



Messenger Public Library of North Aurora Technology Plan FY 2012 - 2014

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A. VISION STATEMENT

Messenger Public Library serves as the gateway to an expanding world enhancing the quality of life for the community of North Aurora. The Library's vision is to be:

- Essential and relevant
- First choice in information
- First in customer service excellence
- A leader in technology to further literacy and lifelong learning

Messenger Public Library's Technology - The citizens of North Aurora will have convenient access to electronic information and entertainment resources through dependable technology and reliable telecommunications. Our role will be: 1) to provide access to information by providing the necessary in-house hardware and affordable products and services, and 2) to guide library users in their use of electronic information. Library users will be assisted as needed by a sufficient number of knowledgeable, trained staff who can help them make the best use of both new and traditional information resources. The chief technology product of the Messenger Public Library is its website. The library has almost as many virtual visitors to the library as in-person. We, therefore, believe that the library website should match the welcoming and warm environment found within our walls and to use the digital space to help users find what they seek.

B. MISSION STATEMENT

The Messenger Public Library informs, connects, and enriches the community of North Aurora.

C. GOALS AND OBJECTIVES

- **Goal: Support 24/7 accessibility to information, learning, and entertainment via the library website**

- Objective: Continual monitor and improve the library's new website via collecting data about its usage.
- Objective: Monitor library's social media presence, and empower staff to engage the public via social media tools.
- Objective: Work with department heads in exploring new database, digital content and other web-based services.
- Objective: Streamline the room reservation process by purchasing Room Reserve from Evanced. This will allow patrons to register for rooms directly through an Evanced module. Moreover, this should streamline staff time in entering the room reservations.

- **Goal: Support library operations via technology infrastructure maintenance**

- Objective: The library's telephony equipment was installed when the new building was constructed in 2003. The Technical Services Department will monitor. TSD will also develop a plan to purchase new equipment.
- Objective: TSD has created a suggested hardware inventory lifecycle (see below). This will guide the library in terms of budgeting for the replacement of hardware. All equipment will be replaced on a four-year (4 year) schedule.
- Objective: Began in FY 2011 and will continue into FYs 2012 & 2013 the library will upgrade to Windows 7. Windows XP (*circa 2000*) will no longer be supported by Microsoft.

- **Goal: Technical Services/Automation Department to implement and support value-added, cost-effective technology services for library patrons**

- Objective: TSD and YSD will explore adding up to four new wifi enabled PC and Mac laptops for the exclusive use of Teens/Young Adults in the Teen Lounge Area. A new space or furniture arrangement will be explored for a teen work/lounge area. YSD will work a North Aurora resident Teen Advisory Group on what type of software to purchase and add to the laptops.

- Objective: TSD will offer technology classes for patrons above and beyond the current offerings from ASD. The new courses will be based upon Library patron input.
- Objective: TSD will monitor the technology environment and keep abreast of current trends. When appropriate, TSD will implement new hardware and software to improve services for patrons. Examples include eReaders, social media tools, pad computers, etc...
- **Goal: Protect the Library’s technology system and ensure patron and staff confidentiality**
 - Objective: The TSD manager will monitor shared folders for materials that should not be available to all staff. They will work closely with the Library Administrator in removing files and folders as appropriate.
 - Objective: TSD will monitor internet and Sonicwall regularly to ensure the network is secure.
 - Objective: TSD will work closely with the library administrator, staff, managers and the Board of Trustees in creating policies that protect library patrons, staff, and the library as a whole.
- Objective: TSD will explore “Cloud Computing” applications as it pertains to the technology infrastructure including e-mail.
- **Goal: Provide continual training for the staff to enable them to help patrons embrace new technology**
 - Objective: Inventory staff skill levels as related to technology. Per the long-range plan, the library will conduct a technology skills assessment of all staff members. The Technical Services Department will create the inventory assessment tool.
 - Objective: Work with management team in determining core competencies for library staff. These competencies will be tied directly to the staff’s evaluation process.
 - Objective: Explore the use of tools like Webjunction and Lynda.com to improve staff technology skills.
 - Objective: TSD will coordinate classes and workshops to improve staff technology skills. These will include classes from MAGIC, outside speakers, and internal sources.

