CONNECTING PEOPLE, INFORMATION & IDEAS

HPL

Hammond Public Library
Three-Year
Technology Plan
2017-2019

Approved November 29, 2016

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MISSION STATEMENT

The Hammond Public Library is proactive in meeting the library needs of the Hammond community. We accomplish this by placing emphasis on the following public services: Lifelong Learning and Educational Support, Information Services and Popular Materials, Community Outreach, Local History and Cultural Awareness, and Organization and Infrastructure.

In addition to supporting the Library's Mission Statement above, the following principles are inherent in each of the Library's technology goals:

- We ensure that the needs of the community are the driving force in our decision-making processes.
- We use proven, cost-effective methods to maintain, upgrade and enhance technologies and to introduce new ones.
- We standardize equipment and configurations whenever possible to simplify maintenance and upgrades.
- We comply with state and national standards and encourage vendor compliance with standards.
- We strive to incorporate national programs such as the Edge Initiative and the U.S. Impact Survey in our plans.
- We make public access computers available to all sectors of the population, regardless of residency.
- We regularly evaluate and adapt the goals, strategies and tasks to ensure success of the plan.
- We continually monitor and review installed technologies for relevance and effectiveness.
- We monitor technology trends and implement them if feasible.
- We regularly evaluate statistics and services to best answer the needs of our users.
- We strive to cooperate with other libraries, governmental units, schools and community organizations to improve the quality and efficiency of electronic services.

VISION STATEMENT

The vision for technology, mirroring the Library's vision of "Connecting people, information and ideas", is to provide effective and equitable access to technology within the Library and to the broader universe of online resources beyond the Library walls.

THE PLAN

This plan, mandated by the state of Indiana's Standards for Public Libraries and the Federal Communications Commission's Schools and Libraries Program of the Universal Service Fund, presents the current and planned hardware, software and telecommunications necessary to deliver electronic services to the community. It is a living, breathing statement of the technology plans of the Hammond Public Library. Changes in technology are continually taking place, and this plan is intended to be flexible to accommodate future developments.

BACKGROUND

Integrated Library System

Hammond Public Library began its journey with a GEAC integrated library system and online catalog which was purchased in 1985 and upgraded in 1989. With the press of Year 2000 computer problems and the GEAC system unable to handle the change, the Library purchased a new system from Innovative Interfaces in 1999. After migrating the data from GEAC to Innovative Interfaces, the Library went online with the Innovative system on November 4, 1999.

Until September of 2013, the Innovative Interfaces integrated library system used a SUN server and client/server technology to provide online catalog, circulation, cataloging, and acquisitions services on the Library's staff and public computers. Funding for this new system came from three sources: the Capital Projects Fund, the Build Indiana Fund and a donation from the mayor's discretionary fund to a fund specifically set up for the purchase of a system. With no more updates and enhancements possible and the server reliability becoming sporadic, a more robust IBM Intel Xeon server was purchased and installed in September 2013.

A dedicated computer acts as the automated telephone renewal server, which provides the opportunity for patrons to call in and renew items or check patron records 24 hours a day.

Network

Since 1996 the Library has utilized a Novell network file server, web server and two border servers to connect the Main Library and two branches. Access to some older CD-ROM and software titles is provided to all workstations through a CD-ROM tower, located in the Library's computer room. In 2009 the Library moved its web server to the Microsoft Windows Server platform to allow more compatibility in upcoming software releases and projects. In November, 2011 the Library closed its two branches because of lost revenues from voter-mandated property tax circuit breakers and uncollected property taxes, leaving all network installations centered in the central library building only.

Work is underway to convert all of the remaining network servers and services to Microsoft. By the end of 2013, this work will be almost completed. In addition, all workstations are being updated, and the current Windows XP environment is replaced by Windows 8.

The Library maintains 102 networked computers. Forty of these are public computers with Internet access, 7 are OPAC workstations only, 50 are staff computers with Internet access, and 12 are limited to use in the computer lab for training public and staff.

In addition, the Library has five AWE early learning computers which contain educational software for young learners. Two computers, purchased in 2011, are Early Literacy Stations for pre-kindergarten to kindergarten children and parents/caregivers to learn together. Three computers, purchased October of 2013, offer software programs for learners from kindergarten to grade 4. These five computers are not networked and do not have internet access.

In 2001, 2006 and 2009 the Library used funds from the Bill and Melinda Gates Foundation and local funds to keep its public Internet computers up to date and ready to meet the growing demand for improved technology for the public.

Due to budgetary constraints, the Library operates on a four-year life-cycle, but with even smaller budgets in the offing, meeting even a four-year replacement cycle may not be realistic. Ultimately, the Library would like to change to a three-year life-cycle as suggested by the Maximus Good Government Initiative study if it maintains system stability without sacrificing services and is within financial constraints.

