Technology Plan
Meagher County City Library
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MISSION

The Meagher County City Library's mission in regard to technology is three-fold: 1) to meet user need by providing products and services required, 2) to continue actively participating and supporting the technology and programs offered through the Montana State Library, and 3) to remain abreast of new advancements and introduce these to our users as funding allows.

Background

Technology at the library is in transition. Our student users are advancing quickly into instant messaging and other means of communicating among themselves. It is not uncommon for students to spend time at the library talking with one another on library computers while sitting across from one another. Research is frequently done by students on library computers via the internet. The library intends to keep these avenues accessible to our students as well as introducing new sites for information retrieval such as InfoTrac. Newcomers to White Sulphur Springs are opening local businesses and are accessing library computers to conduct business. Our retirees now face the need to open email accounts in order to download pictures being sent to them of grandchildren – even newborn calves. The library is receiving more frequent requests for wireless technology. Though limited, some patrons are now asking for guidance when accessing Net Library and other means of downloading books to read.

Library computers are used between 500 and 800 times in any given month. The library anticipates increased usage once an additional four computers are added to the present four available to the public. One public computer is dedicated solely to iBistro and information research. For a town the size of White Sulphur Springs, computer access needs are great. However, there also exists mixed opinion with one group wanting things to remain as they have always been and another group wanting to forge ahead with new technology which creates the need to achieve balance among the two. We also face the challenge of educating the community on the positive advantages of doing business electronically and turning a negative mindset when present into a positive one. As programs and equipment are added new challenges are faced. Network wiring, bandwidth, separate DSL lines, DSL speed, etc. are all issues soon to be addressed by the

library staff/ board. Time is a deterrent as the library operates with one full-time Library Director and one part-time (20 hour per week) Library Assistant while serving over 1,000 visitors to the library each month.

TRAINING

The Library Director recommends technology courses to the library board that then has the responsibility of approving training. The library does not have the resources in house to train staff in technology-related subjects. The library board has allocated funds needed for continuing education to attend the training outlined below, which are detailed in the Budget section. Training goals for the Library Director and/or staff are as follows:

1) Continue attending Offline, the yearly technology conference offered by Montana State Library and participate in other training provided by MSL.
2) Visit Web Junction and participate in a minimum of two Web Junction online technology courses.
3) Locate and participate in one university online technology course.
4) Participate in local technology courses as offered.
5) Network with other librarians in state to discuss technology and other related issues.
6) Participate in an OCLC online course. Most OCLC online courses tend to conflict with work schedules but are being monitored should a time slot become available.
7) Participate in a Friday Noon Seminar sponsored by Superior Business Equipment in Great Falls.
8) Continue regular visits to library technology-related websites and blogs, such as the Montana State Library E-rate blog.

The following training is planned for library patrons:

1) An adult program on basic use of the internet, basic components of a computer and how to use them, and how to set up an email account and navigate within that account.
2) A children's program on safe use of the internet and other popular online sites for information retrieval.

EQUIPMENT

The library currently has the following equipment:

- 8 Gateway public computers
- 1 Gateway computer dedicated solely to iBistro and information search
- 1 Lexmark T630 printer
- 1 HP PSC 2210 All-In-One printer/fax/scanner/copier
- 1 Canon ImageRunner 1670F facsimile machine

- 1 Gateway computer for book check-out/library staff use
- 1 Gateway computer for Library Director's use/cataloging books

All library computers have high-speed DSL internet access and Windows XP operating systems.

BUDGET

The library has received written notice from the City of White Sulphur Springs that bills exceed what has been milled in previous and current years. The library will be putting additional mills to be voted on by the public for the 2008 budget. This will occur fall of 2007. The library's budget includes some monies designated for computer expenses; however, the library relies heavily on funding provided by the Bill and Melinda Gates Foundation PAC-HUG Grant, monies provided for technology and related expenses by the Broad Valleys Federation, the per capita/per square mile money provided by the Montana State Library and E-rate funding. The library FY2008 budget has yet to be finalized and is subject to final approval by the County Commissioners.

