

Approved by the
Cherokee Regional Library
Board of Trustees
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INFORMATION TECHNOLOGY PLAN FOR THE CHEROKEE REGIONAL LIBRARY SYSTEM 2010-2013

Mission Statement

The Cherokee Regional Library System's (CRLS) technology mission is to provide organized access to information through available state-of-the art technology in its various formats to meet educational, informational, recreational, and cultural needs, and to improve efficiency in operations.

Vision Statement

The Cherokee Regional Library System's technology vision is to be the community's universal access point to the information residing in printed material, local databases, and the World Wide Web.

Goals, Objectives, and Desired Results

I. Goal for Public Services

Respond to the informational, educational, and recreational needs of patrons by delivering services utilizing traditional and computer-based programs and services, including the Internet.

Objective 1: Provide the public with electronic tools to assist them in attaining their goals.

Desired Results:

Sufficient access points to the web will be available to users in Dade and Walker Counties to enable their use of the Internet and related tools provided through the library.

Action Required:

- Budget for the continued replacement and addition of computers and their peripherals to enable the ready availability of equipment to users.
- Establish and maintain a designated fund for maintenance and replacement of the server and network

equipment (switches, hubs, replacement of cable and/or the addition of wireless technology.)

- Provide access to the Internet through connections with the Georgia Public Library Service (GPLS) Network. GPLS provides this service to the Georgia public libraries at no cost.

Evaluation:

- All libraries are installed with CAT 5 Ethernet wiring.
- T1 lines are available at all library facilities.
- All equipment is installed and operational, providing all staff with computer access and giving patrons access to computers with limited or no waiting time.
- Internet access via the GPLS Network is provided in all CRLS library branches.
- New computers were purchased in 2007 through the Gates Library Foundation.
- New computers will be purchased with Special Purpose Local Options Sales Tax (SPLOST) dollars as needed.

Objective 2: Provide training for the public on the effective use of electronic tools and resources.

Desired Results: The public will have the skills needed to effectively search the Internet and navigate a variety of websites and use basic word processing programs as needed in the course of their work.

Action Required:

- Provide computer classes to the public using in-house training classes.
- Develop an Internet training program for the public using staff and volunteers.
- Investigate the use of established on-line training sites for the use of the public.
- Plan for new computer classroom in the La Fayette-Walker County Library renovation/addition project.
- Research funding for new laptops for the computer classroom.

Evaluation:

- Computer classes were held at the Chickamauga Public Library on using the Internet and e-mail.
- Staff regularly provide one-on-one training for users on accessing the Internet, using Word and Excel, and GALILEO as well as assisting patrons in accessing various websites.

Objective 3: Provide equipment and software to assist patrons that are blind or physically impaired in using the library's resources.

Desired Results: Patrons with visual and physical handicaps have access to the resources of the library in both print and electronic formats through assistive technology. Barriers imposed by traditional library resources which limit use by patrons with visual or other physical impairments are removed.

Action Required:

- Purchase equipment, furniture, magnifiers, screen enlargers, and software to convert traditional print and computer sources to a format usable by the visually and physically impaired.

Evaluation:

- Continue to update JAWS screen reader software as it becomes available.

Objective 4: Provide access to the Georgia Library PINES (PINES) catalog to enable the patrons of the Cherokee Regional Library System to access books and materials available at CRLS branches and at participating public libraries in Georgia.

Desired Results:

CRLS patrons have access to the holdings of 275 libraries in 140 counties in Georgia. Patrons with a PINES library card have access to materials beyond what is available on their local shelves and enjoy the benefits of a shared collection of 9.6 million books, tapes, CD and videos that can be delivered to their home library free of charge.

Action Required:

- Purchase and install computers and software for PINES Online Public Access Catalogs (OPAC).
- Purchase and install computers and software for staff use of the OPAC, Circulation, Cataloging, Reports and other modules of the PINES software.
- Provide staff training on the use of the various modules of the PINES software.
- Provide patron training on the use of the PINES OPAC.
- Maintain, upgrade, and replace patron and staff computers as funds become available.
- Update software as new versions are released.