Telephony, Internet and Fax

Since 2008, the Library's 20 Mbps internet service proved inadequate with frequent bottlenecks and slow service throughout the day. In January 2011, upon the closure of the branches, the Library contracted for 100 Mbps Enterprise fiber optic internet access for staff and public workstations and is 100 Mbps guaranteed up and down with 128 static IP addresses. This service is funded from the Library operating fund and Universal Service discounts.

In September 2009, thanks to an LSTA (Library Services and Technology Act) grant, the Library installed wireless internet service for our patrons with laptops and other mobile devices. Managed through a wireless controller, the wireless signal can be accessed throughout the building via five access points. It has been well received with an average of 700 to 900 uses per month, well above what staff originally estimated at the start of the project. Currently there is no printing available to wireless users.

In June, 2012 the Library converted from an ISDN PRI telephone system to a VOIP (Voice Over IP) system with 100 Mbps Business Class cable service that provides the backbone for the VOIP service and extra bandwidth, if needed, for internet access. It provides 3 voice lines, 100 Mbps internet service and 16 static IP addresses, with 45 telephone handsets, one conference telephone, and seven wireless headsets. Webcams on each staff computer provide the option for video conferencing and communication. Software from Microsoft (Lync, Exchange and Outlook) provides the backbone to the VOIP system. This change has resulted in lower telephone costs per month and positions the Library for more telephony opportunities in the future. Funding for the system purchase and installation was

provided through Universal Service and the Library operating fund, and ongoing telephony costs are funded from the Library operating fund and Universal Service.

A fax machine for staff use is installed in the Library's Administrative office area. The Library is planning to investigate the purchase and installation of a fax server and software to consolidate incoming faxes and allow them to be distributed through the Library's network to the user's e-mailbox. It will also allow staff to fax directly from their workstations without having to visit the fax machine.

NEEDS ASSESSMENT

A frequent request from the community, both from at-desk requests and patron surveys, is to add more public access computers. Space and electrical limitations, as well as large budget shortfalls, have prevented the Library from adding more computers even though high wait times often exist. An increase in the number of computers, along with the accompanying electrical work needed to accommodate these new workstations would increase public satisfaction with the Library's computer access.

The community has also frequently requested that the Library add e-books to our collection. With funds from an LSTA (Library Services and Technology Act) grant the library joined the Indiana Digital Download Center consortium to offer e-book downloads to patrons beginning in November of 2013. The e-book collection is now ready to grow each year as the use of e-books becomes more prevalent in our community.

Downloadable audio books were added to the library collection beginning in fall of 2011, and downloadable magazines were added in fall of 2012. Access to these collections continue to grow as more patrons incorporate mobile devices into their lifestyles.

As Library budgets continue to shrink and costs continue to rise, it is imperative that we seek outside community support to supplement Library income. While we actively pursue grants, we must look to community advocacy to build strategic partnerships and create opportunities within it to fund some of the projects slated for the Operating Fund.

These primary goals are, of course, in addition to the ongoing technology goals established by the Library to meet the needs of the community. While we must focus on the above needs, we cannot ignore other non-technological projects that need attention as well, and we strive to accomplish as much as we can as efficiently and effectively as possible within the funds available.

Assessment of Technology Resources and State Standards

As of June, 2016			Standards Compliance Level			
Currently Have/Need	Required by Standard	Identified by Community Needs	Basic	Enhanced	Exceptional	Improve
Telecomm. Services						
VOIP telephone system, 45 handsets, public pay phone	Telephone listed in library's name		x			
Outgoing message after hours; listing of hours as an option to choose when calling in; voicemail on all phones	Voice mail or other method to inform public of hours		x			
100 Mbps fiber line for internet 100 Mbps cable line for VOIP and fiber adjunct	Internet connection speed at least 1.5 Mbps		x			
Hardware						
1 staff photocopier; 3 public photocopiers	Copier		x			
1 staff fax machine; 1 public fax	Fax machine		x			
1 staff scanner; 2 public scanners			x			
44 public workstations with Internet	Class A serving 77,614*; 1 per 2,000 served		x			
Wireless internet access for patrons	Wireless internet access for patrons		x			
50 staff workstations with Internet and Microsoft Office 2013 software, Windows 8.1, printer access	1 staff computer with office software and operating systems, connected to the Internet and a printer		x			
Software						

Innovative Interfaces integrated library system, Catalog access on website	Integrated library system with an online public access catalog on website		x			
INSPIRE, Gale databases	Electronic resources provided by the state of Indiana		x			
21 online databases; 2 locally produced indexes	Adult Reference Service knowledge and access		x			
21 online databases; 2 locally produced indexes	Young Adult Reference Service knowledge and access		x			
21 online databases; 2 locally produced indexes	Youth Reference Service knowledge and access		x			
6 Electronic Resource providers			n/a			
Other Services						
Public service policies on website	Public service policies – circulation, fees, Internet use at minimum		x			
Innovative Interfaces OPAC	Online public access catalog		x			
Library e-mail address on website	E-mail address or means of electronic contact on website		x			
EventKeeper calendar of Events	Calendar of Events and programs, updated at least monthly		x			

