

# Technology Plan

2020-2023

Library System Name	Williamson County Public Library
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Library Address	1314 Columbia Avenue Franklin, TN 37064
Library Website	wcpltn.org
Branches Included	<ol style="list-style-type: none"><li>1. Franklin</li><li>2. Bethesda</li><li>3. College Grove</li><li>4. Fairview</li><li>5. Nolensville</li><li>6. Leiper's Fork</li></ol>
County IT Representative	Stephen White
Date of Last Review	6/21

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## Williamson County Public Library Mission, Vision and Goals (11/5/19)

### **Mission**

- Williamson County Public Library provides quality educational, informational, and technology resources in order to enrich the lives of the Williamson County community.

### **Vision**

- Williamson County Public Library will provide relevant and diverse opportunities and resources in an atmosphere that is equitable, responsive, and accessible.

### Library Vision Statement for Technology

The WCPL will provide equitable access to technology for people of all ages and backgrounds using resources available inside the library, at outreach events, or through digital services.

### Background

The library director, trustees, and staff technology committee will review the technology plan annually. The evaluation will include the progress and status of the following: meeting the goals and objectives, ILS system, 5 year computer replacement, and funding needs.

The Williamson County IT department manages the IT needs of the library including the following: upgrading of network infrastructure, purchasing of licenses, upgrading network cabling, etc.

In 2019, a staff committee was formed to study the plan. The committee reviewed data from several sources to determine technology priorities for the library. Data sources included survey responses, feedback from the strategic planning, technology training survey, and library staff brainstorming sessions.

The IT administrator will complete an inventory of the library's technology holdings with schedules for replacement and maintenance during the plan period.

The library director and library board reviewed technology policies required by the Tennessee State Public Library Standards.

[Tennessee Public Library Standards](#) Pg.24

## Technology Assessment

Maintained by Library IT administrator:

<b>NETWORK HARDWARE</b>					
<b>CATEGORY</b>	<b>CURRENT COUNT</b>	<b>PLAN YEAR 2020-2021</b>	<b>PLAN YEAR 2021-2022</b>	<b>PLAN YEAR 2022-2021</b>	<b>MAINTENANCE SCHEDULE</b>
Wi-Fi Access point	23	24	24	30	Yearly/as needed
Server	8	8	8	8	Yearly analysis
Firewall	3	3	3	3	Yearly analysis
UPS/battery backup	85	85	85	85	As needed
<b>COMPUTERS</b>					
Workstation (public access)	110	110	110	110	25% annually FYs 22-25
Workstation (staff access)	75	75	75	75	25% annually FYs 22-25
OPAC	22	22	22	22	As needed
Laptop (staff)	7	10	15	15	25% annually FYs 22-25
Laptop (public access)	43	43	43	43	25% annually FYs 22-25
Children's area, non-networked	17	17	20	21	As needed
<b>PERIPHERALS</b>					
ADA peripherals	7	7	7	7	As needed
Monochrome Printers (Public Access)	7	7	7	7	As needed
Color Printers (Public Access)	7	7	7	7	As needed
Microfilm readers/ scanner	2	2	2	2	As needed
Flatbed scanners (1 staff, 2 public) + branches	8	8	2	2	As needed
<b>TELECOMMUNICATIONS &amp; INTERNET ACCESS</b>					
Fiber internet line (200x200 Mbps)	✓	✓	✓	✓	N/A
Wi-Fi hotspots	39	39	39	29	As needed
Shoretel VOIP Phones	37	45	45	45	As needed

Technology assessment includes age and need. As the above chart illustrates, the goal for the age of PCs is 5 years. In October of 2021, the County will conduct an inventory of computers. During the inventory, library managers, IT, and inventory control will determine if all available library computers are necessary. If the PCs are not necessary, staff will send them to surplus for auction.