- Explore the possibility of subscribing to downloadable books through Georgia Download Destination Consortium.

Evaluation:

- CRLS has been a member of PINES since its inception in 2000.
- CRLS will comply with technology and software requirements for membership in PINES.
- Public access computers are available at all sites.
- Staff training is continuing an ongoing.
- Replacement equipment has been purchased through the Gates Foundation grant and Special Purpose Local Options Sales Tax (SPLOST) dollars.

Objective 5: Respond to the needs of the community by providing a library web page with information about the resources of our community.

Desired Results: Users will utilize the library website as a primary source about programs available through the library; to find information about the resources of our community; to access online information such as the card catalog and GALILEO; and to find information they need for their everyday life such as tax forms, fraud protection, and renewal of driver's licenses.

Action Required:

- Contact community organizations and governmental agencies to obtain linkage information and agreements.
- CRLS Webmaster will provide easily identifiable links to key governmental, community service, civic, and information sites.
- Staff will establish a regular schedule for updating information on the web page.
- Complaints will be registered and responded to.
- Current event information for all CRLS branch programming will be posted to web site in a timely manner.
- Partner with Georgia Northwestern Technical College to create a new website for CRLS
- Create a portal for each branch that will be specific to their area.
- Explore the possibility of subscribing to downloadable books through the Georgia Download Destination Consortium.

Evaluation:

- Web page links are updated frequently and accuracy is a high priority. Patrons may use the Internet to access the web page from their personal computers. Future applications may also allow patrons to submit reference and genealogy questions using a link from the library Web page.
 - A web design team has been formed to work with the students at Georgia Northwestern Technical College in the creation of our new website.
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II. Goal for Human Resources Development

To provide all of the staff of the Cherokee Regional Library with the opportunities to acquire the skills needed to effectively use technology in the performance of their job assignments.

Objective 1: Provide staff training on electronic tools and resources.

Desired Results: Staff will have the training needed to ably teach and assist users in locating information online using a variety of computer programs.

Action Required:

- Train professional staff to use computers, the Internet, and other computer-based information resources to answer reference questions and assist patrons in the use of library computers.
- Train all staff members to use computers, the Internet, and software used for collecting statistics, word processing, database management, e-mail, and records keeping.
- Increase the use of computer, Internet, and other computer-based information resources among non-public services staff in automating the various library tasks and procedures.
- Develop a train-the-trainer program to insure that at least one person at each branch is proficient in the use of electronic equipment and programs, competent to instruct patrons and staff, and able to troubleshoot problems with equipment.
- Provide computer classes to staff using in-house training classes.
- Make outside training classes available to staff through such organizations as WebJunction and Georgia Public Library Service.

- Allow paid time off during business hours for staff attendance at training sessions.
- Investigate the use of established on-line training sites for the use of the staff and public and establish a link on the library's home page to access these sites.
- Encourage staff to take advantage of the online classes offered on WebJunction.

Evaluation:

- Staff attended workshops on using Excel, GALILEO, OCLC's interlibrary loan subsystem, and other related programs. Staff are given paid time off to attend these workshops.
- Staff regularly provides one-on-one training for users on accessing the Internet, using Word and Excel, and GALILEO as well as using various web pages as patrons access them.
- WebJunction courses have been purchased and are being used for on-line training of the staff in the Microsoft Office Suite of products.
- One staff member at each library location has been chosen and trained to be proficient in the use of electronic equipment and programs, competent to instruct patrons and staff, and able to troubleshoot problems with equipment.

III. Goal for Administrative and Support Services

Attain and maintain the most efficient and effective utilization of technology to support the operations of the Cherokee Regional Library.

Objective 1: Maintain accounting services.

