

MONTGOMERY CITY-COUNTY PUBLIC LIBRARY

2020-2024 TECHNOLOGY PLAN

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I. MISSION AND VISION

The mission of the Montgomery City-County Public Library System (MCCPL) is to make readily available to all residents of Montgomery County access to materials, information, and services to meet their personal, educational, cultural, occupational, and technological needs.

It is the vision of MCCPL to enhance the quality of life for Montgomery County citizens by serving as central Alabama's premier repository for a broad-based and comprehensive collection of books and data and its most accessible site for Internet and digital services. The library also aims to respond programmatically to the personal interests, educational imperatives, and research needs of Montgomery County citizens.

As our society continues to rely heavily on providing and receiving information through electronic formats, our libraries must keep pace with technological changes. MCCPL will provide access and opportunity for users to familiarize and educate themselves on this new technology with guidance from staff through classes and individual help as time permits. MCCPL must provide an adequate information infrastructure that keeps pace with changing technology in order to prevent our citizens from becoming disenfranchised from the digital world.

MCCPL will be a leader in helping to close the digital divide by becoming an information hub granting access to computers, electronic information, and the Internet to the members of the Montgomery community. MCCPL will continue to work towards developing a staff that is capable of selecting appropriate electronic information for posting on MCCPL's website and various social media sites. MCCPL will remain committed to providing highly trained staff that can assist patrons in using the Internet, computers, and electronic information. MCCPL will also provide access to databases and electronic resources both in-house and through remote access. Goals and objectives will be reviewed and updated to ensure that MCCPL is equipped to meet its mission and vision through this Technology Plan. This plan shall serve as MCCPL's technology plan through 2024, and will be re-evaluated and updated at the end of that period.

HISTORY AND BACKGROUND

MCCPL has one main library and nine branches that serve the informational, recreational, and reading needs of Montgomery County. MCCPL serves approximately 229,363 citizens of Montgomery County (based on the US Census Bureau 2010 report) and another 137,542 persons residing in counties that border Montgomery County. Patrons from the Montgomery County area use electronic resources through MCCPL's website, mobile applications, and in-house use of public computers. Patrons residing outside of Montgomery County may gain remote access to electronic resources by purchasing a non-resident library card. Residents of Montgomery County and the surrounding area also use MCCPL as a research center and to attend educational and cultural programs. MCCPL's mission statement sets forth the purpose and role MCCPL plays in the community. MCCPL's primary role is to provide access to the world's information through print and electronic formats, and to provide a forum for healthy debate of the issues of the day.

In 1995, MCCPL undertook a self-evaluation of its technology for the purpose of determining the need to replace its CLSI automation system and move to a wide area network (WAN) environment. The findings prompted the introduction of personal computers to the MCCPL setting. MCCPL undertook a massive automation project to network all locations into one automation system. In 1997, Data Research Associates (DRA) became the automation system chosen for MCCPL. Since that time, MCCPL's technology has become an evolving resource for many citizens who may or may not have a computer in their home. In 1998, MCCPL received financial support from the Gates Library Foundation to enhance its workstations and add additional workstations to the network. Since then, MCCPL has continued to update its equipment and software in order to keep pace with technological advances.

In 2003, the Sirsi Corporation became the integrated library automation system vendor of choice. Sirsi was chosen as a result of a request for purchase that received over five bids. In 2005, Sirsi officially became SirsiDynix after merging with the Dynix Corporation. MCCPL used Sirsi/Dynix's Unicorn system until 2009 when the system was upgraded to the Symphony system.

In late 2016, the Juliette Hampton Morgan Memorial Library (Morgan Library) began its initial renovation process that included a defined plan to upgrade the infrastructure and internal components of the library. A new roof, HVAC system, elevator, carpet and renovation of all restrooms were begun and completed. During 2017, the staff consulted with an interior designer and furniture vendor, while working on funding from the County and City, which led to significant improvement in the interior design as well as the introduction of advanced technology. More changes are planned for the coming years, both to the Morgan Library and other locations in the system. Newly added technology included digital signage, smartboards throughout the system, document cameras, iMac computers, digital projectors, and a recording studio.

