

# **Albany Public Library**

Albany, New York

Technology Plan

July 1,2007 through June 30,2010

## Table of Contents

|   |   |
|---|---|
| Mission and Vision Statements .....                     | 3 |
| Introduction.....                                       | 4 |
| Albany Public Library: Current Technology Profile ..... | 5 |
| Successful Technology Projects .....                    | 6 |
| Technology Goals for 2007-2010 .....                    | 7 |
| 1. Provide Adequate Bandwidth                           |   |
| 2. Upgrade Network Infrastructure                       |   |
| 3. Upgrade Wireless Access                              |   |
| 4. Review Telephone Systems                             |   |
| 5. Upgrade Public Access Computers and Services         |   |
| 6. Upgrade Technology Maintenance and Support           |   |
| 7. Provide Adequate Technology Staffing                 |   |
| 8. Provide Staff Technology Training                    |   |
| 9. Provide Digital Library Services                     |   |
| 10. Continue Planning for Technology                    |   |
| Budget for Technology Plan Implementation .....         | 9 |
| Evaluating And Updating the Technology Plan .....       | 9 |

## **Mission and Vision Statements**

### **Mission**

Albany Public Library upholds the public's free access to information and fosters life-long learning. We provide materials in a variety of formats, technology, services and programs to fill informational, educational, aesthetic and recreational needs of the community. As the central library of the Upper Hudson Library System, we enhance the collections and services of member libraries in Albany and Rensselaer Counties.

### **Vision**

Albany Public Library...

- Is a dynamic information organization that improves the quality of life in the community.
- Connects our diverse community with essential information through a dedicated, skilled and friendly staff.
- Collaborates with other organizations to promote the cultural, educational and economic well being of the community.
- Provides a safe, inviting atmosphere that encourages the use of its facilities by everyone.
- Incorporates the latest information technologies in the provision of library services.
- Obtains the strong financial foundation necessary to sustain its service commitments and initiate new services.

## **Introduction**

Albany Public Library (APL) is committed to incorporating current technologies into its services and operations for library customers and staff.

During the term of this technology plan (2007-2010), APL will continue to evaluate the technologies that were implemented during the last plan and take any appropriate and necessary steps to maintain them. APL plans to evaluate and upgrade the library's network infrastructure as needed, install new and additional computers for library customers, re-evaluate options for the management of public PCs and Internet printing, upgrade wireless Internet access, and upgrade the library's telephone systems.

This document describes in greater detail the library's ongoing plans and strategies for ongoing technology improvements.

## **Albany Public Library: Current Technology Profile**

Albany Public Library (APL) has a Central Library, 5 branches and a bookmobile.

APL is currently in the midst of implementing a major Branch Facilities Improvement Plan, which will result in the renovation of three branches and the construction of two new branch facilities. Technology needs for these projects are a major consideration in the library's technology planning for the next three years. During this period, three branches will close pending renovation or construction and technology needs will focus on providing appropriate service at the remaining branches and any interim satellite sites while also implementing new technologies and services at the sites under construction/renovation as they prepare to open for public service.

The Automation Services department centrally manages the library's technology infrastructure, hardware and software. Each location (Main and branches) is set up with a local area network (LAN) which is connected to at least one Primary Domain Controller (PDC) server. All public access computers are connected to network printers. All staff computers have access to printing through individually installed printers or shared network printers. The APL network uses the TCP/IP protocol.

APL's wide area network (WAN) connects each branch library to the Main Library, the service hub for access to the Internet, electronic resource searching, the integrated online library system (ILS), and staff access to email accounts and the Intranet of the Upper Hudson Library System.

APL serves as the Central Library for the Upper Hudson Library System (UHLS). UHLS provides a central patron database for all patron records management. The current ILS system is Sirsi/Dynix Horizon 7.3.4.

The APL network is a Windows operating system environment using Windows Server 2003 and Windows 2000 and XP Professional.

Library staff and public PCs range in age from one to five years old. Computers are optimally upgraded or replaced on a four-year rotational schedule. Most staff and public computers currently use Internet Explorer 7 or later and Microsoft Office 2000.

Most of the network switches and routers that connect the branches to the Main Library have reached their end-of-life cycle and are no longer supported by the manufacturer (Cisco).

