

# Goffstown Public Library Technology Plan 2002-2003

## **Introduction**

Goffstown is a small town with a population of 17,000. The Goffstown Public Library has more than 5,000 registered borrowers and circulates more than 50,000 items per year.

It is a charter member of GMILCS, Inc., a 10-member library consortium that shares a Dynix library system and cooperatively purchases a number of subscription services for use through the system.

## **Mission**

The Goffstown Public Library offers access to quality educational, literary, technological and professional materials and programs to assist community residents of all ages in meeting their personal, educational and professional information needs.

The ability to identify library materials and place holds and providing access to online resources to our patrons is an important aspect to aiding the library in meeting its mission. To that end, the Goffstown Public Library will

- review on a continuing basis the current technology infrastructure of the library;
- acquire and maintain the hardware, software, network and telecommunications infrastructure necessary to meet the needs of the library;
- purchase software and subscription services for the education, enrichment and enjoyment of library users; and
- provide the training and support necessary to allow staff and library users to use the equipment and software.

## **Goals & Objectives**

### 1. Goal: Maintain membership in GMILCS, Inc

Objectives:

- Acquire local funding to maintain GMILCS, Inc operating expenses
- Maintain and enhance the functionality of the online catalog and services associated with it including upgrades to epixtech iPAC for library users
- Explore migrating online catalog and associated services to epixtech Horizon system or comparable system
- Actively participate in the development of GMILCS, Inc. Goals & Objectives to ensure it continues to meet the needs of the Goffstown Public Library
- Participate in cooperative development of library services that meet the needs of the Goffstown Public Library
  - a) online subscription databases
  - b) common borrowers card

- c) reserves, holds, and electronic ILL requests
  - d) development of online, interactive reference service
2. Goal: Provide materials that are responsive to the interests of library users
- Objectives:
- Development of resources to provide library services in a 24/7/365 environment
    - a) Continued development of the library's web site including selecting Internet resources of interest to library users
    - b) Purchase of subscription services to provide access to resources in the library and, using a personal computer, in locations convenient to library users
    - c) Acquire licensing for software to allow library users to use unique resources within the library.
  - Extend use of electronic resources to persons with disabilities
    - a) acquire screen magnification systems
    - b) acquire voice output and voice recognition systems
    - c) acquire scanning devices to enable print resources to be made accessible
3. Goal: Deliver enhanced reference and information services
- Objectives:
- Increase and enhance the online subscription services available to library staff and users
  - Develop training programs to provide assistance in the use of these products
  - Improve electronic access to document delivery and ILL services
4. Goal: Serve children and parents to encourage their interest in reading and learning
- Objectives:
- Create a Kid's Web Site with links to materials appropriate for the education and enjoyment of children and families
  - Incorporate electronic resources into the parenting collection
  - Develop awareness sessions to educate parents and children on the use of electronic resources
  - Work cooperatively with the area schools to acquire educational materials that meet the needs of the curriculum
5. Goal: Maintain the hardware, software, and telecommunications infrastructure necessary to meet the needs of the library
- Objectives:
- Develop a budget to replace 25% of the personal computers available on an annual basis
  - Explore methods to increase the bandwidth required for Internet and GMILCS connectivity
  - Investigate use of broadband cable connectivity for Internet access of all public workstations

6. Goal: Develop public service models to provide Goffstown with competent, welcoming staff

Objectives:

- Identify and provide regular training for staff to be knowledgeable and proficient in the use of electronic resources
- Implement a program to enhance the use of technology by staff in their daily work flow

### **Inventory and Assessment**

The Goffstown Public Library has a local area network. The 12 personal computers use a peer-to-peer network. The network is connected to GMILCS, Inc and the Internet via a 56kbps frame relay connection.

A plan has been developed and funded to replace 25% of the computers on an annual basis to ensure the network infrastructure remains strong. Included in the plan are replacement printers and other associated hardware. Whenever possible, equipment is purchased with maintenance contracts. In addition, the library budgets for unanticipated network failure and has arrangement for on call computer technical support.

Additional support is provided by GMILCS, Inc for issues related to the system through membership in the consortium.

### **Budget**

The library has secured funding for costs associated with the hardware, software, and maintenance acquisition as well as for GMILCS, Inc. annual dues. The library has a line item in the budget specifically for materials in electronic format to ensure it has adequate funds for the acquisition of such materials without adversely affecting the purchase of traditional materials.

### **Professional Development**

Library staff have the ability to take advantage of training offered in-house as well as outside training programs. Programs offered by the NH State Library, the NH Library Association, GMILCS, the Hillstown Coop, and vendor workshops. The library funds professional development workshop opportunities for all staff

### **Evaluation**

Library staff, the trustees and any person(s) appointed to assist with technology development shall annually review the library's technology plan.

26 December 2001