

**PULASKI COUNTY PUBLIC LIBRARY SYSTEM
(COMMONWEALTH OF VIRGINIA)**

TECHNOLOGY PLAN

- I. MISSION/VISION STATEMENT:** *The mission of the Pulaski County Library System is to provide information and library materials for ALL citizens of Pulaski County. The Library System takes pride in providing excellence in its provision of services and programs.*

The vision of the Pulaski County Library System is to continuously provide free friendly service and access to timely materials that educate, inspire and entertain the entire community.

II. TECHNOLOGY SUMMARY:

With our vision in mind and as technology changes daily, the Pulaski County Public Library System is committed to continue to adopt new technologies and to upgrade current technologies to assist library patrons and area residents with their information needs as well as assist staff in being efficient in carrying out their duties to serve the citizens of Pulaski County. The Library Technology Plan will serve as a guide to meet the Library System's strategic planning goals and objectives (facilities, collection, staffing, services, resources and public relations) directly and indirectly affected by technology. It should be reviewed and evaluated regularly so that the Library System achieves its mission.

The Pulaski County Library System serves a population of 35,000 +/- with a library collection of 81,629+/- print and non-print items that includes 13,000+/- e(lectronic) Book titles. In addition to the traditional services of library programs and collection of materials (books, audio-visual, [videos/DVDs, audiocassette tapes, CDs], newspapers and magazines, the two library locations (Pulaski and Free Memorial Library, Dublin) offer access to electronic information and resources through multi-media materials and online resources as well as Internet access to all patrons. The Library System has had a CD-ROM catalog for library materials since the early 1990's and has been fully automated for circulation and a materials catalog (OPAC) since 1996 and currently with the integrated automation system of Sagebrush/Winnebago Spectrum. Currently the Library System is in the process of migrating to a new integrated library automation system. The new system is Library.Solution (The Library Corporation) and hopefully it will be installed and "live" by May/June 2006. Patrons now have access to the web-catalog 24/7 from the Library's web page (www.pclibs.org). Over the years, patron and staff PC workstations have been added (currently 59 stations). With the assistance of the Friends of the Library, a new microforms/reader-printer (Image Mouse-Plus, a digital retrieval system) is available for patron use that allows patrons to save documents to a file or to email them as well as retrieval of images from Internet sources. The Library System now has a networked copier available for public use as well as staff use that allows scanning of documents, sending them via email or fax in various formats as well as the traditional way of copying in color and black/white. In addition to the 11-computer mobile stations that have been used for a mobile training lab, the Library System joined with a neighboring library system in a grant to purchase a laptop lab (6 computers) in order to go to the patron if needed to do training and to do training at the branch library for patrons and staff. Patrons have access to a wide variety of resources and databases for research and pleasure ranging from Microsoft Office Suite, Gale Research databases (provided through funding from the Library of Virginia), encyclopedia, dictionary, e-(lectronic) books, testing programs (GED, SAT, job -related licensing tests), newspaper index, , publishing program to

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assistive technology programs (JAWS, OPEN BOOK, MAGIC SCREEN). The Library System has added the electronic database, HeritageQuest to our resources to assist patrons with their genealogy research. Internet and email access is available to patrons and staff. In compliance with the Child Internet Protection Act (CIPA) and that the Library receives its Internet access through the local public school system; all public-accessed computers are filtered using Surf Patrol (formerly CyberPatrol) software. A PC workstation with dial-up unfiltered access is also available for patrons.

With funds from the Bill and Melinda Gates Foundation and the Library of Virginia, training for staff has been provided and continues to be provided in order to keep them current with the various software programs and databases so that they can better help patrons with their technology needs/skills.

Beginning in 2005, Pulaski County Administration and Pulaski County Public School entered into a partnership to provide “joint services” that has involved the Library Technology Coordinator working with other departments of the County and Schools in providing training, sharing equipment and expertise as a simulated Information Technology Department using all technology staff from the Schools and the County.

Today information is available in a variety of multi-media formats. Citizens have a variety of learning/working styles, thus creating change in the way information is presented and resources available, obtained and used in the world of work, education and family life. Citizens are becoming more sophisticated in their informational processes and are being more insistent on a timely delivery of information and a diversity of formats. These changing needs and wants of the community affect the planning and delivery of library services. Libraries must reflect these changes occurring in our communities. Technology planning, therefore, is important to provide services that meet the needs effectively and efficiently.

III. GOALS AND STRATEGIES:

A. *The Use of Telecommunication and Information Technology to Improve and Provide Better Library Services:*

1) **FACILITES AND EQUIPMENT:** To provide and to continue to enhance/improve access and services through maintenance of technology equipment and to upgrade infrastructure in library facilities.