Desired Results: The library's accounting system will have the ability to generate checks and reports according to generally accepted accounting practices in a timely manner.

Action Required:

- Provide training to the bookkeeper on the use of new software functions.
- Budget adequate funds to upgrade and/or replace the accounting workstations as needed.
- Perform daily backups of the accounting system.
- Continue maintenance contract with Blackbaud.
- Continue membership in Blackbaud Accounting Alliance.

Evaluation:

- Maintenance contract was purchased.
- A daily backup of the system is being performed by the Blackbaud staff in Charleston, SC.
- Membership was renewed in Blackbaud Accounting Alliance.

Objective 2: Maintain network security.**Desired Results:**

Network security covers a broad spectrum including protection of the computers and servers from service attacks from outside of the library; attacks from users trying to physically damage equipment or break into library computers or services; and protection of children as mandated by the Children's Internet Protection Act (CIPA) from viewing of pornographic and other objectionable materials. Security measures developed and implemented by the library are intended to protect children from viewing inappropriate materials and to protect equipment from unauthorized use.

Action Required:

- Purchase and install equipment and software to protect the children of the CRLS from pornography and the problems associated with the availability of Internet pornography in public libraries.
- Keep current with the changes to and interpretation of CIPA by the legislature and courts.
- Update the Internet Access Policy as needed to stay abreast of technological and legal developments.
- Provide workstation security for all public and staff access computers.
- Purchase and install UPS equipment to backup computer equipment in event of power outages.
- Establish guidelines for the use of the Internet by library users and penalties for not complying with these policies.
- Install fire walls to protect the integrity of the library networked.
- Continually monitor and update network security.
- Replace Fortres Grand's Clean Slate software with Steady State on all public computers.
- Reprogram or replace the firewall at the La Fayette-Walker County Library Branch.

Evaluation:

- The library system has implemented the state offered filtering software.
 - Purchased Fortres Grand security software and Clean Slate and installed it on all public access computers.
 - UPS equipment is installed to backup all of the servers should a power outage occur.
 - The library system Board of Trustees has adopted Internet policies and procedures to define appropriate use of the workstations and the information accessed upon them. These procedures have been discussed with staff so they can determine what steps to take should a problem arise. Rules and procedures were developed to provide fair and equal access to online services.
 - The library system Board of Trustees has adopted a CIPA policy and developed guidelines for the use of the Internet by the public.
 - Fire walls have been installed on the library servers.
 - Anti-virus software has been installed on all computers.
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IV. Goal for Facilities and Equipment

Provide technology resources to support the objectives of the library system.

Objective 1:

Plan for effective space utilization for future installation of additional equipment and technologies.

Desired Results:

Provide additional public library computers in response to patron demand.

Action Required:

- Identify space needs in existing facilities to house planned upgrades and expansion of the network.
- Plan for an area specifically designed for public Internet use in any future buildings including the entire building being wired for access and with the ability to provide for expansion of technology as new technologies become available.
- Purchase furniture and chairs designed to accommodate computer equipment and peripherals.
- Install additional network drops and hubs to accommodate additional computer equipment and peripherals.

- Additional computers will be purchased with SPLOST dollars for both La Fayette and Dade libraries for the computer stations created by their addition/renovation projects.
- Careful planning will ensure the libraries are wired adequately for access.

Evaluation:

- Replacement computers were purchased as a part of the Gates Foundation grant in 2007.
- The Chickamauga Public Library opened in February, 2008 with new wiring throughout.
- SPLOST dollars are being used to purchase computers and flat panel monitors where needed.
- Chickamauga and Rossville libraries have used their SPLOST dollars to purchase LCD projectors.

Objective 2:

Install wireless LAN technology at all four libraries of the Cherokee Regional Library System to provide network access to additional public computers in areas where the installation of conventional CAT-5 wiring is difficult.

Desired Results: Provide additional public library computers and permit users to bring personal notebooks into the library and connect to the library's LAN.