## Automation

The library began using a cloud-hosted integrated library system (ILS), Koha, in August, 2018. A library committee comprised of representatives from all branches and departments was formed to assess the appropriateness of the current ILS system (December, 2019). The committee will continue to evaluate KOHA, and other ILS systems.

## Website

CivicPlus created the library's website, [www.wcpltn.org].

The library system lacks a dedicated webmaster. Therefore, each department and branch is directly responsible for his or her section of the website. Branch and main library staff received training on how to manage individual sections of the site.

Staff maintenance includes updates, maintenance schedule, and current information.

## Electronic Resources Evaluation

Database vendors charge libraries a yearly fee. The Adult Services Manager evaluates the library's list of databases annually. Three main areas of consideration are:

1. Length of time: Libraries provide a new electronic resource for 3 years before evaluating its cost. It takes that amount of time before maximum use is determined. Most patrons are not regular database users.
2. Cost per use: After 3 years, the staff will weigh the annual cost of the database against the frequency of use.
3. Licensing: Before the library buys an electronic resource, the county attorney must review the contract. Contracts must follow state laws of Tennessee.

## Electronic Resources

Contact Tech Service Department for a list of electronic resources available to patrons.

## Staff Training

The library, following state library standards, requires all staff to complete technology training each year as part of the staff development plan. The type of training and amount required varies based on staff positions and descriptions. The library allocates funding each year, and all training is on work time.

## Staff Development Day

Staff Development Day is 8 hours of training. Included in the training are personality tests, customer service, and technology. It is an excellent opportunity for staff to learn and to network.

### State Regional Training

The State Library provides training for the regions. The topics are for staff at all levels and include topics such as homeless patrons, customer service, technology, and databases. In addition, Library Trustees can participate in workshops specifically designed to their needs.

### Online

Webjunction and The American Library Association provide online training webinars for library employees free of charge.

### Availability of Funds

The library receives funding from local, state, and federal sources.

### Williamson County Government

Williamson County Government provides the majority of the library's funding (capital expenses, personnel, lending materials, and operations). The library's fiscal year budget begins July 1.

### City of Franklin

The City of Franklin contributes approximately \$60,000 annually to the library. These funds are for lending materials such as e-books, print materials, and DVDs.

### E-rate

E-rate is a federally funded program established to subsidize the cost of internet by providing a discount based on the number of participants in a school district's free lunch program. Libraries can significantly increase their data speed at a reduced rate.

### Tennessee State Library and Archives

The Tennessee State Library and Archives contributes to library funding through technology grants and regional funds.

## Technology Policies

The library director and library board review the library's technology policies annually.

### **Current: Internet & Computer Use Policy**

Date of last revision: October 22, 2009

Date of last review by library board: December 4, 2019.

For complete Internet & Computer Use Policy, refer to appendix 2, p 14.

## Disaster Preparedness & Recovery Plan

As a County department, the library adheres to the county IT department Disaster Preparedness and Recovery Plan for Technology.

Williamson County, Tennessee, Department of Information Technology  
DISASTER RECOVERY PLAN

### **Revision History**

rev. date name description

1.0 9/15/2012 David Thomas Original plan

1.1 4/3/2012 David Thomas Modification to establish plan for business continuity

1.2 2/9/2015 David Thomas Modification to establish plan for business continuity

## Surplus Property Policy

The library follows the WC Budget and Purchasing Department guidelines when liquidating surplus materials.

Budget and Purchasing Department

<https://www.williamsoncounty-tn.gov/473/Inventory-Control>



## Technology Goals

Goal 1: Improve patron technology experiences while using digital resources at library locations

*Objectives:*

- Install a print and credit card management system selected by library staff and reviewed by the Williamson County's IT department.
- Provide wireless printing for patrons' mobile devices with the assistance of the County's IT personnel.