- Evaluate and upgrade servers, access connections, data lines and switches to provide the latest high-speed connections afforded by the Library’s budget. (Target Date: ongoing)
- Explore the design and integration of wireless technology (WiFi) into the Library’s network. (Target Date: 2005—completed [at Pulaski Branch](#); [Target Date for Dublin Branch--2008](#))
- Provide patron access to Internet for use with laptops in the library. (Target Date: 2005—completed [at Pulaski Branch](#); [Target Date for Dublin Branch--2008](#)).
- Develop a plan for consolidation of the mobile computer training/work study stations into a more permanent location within the Library facility. Library also has access to a permanent lab at the former School Board Office (Target Date: 2004--completed).
- Prepare a Disaster Recover Plan. (Target Date: 2004--Completed).

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- Review and Update as necessary the Disaster Recover Plan. (Target Date: Ongoing).
- Evaluate the security infrastructure (anti-virus software and firewall) and develop a new design as necessary to provide security for library technology. (Target Date: ongoing).
- Complete migration of all PC workstations to XP and Windows 2000. (Target Date: 2004—completed—Ongoing as to be current with available software/operating systems).
- Begin migration of staff PC workstations to Office 2003. (Target Date: 2006--completed).
- Explore vendor possibilities and plan for migration to the next generation of the library automation system. (Target Date: 2007—in process, target date for completion, 2006--completed)
- Complete upgrade of all servers to Windows 2003 operating systems. (Target Date: 2005--completed).
- Explore moving to a digital video surveillance system for the entire library system depending upon funds. (Target Date: 2007—move to 2008 due to CIP Funding).
- Explore development of patron publishing center through the evaluation of copier, printers, scanners, CD burner, book/pamphlet binding machine, word processing and report writer software, audio-visual presentation software (PowerPoint, PrintShop, etc.) and patron needs. (Target Date: 2007--completed).
- Continue to plan a timeline for equipment replacement in PC workstations, training lab, etc. (Target Date: 2004--ongoing)
- Explore possibility of networking (WAN) copier and fax machine with PC workstations. (Target Date: 2005--completed).

2) **COLLECTION:** To select, organize and maintain a quality collection of electronic materials that will provide a basis for patron information, educational, recreational and historical/genealogical preservation needs.

- Continue to enhance and expand online/electronic resources and services through development of a collection development plan for resources. (Target Date: Ongoing).
- Continue to work with the Library of Virginia in provision of patron access to available statewide databases through Infopowering and Library Services and Technology Act (LSTA) funding. (Target Date: ongoing).
- Work with the Library of Virginia to support live reference chat support to citizens eventually to 24/7. (Target Date: ongoing).
- Investigate indexing software to provide access to local historical documents and information via the Library's web catalog and web page. (Target Date: 2007—explored. Work with area museums and historical groups—Target Date: 2008)
- Review popular information topics and develop web-based pathfinders on print and electronic databases and make available through library's web page. (Target Date: Ongoing).
- Work with local area agencies/personnel (local government, Literacy Volunteers, Greater Pulaski Alliance, Chamber of Commerce, etc.) to provide access to materials and assistance when needed to develop skills and provide information for business, educational, cultural and current information needs as related to work,

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school and personal life through the purchase of appropriate software and the establishment of appropriate links on the Library's web page. (Target Date: Ongoing).

- Explore and implement ~~downloadable~~ various technologies of audio books and any needed equipment in the Library's collection to have another format of media available for library patrons to check out. (Target Date: 2007—Explored. Move Target Date: 2008).

3) **Public Services:** To continue to develop and implement library services and to expand and enhance the functionality of library resources to effectively meet the information, educational and recreational needs of library patrons.

- Continue to promote and provide technology training opportunities for library patrons through regularly scheduled classes on using technology, software and equipment. (Target Date: Ongoing).
- Continually evaluate and update the Library's web page for content to provide current and accurate information and external/internal links to resources to assist patrons with their informational needs. (Target Date: Ongoing).
- Explore and evaluate the best available technology to expand patrons' electronic access to library programs, services and resources both in-house and remote. (Target Date: Ongoing).
- Explore area consortial arrangements with other library systems, governmental and community agencies to provide better services and electronic resources for library patrons to meet the changing technology needs. (Target Date: Ongoing).
- Work with the Library of Virginia to provide a variety of electronic resources/state databases for reference/research/information needs of library patrons such as live online reference services. (Target Date: Ongoing).
- Explore options in digitalization of appropriate local history resources and work with local organization in that pursuit. (Target Date: 2007—Move to 2008 in order to collaborate further with local organizations).
- Develop interactive online library programs (e.g. Summer Reading) and other self-help services (tax forms, county information) to offer a variety of formats of services. (Target Date: 2006--completed but becomes an ongoing goal.).
- Develop and implement a plan of notification (e-newsletter) for library patrons of their library transactions, of library programs, customized reading lists, etc. (Target Date: 2005--completed).
- Continue to evaluate and upgrade available assistive technology software and equipment to assist patrons with special needs in their utilization of library services and resources. Collaborate with the Voice of the Blue Ridge to provide services involving assistive technology (Target Date: Ongoing).
- Explore possibilities of online tutorial training for patrons through existing website to enhance patron skills for use of the library catalog and electronic databases available. (Target Date: 2007—Move to 2008 to take advantage of new technologies becoming available and techniques of training).

