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CHOUTEAU COUNTY LIBRARY TECHNOLOGY PLAN



2010-2013

The Chouteau County Library system consists of the main library in Fort Benton and its branches in Big Sandy and Geraldine. The Carter branch is a used book exchange only, and supervised by Chouteau County Library staff.

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MISSION STATEMENT

The purpose of the Chouteau County Library in Fort Benton, Montana along with its branch libraries in Geraldine and Big Sandy is to serve the county's residents as an accessible center of reliable information, without restrictions of censorship or violation.

(Adopted by the Chouteau County Library Board of Trustees May, 2005)

The Chouteau County Library system currently offers the following electronic services and their locations:

- Catalog available on all in-house computer stations (Fort Benton)
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- Circulation of all library materials is tracked by a library automation system, insuring accuracy for the benefit of both patrons and library staff (Fort Benton, Big Sandy)
- Online databases for use on the library's computers (all locations)
- Public internet access is available from 11 computer stations (all locations)
- Internet access is available to staff from 4 workstations (all locations)
- Library website on the World Wide Web that offers information on library services, upcoming events and policies (all locations)
- Each branch maintains an email address
- Reference services are available in person and by telephone or email (all locations)
- Access to email and interest group mailing lists give library staff the ability to network with colleagues and resources around the country (all locations)
- Public wireless internet (all locations)

TECHNOLOGY GOALS

Enhance existing electronic services and access to information for the patrons of Chouteau County and their communities

- Evaluate, purchase and install both hardware and software for public and staff workstations on an ongoing and timely basis
- Evaluate, purchase and install security software to stop unauthorized access, viruses, pop-ups and spam

Pursue funding resources to enable sufficient technological development and achievement

- Align budget priorities with technology goals
- Apply for any available federation funding for technology upgrades
- Apply for Library Service and Technology Act (LSTA) grants and any other grants available for technology improvements
- Apply for both state and federal discounted rates for telecommunications
- Continue to participate in group purchases
- Make use of available Library Depreciation funds

Provide appropriate levels of training for staff and public

- Continuing training of staff on all software upgrades, computer-related applications and library policy as it is related to acceptable use and privacy issues
- Train public on internet and computer-related applications, acceptable use and privacy issues as put forth in library policy on a case-by-case basis
- Encourage staff to attend all technology training opportunities offered by the Montana State Library and the Montana Library Association and other organizations

Maintain awareness of new technological developments

- Continue contact with other professionals in technology field – seeking their opinions and expertise
- Continue communication with vendors and make any literature pertaining to technological advances available to staff
- Continue communication and seek advice from Montana State Library consultants on:
 - federal telecommunications discounts and the application process
 - grant opportunities for technological advances
 - training opportunities for staff

Participate in cooperative technological programs to delivery information

- Explore statewide applications for reduced telecommunications charges (i.e.: e-rate)
- Explore reduced database subscription charges
- Explore shared technology resources and costs
- Continue to promote shared catalog for Big Sandy Branch Library through the Hi-Line Shared Catalog and investigate option for shared catalog among the three branches
- Continue to participate with local credit union, tax organizations and regional Job Service to provide computer use for low income patrons (Fort Benton location)

COMPUTER EQUIPMENT CURRENTLY IN USE

Chouteau County Library – Fort Benton

Novell Server

- Winnebago/Spectrum automation system
 - circulation module
 - cataloging module
- McAfee Sonicwall security and anti-virus program

Netgear Ethernet Switch

Ethernet Hub

Sonicwall TZ 200 Total Security Appliance

Workstation/Staff Computers

- Public computers – 8 total
 - 8 online catalog access
 - 7 public internet access
 - 4 online databases
 - 8 office applications
- Staff computers – 2 plus 1 laptop
 - Winnebago/Spectrum automation system
 - Microsoft Office applications
 - Internet access – Internet Explorer

Printers

- 1 laserjet printer for public access computers
- 1 inkjet printer
- 1 receipt printer
- 1 fax/scanner/copier

