ensure patrons have access to devices that will quickly connect them with electronic resources.

3. PARTICIPATE IN FUNDING OPPORTUNITIES TO ENHANCE TECHNOLOGY AND TELECOMMUNICATIONS WITHIN THE LIBRARY.

- Make application to the Universal Service Fund Program (E-rate) to provide funding to cover allowed telecommunication and Internet services of the Library such as:
 - Maintaining centralized Internet filtering and monitoring of user activities to insure compliance with the Internet Acceptable Use Policy.
 - Upgrade the Wide Area Network (WAN) from point-to-point T1 to 100Mbps fiber connectivity to enable system-wide deployment of advanced voice, video and data systems.
 - Implement video conferencing to enable distance learning for employees and patrons.
 - Maintaining basic network maintenance to insure all deployed networks and systems remain operational.
- Make application to APLS to secure funding to cover improved and enhanced technology changes allowed under the federal Library Service and Technology Act (LSTA) such as:
 - Scanners for public use.
 - Color printers for public use.
 - Express printing and reference computer station including a stand-up carrel with a 10 minute time limit.

- Additional tablet computers for circulation and reference service.
- Closed Circuit security monitoring system.
- Seek additional outside funding sources to include foundations and corporate giving programs.
- Explore the possibility of providing electronic methods for paying fines and fees as well as donating funds to the library.

4. PROMOTE COMPUTER LITERACY BY OFFERING CONTINUOUS EDUCATIONAL OPPORTUNITIES FOR THE STAFF AND THE PUBLIC.

- Provide staff in-house training on SirsiDynix automation software, MCCPL databases, Alabama Virtual Library databases, mobile device applications, and web-based searching skills.
- Provide staff with access to webinars explaining use of various resources.
- Provide monthly classes to the general public on how to use the Library's online public access card catalog, word processing software, graphics software, MCCPL databases, Alabama Virtual Library databases and the Internet.
- Send the Technology Coordinator and Web Master to technology conferences including, but not be limited to, the SirsiDynix Annual User's Conference, Solinet Computer Training classes, and the Alabama Library Association's conferences.
- Send key staff to workshops outside of the Library that provide additional training on library related issues, including those offered by Alabama Public Library Service, the Alabama Library Association, local colleges, etc.

EVALUATION PROCESS

The successful implementation of technology at the Library will be evaluated through several criteria including analysis of statistical data and qualitative surveys regarding patron and staff awareness, usage of, and experience with:

- Physical resources including, but not limited to, the Library's computers, self-checkout machines, dedicated OPAC, printers, smartphones, iPads, tablets, and e-readers.
- Internet resources including, but not limited to, the Library's website, online database platforms, and social media sites. (Some of this data may need to be procured from outside sources.)
- Outside resources including, but not limited to, patron-owned computers, tablets, smartphones, and other technology.

Data should be recorded electronically. Whenever feasible, data should be collected through automation. However, the Library will provide paper surveys, as well.

Upon acceptance of this Technology Plan by the Library Board, the Plan will be made publically available through the Library's website as well as through Library intranet.

The Library's Long Range Technology Planning Committee shall meet at least twice per year to assess progress toward goals and refinement of the Technology Plan. These meetings will provide timely adjustment to a quickly changing technological world. The LRTP Chair will meet with the Library Director bi-annually to review the plan and report progress to the Library Board.