

TECHNOLOGY PLAN FY 2011-2014

(July 1, 2011 to June 30, 2014)

Westchester Public Library

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INTRODUCTION AND OVERVIEW

The patrons, staff, and trustees of the Westchester Public Library have demonstrated their recognition of the value of automation technology through their ready embrace and use of automation as it has been made available in and through the library over the past few years. The library has automated most of its basic functions including accounting, acquisitions, cataloging, circulation, public access catalog, and it has provided expanded public access to the Internet and the Internet's ever-increasing resources. The patrons, in turn, have steadily increased their use of the automated services the library offers, and have requested access to more service.

Automation technology is now so integrated into library functions and services that it is difficult to remember how the library once functioned without it. As new automated technology and processes emerge, it is a challenge to the Westchester Public Library to utilize these technologies to the advantage of the library and its staff and to continue to improve access to these technologies for its patrons.

AUTOMATION OBJECTIVES

The general automation objectives of the library are as follow:

1. Continue to use automation technology to make library operations more effective and efficient.
2. Continue to keep pace with emerging technologies by upgrading software and equipment when appropriate.
3. Continue to use automation technology to access, collect, organize, and disseminate information about the library, the community, and the world.
4. Continue to provide public access to current and new automation technology.
5. Continue to provide public instruction in current and new automation technology.
6. Continue to provide expanded access to valuable information content through the use of automation technology.

REVIEW OF EXISTING AUTOMATION

FUND ACCOUNTING AND PAYROLL

Online communication, ordering, payment and reporting have revolutionized the manner of conducting the library's business.

The library administration utilizes a customized library-specific software package for fund accounting and payroll provided by AVC, an Indianapolis provider. The package has been reviewed and approved by the Indiana State Board of Accounts. Software support is provided

by the vendor and can generally be accomplished online through a secure Internet connection. All accounting information is mirrored to a second drive on the primary accounting workstation and to another remote workstation on the network located in the Library Service Center which can be utilized in the event of a disaster.

INTEGRATED ONLINE LIBRARY SYSTEM & NETWORK

INTRODUCTION - In 1992 the library undertook a project to automate basic library functions. Specifications were written, responses received and evaluated, and Gaylord's Galaxy System was selected to be the library's first integrated online system.

GALAXY - The Galaxy system was a product of Gaylord, which was founded in 1896, one of the oldest library supply vendors in the nation. In 1934 Gaylord introduced the Model A charging machines which stamped patron numbers and due dates on book cards and eliminated hand written discharge slips. In 1972 Gaylord entered the automation market with its first computerized circulation system. In 1988 Gaylord introduced the SuperCat cataloging system. In 1990 Gaylord released Galaxy, an integrated library automated system.

POLARIS - In 1999 Gaylord released Polaris, their next generation integrated library automation system. Polaris runs under the Windows operating system and is integrated much better with the Internet than the previous generation of software.

SYSTEM UPGRADE/MIGRATION - In 2000 and after having successfully used the Galaxy system for a number of years, the library examined the advantages and disadvantages of either upgrading to Polaris or migrating to another automation vendor. Among the factors considered in determining the need for a new system were:

1. The desire to have a graphical user interface
2. Better integration with the Internet
3. Cost saving if cataloging could be imported from the net
4. Additional functionality

The library ultimately decided upon upgrading to Polaris for the following reasons:

1. Large discount offered by Gaylord
2. File conversion from Galaxy to Polaris provided free
3. Library familiar with Gaylord automation language & syntax
4. Experience with vendor in the past

GAYLORD BROTHERS - In 2002, the Automation Division of Gaylord Brothers separated from the parent company to become Gaylord Information Systems or GIS.

THE NETWORK & WIRING - The library is currently operating a Windows based Wide Area Network (WAN) between its four service outlets. There is a Production Server, Training and Backup Server, and a Primary Domain Controller Server for the Polaris network. The library also had a Domain Server, which was used in the past as the library's web site server and as a

dedicated Mail Server for library staff accounts. The library's email service and web site have been moved offsite to third party hosts.

Wiring within the buildings is category 5. The library owns fiber optic lines between its buildings, which were installed in a cooperative effort with the local school corporation in 2000. Library owned routers manage the network.

WIRELESS TECHNOLOGY – Secure wireless network technology has emerged in recent years and the library is gradually replacing portions of its network with wireless as the opportunity may arise during cycles of hardware replacement. Wireless technology provides the library greater flexibility in selecting workstation locations when installing new workstations and when moving existing workstations in a particular area of the library.

