

Lee County Library System
Lee County, Florida

Technology Plan
FY 2009-2010
through
FY 2012 – 2013

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Vision and Mission Statements

This technology plan describes the technology and telecommunication services offered at or planned for the Lee County Library System. The technology plan was developed by the Manager of Library Automation & Training with input from staff members involved in public services, technical services, web services, training, Library administration and Lee County's Information Technology Group. The guiding principles used in developing this plan were the vision and mission statements of Lee County and the Lee County Library System. Those statements are:

Lee County Vision:

To be recognized as the model for service excellence!

Lee County Technology Vision:

Lee County envisions a system of integrated communications to provide all citizens, businesses, employees and guests with easy access to Lee County information and services, and to transact business from anywhere at anytime.

Lee County Library System BHAG:

To be valued by everyone as indispensable in providing connections between the community, its people, and resources.

Lee County Library System Mission:

Strengthening our community by informing and enriching individuals.

Lee County Library System Core Organizational Values:

- Ensure equal and open access.
- Defend intellectual freedom and the right to privacy.
- Ensure that an individual's economic status does not deter library use.
- Commit to meeting customer needs.
- Foster a climate of mutual respect and trust.
- Value and support individual initiative.
- Promote cooperation, collaboration and connections.
- Promote reading and life-long learning.
- Practice financial accountability.
- Support the county's vision, mission and values.

Goals and Objectives

This technology plan addresses library service areas in which technology has an impact. Those areas are: Public Services, Staff Services, Web Site Development, Training, Facilities and Equipment, Telecommunications, Administration and Support Services, Outreach Services, Community Relations and Interagency Cooperation. Goals and objectives are listed for each of these service areas. Lee County Library System technology projects will be implemented to meet and complete the goals and objectives outlined in this technology plan.

I. Public services

Goal A: Provide electronic resources for the public.

Objectives:

1. Review and select electronic resources for the public.
2. Allow access to electronic resources from outside the library (licensing permitting).
3. Evaluate reference links page on a regular basis to ensure its accuracy and usefulness.
4. Continue to investigate the variety of e-content materials for the Lee County Library System.
5. Continue to add e-book holdings to our online catalog.
6. Continue to add downloadable content audio books, videos and music for remote users.
7. Evaluate the public workstations on an annual basis to ensure usefulness.

Goal B: Expand and enhance the Online catalog.

Objectives:

1. Explore new PAC options available in Polaris.

Goal C: Maintain cutting edge library technology services.

Objectives:

1. Continue to evaluate the PC reservation and print management system and request enhancements as needed.
2. Implement AMH systems in Regional libraries based on availability of funds.
3. Implement additional self check machines based on need.
4. Implement barcode self check out units at branches without security gates.
5. Implement smart book returns in locations unable to accommodate an AMH.
6. Implement digital signage solutions at Regional libraries.
7. Work with ITG and Library Technology staff to review new technologies.

II. Staff Services

Goal A: Provide electronic resources to the staff.

Objectives:

1. Review and select electronic resources for the staff.
2. Evaluate reference links page on a regular basis to ensure its accuracy and usefulness.

Goal B: Maintain cutting edge library technology resources.

Objectives:

1. Implement inventory readers for staff use to manage their collections.
2. Work with ITG and Library Technology staff to review new technologies.

III. Web Site Development

Goal A: Expand the scope and functionality of the Library's Internet site.

Objectives:

1. Continue to maintain the Library's website with feedback from the public and staff on a regular basis.
2. Enhance the Library's Internet site by continuously adding information and appropriate links to resources.
3. Continue investigating e-communication options for the library including book discussions and blogs.
4. Work with ITG to review platform functionality and enhancements.

Goal B: Expand the scope and functionality of the Library's Intranet site.

Objectives:

1. Continue to maintain the Library's Intranet with feedback from staff on a regular basis.
2. Enhance the Library's Intranet site by continuously adding information and appropriate links to resources.
3. Continue investigating e-communication options for the library to improve staff communication.
4. Work with ITG to review platform functionality and enhancements.

IV. Training

Goal A: Provide training for the public on electronic resources.

Objectives:

1. Continue to recruit volunteers to assist patrons in using the Library's electronic resources.
2. Recruit volunteers to present public training classes.
3. Implement staff led training sessions to teach patrons how to use our online resources, including pay databases and our online catalog.