*Based upon a population estimate as of July 1, 2015 provided by the United State Census Bureau

TECHNOLOGY INVENTORY - CURRENT AND PROJECTED

Inventory Category	Current Count (2016)	Projected – FY 2017	Projected – FY 2018	Projected – FY 2019
Networks				
Physical Servers (virtualized)	5	5	5	5
Computers				
Staff PCs	46	48	49	50
Public PCs w/Internet	44	44	44	44
OPACs	5	5	5	5
Youth without Internet	5	5	5	5
Computer Lab PCs	16	16	12	12
Laptops/Tablets	1	2	2	2
Spares	5	8	11	9
Peripherals				
Local Printers	24	19	14	10
Networked Printers	8	7	6	5
Public Printers	2	2	2	2
Copy Machines	4	4	4	4
Staff Scanners	3	3	3	3
Public Scanners	2	3	3	3
E-Readers	4	4	4	4
Internet Connections				
Fiber Optic	100 Mbps	100 Mbps	100 Mbps	100 Mbps
Business Class Cable	150 Mbps	150 Mbps	150 Mbps	150 Mbps
Telecommunications				
Telephone	VOIP	VOIP	VOIP	VOIP
Telephone Handsets	45	50	50	50
Conference Telephone	1	1	1	1
Wireless Headsets	7	7	7	7
Cell Phones	3	3	3	3

GOALS AND OBJECTIVES

Goal 1: Public Services - Develop and implement electronic resources to effectively meet the needs of the Hammond community.

Objective 1
Provide cost-effective electronic resources that fulfill the Library's Strategic Plan for public services.

Activity 1
Annually evaluate and implement or renew online database subscriptions that meet the needs of the community for both patrons and businesses alike. (Deadline: Ongoing 2017-2019)
Evaluation:
- Usage reports are reviewed at least quarterly and databases are cancelled, renewed or added based on usage reviews, recommendations of evaluation committee and requests by the public.
- Cost: 2% of the annual budget for material (8% of the Operating Fund) -- (Software/Databases)

Activity 2
Update to Windows 10 for all public computers to make sure that patrons have the most up to date windows experience. (Deadline: January 2017)
- Licenses for Windows 10 have been purchased, Installation will begin in Late 2016.
- Cost: Already purchased (Operating Fund)

Activity 3
Update Microsoft Office software for public computers to keep versions current and keep it compatible with Hammond School City and other institutions and businesses. (Deadlines: January-March 2017)
Evaluation
- Office 2013 is installed, and will be updated to Office 2016 for all public use.
- Cost: Already purchased – Operating Fund (Software)

Activity 4
Purchase downloadable digital material (E-Books, E Audio books, E Magazines, Streaming Video, etc.) as the demand for the material is needed. (Deadline: Ongoing 2017-2019)
Evaluation:
- Usage statistics and titles that have holds are examined to determine trends and requests and in purchases are made annually based on them.
- Budget: 1.2% of annual budget for material (8% of the Operating Fund) – Operating Fund (Materials, Digital)

Activity 5
Add an eCommerce module to the Library's online catalog that allows patrons to pay fines and fees on their own and that receives donations to the Library through the catalog. (Deadline: June 2018)
Evaluation:

- eCommerce is added to the Library web site and online catalog. Fine/fee collections increase by 15% over the previous year and financial donations to the Library increase by 15% annually.
- Budget: $ 5,000 initial layout – (Operating Fund, Software) $500 annual thereafter – Operating Fund (Professional Services, Fees)

Activity 6
Implement an electronic card for kids that attend Hammond schools so that they may have access to the databases that the library provides. (Deadline: Ongoing 2017-2019)
Evaluation:

- Adding electronic card access for patrons who are in school will increase the amount of usage the databases generate, thus reinforcing their need.
- Budget: $ 3,000 – (Operating fund)

Objective 2
Develop ongoing programs that will promote Library resources and technology to the public, other libraries, community organizations, businesses and schools.

Activity 1
Purchase notebook computer and small projector to take to outside locations to promote Library resources. (Deadline: June 2017 [Notebook] June 2018 [Portable Projector])
Evaluation:

- Notebook computer is purchased and staff is trained on use.
- Budget: $600 (notebook) $200 (portable projector)– Operating Fund (Hardware)

Activity 2
Record videos for the library YouTube channel and create an update cycle so there is no downtime between videos. Promote the videos through social media. (Deadline: Ongoing 2016-2019)
Evaluation:

- One YouTube video is produced monthly and promoted on social media.
- Budget: $0 (staff time)

Activity 3
Information about library technology and/or digital inclusion is placed in local media outlets at least quarterly. (Deadline: Ongoing 2016-2019)
Evaluation:

- At least four articles about library technology are submitted to local media annually.
- Budget: $0 (staff time)

Activity 4

Provide large display screens inside the library to further promote the programs and activities that are taking place. (Deadline: December 2019)

Evaluation:

- At least two new large display screens will be placed within the library. One in Youth Services the other in Information Services.
- Cost: $20,000 (Operating Fund)

Goal 2: Staff Services - Provide electronic resources that allow staff to carry out work functions effectively and efficiently.