II. CURRENT TECHNOLOGY IN USE AT MCCPL

MCCPL currently uses a cloud-based UNIX automation Integrated Library System (ILS) by the SirsiDynix Corporation. The ILS is used to manage patron information, circulation and item information, statistics of users, catalogs, and digital resource management. Symphony 3.52 is the current ILS version; it was upgraded from 3.4.1.5 in 2017. MCCPL utilizes the following modules from the Symphony system: Circulation, Acquisitions, Cataloging, Serials Control, Reports, and Mobile Circulation. An additional module called Enterprise, which serves as the online public access catalog (OPAC) for patrons, provides summaries of the content of the item, library location, and a picture of the book cover. In addition, Enterprise enables patrons to search MCCPL's collection in easily accessed categories. Symphony also provides patrons with the ability to access their patron record over the Internet from MCCPL's website. It allows patrons to renew materials, place a hold on materials, and check for late fees, among other functions. For specific services not yet offered by Enterprise, patrons can access iBistro, our online catalog.

PRINTING CAPABILITIES

MCCPL currently uses the print management software Libshield to control print usage at all locations. This software allows patrons to login using either their library card number or a temporary guest pass provided by MCCPL for computer use. Patrons must pay for printing before prints are released from a release station or digital queue. Libshield provides the staff with the ability to control printing and time usage, keeping the cost of printing and paper waste to a minimum.

The staff is able to monitor time spent on the computer so that patrons are kept to a strict one-hour time period during peak usage. Each patron is provided a six-minute warning of impending shutdown to that user. A countdown timer is also provided on the patron computer so that the patron may monitor their allotted time. The Control Center, located on the staff's workstation, enables the staff to better monitor time being used so as to inform waiting patrons as to how long it may take before the next computer becomes available. If no patron is waiting, the staff is able to allot additional time to patrons who have already used their hour.

Patrons with personal wireless devices are able to print their documents by simply connecting to MCCPL's wireless network.

INTERNET SERVICE

Spectrum provides dedicated Fiber services to all MCCPL locations with the ingress located within Morgan Library. Spectrum created a network consisting of 10 point-to-point Fiber connections making up the WAN; each connection can reach a speed of 1 Gbps with 99.9% uptime of service. The use of point-to-point Fiber has enabled MCCPL to enjoy a higher bandwidth for all locations, leaving room to increase speeds and the number of connected devices in the future if demand requires it.

The Distribution Layer 3 Switch which connects all MCCPL locations is located at the Morgan Library datacenter. This Multilayer Switch not only enables locations to connect to shared library resources and the Internet, it also helps with connecting MCCPL to other resources provided by the City and County of Montgomery.

FILTERING

All workstations on MCCPL's network are filtered according to the City of Montgomery's Computer Use Policy, MCCPL Board's Use Policy, and the Children's Internet Protection Act (CIPA). Web filtering is provided through high availability servers developed by Lightspeed Systems. Lightspeed monitors all traffic coming and going out of MCCPL's network. The traffic is then compared to selected parameters established through a policy created by the MCCPL Administrator. This predetermined policy regulates whether Lightspeed should allow or block traffic to the website.

All workstations and wireless devices, regardless of their physical location, are subject to traffic filtering while connected to the MCCPL network. Websites are filtered by predetermined

parameters according to subject and/or written content on the web pages, and will block access to websites that are questionable or do not meet the predetermined parameters as selected by library policy. The use of filtering technology is an important component of MCCPL's efforts to limit minors' access and exposure to inappropriate, harmful, and illegal matter on the Internet. This filtering software prevents access to pornographic or obscene materials as defined by CIPA.

On occasion, the filtering service blocks access to information and specific websites beneficial to patron research. When this occurs, the librarians are trained to provide successful searches for information through alternative sources. Librarians can also override the filter for one hour in order to access useful websites that the filter blocked. Staff and adult patrons can make an electronic request to unblock a website if it is determined that the site does not contain obscene materials or images.

In addition to filtering, MCCPL employs a policy to control children's use of the Internet on Library workstations. In an effort to protect children from inappropriate Internet materials, parents are required to sign a permission form in order for children under 14 to have access to the Internet. Children under the age of 12 must be accompanied by an adult when using the Internet in MCCPL.

WIRELESS ACCESS

All locations of MCCPL provide wireless Internet access to patrons who have enabled devices such as laptops, tablets, smart phones, etc. While the Morgan Library was just upgraded its wireless infrastructure, the other locations have the Cisco wireless access point (AP) that works on the MCCPL network. These APs provide open wireless connection to devices that are within radio frequency range. For example, some of our patrons take advantage of wireless access while sitting in the parking lot. MCCPL filtering software will monitor the incoming and outgoing traffic from these wireless devices to determine whether to block or allow requests for access to websites.