D. PROFESSIONAL DEVELOPMENT STRATEGY

- Provide training to staff before new hardware/software or digital collection offerings are made available to patrons. The Technical Services/Automation Department will partner with the respective public service department as follows. The vendor's training will be made available to all staff with the Technical Services/Automation Department documenting the training, if possible, so that this training could then be made available to new employees and as refresher training for existing employees.
- Technical Services/Automation Department to make use of WebJunction tools and training such as technical competencies for libraries.
- Technical Services/Automation Department to make available different training tracks for Adult Services, Youth Services, and Circulation staff, focusing on helping patrons with various questions. These may be provided via web-based training, user documents, and/or hands-on training sessions.
- Wherever possible, Adult Services and Technical Services/Automation Department to provide instructions for public service staff that can also be used as basis for training for patrons. These may be provided via web-based training or "cheat sheets" that could be refined by public service departments for patrons.

E. TECHNOLOGY INVENTORY AND NEEDS ASSESSMENT

Many of the community needs from the community survey conducted in 2006 have been addressed. Much of the anticipated needs are addressed via additional eReaders, the Teen Lounge Technology Area and other capacity additions.

Recent infrastructure upgrades, such as the addition of eReaders or the addition of Comcast high-speed internet will cover patrons' needs for at least three to four years.

The library launched a redesigned Drupal-based website in February 2011. The site is more user-friendly. The flexibility and ownership of the new site should serve the library for more at least five years.

Inventory Category	Current Count	Projected – FY 2012	Projected – FY 2013	Projected – FY 2014
Networks				
Client Server	1	1	1	1
Computers				
Server	3	4	4	3
Workstation ¹	10	10	10	10
Laptop - Public	6	8	12	12
Laptop - Staff	11	11	11	11
OPAC	6	6	6	6
Database	1	1	1	1
Public	19	23	23	25
Self-Checkout	2	2	3	3
Peripherals				
Printer – staff	8	7	6	6
Scanners	4	4	4	3
Mutli-function device (<i>fax, printer, copier</i>)	3	2	2	2
Printer – public	0	0	1	1
Internet Connections				
T-1	1 (2 bonded T1's)	1 (2 bonded T1's)	1 (2 bonded T1's)	1 (2 bonded T1's)
Comcast DSL		1	1	1
Telecommunications				
Cordless	0	0	0	0
VOIP	20	20	20	20
TDD	1	1	1	1
FAX	2	2	2	2

¹ Note some staff workstations run only one software program, I.E. PC Reservation or LPT1

F. BUDGET

Budget Categories

	FY 2011-2012	FY 2012-2013	FY 2013-2014
Unassigned	\$3,500	\$14,100	\$15,200
Annual License Renewals <i>(includes service contracts and RAILS / MAGIC Consortia Membership.)</i>	\$57,500	\$60,500	\$63,000
Computer Hardware	\$10,000	\$5,000	\$5,750
Software Licenses	\$4,000	\$4,500	\$5,000
Training	\$2,000	\$2,000	\$2,000
Annual Total	\$ 77,000	\$86,100	\$90,950

Funding Sources

	FY 2011-2012	FY 2012-2013	FY 2013-2014
MPL Library Budget	\$ 77,000	\$86,100	\$90,950
Annual Total	\$ 77,000	\$86,100	\$90,950

Replacement Schedule

	FY 2010-2011	FY 2011-2012	FY 2012-2013	FY 2013-2014
Staff Desktop ²			10	
Managers Laptop ²				5
Server ³		1		1
Public Desktop ⁴	14 ⁵			
Public/Training Laptop ⁶			5 <i>(replaced with staff laptops)</i>	4
Game Computers ⁴			6	
OPACs and Database ⁷	6 <i>(Replaced with public desktops)</i>			
Annual Total	\$9,700	\$12,000	\$5,000	\$5,750

G. EVALUATION PROCESS

² Staff laptops and desktops were purchased in Oct. 2009. When new laptops are purchased, the old ones will be reused as public laptops.

³ The library uses two main servers; but will be upgrading to three servers at the end of FY 2012.

⁴ The public and games desktops were purchased circa summer 2008. Because the games computers are too powerful for the games we currently have, we will not replace them.

⁵ Replaced with Lenovo IBM Workstations. These are compact and are an all-in-one unit replacing towers.

⁶ Staff laptops and desktops were purchased in Oct. 2009. When new laptops are purchased, the old ones will be reused as public laptops. The 4 in FY2013/14 will be for lending in house to Teens/Young Adults.