SYSTEM CAPACITY - The new Polaris system was installed with the following capacity:

Borrowers	30,000
Items	300,000
Titles	200,000
Circulations per annum	500,000

SYSTEM OPERATION - The system is primarily housed in the Automation Room of the Thomas Library and maintained by the library's full-time Information Technician. The Director works closely with the library's managers and the Information Technician to configure and operate the system.

SYSTEM PROGRAMS – All staff terminals accessing the integrated system run a local access program called the Polaris ILS (Integrated Library System).

The library currently uses Polaris is version 3.5. Upgrades are installed as they become available from GIS.

The network currently operates under Windows Server 2008. The SQL server was recently upgraded.

The operating system used by most of the library's computers is Windows XP although some computers have been upgraded to Windows 7.

Most of the computers are also running Windows Office XP and their related components for word processing, spreadsheet, and database management functions.

SYSTEM CONFIGURATION – Library staff with system administration privileges control the system configuration.

SYSTEM MANAGEMENT - LIBRARY CONFIGURATION - Each networked library or branch facility using the system can have its own library profile. A library profile contains such options as patron codes, material codes, fine codes, collection codes, standard loan period, renewal limits, overdue notice generation, library operating hours, and operating dates. The System

Administrators have access to change all system management functions from their respective terminals as needed.

SYSTEM MANAGEMENT - USER AND TERMINAL CONFIGURATION - The System Administrators have access to user and terminal management functions. Each system user is assigned a logon name and password with a corresponding set of privileges. For instance, Thomas Circulation staff users have access to all circulation functions such as library patron registration and materials circulation, but circulation users don't have access to cataloging or acquisitions functions. On the other hand, cataloging users have access to bibliographic records, but are not privileged to edit registration information or circulate materials from their terminals.

In addition to user definitions, the System Managers may set privileges by terminal. For instance, a particular user may be privileged to renew books at a circulation terminal, but if the user logged on to a cataloging terminal which is not privileged to renew materials, the function would be denied by the system.

OPAC (Online Patron Access Catalog) terminals allow access to material holdings and their statuses. Users may access their own account, create bibliographies, and place holds on desired titles. The Polaris OPAC's terminals in the library and the accessible through the library's web site use a module known as PowerPAC.

RECORD CONFIGURATION - BIBLIOGRAPHIC RECORDS - The primary bibliographic record for all items in the library is the standardized Library of Congress MARC (Machine Readable Cataloging) record created in compliance with national cataloging standards. MARC records may be copied from outside sources such as CD-ROM, loaded from floppy disk, accessed and downloaded from outside online services, or created in the library from a cataloging utility. MARC records contain bibliographic information such as call number, author, title, subject, physical description, contents notes, and coding for type of material such as book, serial, or sound recording. Each unique title must have a MARC record, but multiple copies of the same title in the same location or different locations can all use the same MARC.

RECORD CONFIGURATION - ITEM RECORDS - Each item in the library has a unique item record. The item record contains a control number which links it to the MARC record for its bibliographic information. The item record contains circulation data such as item status, item location, bar code number, length of loan, and overdue fine information.

RECORD CONFIGURATION - AUTHORITY RECORDS - Authority records are stored in MARC format and link like subject and author records together during OPAC searches. These are the records that produce the "See" and "See also" links between different, but related Marc records in the catalog. For instance, a search for Stephen King would display a "See also" reference to Richard Bach. Bibliographic databases should be reauthorized periodically to insure records contain the latest subject heading used by the Library of Congress. This library last contracted for the database to be reauthorized by an outside vendor in 2007.

RECORD CONFIGURATION - PATRON RECORDS - Each library patron has a registration record with a library card bar code number and a library defined patron code in the patron file. Patron

records also contain pertinent information such as name, address, telephone, registration expiration date, and account history for all fines and fees paid by the patron. Patron records may also contain special notes about patrons. A second library card with corresponding linked record will be issued and created for access to Internet workstations. The library will investigate the possibility of moving to using a single card for both regular borrowing and Internet access.

RECORD CONFIGURATION - TRANSACTION RECORDS - Library circulation transactions are stored in a daily transaction file. The transaction files store the date, time, patron number, and item number for each circulation transaction.

RECORD CONFIGURATION - STATISTICAL COUNTERS - There are also a large number of special files which count transactions and record financial information for statistical purposes. Some of these counters are reset monthly; some are reset annually at the end of the year roll over.