SECURITY

MCCPL secures its network and computer systems with multilayered security. The recent increase in global security threats has made it mandatory to secure every device on MCCPL's network. In 2018, MCCPL upgraded its Cisco firewall to support the increase in bandwidth and to block suspicious traffic from the Internet. Traffic is monitored through specialized software and trained personnel to identify and eliminate threats as they occur. The Lightspeed filter as mentioned in the section labeled "Filtering," acts as a second layer of security by filtering unwanted websites. Filters allow for safer Internet browsing, blocking known dangerous websites that pose threats to people who visit them. MCCPL uses various antivirus and anti-malware software packages as the last layer of security. These software packages are often installed on the public access computers to prevent attacks installed on removable media such as USB drives, CDs, and DVDs and aid in protecting computer systems as a whole.

OTHER SERVICES

SMARTBOARD STATIONS

Smartboards and overhead projectors are some of the new technologies MCCPL has introduced at all of its locations. These interactive technologies provide a fun and informative environment for our patrons and staff. For example, younger patrons become more engaged during programs by interacting with a smartboard's touchscreen. Similarly, the projector has been useful for the older patrons during meetings or group functions, allowing greater visibility for all attendees.

EARLY LITERACY AND AFTER SCHOOL EDGE STATIONS

MCCPL provides access to a safe digital learning experience in the children's and teen areas of each location. Early Literacy Station™ (ELS) for ages 2-7 and AfterSchool Edge™ for ages 6-14 are networked workstations that provide access to over 60 top-rated educational software programs spanning seven curricular areas. ELS and Edge tap into intrinsic learning. Kids are captivated by the interface and start to explore immediately. ELS and Edge provide fun and effective ways to learn through digital content.

TELECOMMUNICATIONS

MCCPL is a parastatal of the City of Montgomery. The City of Montgomery, through the Information Technology (IT) Department, manages MCCPL's telephone system. The telephone service provided by CenturyLink ensures VOIP (Voice over Internet Protocol) and fax services are available at 99.9% uptime. The City of Montgomery through Verizon Wireless manages all cellular telephone needs for library administration. Staff members who have the added responsibility of traveling between locations and/or providing service to multiple locations are given a cellular telephone. MCCPL Director, Assistant Director and Administrative Assistant, along with IT staff, are also provided with a cellular telephone to ensure that staff may reach them when need dictates.

RADIO FREQUENCY IDENTIFICATION TECHNOLOGY

MCCPL uses Radio Frequency Identification (RFID) technology to efficiently manage some of its physical resources. RFID from Bibliotheca communicates with our ILS in real time, updating the Symphony database of changes. Items such as print materials and media are assigned RFID tags which are used for identification and tracking purposes similar to the way items are tagged in a grocery store. The RFID technology MCCPL uses is comprised of four parts: detection gates, Self-check stations, workstation pads, and software. The tags are programmed by software when placed on a workstation pad which assigns identification and activates security. Workstation pads enable the software and tags to communicate and give instructions. Workstation pads are readily available at each library to identify a tagged item and to secure or unsecure when a patron borrows or returns that item. Detection gates are placed at the entrance

of each library allowing staff to know which items are entering and leaving, but also alerting staff of material that has not been checked out properly. The detection gates send a message to the staff computers giving them the name of the item and item type, resulting in recovering the item and preventing theft. Self-check stations are comprised of a computer, monitor, and workstation pad in a free standing kiosk. They allow patrons to check materials in or out, review their accounts, and make reading suggestions based on a patron's reading history.

In addition, the RFID technology will enable MCCPL to perform better collection control and inventory management. RFID scanners use one directional antenna to read tags inside of tagged material, storing the results which can upload to Symphony during inventory. MCCPL is set to perform inventory of its physical resources every two years.

PAGING SYSTEM

During its renovation, the Morgan Library was outfitted with a TOA paging system and Atlas sound amplifier. The system consists of a range of speakers installed throughout the building for maximum coverage. The paging system gives staff the ability to make announcements or page a person in the building when necessary. Additional automated voice capabilities were added to the system, such as end of day closing announcements.

