

## **Hoover Public Library Mission Statement**

The Hoover Public Library offers popular reading, listening and viewing materials and programs of current interest, answers to questions on any topic, and materials and programs to assist people in their lifelong learning. The Library also provides support materials and services to students and opportunities for the public to learn how to use information resources. The Library is a public gathering place, providing spaces for formal and informal meetings and events and opportunities for expanded awareness of the various cultures represented in the area.

### **Major Goals and Responsibilities**

The Hoover Public Library, a free public library for all citizens, shall strive toward the following goals:

People have timely access to current, high interest library materials that satisfy their recreational reading, viewing and listening needs.

Library programs on topics of current interest enrich the recreational and social life for those who attend.

Library users get timely and accurate answers to their informational questions.

Preschool aged children are prepared for success in school by participation in library services.

Library materials and programs support people's lifelong learning and personal growth and development.

Hoover residents understand and appreciate the diversity of cultures in the city.

Hoover residents use library meeting spaces for discussions that help create a sense of community in the city.

People use the public library as a popular gathering place for informal conversation and discussion.

Students in kindergarten through high school use public library information resources and assistance to enhance and support their educational progress.

People can efficiently use digital information resources.

**Hoover Public Library  
Three-Year Technology Plan  
Covering FY 2002-2003 Through FY 2005-2006**

This technology plan addresses the mission and major goals and responsibilities of the Hoover Public Library in terms of acquiring, organizing and disseminating electronic resources that help educate, enrich, entertain and inform. The plan addresses the maintenance of a data network and telecommunications infrastructure required to support all services offered by the library.

System reliability and a low maintenance effort are important components of a well-designed networked system. This plan addresses the financial and staff resources required to maintain a dependable and current network for the library. Incorporating system maintenance tools that allow centralized dissemination of workstation software updates and troubleshooting will be essential to maintaining a low maintenance network system.

This plan also addresses the need to evaluate new technologies and services in a constantly changing environment in an attempt to meet both the library's short term and long-term goals. As customers' needs continue to become more sophisticated and their expectations increase, their demands for more timely information in a spectrum of diverse formats, including delivery of information into their homes, workplaces, and community centers also increases. This plan addresses the need to be flexible and innovative in providing the library's customers information and services.

While technology provides cost-effective methods for accessing information rich resources, being able to fully benefit from this access requires appropriate training and tools for both the staff and patrons. Staff technical development and training is critical to successfully integrating technology into traditional library services. This plan addresses the on-going technical training needs of the library.

New technologies, services, resources, and opportunities must be effectively communicated to the library's customers and staff to increase awareness, usage, and support of the library. Additionally, policies and procedural issues related to technology should be addressed before new services are implemented. By maintaining both a library web site on the Internet and a library intranet, communication, both internal and external, can be more timely and current.

**Description of Current Technology Environment**

As a member of the Jefferson County Library Cooperative, the Hoover Public Library serves patrons from all over Jefferson County; however, the majority of the patrons we serve are from our Hoover community. Additionally, because of our proximity to Shelby County, a number of Shelby county residents use our services.

## **Current Technology Assessment**

### LAN Network

Our current local area network consists of a Dell Windows NT 4.0 server, a Gateway Windows NT 4.0 server, a Windows 2000 print server, and a CISCO 1601 router. The telecommunications link to Jefferson County Library Cooperative is through a T-1 line. We provide our patrons access to the online catalog, Internet access, online databases, and in the Youth Department we have 6 educational games PCs. We use ArcServe 2000 to backup all the servers. The servers and all staff and public PCs use eTrust Antivirus 7.0 for virus protection.

### Telecommunications Services

Local telephone service is provided via the City of Hoover. Cell phones are provided to employees that support the technology in the library so that they may be reached at any time.

### Library Catalog System

The library's online catalog is Innovative Interface's Innopac Release 2002 Phase 2. Jefferson County Library Cooperative's Automation Services department manages the system.

### Workstation Operating Software

All staff and public PCs are Windows 2000 workstations.

### Office Productivity Software

The staff and public office automation software used throughout the library is Office 2000. We also provide one Windows 98 workstation on which patrons can load their own software and one Windows 98 adaptive technology workstation for the blind and visually impaired.

### Email Service

Currently the Jefferson County Library Cooperative maintains the mail server for our library. Over fifty employees from the Hoover Public Library have email accounts.

### Internet Service

Our current Internet Service provider is Bellsouth Telecommunications. The contract for Internet service is through the Jefferson County Library Cooperative.

We currently have 68 public workstations that provide Internet web browsing, online database, and library catalog access and 20 public workstations allow access solely to the library catalog and online databases. All staff workstations have Internet access. Currently Internet Explorer and Netscape Communicator software is running on all the staff workstations and Internet Explorer 6.0 is running on all public workstations.

In compliance with the Children's Internet Protection Act (CIPA), all staff and patron workstations are filtered using N2H2's Bess Proxy Filter, with four zones, public, staff, Technology Hub, and youth, that filter for specific categories of web sites.