SYSTEM SECURITY - The user and password requirements of the Polaris system provides the library with a high level of system security. The network also has external firewall devices and Internet security software to help protect against unauthorized access and software viruses.

The library plans to separate the ILS domain from the public access Internet domain for added security, and to integrate Active Directory to the public access portion of the network to improve the ability to make automated software changes and updates.

BACKUP - The system is programmed to automatically shut down every evening and back up to supplemental hard drives. The Information Technician carries a backup drive out of the building to another location daily.

UPS (UNINTERRUPTED POWER SUPPLY) - Supplemental power to the servers is supplied through battery backup power supplies which insure that power is not cut off to the CPU until an orderly shut down of the system can be performed by the library staff. This prevents the loss or corruption of major files during power outages.

SUPPORT - The library carries hardware support on the CPU and its primary operating devices. Software support is maintained on all functional modules. The software support includes upgrades to all new software revisions.

FUNCTIONAL MODULES

ONLINE PATRON ACCESS CATALOG (OPAC) - The OPAC module replaces the traditional library card catalog for finding materials in the library by author, title, and subject. An automated library system provides additional information not available through traditional catalogs such as the fact that a desired item may currently be in circulation. Searches may also be made and limited in almost any bibliographic field through the use of the advanced searching selection. The OPAC is also available through the library's home page on the Internet. The Polaris OPAC is known as the PowerPAC.

CIRCULATION CONTROL - The circulation control module handles all of the traditional circulation functions. Registrations, renewals, item check out, item check in, overdue notification, fine calculation, and statistical reporting are all handled as well as or better than possible through the old, obsolete manual systems.

PATRON SELF-CHECK - Patron self-check has become popular in some high volume service outlets with patron self-serve check out terminals. The new terminals can also deactivate theft protection devices. Self-check terminals are available for Polaris, but are expensive. Another issue with self-check is the increased inconvenience for a patron to move from a self-check area to a traditionally staffed circulation station when ever a problem such as fine, an item reserve, or a card renewal might be encountered. The installation of a single self-check station will be considered as a possible test of the means to reduce staffing costs.

CATALOGING - The library uses a variety of sources of cataloging information for its cataloging module. Most major library book jobbers will provide, for a fee, MARC records for titles purchased. Baker and Taylor, our primary book vendor, provides many short downloaded cataloging records when items are ordered. The immediate availability of these records allows patrons to “see” items on order in the catalog and to place reserves. Longer, more detailed bibliographic records replace the short records when items are received.

The library can also examine records from other libraries and import them through the copy cat process.

When cataloging information isn't available through other sources, the library can create original cataloging in house. The library attempts to create full records when practical, but may use short records for many feature film videotapes, audio compact disks, and fiction paperback titles to speed up processing.

ACQUISITIONS - The acquisitions module is operated in Technical Services. Material selectors create “shopping carts” which generate the purchase orders that are transmitted electronically to the vendors.

Orders are most commonly placed using an ISBN (International Standard Book Number), a unique number assigned to a publication. In addition to SuperCat, the library also subscribes to BTLINK online, an online selection utility available from Baker and Taylor.

The acquisitions module also manages fund accounting for ordering, encumbering funds in a variety of our defined accounts and tracking expenditures as orders are received and invoiced. Standing orders are also accommodated by the system.

SERIALS CONTROL - The Gaylord serials control module was abandoned in 1994 when it was discovered that a manual control system proved to be much more efficient due to our practice of cataloging individual magazine issues for circulation. A MARC record is created for each magazine each year and item records are created for each issue received and attached to the annual record. Gaylord’s serials module was designed around the academic library standard for serials control which uses a single Marc record for all issues of a periodical, assuming individual issues would be bound together in a single volume at the end of the year resulting in

a single item record for the entire year. Our practice of using a separate MARC record for each year of holdings with only the year's worth of items attached makes our OPAC access to individual issues much easier than if all of the individual issues of multiple years were attached to a single MARC record.

RESERVES/HOLDS - The staff at Thomas and Hageman have access to reserve/hold services. Patrons may also place reserves for items themselves. When the "held" item is received or returned, the item is "trapped" by the circulation system and set aside for the requesting patron. Reserve calling lists, mail notices, or e-mail notification can be produced by the system.

REPORTING – Polaris has a number of "canned" standard reports available to administrators. Other customized reports can be created through the Simply Reports module.

DATABASE MANAGEMENT – The automation database can be manipulated by the GIS support staff or the library's Information Technician through the use of a program called SQL Server. SQL statements can be prepared and run on the various data tables to effect batch processing.