Objective 1

Implement technologies that promote efficiency, effectiveness and that improve internal communications.

Activity 1

Implement a new ILS (Integrated Library System) that will further the progression and growth of the library. (Deadline: January 2018)

Evaluation:

- Implement a new ILS (Integrated Library System) that will provide staff with the necessary tools to continue to grow.
- Cost: $120,000 (Operating Fund)

Activity 2

Continue to use OCLC for cataloging bibliographic records, converting new records from the current AACR2, Dewey cataloging standard to RDA as feasible and converting old records as titles are edited. (Deadline: Ongoing 2016-2019)

Evaluation:

- OCLC provides 95% of bibliographic records for cataloging.
- Budget: $18,000 ($18,000 OCLC)—Operating Fund (Professional Services, Supplies)

Activity 3

Update Microsoft Office software for staff computers to keep versions current and keep it compatible with the state library and other institutions and businesses. (Deadlines: June 2017)

Evaluation:

- Office 2013 is installed, and licenses for the next version are purchased.
- Budget: Already purchased – Operating Fund (Software)

Activity 4
Install new servers, to increase performance, adding new programs and features for the staff to increase their productivity (Deadlines: June 2017)
Evaluation:

- Office 2013 is installed, and licenses for the next version, Office 2016 are purchased.
- Budget: $3,500 – Operating Fund (Software)

Activity 5

Upgrade to Windows 10 for all staff computers to keep up with the ever expanding technological demands. (Deadlines: June 2017)
Evaluation:

- Windows 8.1 is currently installed, Windows 10 will start to be rolled out in late 2016.
- Cost: Already purchased (Operating Fund)

Activity 6
Purchase Adobe licenses for programs to provide the best possible tools for staff members to perform their jobs. (Deadline: December 2017)
Evaluation:

- Purchase Adobe licenses for the creative cloud and respected programs included
- Cost: $2,400 (Operating Fund)

Activity 7
Move to reduce the amount of physical printers that can be accessed by the staff. Doing so will reduce the cost of ink and printer supplies that are bought. (Deadline: December 2019)
Evaluation:

- Currently the staff have access to more than 20 printers, setting an end goal of 6 by the end of 2019
- Cost: $5,000 (Operating Fund)

Objective 2
Maintain a training program so staff can perform effectively in their own jobs and can provide knowledgeable assistance to the public.

Activity 1
Develop role-based technology competencies based on WebJunction's Competency Index for the Library Field and on lists compiled by similar libraries. (Deadline: Ongoing 2016-2019)
Evaluation:

- Competency lists are developed for public service staff, administrative staff, and tech support staff.
- Budget: $0 (Staff time)

Activity 2
Hold at least 5 staff group sessions per year based on role-based competencies. (Deadline: Ongoing – 2016-2019)
Evaluation:

- At least 5 staff group sessions are held based on role-based competencies. 85% of staff completing class are comfortable with performing tasks shown on competency list, based on program evaluation.
- Budget: $0 (Staff time)

Activity 3
Schedule at least two staff meeting program per year to review or introduce new technology in the Library. (Deadline: Ongoing – 2016-2019)
Evaluation:

- At least one program will be held at a staff meeting to review a technology topic or introduce new technology to all staff at once.
- Budget: $0 (Staff time)

Activity 4
Provide online tutorials or training for staff to learn at their own pace. (Deadline: Ongoing 2016-2019)
Evaluation:

- Online training opportunities are provided, or staff is directed to cost-effective or free online training if available. 50% of staff sign up and complete provided tutorial or lessons and feel they have increased their skill level as a result.
- Budget: $0 (Staff time)

Activity 5
Provide staff with work time to engage in technology related learning to help patrons achieve their goals. (Deadline: Ongoing 2016-2019)
Evaluation:

- Staff are encouraged and allowed work time to attend Webjunction or TechSoup webinars. 85% of staff take advantage of scheduling off-desk work time to learn new software, services and devices and feel they have increased their skill level.
- Budget: $0 (Staff time)

Activity 6

Train public service staff in the skills needed to assist patrons are able to answer patrons' technology questions. (Deadline: Ongoing 2016-2019)

Evaluation:

- 100% of public services staff are able to answer basic patron technology questions. 25% of public services staff are able to answer intermediate patron technology questions. 10% of public services staff are able to assist patrons with advanced technology questions.
- Budget: $0 (Staff time)

Objective 3

Deliver catalog and reference service away from the traditional reference desk scenario by using wireless connectivity in the stacks and on the floor.