## **Successful Technology Projects**

Over the past four years APL has upgraded network bandwidth at all sites, replaced almost all public access computers and many staff computers, purchased a network attached storage (NAS) server with a robust backup tape system and upgraded operating systems on public and staff computers and servers.

Limited public wireless access services were initiated at the branches as well as a more robust wireless system including secured staff access at the Main Library.

The library's website was completely redesigned early in 2006 and includes more interactivity for library customers as well as a more attractive and useful interface. A web development team works cooperatively to monitor and maintain the site.

Remote wireless access using cellular service cards and laptop computers were introduced, providing access to the library's online catalog and circulation systems for our bookmobile as well as for outreach events.

## **Technology Goals for 2007-2010**

1. Provide Adequate Bandwidth  
Evaluate network bandwidth needs and upgrade data services at all sites with flexible, expandable systems that can handle increased bandwidth needs over time.
2. Upgrade Network Infrastructure  
Replace outdated networking equipment and servers at branches with current technologies capable of supporting multiple IP networks and managed and/or Virtual LAN (VLAN) switches.
3. Upgrade Wireless Access  
Upgrade wireless access systems to include more robust public access as well as secured staff access, particularly at branch locations. Plan for adequate bandwidth to meet current needs with the flexibility to expand bandwidth as needed.
4. Review Telephone Systems  
Conduct an analysis of APL's telephone communications needs and work toward the implementation of an effective system that will integrate old and new systems congruently while the new system is phased in at all sites.
5. Upgrade Public Access Computers and Services
  - a. Upgrade public and staff applications software to current versions (i.e., Microsoft Office). Upgrade and/or replace existing security/protection software systems.
  - b. Develop a plan for effective use of laptop computers at each site that can be used for computer training and/or possible in-library use.
  - c. Evaluate the use of thin client systems for public access computing services and implement as appropriate.
  - d. Evaluate public computer management systems for managing access and printing services for possible replacement of the current SAM system.
  - e. Research and evaluate differing models for providing public computer training and support for library customers. Plan for implementation of any new services. Public service departments

responsible for public computer training and support will participate in this process.

6. Upgrade Technology Maintenance and Support Software and Tools  
Evaluate technology support, maintenance and upgrade software and tools and plan for expansion in number of computers supported as renovated and new facilities are opened. Focus on centralized support software and tools.
7. Provide Adequate Technology Staffing  
As technology services expand, provide adequate technology staffing to meet needs.
8. Provide Staff Technology Training
  - a. All Automation Services staff will participate in continuing education activities on an ongoing basis to develop or enhance technology skills and abilities through library system training, regional training workshops and programs, locally based computer training services and online electronic training resources in information technology.
  - b. Other library staff will participate in technology training appropriate to the needs of their departments, as determined by Library Administration and department managers.
9. Provide Digital Library Services  
The Web Development Team will continue to monitor the web site and make recommendations for changes and upgrades in services, including making recommendations for the provision of new electronic information services as appropriate.
10. Continue Planning for Technology
  - a. Establish a Technology Advisory Committee to identify and investigate technology needs, and make recommendations to the Automation Services Department and Library Administration on technology related issues. This advisory committee will be chaired by the Automation Services Librarian and include representatives from public service, technical services and administration departments.
  - b. Seek professional consultation services where necessary and appropriate for technology projects.

## Budget for Technology Plan Implementation

(Estimated costs over three years)

| <b>Goals</b>                                 | <b>Cost Estimates</b> |
|--|-----------------------|
| Provide Adequate Bandwidth                   | 130,000               |
| Upgrade Network Infrastructure               | 30,000                |
| Upgrade Wireless Access                      | 15,000                |
| Review Telephone Systems                     | 150,000               |
| Upgrade Public Access Computers and Services | 120,000               |
| Upgrade Technology Maintenance and Support   | 40,000                |
| Provide Adequate Technology Staffing         | TBD                   |
| Provide Staff Technology Training            | 15,000                |
| Provide Digital Library Services             | 360,000               |
| Continue Planning for Technology             | 15,000                |

TBD – to be determined

### Evaluating And Updating the Technology Plan

Evaluating and updating the technology plan will be ongoing. This assessment will occur in two ways:

1. The Automation Services Department will provide Library Administration with regular progress reports about the implementation of this plan through the use of departmental monthly reports.
2. The Technology Plan will be reviewed annually by Library Administration and Automation Services with input from the Technology Advisory Committee.