Following are planned computer expenses:

Immediate

Purchase of Deep Freeze, 10 licenses and three year Maintenance agreement	$410
Two 17" monitors and 1 gigabyte upgrade for staff Computers	$570
Norton Internet Security 2007, 10 user licenses	$250.00
Power Adapter for Gateway Profile 3 Computer	$75.00
Four 25 foot network cables & adhesive clamps	$75.00
Wipe and reinstall operating systems on 7 computers	$735.00
Routine maintenance on 3 computers	$210.00
Cable wiring and routing in Montana Room	$70.00
Job Consultation with Library Director/staff/board	$105.00
Two Windows XP Professional Operating System CD for 2 machines	$350.00

DVD drive for Gateway Profile 3 Computer	$161.00
Ten foot network cable	$9.00
USB Network Adaptor	$30.00
Four mouse pads	$40.00
Monthly maintenance @$90/month for 12 months	$1080
Upgrade DSL speed from basic 384 K to 768K @ $10.00/month for 36 months	$360.00
Staff training	$1000.00

Future

2008/2009 Norton Internet Security renewal licenses	$500.00
Purchase of two new Gateway computers	$2000.00
Computer monthly maintenance @ $90/month 2008/2009	$2160.00
Purchase and installation of Microsoft Word and Excel on 8 public computers	$750.00

Following are planned yearly training expenses:

Offline – Montana State Library Technology Workshop	$300
University online technology course	$125
Web Junction online technology course (2/year)	$50
Montana Shared Catalog Spring/Fall Meeting	$80 each
Broad Valleys Federation Yearly Meeting	$50
MLA Spring Conference	$350
ASLD/PLD Fall Retreat	$250

EVALUATION

The library technology plan will be updated every three years. The Library Director is responsible to update the plan. The best informal means of evaluation in our small town will be patron's conversation among themselves and "on the street" as they talk about the library's services. Daily comments by users will provide an adequate benchmark in assessing whether we are successful in meeting our goals. There has been no recent formal interviewing of patrons in regard to computer services at the library. The patrons

are informally expressing their likes and dislikes and we have encouraged them to do so. A simple questionnaire is planned that will allow library staff and board to identify which areas are in need of attention, what is working well, and in which areas, if any, they would like to see changes. With children out of school and vacationers plentiful, summer of 2007 will be the timeframe planned to conduct this survey. Prior to updating the technology plan a second questionnaire will be administered to determine if the library met their goals.

TECNOLOGY GOALS

Library technology goals are as follows:

1) Conduct a technology needs assessment which will involve some of all of the following:
   a. Talking with patrons and identifying patron needs
   b. Talking with other small libraries to determine what services are provided
   c. Establishing a baseline of where we are compared to peer libraries in terms of public access computers, staff, budget, etc.
2) Purchase and install Microsoft Word and Excel on all public computers. Evaluate additional software purchases based on patron need and budget.
3) Upgrade DSL speed from basic 384K to 768K to allow for quicker information access.
4) Continue with upgrades to Workflows and participating in other Montana State Library programs.
5) Continue subscribing to the statewide periodical database and provide hands-on training.
6) Utilize the Microsoft Public Libraries Software Donation Program (MLDP) at Tech Soup Stock. Follow-up on membership application and actively visit their online site to stay abreast of software product availability.
7) Develop a Meagher County City Library blog and/or website.
8) Install four donated computers in the Montana Room.
9) Relocate all computers in the Montana Room.
10) Procure the services of a local computer service technician in an effort to have someone local familiar with the library computer configuration thereby saving money previously paid in travel and to provide for immediate response.
11) Continue procuring high speed DSL service through Central Montana Communications, Inc. Facilitate communication between local technician and CMC technician in resolving technical problems with computer interface.
12) Utilize services of the Montana State Library person soon to be hired to assist with technical network issues.
13) Repair faulty wiring, update modems, and correct IP address issues.
14) Wipe all computers and reinstall operating systems before installing Deep Freeze software.
15) Add Norton Anti-Virus to all public computers.
16) Research the possibilities of adding wireless technology.

Technology goals will be accomplished by utilizing the following resources:

- Montana State Library
    - Lauren McMullen, Training Specialist, providing online learning events
    - Tracy Cook, State Library Consultant, providing onsite assistance
    - Brian Fish, Montana Shared Catalog Network Consultant, providing network/connectivity/inventory assistance
    - Suzanne Reymer, Statewide Technology Librarian, providing information via the Montana Public Library blog
- Local instructors
- Other – resources that become available to library staff over the next three years

The library's computers, which offer DSL high speed internet, will be used to access information/material necessary in attaining the library's technology goals.

Prepared by Debbie Benedict, Library Director