Activity 1

Train public service staff on use of handheld devices and reference service to provide competent and efficient assistance to patrons using wireless technology. (Deadline: Ongoing 2016-2019)

Evaluation:

- Public service staff can access the online catalog, the Internet and Library services online anywhere inside the buildings and are able to answer questions away from the Information Desk.
- Budget: $0 (Staff time)

Activity 2

Implement a library mobile app (possibly Boopsie) that can be accessed by the staff and patrons so that reference questions can be answered on the go. (Deadline: September 2018)

Evaluation:

- Creating a library app will provide information to staff and patrons on the go. Increasing the ability to solve reference questions with ease no matter where they're located in the library
- Cost: $ 3,000 – Initial (Operating Fun) $500 Annually after (Operating fund)

Goal 3: Electronic and Web Services - Select, organize and maintain a quality collection of electronic materials on its website which will provide a basis for community information, education, recreation and historical preservation.

Objective 1

Improve and expand website for those who use the Library whether in person or virtually.

Activity 1

Maintain a website that must include at least the following **[State Standards]** (Deadline: Ongoing 2016-2019):

- Hours of operation, physical address, and a map for each location, phone number and email address.
- Electronic resources free of charge to citizens of Indiana by the state of Indiana, for example, INSPIRE.
- Public service policies including, but not limited to, circulation policies, fees, and Internet use, adopted by the Library board.
- The library's online public access catalog.
- A calendar of events and programs, which shall be updated at least monthly.

Evaluation:

- An annual review of the library web site will ensure the required elements are present on the site.
- Budget: $0 (Staff time) – Operating Fund (Software)

Activity 2

Update website links and check them at least monthly. (Deadline: Ongoing 2016-2019)

Evaluation:

- Web links are checked monthly and updates are added at least monthly.
- Budget: $0 (Staff time)

Activity 3

Review website usage reports quarterly and use results of review to make changes to the website to increase usage. (Deadline: Ongoing 2016-2019)

Evaluation:

- Website usage reports are reviewed monthly and changes made to increase usage.
- Budget: $0 (Staff time)

Activity 4

Perform a content inventory of the library's website annually. (Deadline: Ongoing 2016-2019)

Evaluation:

- A content inventory is performed on the library's website and intranet.
- Budget: $0 (Staff time)

Activity 5

Provide online technology training resources for the public on the library website, including at least, but not limited to:

- 5 YouTube videos
- 10 links to external sites offering technology information
- 10 handouts on using software and resources available at the Hammond Public Library

(Deadline: Ongoing 2016-2019)

Evaluation:

- Technology training resources are offered on the library website, with updates annually.
- Budget: $0 (Staff time)

Activity 6

Redesign the website to make it more user friendly and easier to navigate for patrons and staff alike. (Deadline: December 2016)

Evaluation:

- Redesigning the website will generate a more user friendly environment, increasing the amount of traffic to the site
- Implementing a new calendar system that will allow a more ease of use
- Cost: $0 (Staff time)

Objective 2

Use the Library's e-newsletter and other communications technology to provide services to the community.

Activity 1

Increase the subscription base of the Library's email newsletters by 10% over the previous year. (Deadline: Ongoing 2016-2019)

Evaluation:

- Subscriptions increase by 10% annually.
- Budget: $252 annual (Constant Contact) – Operating Fund (Software)

Activity 2

Explore using blogs and other social software technologies to deliver information to the public. (Ongoing 2016-2019)

Evaluation:

- Social software is examined, tested and implemented if feasible.
- Budget: $0 (free social software)

Activity 3

Encourage the love of reading by implementing Reader's Advisory database and mini-newsletters on specific genres that can be selected by patrons and sent to them via email. (Deadline: Ongoing 2017-2019)

Evaluation:

- Investigate a Reader's Advisory database and newsletter service (DearReader, NoveList, NextReads) and implement a service if feasible. Newsletter subscriptions increase by 10% annually.
- Budget: $9,000 – Operating Fund (Materials, Databases)

Objective 3

Convert as many local history resources as possible to electronic format to increase accessibility and help preserve the collection.

Activity 1

Continue to index *Times* obituaries and place indexes on the Library web site. (Deadline: Ongoing 2016-2019)

Evaluation:

- Obituaries are indexed and placed on the library's website.
- Budget: $0 (Staff time)

Activity 2

Continue to index *Times* local wedding, birthday and anniversary listings and place indexes on the Library web site. (Deadline: Ongoing 2016-2019)

Evaluation:

- Family announcements are indexed and placed on the library's website.
- Budget: $0 (Staff time)

Activity 3

Develop a policy and procedures for scanning, cataloging with metadata and entering into Content*dm* Local History resources. (Deadline: March 2017)

Evaluation:

- Policy governing digitization and procedures adhering to state standards will be developed and placed on the Library's intranet.
- Budget: $0 (Staff time)

Activity 4

Begin digitization of photographs and documents relating to the Indiana Harbor Belt Railroad and local railroad history, and place collection on the Library's web site, if funding is feasible. (Deadline: Ongoing 2017-2019)

Evaluation:

- IHB Railroad and other railroad history photos and documents in the Local History Room and IHB offices are digitized and placed on the Library web site.
- Budget: $16,000 – Grant Funding

Activity 5

Begin digitization and indexing of Times negatives and historical photographs in the Local History Room, if funding makes the project feasible. (Deadline: Ongoing 2017-2019)

Evaluation:

- Five years of Times negatives and photographs are digitized each year and placed on the Library web site.
- Budget: $16,000 – Grant Funding

Goal 4: Facilities and Equipment - Provide technology resources to support the objectives of the Library.