E-MAIL – The library migrated last years to using Google Apps for employee e-mail, shared calendars and online document management.

PUBLIC ACCESS COMPUTING – The library also offers the Microsoft Office software package that provides word processing, spreadsheet calculation, and database management tools for the public to use on all of its public access Internet workstations.

WORKSTATION LOCATIONS AND USES

THOMAS CIRCULATION - CIRCULATION MANAGER - The Circulation Manager uses this PC primarily for general circulation functions. The workstation also has word processing and a time scheduling program for administrative purposes. A spreadsheet program is used for collecting the data for monthly reports.

THOMAS CIRCULATION - DESK - There are 3 workstations on the main circulation desk. One terminal is usually set for checking materials out to patrons and the other is usually set for checking in returned materials. The third is used for registration purposes. During high transaction times, all circulation terminals are used for check out.

THOMAS REFERENCE DESK – There are 2 workstations on the Reference desk used to assist patrons with their inquiries and for placing reserves.

THOMAS REFERENCE OFFICE - The workstation in the Reference office is primarily used by the Reference Manager.

THOMAS ADULT OPAC'S - There are 4 OPAC's without printers which have replaced the card catalog on the first floor of the library.

THOMAS CHILDREN'S DESK - The workstation on the Children's desk is primarily used for patron assistance.

THOMAS CHILDREN'S OPAC - The Children's OPAC is used for searching.

THOMAS CHILDREN'S OFFICE - The Children's office has a workstation for selection and graphics.

THOMAS AUDIO VISUAL DESK - There are 2 circulation workstations on the A-V desk. Like the terminals on the main floor, one is usually set for charge and the other for discharge. A third terminal is in the Audio-Visual office and is used for selection and graphics.

THOMAS AUDIO VISUAL OPAC - The A-V OPAC is used for searching.

THOMAS SERIALS DESK - There are 2 circulation workstations at the Serials desk and a cataloging terminal behind the desk. The Serials Manager also has use of a workstation.

DIRECTOR - The Director's workstation is used for system administration and other administrative functions.

ADMINISTRATIVE ASSISTANT - Fund Accounting and Payroll is performed on the Administrative Assistant's workstation in the office. This workstation is also used for many word processing related functions such as preparing the weekly calendar and donation letters. It is also used for updating the event calendar on the library's web site.

GRAPHICS - The Graphics workstation is currently located in the Library Service Center and is used for producing all library forms, signage, publications and displays.

LIBRARY SERVICE CENTER CATALOGING - There are 10 cataloging workstations in Technical Services. All are used for cataloging a variety of material types.

LIBRARY SERVICE CENTER ACQUISITIONS - 2 of the cataloging workstations also have acquisitions modules activated.

HAGEMAN CIRCULATION - The Hageman Library has 2 workstations on the desk for all circulation functions.

HAGEMAN OPAC'S - Hageman has 2 OPAC's for searching.

ADDITIONAL WORKSTATIONS

LOCAL HISTORY MUSEUM - The Museum has 5 workstations available for programming and museum functions.

EARLY LITERACY WORKSTATIONS - There is a total of 7 Early Literacy Workstations at the Thomas and Hageman Libraries for use by our youngest patrons. The stations are loaded with a wide variety of software packages intended to facilitate early learning.

INTERNET ACCESS

In 1997 the library undertook a project to provide the public and the staff with access to the Internet, and to make the library's OPAC accessible.

INTERNET SERVER - The library purchased software and a server for the Internet.

WEB SITE - The Library Director created the library's web site, containing library policies, and much other information about the library and helps maintain it through periodical updates. The address is www.wpl.lib.in.us. Access to the OPAC (Online Public Access Catalog), subscription databases, downloadable audio books, events calendar and library policies is also available. There are subsites within the library website for Children's programming and services, the Bits and Bytes public computer classes and a site for the library's Westchester Township History Museum.

Earlier this year the library moved its website from being hosted in-house to being hosted off-site by a commercial agency because of the difficulty in maintaining security and protection from outside attacks.

CHILDREN'S INTERNET PROTECTION ACT – CIPA requires that to be eligible for funding through the federal E-rate program, libraries must have content filtering for all terminals connected to the Internet. The library has filtering software installed and activated in its firewall. Selected terminals may have filters disabled upon request for adult patrons for bona fide research purposes.