⁷ These are old public desktops and will be rotated out when new public desktops are purchased

After approval, the Library Board will review this plan and progress towards it on an annual basis.

The Technical Services/Automation Department will use Google Analytics to determine usage of library website-based training.

The Adult Services Department will annually survey patrons to determine their assessment of availability of technology and the training provided. Staff members will use feedback forms at all training sessions to determine effectiveness of training and gather suggestions for future training.

All library departments will use circulation rates of e-books and other digital collections to measure effectiveness of selection, marketing, and training, gathering data monthly and assessing semi-annually.

The Technical Services/Automation Department will monitor library bandwidth to determine need for additional T1 or alternatives to T1s, with a monthly review of Illinois Century Network's (ICN's) Multi-Router Traffic Grapher (MRTG) reports as well as reports from Comcast.

The Technical Services/Automation Department will review public internet PC usage monthly to determine need for additional Public PCs.

H. COMPUTER, INTERNET, AND SOCIAL MEDIA POLICIES

The Library Board reviews the computer and internet use and social media policies annually. The most current, approved policy is provided as an addendum.

ADDENDUM

COMPUTER, INTERNET USE, & SOCIAL MEDIA POLICIES

COMPUTER USE POLICY

These policies apply to all users of computer/internet resources in the library, North Aurora residents and non-residents.

Public access computers are available for use when the library opens and remain available until five (5) minutes before closing. The latest a new session may be reserved is 15 minutes before closing.

Users may reserve a computer session up to twenty-four (24) hours in advance. Reservations will be held for ten (10) minutes. Time slots are 60 minutes in length. Extended usage times, in 15 minute increments, may be given if equipment is available.

The Library is not responsible for damage to a user's program or storage devices (floppy disks, memory sticks, or other external storage devices, etc.). No user files may be stored on library equipment, and files are automatically erased from the hard drive at least daily.

Library staff assistance is limited to basic instruction only. Staff members do not provide extended computer or application training sessions except by appointment or during scheduled classes. Scheduled computer training classes and printed resources about the Internet are available in the library.

- Adults 18 years of age and above working independently are to use the equipment located in the Adult Services Department.
- Children 12 years of age and above working independently are to use the equipment located in the Adult Services Department.
- Children less than 12 years of age are required to use the equipment located in the Youth Services Department.
- Adults and Children working together are urged to work together on equipment in the Youth Services Department
- Users under 8 years of age (i.e. seven (7) years of age and under) are required to have adult supervision while using a computer or accessing the internet.
- Children 8-17 years of age are allowed access only with parent (or guardian) permission obtained by their signing a Computer/Internet User Agreement Form at the time of library card registration with the Circulation Department of the Library.

INTERNET POLICY

In accordance with its Mission Statement, The Messenger Public Library of North Aurora provides materials and services to community residents to meet their educational, recreational, informational, and social needs.

The Internet is not governed, restricted, or regulated. The Library encourages Internet users to be informed consumers and to evaluate information retrieved from all online sources. The staff of the Library does not control or monitor material that is accessed on the Internet. The library does not use internet filters on library computers. Information may or may not be accurate, current or complete. It may also be considered offensive or controversial. Parents may find some material objectionable. Therefore, parents should work closely with their children to select appropriate material. A parent or guardian must sign an Internet User Agreement for minors under 18 years of age upon registering for a library card.

Guidelines for Use:

- Priority is given to North Aurora library card holders.
- Non-residents of North Aurora will be charged \$3.00 per hour for computer usage.
- Non-residents may be asked to show a photo ID for proof of age if it appears they may not be at least 18 years of age.
- Non-residents will not be charged for using the Internet Express Station which may be used by anyone at least 18 years of age for one fifteen minute session. A maximum of one additional fifteen minute session at the Express Station may be used if no other patrons are waiting.
- Wireless Internet access is available to all library users (resident and non-resident) free of charge. Library users must utilize their own computer/laptop and be familiar with the firewall and pop-up blocker settings on their laptops.
- Users should limit viewing to sites that are appropriate in a public setting.
- Users are to be aware of the proximity of other patrons and staff and are to avoid disturbing them in any way.
- We reserve the right to limit usage to two hours per day.
- To access a computer, each patron must use his or her own library card and this account must be in good standing.
- There is a limit of two simultaneous and registered users per Internet computer.
- Users are responsible for complying with all copyright laws.
- The computers are equipped with anti-virus software. However, the library does not assume responsibility for any virus that may be acquired during use.
- Printing of material costs \$.0.10 (ten cents) per page for black and white and \$1.00 per page for color prints.