Goal B: Develop, implement and evaluate a training program to enhance the use of technology by staff in their daily work roles.

Objectives:

1. Evaluate staff training needs on an ongoing basis.
2. Provide training opportunities for staff on the use of electronic resources.
3. Continue to investigate online training and meeting tools.

Goal C: To expand the functionality of the training tracking database.

Objectives:

1. Continue to track staff training using training tracking software.
2. Investigate new functionality of existing training tracking software.
3. Work with ITG to implement new features to our existing training tracking application.

4. Work with ITG and other County departments to investigate new learning management systems.

V. Facilities and Equipment

Goal A: Plan for the new Fort Myers – Lee County Public Library.

Objective:

1. Evaluate state-of-the-art technology for the new facility.

Goal B: Review existing facilities & Equipment.

Objective:

1. Evaluate facilities on a regular basis to ensure technology is being used to the fullest extent.
2. Review power and data needs at existing locations on a regular basis.
3. Evaluate equipment in existing facilities on a regular basis to ensure its usefulness.

Goal C: Provide training facilities for staff and public training.

Objectives:

1. Upgrade and maintain the Library's training labs with the most current technology.
2. Identify non-library training facilities to increase our training location options.
3. Continue to provide online training opportunities for staff.

Goal D: Manage the Library's computer hardware and software inventory.

Objectives:

1. Maintain an accurate inventory of the library's computer equipment in the branches.
2. Maintain an accurate inventory of the library's surplus computer equipment.
3. Maintain an accurate inventory of the library's software licensing (those applications not covered under the County's enterprise wide licensing agreement).
4. Work with ITG staff to ensure the accuracy of our hardware & software inventories.

VI. Data and Telecommunications

Goal A: Provide network access and phone services to staff.

Objectives:

1. Review bandwidth utilization reports with ITG on a regular basis for both data and phone service.
2. Investigate the ability to increase bandwidth at library locations.
3. Review library phone and data services on a regular basis to ensure staff needs are being met.

Goal B: Provide Internet access to the public.

Objectives:

1. Continue providing public internet access at all locations.
2. Review bandwidth utilization reports with ITG on a regular basis.
3. Investigate the ability to increase bandwidth at library locations.
4. Investigate new network segregation options for public network access.

Goal C: Provide wireless access to staff and patrons.

Objectives:

1. Continue providing wireless access at all library locations.
2. Expand providing separate wireless networks for staff and public at more library locations.

Goal D: Participate in the federal E-Rate program.

Objectives:

1. Continue to apply for discounted local and long distance phone service.
2. Investigate additional opportunities for reimbursement through the federal E-Rate program.

VII. Administrative and Support Services

Goal A: Ensure that the Library's computer catalog and circulation systems are satisfactory to meet population growth, increased demand for library services, the expansion of the Library System and additional management needs.

Objective:

1. Keep the current Polaris system up to date with new software releases.
2. Keep the Polaris hardware up to date.

Goal B: Continue to evaluate, identify and implement new technology which is appropriate for the Lee County Library System.

Objectives:

1. Work closely with ITG staff to expand and enhance Library technology.
2. Complete the RFID project in FY 09-10.
3. Review existing technology throughout the library system

Goal C: Maintain an awareness of current library technology services and trends.

Objectives:

1. Subscribe and review current technology literature on an ongoing basis.
2. Attend workshops and conferences sponsored or provided by outside agencies such as Library & Information Technology Association (LITA), to learn about new technology.
3. Review monthly and revise the technology plan annually to assure that the Library system continues to take full advantage of new technology.
4. Look outside the library community for solutions.
5. Work with ITG and utilize their expertise to meet library business needs.

VIII. Outreach Services

Goal A: Use technology to enhance our outreach services.

Objectives:

1. Continue investigating new technology options for the bookmobile.
2. Investigate the development of an adult learning lab for literacy and ESL needs.

IX. Community Relations

Goal A: Develop a plan to promote the Library's electronic services and resources.

Objectives:

1. Continue to enhance the Library's internet and intranet sites to publicize the available services and resources.
2. Continue to keep media professionals updated on Library service developments.
3. Continue to utilize the Communiqué as a communications resource.
4. Obtain input from staff regarding the promotion of electronic services and resources.

X. Interagency Cooperation

Goal A: Foster cooperation with other county departments for resource sharing and cooperative technology development.