Goal 2: Improve IT Infrastructure

*Objectives:*

- Upgrade both staff and public computers to Windows 10 operating system to be completed by January 14, 2020
- Implement a replacement plan for all staff and PC computers after 5 years old managed by the IT department.
- Learn, install, and deploy KACE system monitoring and inventory system, used by the IT department to increase the IT department
- Increase the number of Geovision monitoring cameras for the main library. Library staff will use this expansion for security purposes.
- Research cost option for Deepfreeze upgrade
- Install server racks at library locations deployed by the IT department.

Goal 3: The Library will seek to hire a systems librarian to manage the ILS system

*Objectives:*

- The systems librarian manages upgrades
- Serve as a Liaison between the library and the vendor
- Evaluates technical issues regarding the system
- Works with the County's IT department to maintain standardization between the network and ILS.

Goal 4: Annually evaluate and recommend improvements to the library's ILS system

*Objectives:*

- The library will maintain an ILS task force
- Staff ILS task force will meet annually to determine if the Library's current system meets its changing needs. If needed the task force will recommend to library administration recommendations for purchase. The task force will gather patron input to assist in determining need.
- Task force will evaluate current trends in web use, search strategies, cataloging, and circulation to determine relevance of system.
- Install and deploy i-tiva automated messaging system

**Goal 5: Annually evaluate an ILS Discovery layer for the library**

*Objectives:*

- The staff ILS task force will meet every year to determine the need for an ILS discovery layer, or changes to the layer that we are using.
- The task force will evaluate the following items regarding the discovery layer:
  - Ease of use for the end user regarding placing of holds and viewing and paying fines.
  - Latest online search techniques such as faceted searching
  - Visually appealing and eye-catching

**Goal 6: Library adult public service staff will meet annually with the WC IT department to discuss the technology assessment section of the tech plan**

*Objectives:*

- Oversee the IT assessment table and evaluate when to purchase items on the list.
- Coordinate with the WC IT department on equipment specs and retail selection.

**Goal 7: Sources of additional funding for library technology**

*Objectives:*

- Friends of the Williamson County Public Library provide the library with annual fundraising money and a small portion goes to staff training.
- Williamson County Foundation provides the library with technology especially in the realm of children's services. This could include sponsorships from area businesses and individuals.
- Tennessee State Library and Archives provides annual grant money to upgrade our technology infrastructure.
- Middle Tennessee Electric grant – Friends groups which support WCPL have received MTE grant money. This grant has supplied such digital support as children's literacy computers.
- Capital requests regarding technology as needed.
- Library fine revenue currently subsidizes technology needs.

**Goal 8: Maintain the Library network and PC licenses**

*Objectives:*

- Library staff will coordinate with the WC IT department to keep its network and PC licenses up to date.
- WCPL staff will also coordinate with IT on when to purchase licenses on new network or pc software.

## TIMELINE

### Plan Year 2020-2021:

- Complete E-rate competitive bidding & application process to upgrade Internet service from copper cable to fiber optic 200 x 200 Mbps.
- Windows 10 install
- Deploy new computers
- Complete i-tiva installation
- KACE configuration
- Envisionware system upgrade

### Plan Year 2021-2022

- Purchase additional licenses for KACE software
- Purchase and deploy more Aerohive wireless access points
- Purchase and install more Geovision cameras
- Research Deepfreeze upgrade cost
- Evaluate self-checkout
- Replace Cash/ Coin machines with Envisionware
- Additional patron payment options
- Branch library server rack install
- Lab and Children's Projectors

### Plan Year 2022-2023

- Staff work with the with the WC IT department to evaluate library's discovery layer
- The staff IT task force evaluates and makes recommendations for possible change to the library's ILS system.

## Evaluation Process

The technology plan's success depends on the library's ability to meet objectives on the timeline indicated in the plan. The library director will evaluate progress every six months, and the library board will evaluate progress annually. The library will conduct a community needs assessment for technology in the second year of the plan.

## Update and Editing History

March, 2020, Original document: Dolores Greenwald

August, 2020, Addendum: Jason Gavin, Stephen White

January, 2021: Board approved original document

June, 2021, Edits: Gavin (staff), Bratton (board)