Objective 1

Maintain network equipment and resources to ensure a stable computing environment.

Activity 1

Provide public access computers with a minimum Internet connection speed of one and five-tenths megabits per second (1.5 Mbps) per fixed service location. **[State Standards]** (Deadline: Ongoing 2017-2019)

Evaluation:

- An annual review of Internet service and speed will determine service for the next year.
- Budget: $0 (Staff time)

Activity 2

Increase cable internet bandwidth when the library's contract is renewed to meet or exceed 768 kbps per workstation (with wireless counting as 1.3 of workstations) minimum bandwidth capacity necessary to support user demand. (Deadline: Ongoing 2017-2019)

Evaluation:

- Each Internet user is allocated at least 768 Kbps download of network bandwidth capacity.
- Budget: $12,000 – Operating Fund ($1,200 + eRate $10,800)

Activity 3
Increase device hours from current 1.24 hours to meet or exceed the recommended base of 3 to 6 device hours (computer time) per year for each member of the Hammond service area, based on the calculation of: ((library hours open * # of public workstations) * 52 weeks) / population. (Deadline: Ongoing 2017-2019)
Evaluation:

- All Hammond residents will be assured of a minimum of 3 computer hours per year on the public access computers.
- Budget: $0 (Policies)

Activity 4
Computers shall be provided for the free use of all persons regardless of residency, so long as such use would not violate any laws or other legally binding prohibitions imposed upon the person, including, but not limited to, fines owed to the library or violation of library policies. **[State Standards]** (Deadline: Ongoing 2017-2019)
Evaluation:

- The following Board Policies (BP) and Administrative Regulations (AR) will be reviewed annually and submitted for approval to the Board of Trustees at its December meeting:
  - BP 5307 - Public and Staff Computing Resources Use
  - AR 5701 - Guidelines for Public Computing Resources
  - AR 5703 - Children and the Internet
  - AR 5704 - Web Site Privacy Policy
- Budget: $0 (Staff time)

Activity 5
Review and revise, if needed, the following Board Policies (BP) and Administrative Regulations (AR) and submit annually to the Board of Trustees at its December meeting.
Evaluation:

- The following Board Policies (BP) and Administrative Regulations (AR) will be reviewed annually and submitted for approval to the Board of Trustees at its December meeting:
  - AR 5702 - Guidelines for Staff Computing Resources
  - AR 5705 - Guidelines for Computer Lab Use
  - BP 8011 - Computer Training Lab - Rental Fee Schedule
- Budget: $0 (Staff time)

Activity 6
The library shall have a base level of technology consisting of at least one staff computer with office software and operating systems, connected to the Internet and a printer. **[State Standards]** (Deadline: Ongoing 2017-2019)
Evaluation:
- An annual inventory of staff computers is completed that indicates the number of staff computers installed.
- Budget: $0 (Staff time)

Activity 7
Maintain a minimum number of public computers to meet the state standard, "Public access computers shall be connected to the Internet and printers as detailed as follows: Basic: One public access computer connected to the Internet per 2,000 served. Wireless Internet access for patrons in at least one location." **[State Standards]** (Deadline: Ongoing 2017-2019)
Evaluation:
- An annual inventory of public access computers is completed that indicates the minimum number of 41 public computers installed including an adjustment for wireless devices used by the public.
- Budget: $0 (Staff time)

Activity 8
Maintain a minimum of five cold spares to switch out downed computers within one business day. (Deadline: Ongoing 2017-2019)
Evaluation:
- Cold spares are maintained on-site to switch out for downed computers quickly.
- Budget: $5,000 – Operating Fund (Hardware)

Activity 9
Review server performance to prioritize replacement and begin replacement of servers on a cycle of one server per year. (Deadline: Ongoing 2017-2019)
Evaluation:
- Servers are replaced at a rate of one per year.
- Budget: $5,000– Operating Fund (Hardware)

Activity 10
Review VOIP hardware and software for currency, licensing and performance and replace unsupported items as needed. (Deadline: Ongoing 2017-2019)
Evaluation:
- VOIP system is updated as needed.
- Budget: $5,000 Annually -- (Rainy Day fund)

Objective 2

Implement green technology practices that preserve the environment and save money through reduced consumption.

Activity 1

Encourage staff participation in online webinars, videoconferences and workshops, thus reducing travel. (Deadline: Ongoing 2017-2019)
Evaluation:

- Travel costs per year are reduced, and participation in online opportunities increases each year.
- Budget: $0 (Staff time)

Activity 2

Examine usage of printers and copiers for efficiency, supply usage, and cost savings, consolidating and eliminating printers and copiers as needed. (Deadline: Ongoing 2017-2019)
Evaluation:

- Software is installed and tracked usage suggests ways to reduce consumption of energy on the network.
- Budget: $0 (free software)

Objective 3

Investigate funding technology projects within financial constraints to develop and sustain needed and effective information services.