4) **Staffing:** To continue to develop knowledge and proficiency of library staff with new and emerging information technologies to better serve the public.

- Continue to assess training needs of library staff on library technology. (Target Date: Ongoing).
- Develop and implement staff technology/computer competencies to enable them to do their library responsibilities better and to serve the public better. (Target Date: 2007—Move to 2008).

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- Continue to provide opportunities for appropriate training, classes, webinars, workshops, seminars, such as offered by the Library of Virginia, SOLINET, SWING and in collaboration with area libraries to develop the knowledge and proficiency of all library staff on information technology. (Target Date: Ongoing).
- Continue to plan and provide “in-house” training for library staff as needed— one-on-one sessions with the Library Technology Coordinator or staff group sessions in the utilization of library technology and electronic resources. (Target Date: Ongoing).
- Encourage library staff to participate in online interactive training. Develop online interactive training for library staff and patrons to improve their technology skills. (Target Date: Ongoing).
- Develop a plan for provision of training on new and emerging technology and new implementations of operating systems, hardware and software for library staff. (Target Date: Ongoing).
- Develop and plan by analyzing the workflow and staffing levels of technology personnel regularly to effectively manage increased demand for technical support from library staff and library patrons. (Target Date: Ongoing).
- Acquire materials to be added to the professional library collection and/or the regular library collection as budget allows to assist in self-study and training on such topics as computer basics, troubleshooting, web and database searching, email, etc. to encourage professional growth through reading. (Target Date: Ongoing).
- Encourage staff utilization of library-shared directory (Intranet) to provide access to policies, procedures, library forms, schedules and calendar. (Target Date: Ongoing).
- Explore development of local databases to store key library information for use by staff to assist in the provision of more efficient services to patrons. (Target Date: 2005—Exploration completed; implementation not possible at this time)
- Explore remote access to local area network (LAN) resources for administrative staff outside the library system. (Target Date: 2004—[Move to 2008 as not viable at this time](#)).

5) Public Relations: To develop and establish an effective public relations/marketing program that will communicate the availability of electronic resources and to promote the Library System as the Information Center for the Community and enhance its role as a community leader in technology initiatives.

- Investigate the use of email to notify library users of their library transactions, upcoming programs, new book arrivals and library policies. (Target Date: 2005--completed).
- Explore the use of online community resources available to assist in promotion of library services and programs. (Target Date: 2004--completed).
- Cooperate/Collaborate/Partner with other library systems, governmental agencies and community service agencies to provide and improve the quality and efficiency of electronic services through cooperative technology development and resource sharing. (Target Date: Ongoing).
- Explore collaboration of local groups in digitizing cultural heritage, historical, genealogical and scientific documents of pertinent interest for the community. (Target Date: 2007—[Move to 2008](#)).
- Serving on various local, state and regional committees by appropriate library staff, e.g. County Telecommunications Committee, County Wireless Authority, State Database Committee, etc. (Target Date: Ongoing)

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- 6) **Resources:** To continue to develop and implement a technology budget that supports the technology needs of the Library System.
- Continue to develop and implement an adequate equipment budget for timely maintenance and upgrade/replacement of equipment and/or purchase of new equipment as needed to support library services. (Target Date: Ongoing).
 - Explore and develop alternative sources of funding that are available at local, regional, state and national levels to support library technology and innovations. (Target Date: Ongoing).
 - Explore the possibilities to offer payment for library fines and services through an automated process for patrons using their credit and debit cards. (Target Date: 2008)

B. Professional Development Strategies to Ensure Staff Development and Growth in the Use of Technology to Improve Library Services:

- 1) Schedule regular training sessions for library staff to be familiar with available technology used in the Library, resources, equipment and system. (Target Date: Ongoing).
- 2) Encourage/Arrange attendance for key staff people at off-site training at regional, state and national conference to obtain information to assist in training other staff and library patrons. (Target Date: Ongoing).
- 3) Participate in vendor training when and where applicable. (Target Date: Ongoing).
- 4) Encourage staff to do professional reading to learn about trends, new development, new products, etc. (Target Date: Ongoing).