ACCESS – All library patrons who desire access to the library's public access Internet terminals must sign a Computer User's Agreement Form and are issued an Internet access card. Any child or young adult under 18 years of age must have a signature by a parent or guardian in order to receive an access card. All patrons under 18 must use the fully filtered workstations. Adults who want unfiltered access for research purposes are assigned to workstations where filters may be disabled upon request.

PUBLIC ACCESS TERMINALS – There are 19 workstations where filters may be disabled for adult public Internet access in an adult only designated area of the Serials department at the Thomas Library. There are 14 workstations with filtering always activated for use by children or adults who desire active filtering. There are an additional 3 filtered workstations in the filtered area that may be used to download audiobooks.

The Hageman Library has 4 filtered Internet access terminals.

WIRELESS ACCESS – The library has installed wireless Internet access in the Serial department at the Thomas Library and at the Hageman Library. Users must use their library card barcode number and a password in order to logon. The wireless access is filtered.

ADULT LEARNING CENTER – The library currently provides the Chesterton Adult Learning Center with 6 workstations for Internet access and student training.

INSPIRE – INSPIRE, the state’s program of providing online access to databases has proven to be a tremendously valuable tool for Indiana’s citizen’s to use to access online databases containing a wealth of content available in other states only by subscription. The library hopes funding for this valuable program will continue.

SUBSCRIPTION DATABASES – The library currently subscribes to a small selection of databases. These databases are accessible in the library or may be accessed remotely by resident patrons who login using their library card bar code number and password. The library has found that the subscription databases currently provided by the library aren’t heavily used and plans to cancel access to a number of the products.

DOWNLOADABLE AUDIOBOOKS –The library has also contracted with NetLibrary and Overdrive for a selection of audio books and e-books available for downloading by resident patrons. Requests for access to additional e-books have been increasing as patrons are acquiring new portable reading devices.

LIBRARY EVENT SCHEDULE – The library’s program and meeting room schedule is maintained on a software module maintained by the library’s Administrative Assistant. The schedule is accessible to the public through a link on the home page of the library’s website.

FUNDING – The costs for the operation of the three T-1 lines providing access to the Internet are provided by the annual Indiana Library Technology Grant supplemented with funding from the federal E-Rate program. There have been some occasions lately when the library’s network appears slow due to excessive traffic for the available bandwidth. The library will monitor the situation and consider expanding the capacity to fiber if necessary to keep pace with demand.

Other funding for technology is provided by the library’s Operating Fund and the Library Capital Projects Fund.

EMERGING TECHNOLOGY – The library will continue to monitor new technology as it emerges and comes into common use by the public. Technology such as downloadable video appears to be on the horizon for libraries.

Another area to watch in the future is the use of RFID technology. The use of programmable smart tags for material control appears to be expanding in libraries and may prove to be the new standard much like machine readable bar codes replaced other forms of material identification and control.

COMPUTER INSTRUCTION FOR THE PUBLIC – The library currently offers a number of instructional classes for the public each month using laptop computers called the Bits and Bytes Series. The library maintains a subsite in its website for the program where there is a schedule of classes, class descriptions and where a patron has the ability to register for the next class. The site also has a variety of Power Point presentations of the classes available for viewing. The library also plans to create instructional screencasts of classes and begin offering additional classes in technology such as the use of e-readers.

GAMING - In 2010 the library began offering electronic gaming programming for its patrons at the Hageman Library. The gaming platform for the service is the Wii.

AUTOMATION GOALS

The following are the automation goals of the Westchester Public Library:

1. Continue to provide public access to the Internet and increase the bandwidth and speed of access. – (2011 – 2012).

The library will seek to increase access by upgrading from three T-1 lines to a fiber connection.

2. Continue the process of periodic hardware replacement and upgrade. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The library's goal is to replace or upgrade primary network servers at least every 5 years and approximately 5% of its essential system hardware per year with upgraded equipment.

3. Continue to maintain a presence on the Internet through the library website for the public to learn about and access library services. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The library staff will continue to update and revise the website.

4. Provide the public with additional context through the library website. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The library will seek to provide the public with additional numbers of downloadable audio books and e-books.

5. Continue the operation, maintenance and enhancement of Polaris, the library's online Integrated Automated Library system. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

This is a continuous process, and although the library annually commits resources sufficient to insure the continued operation and maintenance Polaris, some enhancements and new products are largely dependent upon funding and the availability of new products from the library's chosen automation vendor.

6. Improve the speed of circulation and Internet access service through new technologies. – (2011 – 2012).

The library will investigate installing one if not more self checkout workstations so some patrons can bypass waiting in line for checkouts. The library will also investigate

installing PC management software on its public access Internet workstations so patrons can checkout a terminal for an Internet session themselves at the workstation.