Activity 1

Apply annually for Universal Service E-Rate funding for telecommunications costs. (Deadline: Ongoing 2017-2019)
Evaluation:

- Library applies annually for E-Rate funding for VOIP telephony, wireless phone services and other telecommunications services if feasible.
- Budget: $0 (Staff time)

Activity 2

Seek Universal Service E-Rate funding for Internet service annually. (Deadline: Ongoing 2016-2019)
Evaluation:

- Library applies annually for E-Rate funding for Internet connection services.
- Budget: $0 (Staff time)

Activity 3

Apply for LSTA digitization grant that fits the scope requested, adheres to state standards, and is submitted to Indiana Memory Project. (Deadline: Ongoing 2016-2019)

Evaluation:

- Library applies, annually if possible, for grant funding to digitize Local History Room and community resources.
- Budget: $0 (Staff time)

Activity 4

Apply for LSTA technology grant that fits the scope requested and adheres to state standards. (Deadline: Ongoing 2017-2019)

Evaluation:

- Library applies, annually if possible, for grant funding to enhance technology in the Library.
- Budget: $0 (Staff time)

Activity 5

Identify likely sources of funding for select technology projects and make recommendations for application. (Deadline: Ongoing 2017-2019)

Evaluation:

- Library applies for funding if appropriate.
- Budget: $0 (Staff time)

Objective 4

Implement and maintain network security and disaster prevention practices to ensure a stable and secure environment.

Activity 1

Continue to comply with the provisions of the Children's Internet Protection Act (CIPA) to remain eligible for federal funding under E-Rate, LSTA, and other federally funded programs. (Deadline: Ongoing 2017-2019)

Evaluation:

- Library continues to use technology to comply with CIPA.
- Budget: $0 (Included with network security software)

Activity 2

Use asset management software to automatically audit network hardware, software and licenses annually. (Deadline: Ongoing 2017-2019)

Evaluation:

- The network hardware, software, peripherals and licenses are audited and added to the technology and security disaster plan annually.
- Budget: $0 (Staff time)

TIMELINE

	2017	2018	2019
TARGET DATE ACTIVITIES			
Redesign the library's website	January		
Update all computers to Windows 10	Jan-June		
Update all computers to Office 2016	Jan-March		
Create a procedure for digitizing the contents of the local history room	March		
Purchase Notebook computer	June		
Implementing new servers for programs	June		
Purchase Adobe licenses for staff use	December		
Implement a new Library ILS		January	
Purchase portable projector		June	
Add an E-Commerce module to catalog		June	
Implement a Library app for patrons and staff		September	
Large display screens inside the library (Youth, Info)			December
Reduce the amount of physical printers			December
ONGOING ACTIVITIES			
Evaluate and implement or renew online databases	X	X	X
Implement electronic cards for students	X	X	X
Record videos for the library's YouTube channel	X	X	X
Information about library technology submitted for marketing	X	X	X
Continue the use of OCLC	X	X	X
Develop technology competencies	X	X	X
Hold at least 5 staff group meetings to discuss competencies	X	X	X
Hold at least 2 staff meetings where technology is discussed	X	X	X
Provide online tutorials for staff	X	X	X
Provide staff work time to learn new technology skills	X	X	X
Train on the use of portable devices for staff referencing	X	X	X
Maintain a library website meeting state standards	X	X	X
Update website links, check monthly	X	X	X
Review website usage reports, make changes accordingly	X	X	X
Perform a content inventory of the library's website yearly	X	X	X

	2017	2018	2019
Provide online technology resources	X	X	X
Increase the amount of library newsletter subscribers	X	X	X
Explore blogs and social media to deliver message to the public	X	X	X
Continue to index Times obituaries	X	X	X
Continue to index Times wedding announcements	X	X	X
Begin digitizing photographs and documents located in the local history room	X	X	X
Begin digitizing the Times negatives	X	X	X
Provide public access computers meeting state standards	X	X	X
Increase the bandwidth for internet providing	X	X	X
Increase the device hours per user	X	X	X
Review Board & Administrative procedures for public computing	X	X	X
Provide at least base level technologies meeting state standards	X	X	X
Maintain at least 5 cold spare computers	X	X	X
Review server performance to prioritize replacement	X	X	X
Review VOIP performance of hardware & software	X	X	X
Encourage staff to take place in online seminars	X	X	X
Begin the process of reducing the amount of staff printing	X	X	X
Apply annually for Universal Services E-Rate for telecommunications	X	X	X
Apply annually for Universal Services E-Rate for Internet Service	X	X	X
Apply for LSTA grant for digitalization of local history room	X	X	X
Apply for LSTA technology grant	X	X	X
Identify sources of funding for technology related projects	X	X	X
Continue to comply with CIPA to continue receiving funding	X	X	X
Use asset software to audit network	X	X	X
Implement a Readers Advisory database	X	X	X

Financial Resources – Budget

Technology budgets are planned for the operating fund, as seen in the following budgets. If the need arises and other funds are available, purchases will be made from those funds. Requests to the Friends of the Hammond Public Library will be made as well to fund some projects. Telecom service discounts are requested through eRate each year. Some projects, though worthy, can only be funded if grant funds become available.