C. Assessment of Telecommunications, Hardware, Software and Other Services that Will Be Needed to Improve Library Services:

- 1) Review annually and revise as needed the Library System's Technology Plan. (Target Date: Annually).
- 2) Assess periodically telecommunications services (telephone, web page, Internet, library automation, etc.) through observations, collection of data, community focus groups when needed, surveys and questionnaires with library patrons, staff and community groups to determine satisfaction, needs and services. (Target Date: Ongoing).
- 3) Undertake annual inventories of hardware, software, and peripherals to assess current technology used and upgrade where needed to provide more efficient services. (Target Date: Ongoing).
- 4) Review and evaluate new products and services to determine how best to meet the technological needs in the library by talking with vendors, attending conferences, reading journals, etc. (Target Date: Ongoing).
- 5) Network with area libraries, Library of Virginia and local governmental agencies to stay abreast of trends, use of technology, funding and planning processes to provide for technological needs of patrons and library staff. (Target Date: Ongoing).

D. Budget to Acquire and Maintain Software, Hardware, Professional Development and Other Services:

- 1) **Resources:** To seek annual funding from local and state sources and federal sources when available along with grants through private funding to acquire and maintain hardware, software, professional development/training and other services needed to implement the Library System's Technology Plan in the provision of improved library services to the County's citizens.

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- Prepare annual library budget to include telecommunications, equipment, software and training. (Target Date: Annually).
- Keep local fiscal agent (County Administration and Supervisors) abreast of the Library System's technology and financial needs. (Target Date: Ongoing).
- Seek grants through state and private funding sources to provide additional funding to develop and implement designated technology projects to the fullest extent possible. (Target Date: Ongoing).
- Seek in-kind donations where needed and possible to complete technology projects locally. (Target Date: Ongoing).

2) Budget (based on FY2007/2008) for Technology:

Item 1)	Local Funding (Pulaski County)	Total: \$43,688.00
	• Telecommunications (Centrex VOIP phone line)	\$ 5,000.00
	• Software	2,500.00
	• Technology Personnel Salaries	35,188.00
	• Training/Materials (self-study)	1,000.00
Item 2)	Library State Aid Funding	Total: \$15,760.00
	• Telecommunications (Networked Copier connection)	\$ 760.00
	• Software	2,000.00
	• Equipment	10,000.00
	• Maintenance	3,000.00
Item 3)	Federal Funding (e-rate)	\$3,778.00
Item 4)	Private Funding (Friends of the Library & grants when funds are available)	\$1,000.00+/-
	• Assistive Technology'	
	• Indexing Software for genealogy/local history information	
Item 5)	In-kind Donations	Total: \$43,500.00
	• Consulting Services for Technology Staff from School System and County IT Departments	\$ 7,500.00
	• Shared Connections (T-1, Internet Access)	36,000.00

***Expenditures for equipment, software, services and salaries, etc. can vary from year to year. Obviously there would be the possibility of a major expense such as migration of the Library automation system that is not included in the above budget. The amount of the migration project could vary based on several different criteria— the size of the*

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materials collection at the time of migration, size of patron database, training of staff, support services, and modules, etc.

E. *Evaluation Process that Enables Library System to Monitor Progress Toward Specified Goals, and Make Mid-Course Corrections If and When Needed in Response to New Development/Opportunities as They Arise.*

- 1) Review/Revise annually the Technology Plan to provide efficient and excellent technology services to the community and library staff as new development and opportunities arise. (Target Date: Annually).
- 2) Check list of action steps/activities for completion in the implementation of the Technology Plan to measure achievement and success of plan. (Target Date: Semi-annually).
- 3) Inventory annually the hardware, software and the network to assess and upgrade to provide more efficient technology services. (Target Date: Annually)
- 4) Monitor technology use by library patrons and staff to determine future needs for training, services, equipment and personnel. (Target Date: Ongoing).
- 5) Regularly assess training needs to update skills of staff and patrons as new equipment and resources are added to the Library as well as upgrades to current equipment and resources. (Target Date: Semi-annually).
- 6) Update/Adjust budget according to available funding to meet the needs of cost specifications of hardware, software, training and personnel to implement the Technology Plan. (Target Date: Annually).
- 7) Collect and analyze statistical data to enable better planning for library technology needs and services to the community. (Target Date: Annually).
- 8) Explore ways to provide technology services more efficiently and to get the most technology for the Library's financial investment through participation in consortia, resource sharing, staffing and so forth. (Target Date: Ongoing).

Appendix:

- **Equipment Inventory:**

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