Objectives:

1. Continue to make our training facilities available for use by other county departments.
2. Continue to keep all county departments updated on Library services and resources.
3. Work with ITG to identify other county departments working on similar technology projects.

Goal B: Foster cooperation with local library area networks for resource sharing and cooperative technology development.

Objectives:

1. Continue to host local library area network workshops.
2. Continue to encourage staff to attend local library area network workshops.
3. Continue to encourage staff to present local library area network workshops.

Goal C: Develop relationships with community agencies and organizations which compliment the Library's mission and goals.

Objective:

1. Continue staff participation in local community agencies and organizations.

Goal D: Expand our relationship with Polaris.

Objectives:

1. Explore the feasibility of hosting Polaris workshops.
2. Investigate the feasibility of starting a State user group.
3. Continue attending the annual user group conference.
4. Investigate further involvement in the user group at the national level.

Evaluation and Statistics

The Lee County Library System will have a formal plan of evaluating patron and staff usage of, and satisfaction with, electronic resources available at the Library.

Customer satisfaction surveys will be available on an ongoing basis in both written format as well as web based on the Library's web site. Staff satisfaction surveys will be available on an annual basis on the Library's intranet.

The following usage statistics will be gathered throughout the year:

- Total number of visits to the Library's catalog and web page.
- Total number of online database searches and items examined.
- Staff Technology Training
 - Number of staff receiving technology instruction.
 - Number of staff hours spent on technology instruction.
- Public Technology Training and Virtual Reference.
- Virtual Reference (sample data collected twice a year).
- Number of reference transactions using the Internet.
- Technology Training by staff (data collected monthly).
- Total number of users instructed on electronic resources.
- Total number of hours of instruction offered in the use of electronic resources.
- Technology Training by volunteers (data collected monthly).
- Total number of patrons they assist on electronic resources.
- Total time spent assisting patrons on using electronic resources.

The Technology plan will be monitored on an ongoing basis to check on the progress of the stated goals as well as to determine if any modifications need to be made.

Training

Technology Training

The Lee County Library System offers a variety of training opportunities for patrons, staff and volunteers.

Training Facilities

The Library has a training room with 15 computers at our South County Regional Library and a training lab with three computers at our Library Administration building. We also have a wireless lab with 12 laptops at our Regional libraries (Cape Coral, East County, Fort Myers, Lakes, Northwest).

Trainers

The Library has two staff members dedicated to Training. One Librarian serves as our ILS software administrator and trainer. Another Librarian coordinates training opportunities for library staff, patrons and volunteers.

Library reference staff presents public classes on using electronic resources in our libraries. These sessions will include classes on using our online catalog as well as our online databases.

The library uses volunteers to present formal training classes for the public on non-library specific technology resources. Volunteers, called Computer Coaches, also work one on one with patrons needing help using our public computers.

The library created a new volunteer opportunity for Technology Assistants. They show patrons how to use self check machines, our computer reservation / print management system as well as our online catalogs.

Public Technology Training

Formal Public training sessions are offered October through April each year. Seminars and hands on sessions are each offered on a monthly basis. These sessions are presented by volunteers.

Staff Technology Training

Formal group training sessions for staff led by Library Trainers are offered as needed. One-on-one training is provided for new staff and is available to all staff as needed. Technology training opportunities are available to all staff through the County as well as through our membership with SWFLN.

Volunteer Technology Training

The Library provides technology training to our volunteers on an as needed basis.

Technology Initiatives

Initiative	FY	Cost
Investigate the ability to broadcast meetings, training sessions and special messages across the network.	09-10	No cost to investigate.
Investigate e-communication options for the library.	09-10	No cost to investigate.
Implement RFID solution at remaining libraries.	09-10	State Aid funds.
Plan technology needs for FM Regional Library.	09-10	No cost to plan.
Investigate service to broadcast meetings, training sessions and special messages across the network.	10-11	No cost to investigate.
Investigate e-branch kiosk.	10-11	No cost to investigate.
Investigate the use of thin clients to replace existing public and staff workstations.	10-11	No cost to investigate.
Purchase technology equipment for FM Regional Library.	10-11	FM CIP
Replace existing public and staff computers with thin client technology.	11-12	200,000
Implement e-branch kiosk.	11-12	\$40,000 first year \$10,000 annual maint.
Investigate the development of an adult learning lab for literacy and ESL needs.	11-12	No cost to investigate.
Review current self check solution in place at existing libraries.	11-12	No cost to review.
Investigate new opportunities for reimbursement through the federal e-rate program.	ongoing	No cost to investigate.
Purchase new self check machines for necessary locations.	ongoing	\$25,000 per unit
Allow access to electronic resources from outside the library.	Ongoing	Based on licensing agreement.
Annual review and update of Technology Plan.	Ongoing	No additional cost.
Continue enhancing Public PC Solution (Envisionware print management and reservation system).	Ongoing	To be determined.
Continue to apply for discounted local and long distance phone service through the federal e-rate program.	Ongoing	No additional cost.