7. Update and maintain the utility, currency and integrity of the library's bibliographic database. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The Technical Services staff will continue to add, update, authorize and withdraw bibliographic records in accordance with national cataloging standards as needed to keep the database current.

8. Improve network security. – (2011 – 2012).

The library's Integrated Library System and Public Access Network will be separated into two domains running on separated servers.

9. Continue to provide the public with instruction in technology. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The library's popular Bits and Bytes series of computer instruction will be continued. The library will also purchase a selection of new devices such as e-readers to help instruct patrons and staff in the use of the devices.

10. Continue periodic visual history collection projects. – (2012 – 2013) - (2013 – 2014).

The Year in the Life of Westchester Township project will collect images of people, places, and events in the library district and the images will be organized and made available through the library's website.

11. Continue to provide wireless access for patrons using their own devices – laptops, etc. and expand wireless access to include the Westchester Township History Museum. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The WAM (wireless access module) in the Polaris system will be maintained.

12. Create online exhibits, and continue the digitization of historic documents for the Westchester Township Museum. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

Now that the library's museum has been relocated to the Brown Mansion, the museum's website needs to be updated and virtual exhibits created. The museum's digitization of selected local history documents and local papers will continue and digitized records made available online.

13. Renew the collection of oral histories using digital recording devices. – (2011 – 2012) – (2012 – 2013) - (2013 – 2014).

The library already has a collection of local oral histories and plans to renew collecting new histories and convert older histories recorded on audio tape to a digital format.

ASSESSMENT OF LIBRARY'S TECHNOLOGY NEEDS

The large majority of the library's technology hardware and software is current and useful. In order to execute the library's Technology plan, the library will need to:

1. Acquire faster Internet access and additional bandwidth
2. Replace and upgrade selected hardware – servers, workstations, laptops, printers, scanners, etc.
3. Upgrade and acquire additional software – operating systems, applications, ILS, etc.
4. Acquire new devices such as e-readers for both patrons and staff instruction and use.
5. Acquire video digitization tools and expand digital audio tools for recording new oral histories.
6. Acquire 1 to 2 scanners capable of digitizing historic records in the Westchester Township History Museum.
7. Acquire hardware necessary to provide wireless access in the Westchester Township History Museum.

STAFF TRAINING/PROFESSIONAL DEVELOPMENT STRATEGY

The library plans to continue its program of providing staff with occasional onsite refresher training by GIS. The training is usually scheduled for 3-5 days in the spring and is separated into sections which address each of Polaris' functional modules.

New employees undergo training by senior staff in their individual departments.

The library has discovered that the most effective training is conducted peer-to-peer while on the job. All employees are encouraged to share their knowledge with their coworkers as the need and the opportunity may arise.

Training will also be conducted at the monthly staff meetings.

The Automation/Serials Department is responsible for providing periodic training on the Internet for both patrons and staff.

Selected employees are also sent to appropriate workshops offered by the Indiana State Library and other outside agencies.

The Automation/Serials Supervisor and the Information Technician will continue to meet periodically with the Automation Counterparts group in our area.

BUDGET

Funding for automation is drawn from both the Library Operating Fund and the Library Capital Projects Fund as appropriate.

	(7/1/11- 6/30/12)	(7/1/12- 6/30/13)	(7/1/13- 6/30/14)
HARDWARE	20,000	20,000	25,000
SOFTWARE	10,000	10,000	10,000
TELECOMMUNICATIONS	15,000	15,000	15,000
MAINTENANCE & SUPPLIES	50,000	50,000	50,000
TRAINING & SUPPORT	5,000	5,000	5,000

EVALUATION

The Director and Library Board of Trustees will be responsible for the evaluation of the library's automation plan.

1. The Director will periodically provide the board with an update on automation topics at their regular monthly meetings. He will also provide the board with statistical reports on the use of the library's public access Internet workstations.
2. The Director will provide the board with a summary report, including statistics about the use of the library's web site annually.
3. The Director will monitor the library's automation progress throughout the year and recommend mid-plan changes and correction to the Board of Trustees.
4. The Director will review and revise the technology plan and the state of the library's automation annually as part of the library's annual planning and budget preparation process. Automation has been, and is expected to continue to be a topic in the library's annual Plan of Service budgetary document, subject to revision and adoption by the Library Board of Trustees.
5. The Director and the Board will review this technology plan near the end of its three-year cycle in preparation for the creation of a new technology plan.