### Training

The Library provides free classes to the public in our Training Center. Classes include Basic Computer, Internet, Free Web E-mail, Microsoft Word, Excel, Access, Publisher, and PowerPoint. There are also free open labs where patrons can ask the trainer questions about things they learned in class or about computers in general. Classes are offered to the general public and the space is available for use by the City of Hoover and Jefferson County Library Cooperative.

### Self Checkout Machine

In April of 2001, the Library installed a Self Checkout machine near the Circulation Desk. Patrons can check out materials using this machine if the line at the Circulation Desk is too long or if they prefer to bypass the Circulation Desk. Activity on the Self Checkout machine accounts for 1% of all circulation activity throughout the cooperative.

### Print Management

In the fall of 2002, the Library purchased a print management solution, Pharos UniPrint. Our system, renamed EZ Print, allows the library to ensure that patrons pay for the print jobs before they receive their printouts. The system consists of 2 Add Value Card Stations, 1 MiniTill for staff use, 6 print release stations, and three release stations for copiers.

### Support

We have four full-time staff members dedicated to supporting our library's technology. One full-time staff member is the LAN administrator, responsible for technology planning and maintaining the current network, as well as managing the yearly Output Measures reports. Another full-time employee assists in troubleshooting hardware and software problems for the local area network, maintains the department's inventory, backs up the servers and assists patrons and staff with Technology questions. An additional full-time employee assists in troubleshooting hardware and software problems for the local area network, assists patrons and staff with Technology questions, and maintains the library's web site and intranet. Finally, another employee trains patrons and staff in our Training Center. These classes include Basic Computer, Internet, Email, Microsoft Word, Excel, Publisher, and PowerPoint.

We receive support from the Jefferson County Library Cooperative system's technical staff on hardware and software issues and training programs.

### **Current Inventory of Workstations**

Type of Workstation	PUBLIC	STAFF
Dell GX 1	2	2
Dell GX110	83	16
Dell GX240	0	24
Dell GX260s	11	12
<b>TOTAL</b>	<b>96</b>	<b>54</b>

## **General Goals and Objectives**

### **2003 – 2004 Goals**

#### **Goal 1: Improve staff productivity and their use of technology to facilitate their daily work roles.**

- New Activities
  - Install and configure a new Windows 2000 Server
  - Upgrade existing Windows NT server to Windows 2000 Server.
  
- Continuing Activities
  - Provide staff training on new features continuously added to the Innovative Millennium Circulation system.
  - Upgrade staff workstation software as needed, including office application software, email programs, browser software, and security updates.
  - Evaluate current web development tools and include funding for software required to maintain web site and intranet.
  - Develop appropriate policies and procedures for new services and changes to existing services.
  - Provide technology training for new employees and ongoing training for all employees.

#### **Goal 2: Evaluate and expand access to reliable reference resources available to patrons.**

- New Activities
  - Develop bookmark to promote specific library materials and services to be distributed at the Circulation service desk.
  
- Continuing Activities
  - Work with the departments to evaluate online subscription and non-subscription resources to determine the best resources to provide to the public.
  - Provide necessary support for the Alabama Virtual Library.
  - Provide access to more reference information resources to patrons from their homes.
  - Maintain the library's Computer and Internet Use Guidelines and the Internet Access Policy.

#### **Goal 3: Participate in funding opportunities to enhance technology and telecommunications within our library.**

- Participate in the Universal Service program and any other technology or telecommunications grant programs that would benefit the library.

**Goal 4: Promote computer literacy by offering continuous technical educational opportunities for the staff and the public.**

- New Activities
  - Coordinate providing links to web site tutorials for electronic resources such as the library catalog, Alabama Virtual Library, other databases, and the Internet.
- Continuing Activities
  - Attend workshops and conferences where library technology problems and solutions are discussed.
  - Expand the training classes offered to the public in the Training Center to support the library's current service offerings.
  - Provide web browser based information to the public to facilitate their use of information resources available through the library and from their home.
  - Develop staff technology training plan. Define training curriculum for new employees and on-going training curriculum for existing employees based on job requirements. Determine training sources (staff trainers vs. other training groups).
  - Provide training classes to the staff to support new technologies or applications available in the library, such as print management software.

**Goal 5: Extend the library's services to the community by continuing to enhance the library's web site and expanding the technology-related services within the library and into patron's homes.**

- New Activities
  - Redesign the library's web site to increase user friendliness and usability.
  - Add BookLetters service to web site.
  - Investigate offering real time homework help service with the Youth and Reference/Nonfiction Departments.
  - Provide additional online homework help resource links based on input from the Youth Department.
  - Develop online meeting room reservation service.
- Continuing Activities
  - Expand the library's web site to handle theatre ticket requests.
  - Expand web access to our subscription Internet-based reference resources by providing home access when possible.
  - Offer patrons access to the network in the meeting rooms.

**Goal 6: Maintain dependable and appropriate electronic equipment and supplies inventory to meet the staff and community's needs.**

- Use the Track-It inventory management system to maintain current, accurate computer hardware and software records.
- Implement centralized printer supplies ordering and inventory management system for staff and public printers.
- Evaluate the current backup and recovery procedures. Develop a comprehensive backup and disaster recovery plan.