Action Required:

- Purchase and install appropriate wireless technology.
- Purchase and install computers.
- Develop guidelines for the use of personal computers in the library on the wireless LAN.
- Increase the security and reliability of our wireless LAN.
- Investigate giving the public ability to print wirelessly from their laptops.
- Additional wireless capabilities will be required in the LaFayette-Walker County Library when the additional square footage is added in their building renovation/addition project.

Evaluation:

- All four libraries have wireless LANS installed

Objective 3: Plan for upgrades to the existing networks.

Desired Results:

The library will have the ability to meet user needs, maintain the existing network, and implement new technologies as they become available.

Action Required:

- Prepare print diagrams and notebooks detailing current network configurations.
- Develop a replacement cycle to purchase new workstations every three years.
- Build into the budget a sufficient contingency fund for technology to purchase upgrades and enhancements when necessary to maintain the efficient operation of existing systems.
- Create an inventory system to track equipment that includes purchase date, funding source, repair notes and software upgrades.
- New software is needed to enable public computer management from the circulation desk. This software will automatically log the patron on and off. It will allow us to better manage our public computers and will collect usage statistics.
- Firewall at La Fayette needs to be reprogrammed or replaced.

Evaluation:

- The library does not currently have the necessary funding to replace computers every three years. However, sufficient funds have been budgeted for some computer replacement and to perform needed repairs and upgrades and to the network and workstations.
- The library has upgraded its network through installation of fire walls, anti-virus software, and filtering software.
- Two new switches have been added at the La Fayette library and one at the Rossville library to speed up the flow of work.
- Additional wiring has been done at both the La Fayette and Rossville libraries to enable the addition of new computers and to improve the connections to existing machines.

Objective 4:

Obtain technical assistance for the library system to assist all locations in networking, loading software, correcting hardware problems, and installing upgrades.

Desired Results:

The library system will have the ability to provide timely assistance to the branches in correcting technology-related problems enabling library patrons to make full use of available services and equipment.

Action Required:

- A permanent position be assigned as technology consultant and automation specialist for the library system.
- Enter into a contractual agreement with a person/company with detailed and specialized knowledge in networking to provide expert backup assistance and advice.

Evaluation:

- A dedicated IT staff member was hired in November, 2007 to be in charge of technology.
- If funds are available in FY 2010, an outside consultant will be contracted with to provide backup support and perform detailed technology functions.
- Conversations have been started with a local computer company to help us with issues we cannot address on our own.

Objective 5:

Provide telephone access to patrons and staff. Provide answers to patron reference and research questions over the telephone.

Desired Results:

Allow patrons to call in reference and research questions via the telephone. Provide direct telephone numbers and voice mail for the regional office to enable better communication and support throughout all four libraries.

Action Required:

- Purchase and install telephone equipment.
- Maintain and upgrade telephone services as budget permits.
- Provide voice mail for users to leave messages for staff when the library is closed or staff is unavailable to take the phone call.
- Erate funds must be applied for annually to help defer the cost of telecommunications at all libraries.

Evaluation:

- Voice mail is available on all regional office telephones and select phones throughout the LaFayette-Walker County Library.
- Patrons regularly call in reference and research questions with the staff often pulling materials for them for quick pickup.
- A new phone system was installed at the Chickamauga Public Library in May, 2009.
- The library will add additional equipment and upgrades as patrons and staff demands and funds become available.
- New phone systems will be added at the Dade and La Fayette libraries as part of their new building addition/renovation projects.
- Erate funds are applied for annually.

BUDGET

TECHNOLOGY BUDGET FY 2010-2013

ITEM	COST
Telecommunications	\$23,100
Computer Maintenance	\$12,360
Computer Supplies	\$4,500
Replacement Equipment	\$15,000
Software	\$1,500
New Services	\$4,000
Total	\$60,460

Board Policy