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Continue to recruit volunteers to assist patrons in using Library electronic resources.	Ongoing	No additional cost.
Evaluate Internet site content.	Ongoing	No additional cost.
Evaluate Intranet site content.	Ongoing	No additional cost.
Evaluate public training needs.	Ongoing	No additional cost.
Evaluate staff training needs.	Ongoing	No additional cost.
Maintain an accurate inventory of the library's public software licensing.	Ongoing	No additional cost.
Maintain an accurate inventory of the library's staff software licensing.	Ongoing	No additional cost.
Maintain an inventory of library computer equipment in service and in surplus.	Ongoing	No additional cost.
Recruit volunteers to present public training classes.	Ongoing	No additional cost.
Review and select electronic resources for the public.	Ongoing	To be determined.
Work closely with ITG to expand and enhance library technology.	Ongoing	No additional cost.
Staff led training sessions to teach patrons how to use library specific resources.	Ongoing	No additional cost to implement.
Expand and enhance the online catalog functionality.	Ongoing	To be determined.
Expand our public computer classes to include sessions for Spanish speakers.	Ongoing	No additional cost to implement.
Expand the use of the library's Intranet to include staff training modules.	Ongoing	To be determined.

Computer Counts

Branch	Staff computers	Public computers	Training computers	Public Kiosks*	Self Check Out Machines
Library Admin	23	0	3	0	0
Boca Grande	1	7	0	0	1
Bonita Springs	16	30	0	7	2
Cape Coral	47	68	13	23	5
Captiva	5	7	0	2	0
Dunbar	14	10	0	4	1
East County	33	52	13	11	4
Fort Myers	41	34	13	12	2
Library Processing	26	0	0	0	0
Lakes	50	69	13	23	4
Bookmobile	2	0	0	0	0
North Fort Myers	16	17	0	7	2
Northwest	27	76	13	17	7
Pine Island	8	8	0	5	0
Riverdale	10	8	0	3	2
South County	37	44	15	14	3
Talking Books	4	1	0	0	0
TOTALS	360	431	83	128	33

*Public Kiosks include Public catalog stations, PC Reservation stations and print release stations.

Total library computers: 1035

Estimated Budget

Category	FY 09-10	FY 10-11	FY 11-12	FY 12-13
PERSONNEL (salary & benefits)				
Manager, Automation & Training	104,340	104,340	106,426	108,555
Principal Librarian	75,222	75,222	76,726	78,260
Librarian	73,113	73,113	74,575	76,006
Librarian	67,668	67,668	69,021	70,401
Library Automation Assistant	67,615	67,615	68,967	70,346
Administrative Support Specialist	55,367	55,367	56,474	57,603
TELECOMMUNICATIONS				
Fiber Connection	0	0	0	0
Data Lines	20,000	25,000	30,000	30,000
Voice Lines	15,000	15,000	15,000	15,000
Local Phone Service	232,000	265,000	256,785	261,920
Long Distance Phone Service	18,000	18,500	19,000	19,500
Cellular Phone Service	5,000	5,500	6,000	6,500
EQUIPMENT (not including CIP)				
Servers	10,000	250,000	10,000	10,000
Computers	70,000	70,000	70,000	70,000
Peripheral equipment	100,000	100,000	100,000	100,000
Software	5,000	5,000	5,000	5,000
Automation Initiatives				
Web meeting platform	2,500	2,500	2,500	2,500
Self check replacement	0	0	0	350,000
AMH installation	500,000	500,000	500,000	500,000
Branch back-up connectivity	0	0	TBD	0
E-Reference service enhancements	0	0	0	0
Network upgrade	0	0	TBD	0
Grand Total				