VIDEO SURVEILLANCE

MCCPL currently has video surveillance at Morgan Library, E.L. Lowder Regional Library, and Rufus A. Lewis Regional Library using the latest industry leading Network Video Recorder. The NVR allows cameras installed around MCCPL to send video footage to the NVR over the network. Live viewing of the cameras can be accessed via web browser or client software. In the event of an emergency, staff is able to view recorded video footage and export footage for authorities upon request. MCCPL is working to outfit all locations with video surveillance systems in the near future.

PEOPLE COUNTERS

The detection gate at every MCCPL location has the ability to accurately count patrons entering and exiting each location and reports the data to Library Connect, a cloud-based software. Library Connect enables branch heads and authorized staff to analyze data and build reports that are used to determine trends in patrons' behaviors. Branch heads can use the reports to determine peak hours and schedule staff accordingly to meet demand.

WIRELESS STATISTICS

The wireless network at each MCCPL location has been configured to count the number of times a wireless device connects to the network using Syslog software. This software is revolutionizing how data is captured by providing real-time and accurate wireless data. Statistics are recorded to

determine the wireless needs of the patrons in order to make changes, such as increasing bandwidth or the number of users who can connect concurrently.

SOCIAL MEDIA

MCCPL publishes a blog to promote events, services, and new materials. Every location of MCCPL may utilize any number of social media platforms, but uses Facebook as its primary platform to create awareness of programs and services to the public. In recognizing that social media is a constantly changing technology, staff will investigate new platforms and bring them to the attention of their supervisors for consideration. MCCPL welcomes feedback from the community on any social media platform currently utilized including Facebook, Twitter, and Pinterest. In an effort to maintain transparency as to how MCCPL uses social media, a Social Media Comments Policy may be viewed on MCCPL’s website.

MOBILE DEVICES AND APPLICATIONS

MCCPL has adopted services such as CloudLibrary, RB Digital, and Hoopla in an effort to meet the educational and entertainment needs of an increasing number of patrons who access books and other media on electronic devices.

	Hoopla	Cloud Library	RB Digital
Ebooks	X	X	X
Audio Books	X	X	X
Movies	X		
TV Shows	X		
Magazines	X		X
Comics	X		
Music	X		

Most patrons access these services on mobile devices, such as smartphones and tablets. In an effort to provide technical help to those patrons, MCCPL has acquired tablets and other devices so that the staff can become familiar with how these services work on each device. MCCPL’s website can also be configured for mobile access by clicking on an icon on the website.

MICROFILM ACCESSIBILITY

MCCPL has improved access to its physical microfilm collections via a ScanPro 3000 Microfilm Reader/Printer. ScanPro 3000 is a computerized system with expanded searching capabilities, optimized imaging options, data storage, and manipulation options.

RECORDING STUDIO

MCCPL has created a facility for sound recording and mixing, specially designed to achieve optimum acoustic properties. The studio includes a professional grade microphone and LaunchKey MIDI keyboard, software such as Logic Pro, Pro Tools, and Ableton. Patrons are able to access the recording studio during library hours.

III. SERVICE IMPROVEMENTS WITH THE WAN

MCCPL utilizes a point to point (P2P) network to connect its locations. This P2P is a direct connection to all locations via Fiber with total speed of 1 Gbps designed to provide data communications over a WAN. The P2P is designed to emulate private line networks and can provide end-to-end connectivity through the establishment of Fiber Circuits between all locations. The Fiber connection provides a reliable facility that is scalable for meeting present and future bandwidth demands.

Network monitoring, surveillance, and troubleshooting duties can be performed by two network operation centers and provide MCCPL with fewer single points of failure and fewer frame delays. In addition, MCCPL utilizes fiber optic wiring to provide additional support by the City of Montgomery's IT Department. The IT Department and SirsiDynix have the capability to remotely access the system to troubleshoot and make necessary updates and repairs.

The WAN has been used to improve the efficiency of the staff and to provide better service by reducing difficulties and delays in accessing needed information. The P2P WAN system gives MCCPL the opportunity to bring all locations of MCCPL together, enabling each location to query the system and respond to patron needs in real-time. This system has reduced the amount of staff time spent on the telephone trying to track an item's location. It has also enabled the staff to locate needed books and materials available through interlibrary loan at libraries outside of Montgomery County. The combination of cataloging and acquisitions on one system enables the staff to know, in a timely manner, when a book is ordered, cataloged, and when to expect it at its designated location.

