

PATTERSON LIBRARY

TECHNOLOGY PLAN 2020-2023

Patterson Library Mission

The Patterson Library provides materials, information services, and programs to promote informed citizenship and lifelong learning. The library is committed to meeting the personal and professional needs of the community residents.

CURRENT TECHNOLOGY:

Patterson Library is a member of the Mid-Hudson Library System (MHLS), a sixty-six-member library system that provides library automation software and related electronic library services selected by MHLS member libraries and MHLS.

The Patterson Library catalog was initially automated and connected to MHLS's GEAC system in 1993-1995, then migrated to Millennium in 2002 and to the current integrated library system (ILS), Sierra, in 2012. Sierra, a product of Innovative Interfaces, Inc. provides access to a combined collection of over 2.25 million items. Support for Sierra is provided by MHLS Technology Operations. The main technical support and troubleshooting for local computer equipment and software is provided by Sanjay Dahbi of Maitri Solutions. He is responsible for network/internet troubleshooting, hardware and software installation/configuration/removal, malware removal, and other technical requests from the staff.

Patterson Library Circulation staff use four PCs to maintain library records and perform circulation and bibliographic functions. Information Services staff use one PC to perform bibliographic functions, as well as provide reference services. This computer has a stand-alone black and white printer. In addition, there are seven additional staff computers and one staff laptop. Symantec Endpoint Protection provides virus protection, and files are backed up to a cloud server, plus individual staff members can choose to back up their files to Google Drive, Dropbox, and/or external hard drives. The Director and Business Office Manager each have an all-in-one printer, copier, scanner and fax machine, while the rest of the staff print to one of the three leased Toshiba all-in-one machines.

Patrons access the online public access catalog (OPAC, which currently utilizes the Encore interface) via four public computers: two located in the main area of the library and two located in the Family Center. The Family Center computers also provide access to the Internet, word processing and email for users. It has three iPads for patron use. Public access to the Internet, word processing and email throughout the rest of the library is obtained via eight additional PCs channeled through our Internet Service Provider (ISP) Comcast. Six of these public computers are located in the main area of the library, one is in the Café, and one in the Study Room. In 2017, the library purchased 15 laptops for use by the public and staff. One of these laptops is kept in the Maintenance Office for use by the custodian. In lieu of virus protection software for all computers used by the public, we have installed DeepFreeze software to protect public computers from unauthorized changes.

The library offers our patrons a scanner and fax capability, which is located in the Café. Public printing and copying is available at an all-in-one machine leased from Toshiba. Our public computer printing services are managed via Envisionware software, which was part of a group purchase by Putnam County libraries in 2017.

Assistive devices for our patrons include: a public computer with an Ezsee keyboard for visually-impaired individuals, an Optelec magnifier to enlarge documents, and a Comtek wireless transmitting system for hearing-impaired individuals.

The library's website is a Wordpress-based site hosted by MHLS.

Programs are promoted via Kramer digital signage in the main library, Café, and Green Room. The Café also has a digital screen as part of the Milestones display. Photographs for publicity purposes are taken with a Canon EOS Rebel T6i camera. Promotional material is created via InDesign, Publisher, Constant Contact and Canva. The library uses Evanced for the public event calendar and online registration.

Our telecommunications system includes four business phone and fax lines provided by Comcast. The telephone system and voicemail is provided by Superior Telephones.

For presentation purposes in our Community Room, we have a ceiling-mounted digital projector, receiver, cable box, blu ray player, cd player, television screen and speakers and subwoofer for sound. There is a podium with a built-in microphone for presenters. We also have a Wii and xBox 360 gaming systems and an electronic buzzer system for Battle of the Books.

For security purposes, the library has a camera and motion-based security system provided by Vector Security.

A Traf-Sys People Counter counts all patrons entering and exiting the building's main entrance.

Monetary transactions within the library are completed via an iPad and Square cash register located at the circulation desk.

Our internal network is housed in our Mechanical Room and consists of a Dell server, a Dell Envisionware server, a Dell firewall and backup firewall, QNap storage and APC backups. There is a Comcast modem for internet, as well as a modem for the telephone system. The Mechanical Room also houses the Bogen receiver for the intercom system, Kramer digital media player and Minicom video display and control unit for the digital signage, and a HIKVision digital recorder and screen for the security system. Wireless connectivity is provided by three wireless access points which are located in the Director's office, main circulation area, and Family Center. Staff communicate internally via a Blogger account and LoCal calendar.

Patterson Library Technology Mission

The Patterson Library provides current and useful technology and basic training to its patrons of all ages in order to support their personal and professional needs.

Goals & Strategies

Goal: *The library will provide the public with free access to current technology.*

Strategy:

- The library will provide 8 public computers to all users and replace them at least every 4 years.
- The library will provide free Wi-Fi, both inside and outside the building, available 24/7 and at comparable speeds.
- The library will keep the scanner current and available at no charge.

- The library will keep printers current and strive to keep printing/copy charges at a minimum, to only cover costs associated with each print.
- The library will keep the technology up-to-date and will serve the needs of patrons of all ages by providing an assortment of computers and tablets.
- The library will strive to keep all technology used up-to-date and include new and relevant technologies.
- The library will budget money for and look for grants to help cover the costs of new and replacement technology.

Goal: *The library will provide patrons of all ages with basic digital literacy training.*

Strategy:

- The library will provide drop-in technology help to meet the demands of patrons.
- The library will host a variety of digital literacy related programs for patrons of all ages.
- The library will make how-to materials on digital resources and basic digital competencies available to patrons.
- The library will budget money for and look for grants to help cover the costs of instructors.

Goal: *The library will strive to increase its STEM (science, technology, engineering and math) oriented programming for all ages.*

Strategy:

- The library will replace the laptop lab to keep it up-to-date and able to be used for classes.
- The library will acquire new technology to help patrons of all ages learn.
- The library will look for grants to help cover the costs of new technologies and instructors.

Goal: *The library will have technology to carry out day-to-day tasks and to enhance user experience and library programming.*

Strategy:

- The library will have the technology necessary, such as computers, barcode scanners, receipt printers, online calendars, assisted listening devices, and telephones, to make the day-to-day operations of the library more efficient and to enhance the patron experience and library programming.
- The library will continually research and obtain technology, as funds allow, that improves efficiency and user experience.
- The library will budget money for the upkeep and replacement of the technology as needed.

Professional Development Strategy

The Patterson Library works to ensure that its staff are sufficiently trained in library technology and provides opportunities for staff members to learn more. The Library will keep track of these trainings and provide suggestions for training opportunities. These opportunities include but are not limited to the following:

- Training and guidance provided by Library staff
- Training and guidance provided by Drop-in Computer Help instructors
- Continuing education offered by the Mid-Hudson Library System

- Other training, as necessary

Assessment

Current Conditions

Attached Excel Spreadsheet

Anticipated Needs

- Online Museum Pass Reservation System
- New speaker system for the Community Room
- New Fax/Scan computer station
- New OPACs that take up less space
- Outdoor WiFi
- Additional Security Cameras
- Increased funding for digital materials (Hoopla, Overdrive, Kanopy) for use by patrons.

Evaluation

This plan will be reviewed at least annually by the Library. The Director will work with the Admin Team, other staff members, and the library's Board of Trustees to:

- Monitor progress towards library goals
- Make corrections in response to new developments, opportunities and needs that arise after the plan was initially established
- Delete goals no longer relevant to the plan and add new goals
- Identify and evaluate the impact of technology & technology services