FY 2017

	Operating	Rainy Day	eRate	Grant
Telecomm. Services				
VOIP/Cable Internet services	$1,200		$10,8000	
Fiber Internet services	$4,200		$37,800	
3 cell phones	$75		$675	
VOIP Hardware/Software Upgrades		$5,000		
Hardware				
Notebook computer	$600			
Session/print Management	$5,350			
Server Replacement	$5,000			
Software				
Adobe Licensing	$2,400			
Constant Contact e-mail news maintenance	$252			
Spoken Text – text to voice for auto attendant	$30			
Reference Databases	$15,000			
eBooks, Consortium	$6,000			
Downloadable audiobooks/magazines	$11,000			
Reader's advisory database	$9,000			
Session/print Management	$5,000			
Software renewals	$10,000			
Other				
Electronic cards for students attending school	$5,000			
Tech support/service/repair	$25,000			
OCLC/Cataloging	$38,000			

	Operating	Rainy Day	eRate	Grant
ILS Maintenance	$10,000			
Railroad Digitization Project				$16,000
Negatives and Photographs Digitization Project				$16,000

FY 2018

	Operating	Rainy Day	eRate	Grant
Telecomm. Services				
VOIP/Cable Internet services	$1,200		$10,800	
Fiber Internet services	$4,200		$37,800	
3 cell phones	$75		$675	
VOIP Hardware/Software Review/Upgrades		$5,000		
Hardware				
E-Commerce addition to catalog	$5,000			
Portable projector	$200			
Server Replacement	$5,000			
Software				
New ILS system for library	$120,000			
Constant Contact e-mail news maintenance	$252			
Spoken Text – text to voice for auto attendant	$30			
Reference Databases	$15,000			
eBooks, Consortium	$6,000			
Downloadable audiobooks/magazines	$11,000			
Adobe Licensing	$2,400			
Reader's advisory database	$9,000			
Readers Advisory Database + Newsletters	$9,000			
Software renewals	$10,000			
Other				
Electronic cards for students attending school	$5,000			
Tech support/service/repair	$25,000			
Library mobile app	$5,000			
OCLC/Cataloging	$38,000			

	Operating	Rainy Day	eRate	Grant
Railroad Digitization Project				$16,000
Negatives and Photographs Digitization Project				$16,000

FY 2019

	Operating	Rainy Day	eRate	Grant
Telecomm. Services				
VOIP/Cable Internet services	$1,200		$10,800	
Fiber Internet services	$4,200		$37,800	
3 cell phones	$75		$675	
VOIP Hardware/Software Review/Upgrades		$5,000		
Hardware				
Large Display screens for Youth & Info	$20,000			
Server Replacement	$5,000			
Reduction of Physical printers	$5,000			
Equipment rotation	$40,000			
Replace server	$10,000			
Software				
Adobe Licensing	$2,400			
Constant Contact e-mail news maintenance	$252			
Spoken Text – text to voice for auto attendant	$30			
Reference Databases	$15,000			
Library mobile app	$500			
eBooks, Consortium	$6,000			
Downloadable audiobooks/magazines	$11,000			
Readers Advisory Database	$9,000			
Software renewals	$30,000			
Other				
Electronic cards for students attending school	$5,000			
Tech support/service/repair	$35,000			
Integrated Library System annual maintenance	$32,880			

	Operating	Rainy Day	eRate	Grant
OCLC/Cataloging	$38,000			
eCommerce fees	$500			
Railroad Digitization Project				$16,000
Negatives and Photographs Digitization Project				$16,000
ILS Maintenance	$10,000			

PROFESSIONAL DEVELOPMENT STRATEGY

It is important that Library staff know how to use any new technologies introduced into the system. The Automation Team reviews staff training opportunities and budgets time and funds as needed to train staff in the most efficient method possible. This is mostly done in-house by the Library's Electronic Services Trainer or other staff who have expert knowledge of the technology. Outside consultants are brought in to train onsite if needed. In-house training is done in the Library's computer lab, which provides uninterrupted time to explore and learn. Staff members are encouraged to attend training sessions, either in-house or online. The Library's partnership with Webjunction and Lyrasis offers online learning opportunities for all staff. In addition, staff meetings are often used to introduce or review technology topics. All staff members attend these meetings.

EVALUATION PROCESS

Each project is defined with associated evaluation steps. The Automation Team will evaluate projects on a continuing basis throughout the plan timeframe, at least annually, and decide to continue or discontinue projects. In these days of constricted budgets, evaluations will be done with an emphasis on cost-effectiveness and efficiency in present times and in the future.