IV. NEW INITIATIVES

STAFF INTRANET

Going forward MCCPL may consider it prudent to invest in a system wide Intranet: a restricted access webpage, blog or wiki that will warehouse system wide information.

Contents recommended for staff intranet:

<ul style="list-style-type: none">○ Reproducible forms○ Social media and publicity tools○ Library logos○ Document templates○ Banned patron records○ Tech tips○ Paper writing tips	<ul style="list-style-type: none">○ Archived staff meeting notes○ Library policy○ Open access information repositories○ Repository of archived professional training○ Book talks
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WEBSITE REDESIGN

MCCPL will redevelop its website to achieve a new look and to better engage patrons. Testing and launch dates are projected to be announced by spring 2019. The redesign would include the following:

- Responsive web pages to fit any screen size, computer or mobile device.
- New menu structure allowing patrons to find content with ease.
- A back-end redesign enhancing the functionality of the website for the administrator.

LIVE CHAT WITH A LIBRARIAN

Patrons will be able to chat with staff in real-time on MCCPL's new website. This will provide patrons another popular medium to become familiar with all the resources that are available to them.

DIGITIZATION OF RARE COLLECTIONS

MCCPL will create and maintain an electronic collection of digitized resources from our Rare Book Collection (within copyright compliance), as well as other endangered or otherwise inaccessible collections (for in-house use). Once created, MCCPL will encourage the use of this collection via various electronic connection points, including the website and social media.

*Note: Materials outside of the Rare Collection may become available under the direction of authorized staff.

ZSPACE

MCCPL has recently acquired zSpace technology at the Morgan Library. zSpace is a revolutionary technology that transforms learning by combining virtual reality (VR) and augmented reality (AR) thereby creating a futuristic learning environment. It consists of hardware, software, and educational content from all disciplines of life. The hardware component is an all-in-one desktop computer, track glasses, follower's glasses, and an interactive stylus that can be used to manipulate objects in a 360-degree motion. The software portion is the operating system that allows the applications and hardware to communicate seamlessly. zSpace offers learning applications in areas such as human anatomy, automotive mechanic, and electrocardiography, to mention a few. This technology will provide our patrons with new learning opportunities that could alter the traditional learning environment in the future.

VIDEO CONFERENCING

MCCPL is creating a global classroom where individuals or groups can host meetings from inside Morgan Library to connect with attendees or vendors anywhere in the world. Recently acquired GoToMeeting software gives MCCPL the ability to hold three meetings concurrently. Attendees are presented the option to participate in meetings via laptop, desktop, or mobile device while maintaining full use of the software. Users have the ability to collaborate and share documents in real-time. Each meeting is recorded and made available in video and/or transcript form. Upon request, meeting hosts are provided a video camera, microphone, and speakers set up by library staff.

VIRTUALIZATION

MCCPL is currently undergoing the process of converting our physical datacenter to a software-defined datacenter. This conversion process entails virtualizing all physical servers into virtual servers. MCCPL recently purchased two new Dell Servers and a NetApp Storage Attached Network to complete these tasks. MCCPL has also provided sufficient training and courses to complete the project. Virtualizing MCCPL's datacenter will help reduce costs on power and cooling of servers; increase the uptime of the servers; create a simplified business continuity and disaster recovery plan; and it will help with management of the servers.

CREDIT CARD PROCESSING

MCCPL adopted Square as its credit card processor for collecting payment from patrons. MCCPL found Square has a feature-rich Point of Sales system and modest transaction fees with no monthly fees which proved attractive. Square provides real-time reporting that allows our staff to see transaction as they occur.

V. ONGOING IMPROVEMENTS

VOICE OVER INTERNET PROTOCOL (VOIP) ENHANCEMENT

Since the improvement of the WAN, MCCPL is now able to extend voice capabilities by eliminating traditional POT (Plain Old Telephone) lines that currently carry telephonic and fax signals from our locations. POTs are dated and more expensive to maintain than Fiber. The City of Montgomery and MCCPL are investigating ways to transition MCCPL locations' POTs to use the newly installed Fiber based WAN. Such improvements would enable VOIP at each location for better call quality, voicemail services, and would allow for faxes to be sent over the Internet in less time.