DSL circuit for wireless internet through internet service provider

Big Sandy Branch Library

Workstations/Staff Computers

- Public computers – 2 total
 - both with internet access
- Staff computer – 1
 - internet access
 - Hi-Line Shared Catalog applications

McAfee Sonicwall Anti-Virus Security Program

Printers

- 2 inkjet printers
- 1 Laserjet printer
- 1 receipt printer

DSL circuit for wireless internet through internet service provider

Geraldine Branch Library

Workstations/Staff Computers

- Public computers – 2 total
 - both with internet access

McAfee Sonicwall Anti-Virus Security Program

Printers

- 1 inkjet printer
- 1 laserjet printer

DSL circuit for wireless internet through internet service provider

FUNDING AND ADDITIONS TO EXISTING EQUIPMENT AND SERVICES

Chouteau County Library currently has budgeted funding for technological equipment upgrades and software and funding for staff training and travel to technology conferences. In addition, we have established a Library Depreciation Fund.

We will explore additional funding sources from other areas

- Additional funding through fiscal budget increases at the county level
- Funding through grant sources

Chouteau County Library will add or upgrade computer hardware and/or software on its public access computers or workstations on an ongoing basis every year

- Replace/purchase any necessary hubs or switches
- Upgrade Winnebago/Spectrum automation system
- Upgrade Hi-Line Shared Catalog system (Big Sandy Branch only)
- Projected expenditures:
2011: \$3,500
2012: \$3,500
2013: \$4,000

Projections for the next 2-5 years

- Regular upgrades of Winnebago/Spectrum and switch to new Follett circulation system
- Provide quality printers and/or printing to each workstation within system
- Purchase and install software to allow for online catalog access for patrons
- Provide integrated automated check out system for Geraldine Branch

- Provide totally integrated automated check out system compatible with all branches
- Maintain the Library Depreciation Fund at a level that will allow for technology upgrades

SERVICE AND MAINTENANCE CONTRACTS

- Data Northwest: maintenance of all computers for Geraldine Branch Library, Chouteau County Library and Big Sandy Branch Library
 - upgrades on network
 - anti-virus updates
 - installation of computers
- Spectrum Computers: occasional maintenance of all computers for Big Sandy Branch Library
- Central Montana Communications: maintenance of phone lines and DSL for Geraldine Branch Library and Chouteau County Library
- Triangle Telephone Cooperative: maintenance of phone lines and DSL for Big Sandy Branch Library
- OCLC: includes on-line access to cataloging and interlibrary loan functions, software upgrades and service (BSBL/FBL)
- Winnebago/Spectrum/: includes cataloging and bar coding software, software upgrades and service (FBL)
- Acquisitions ordering modules: includes access and software upgrades for McNaughton Book Service
- Subscriptions to Gale InfoTrac and Ebsco Auto Repair Reference Center

- McAfee Sonicwall Anti-Virus license for all workstations
- Dynix: includes cataloging, barcoding software, upgrades and service (BSBL)

TRAINING FOR STAFF AND PUBLIC

Perhaps the best training for staff is the day to day advice offered by colleagues. The Chouteau County Library holds quarterly staff meetings to share any information gleaned.

- Offer training workshops for staff
 - In collaboration with Montana State Library and other entities
 - Vendor training as necessary
 - On-line training opportunities offered by professional organizations in collaboration with Montana State Library
- Update library web pages
- Continue computer and Internet-related instruction for the public on a case-by-case basis
- Staff attendance at user and library conferences

EVALUATION AND ASSESSMENT

- The technology at the branches of the Chouteau County Library is kept current with vendor releases, including software, operating systems and hardware. The need/demand for upgrades is determined by staff and patron's requests for increased functionality
- Patrons have the opportunity to provide the library with feedback on current services through the use of direct contact with staff, paper comment forms available in the library, email and phone
- Technology expenditures are evaluated on a yearly basis by the library director and library board to determine necessary levels for the following fiscal year
- Technology plan is reviewed by the library director, staff and library board and updated as necessary – at least once every three years