Use of the Library's computers must be for legal and acceptable purposes. Computer users must also abide by other library policies with regard to patron behavior and deportment. Unacceptable uses include but are not limited to:

- Users not being respectful of each other's privacy
- Harassment, libeling, defamation, or slandering of other users

- Destruction of or damage to equipment, software or data belonging to the library or other users
- Use of someone else's library card or library card barcode number to access a computer
- It is not acceptable to use the computers for any purposes that violate U.S. or State laws, or to interfere or disrupt network users, services or equipment. Disruptions include, but are not limited to: propagation of computer viruses and worms, and using the network to make unauthorized entry to any other machine accessible via the network.
- The Messenger Public Library reserves the right to monitor patrons' use of the Internet to reasonably ensure compliance with the Library Internet Use Policy. The library reserves the right to classify any action, access, or operation on the Internet as inappropriate. The Library reserves the right to suspend or revoke Internet use privilege if a patron fails to comply with the Internet Use Policy.

Minors (Age 17 and under) Internet Use Policy:

The Library is mandated by federal law to monitor a minor's use of the Internet. All access and use restrictions applicable to adults are also applicable to minors. In addition, the following restrictions apply to minors:

- Children under 18 years of age are allowed access and permission only if a parent (or guardian) has signed an Internet User Agreement Form when registering for a library card.
- Adults and Children are urged to work together on equipment in the Youth Services Department. Adults working independently are to use the equipment located in the Adult Services Department.
- Children under the age of twelve (12) are required to use the equipment located in the Youth Services Department.
- Minors shall not access materials deemed harmful to minors.
- Use of direct electronic communication (email, instant messaging, or chat) by a minor may be monitored from time to time and in the event the library staff believes a minor's safety or security is at risk, such privileges will be suspended or revoked.

Approved: 1/8/09 Messenger Public Library Board of Trustees

Social Media Public Policy

Purpose

The Messenger Public Library (MPL) is committed to using current forms of Social Media. The Library believes that by participating in Social Media we are more accessible to you, our library users, can better promote library services and resources, and more easily meet you, the user, where you are.

Social Media is defined as any web application, web site, or web account created and/or maintained by the MPL which facilitates an environment for library staff and library users to share opinions and information about library-related subjects, events or issues. MPL recognizes and respects differences in opinion. This policy governs public use of these tools for any purpose.

Scope

This policy applies to all patrons, whether registered with Messenger Public Library or not.

Policy

Messenger Public Library regards online Social Media in the same way as its other information resources and communications. This policy is not intended to replace other Library policies but, rather, to supplement those policies. As with more traditional resources, the Library does not act in place of or in the absence of a parent. The Library is not responsible for enforcing restrictions which a parent or guardian may place on a minor's use of this resource.

Appropriate content

- Notices of upcoming Library meetings or events
- Content of all press releases
- Library policies and procedures
- Information about library services, trends or technologies
- Communication between library staff and the library community regarding MPL work and/or projects
- Training and continuing education opportunities
- Promotion of MPL or the library systems, associations or other professional bodies related to MPL's activities
- A place for the public to discuss their opinion as it relates to the Library
- Discuss books or virtually host a book club

Inappropriate content

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Copyrighted or plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion or Library
- Commercial promotions or spam

Rights of the Library

MPL, the library board and the director reserve the right to monitor content before it is posted on all of its Social Media web applications, web sites and web accounts, and to modify or remove any messages, tags or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service.

Attribution

In accordance to various international, federal, state and local laws, the public will make every attempt to protect copyrighted or other intellectual property rights.

- When quoting another blog or publication, be sure to link to the original (if possible) and use quotation marks or blockquotes
- When using images or other media found elsewhere on the web, attribute credit to the author or creator via hyperlink.

Disclaimer

All Social Media sites used by the Library contain the following disclaimer:

“This site is for discussion purposes only and does not represent the official views of the Messenger Public Library. Any views expressed on this website are those of the individual post author only. The Messenger Public Library accepts no liability for the content of this site.”

Approved: 4/8/2010 Messenger Public Library Board of Trustees