VI. TECHNOLOGY ASSESSMENT

MCCPL uses Office 365 in conjunction with Microsoft Outlook as its email service. This email client ensures that staff is able to receive and send attachments, such as pictures, video, graphics, documents, and other files from anywhere in the world. Microsoft Office 365 also allows for collaborative online work, similar to Google Drive. MCCPL's workstations were upgraded from Windows XP Professional to Windows 7 in previous years. Upgrades from Windows 7 to Windows 10 are projected to start by the end of 2019.

VII. STAFF DEVELOPMENT

MCCPL provides opportunities for ongoing staff training in-house, online, and around the state via library conventions, conferences, webinars, and workshops. MCCPL will continue to encourage and allow staff to attend workshops which are financially affordable and can help develop a better understanding of current and upcoming software and hardware and how to teach others to make use of it.

Since the initiation of MCCPL's network in 1997, the City of Montgomery developed an IT Department. The IT Department was responsible for management of all IT personnel within city government until 2014 when sole management of library technology personnel was returned to MCCPL. IT training and consultation is still provided by the City of Montgomery IT Department when needed. In addition, MCCPL provided opportunities for key technology personnel to receive advanced training in computer classes that relate to specific needs of MCCPL. The

current technology staff includes a Technology Coordinator, Webmaster, and Network Engineer. Together, this team is responsible for carrying out the technical aspects of this Technology Plan.

VIII. EVALUATION

MCCPL performs ongoing assessments of its progress towards meeting the goals of both its Technology Plan and its Long-Range Plan. MCCPL solicits and receives, throughout the year, comments and suggestions on the effect of MCCPL's technology on the community. Additional data is retrieved from sources such as door counts and computer sign-in sheets that are accumulated at each location. Patrons, on annual basis, are encouraged to complete the Patron Satisfaction Survey to further monitor, analyze, evaluate and plan for improvements to technology in the MCCPL. On an annual basis, patrons will share with Library Administration and the Library Board their satisfaction of the services offered and make recommendations for improvements.

Location of PC	Quantity	With Internet	Servers	Bandwidth
LIBRARY ADMINISTRATION COMPUTER ROOM	6 2	6 2	8 Servers	1.0 Gbps
TECHNICAL SERVICES STAFF	5	5		1.0 Gbps
MORGAN LIBRARY STAFF PUBLIC COMPUTER LAB LAPTOPS	16 45 30 11	16 45 30 11		1.0 Gbps
COLISEUM BRANCH STAFF PUBLIC LAPTOPS	4 13 7	4 13 7		1.0 Gbps
E.L. LOWDER REGIONAL STAFF PUBLIC LAPTOPS	4 13 7	4 13 7		1.0 Gbps

RUFUS A. LEWIS REGIONAL				1.0 Gbps
STAFF	4	4		
PUBLIC	13	13		
LAPTOPS	7	7		
BERTHA P. WILLIAMS				1.0 Gbps
STAFF	2	2		
PUBLIC	4	4		
LAPTOPS	4	4		
GOVERNORS SQUARE				1.0 Gbps
STAFF	3	3		
PUBLIC	15	15		
EXTENSION & OUTREACH	2	2		
LAPTOPS	7	7		
RAMER BRANCH				1.0 Gbps
STAFF	2	2		
PUBLIC	6	6		
PIKE ROAD BRANCH				1.0 Gbps
STAFF	3	3		
PUBLIC	10	10		
PINTLALA BRANCH				1.0 Gbps
STAFF	2	2		
PUBLIC	9	9		
HAMPSTEAD BRANCH				1.0 Gbps
STAFF	2	2		
PUBLIC	8	8		
TOTAL	266	266		

Software support includes toll-free telephone consultation service with 24-hour, 7 day emergency support and all future enhancements released by SirsiDynix for Symphony Workflow modules.

MCCPL provides a mixture of Windows based workstations and Macs for its patrons. For general use the Windows based computers are for internet surfing, checking emails, and researching, while our Macs are geared toward but not limited to creative designs such as photo and video editing, creating flyers and much more.

MONTGOMERY CITY-COUNTY PUBLIC LIBRARY

GENERAL GOALS AND OBJECTIVES 2020-2024

1. IMPROVE THE PRODUCTIVITY OF OFFICE WORK.

- Develop and follow a timetable to upgrade and/or replace office computers with new and improved software and office hardware.
- Include the research and use of open source software to supplement paid products and to extend the available function of computers.
- Upgrade and/or replace MAS-90 accounting software on an ongoing and continuous basis to ensure that the most current accounting software is in use.
- Provide technology training for new employees and ongoing training for all employees.
- Transition from paper to electronic forms within the next four years.
- Develop MCCPL intranet/ftp server for sharing and storing of incident/accident reports, trespassed patron information, rules and procedures, and standard forms.
- Continue to work with the City of Montgomery in developing electronic use of routine day to day employment forms.
- Continue to work with the City of Montgomery in implementing Open Data Montgomery, the city's accessibility, accountability, and transparency initiative.

2. EVALUATE AND EXPAND ACCESS TO RELIABLE REFERENCE RESOURCES AVAILABLE TO PATRONS.

- Under the direction of the Collection Development Librarian, with the assistance of Reference Department staff and selected librarians, continue to evaluate and review new electronic databases and resources to be added to MCCPL's collection.
- Ensure ongoing access to the Alabama Virtual Library (AVL) through advocacy.
- Authenticate all electronic databases for access over <http://www.mccpl.lib.al.us>.
- Develop and present programs and fliers to inform and educate patrons on how to access electronic databases from home.
- Review and update MCCPL's Internet Use Policy and ensure compliance with the City of Montgomery's Computer Use Policy.
- Develop and follow a timetable for replacing IT equipment to ensure patrons have access to devices that will quickly connect them with electronic resources.

3. PARTICIPATE IN FUNDING OPPORTUNITIES TO ENHANCE TECHNOLOGY AND TELECOMMUNICATIONS WITHIN MCCPL.

- Make application to the Universal Service Fund Program (E-rate) to provide funding to cover allowed telecommunication and Internet services of MCCPL such as:
 - Maintaining centralized Internet filtering and monitoring of user activities to insure compliance with the Internet Acceptable Use Policy.
 - Implement video conferencing to enable distance learning for employees and patrons.
 - Maintaining basic network maintenance to insure all deployed networks and systems remain operational.
- Make application to APLS to secure funding to cover improved and enhanced technology changes allowed under the federal Library Service and Technology Act (LSTA) such as:
 - Color printers for public use.
 - Express printing and reference computer station including a stand-up carrel with a 10 minute time limit.
 - Additional tablet computers for circulation and reference service.
- Seek additional outside funding sources to include foundations and corporate giving programs.
- Explore the possibility of providing electronic methods for paying fines and fees as well as donating funds to MCCPL.

4. PROMOTE COMPUTER LITERACY BY OFFERING CONTINUOUS EDUCATIONAL OPPORTUNITIES FOR THE STAFF AND THE PUBLIC.

- Provide staff in-house training on SirsiDynix automation software, MCCPL databases, AVL databases, mobile device applications, and web-based searching skills.
- Provide staff with access to webinars explaining use of various resources and programming opportunities.
- Provide monthly classes to the general public on how to use MCCPL's online public access catalog, word processing software, graphics software, MCCPL databases, AVL databases, and the Internet.
- Send the Technology Coordinator and Webmaster to technology conferences including, but not be limited to, the SirsiDynix Annual User's Conference, Solinet Computer Training classes, and Alabama Library Association conferences.
- Send key staff to workshops outside of MCCPL that provide additional training on library related issues, including those offered by Alabama Public Library Service, the Alabama Library Association, local colleges, etc.

EVALUATION PROCESS

The successful implementation of technology at MCCPL will be evaluated through several criteria including analysis of statistical data and qualitative surveys regarding patron and staff awareness, usage of, and experience with:

- Physical resources including, but not limited to, MCCPL's computers, self-checkout stations, dedicated OPAC computers, printers, smartphones, iPads, tablets, and e-readers.
- Internet resources including, but not limited to, MCCPL's website, online database platforms, and social media sites. (Some of this data may need to be procured from outside sources.)
- Outside resources including, but not limited to, assistance on library apps and services through patron-owned computers, tablets, smartphones, and other technology.

Data should be recorded electronically through automation whenever possible. However, MCCPL will provide paper surveys, as well.

Upon acceptance of this Technology Plan by the MCCPL Board, the Plan will be made available to the public through MCCPL's website and posted for staff through MCCPL intranet.

MCCPL's Long Range Technology Planning Committee shall meet at least twice per year to assess progress toward goals and refinement of the Technology Plan. These meetings will provide timely adjustment to a quickly changing technological world. The LRTP Chair will meet with the MCCPL Director bi-annually to review the plan and report progress to MCCPL Board.