- Keep the staff workstations and the public workstations in good working order by maintaining a clean, dust-free environment and performing routine maintenance on the workstations.

**Goal 7: Increase the availability of current technology resources in the library.**

- Continuing Activities
  - Expand the number of computers with PC applications software
  - Use available software to control time limits on public use of PCs
  - Expand the number of computers with Internet Access

**2004 – 2005 Goals**

**Goal 1: Improve staff productivity and their use of technology to facilitate their daily work roles.**

- Continuing Activities
  - Provide staff training on new features continuously added to the Innovative Millennium Circulation system.
  - Upgrade staff workstation software as needed, including office application software, email programs, browser software, and security updates.
  - Evaluate current web development tools and include funding for software required to maintain web site and intranet.
  - Develop appropriate policies and procedures for new services and changes to existing services.
  - Provide technology training for new employees and ongoing training for all employees.

**Goal 2: Evaluate and expand access to reliable reference resources available to patrons.**

- New Activities
  - Develop bookmark to promote specific library materials and services to be distributed at the Circulation service desk.
- Continuing Activities
  - Work with the departments to evaluate online subscription and non-subscription resources to determine the best resources to provide to the public.
  - Provide necessary support for the Alabama Virtual Library.
  - Provide access to more reference information resources to patrons from their homes.
  - Maintain the library's Computer and Internet Use Guidelines and the Internet Access Policy.

**Goal 3: Participate in funding opportunities to enhance technology and telecommunications within our library.**

- Continuing Activities
  - Participate in the Universal Service program and any other technology or telecommunications grant programs that would benefit the library.

**Goal 4: Promote computer literacy by offering continuous technical educational opportunities for the staff and the public.**

- New Activities
  - Assist Reference in piloting an AVL class to see if there is a need/interest among the public. Add this class to the monthly class schedule if need is apparent.
  - Investigate, with the Reference Department, the possibility of opening the Computer Training Center as a research lab when it is not in use for formal classes.
- Continuing Activities
  - Coordinate providing links to web site tutorials for electronic resources such as the library catalog, Alabama Virtual Library, other databases, and the Internet.
  - Attend workshops and conferences where library technology problems and solutions are discussed.
  - Expand the training classes offered to the public in the Training Center to support the library's current service offerings.
  - Provide web browser based information to the public to facilitate their use of information resources available through the library and from their home.
  - Develop staff technology training plan. Define training curriculum for new employees and on-going training curriculum for existing employees based on job requirements. Determine training sources (staff trainers vs. other training groups).
  - Provide training classes to the staff to support new technologies or applications available in the library, such as print management software.

**Goal 5: Extend the library's services to the community by continuing to enhance the library's web site and expanding the technology-related services within the library and into patron's homes.**

- New Activities
  - Implement offering real time homework help service based on results of prior year investigation.
- Continuing Activities
  - Maintain online meeting room reservation service.
  - Expand the library's web site to handle theatre ticket requests.
  - Expand web access to our subscription Internet-based reference resources by providing home access when possible.
  - Offer patrons access to the network in the meeting rooms.

**Goal 6: Maintain dependable and appropriate electronic equipment and supplies inventory to meet the staff and community's needs.**

- Continuing Activities
  - Use the Track-It inventory management system to maintain current, accurate computer hardware and software records.
  - Maintain centralized printer supplies ordering and inventory management system for staff and public printers.
  - Maintain a comprehensive backup and disaster recovery plan.
  - Keep the staff workstations and the public workstations in good working order by maintaining a clean, dust-free environment and performing routine maintenance on the workstations.

**Goal 7: Increase the availability of current technology resources in the library.**

- Continuing Activities
  - Expand the number of computers with PC applications software
  - Use available software to control time limits on public use of PCs
  - Expand the number of computers with Internet Access

**2005 – 2006 Goals**

**Goal 1: Improve staff productivity and their use of technology to facilitate their daily work roles.**

- New Activities
  - Support the Youth Department in offering computer classes for preschoolers/parents.
- Continuing Activities
  - Provide staff training on new features continuously added to the Innovative Millennium Circulation system.
  - Upgrade staff workstation software as needed, including office application software, email programs, browser software, and security updates.
  - Evaluate current web development tools and include funding for software required to maintain web site and intranet.
  - Develop appropriate policies and procedures for new services and changes to existing services.
  - Provide technology training for new employees and ongoing training for all employees.

**Goal 2: Evaluate and expand access to reliable reference resources available to patrons.**

- New Activities
  - Develop bookmark to promote specific library materials and services to be distributed at the Circulation service desk.
- Continuing Activities
  - Work with the departments to evaluate online subscription and non-subscription resources to determine the best resources to provide to the public.

- Provide necessary support for the Alabama Virtual Library.
- Provide access to more reference information resources to patrons from their homes.
- Maintain the library's Computer and Internet Use Guidelines and the Internet Access Policy.

**Goal 3: Participate in funding opportunities to enhance technology and telecommunications within our library.**

- **Continuing Activities**
  - Participate in the Universal Service program and any other technology or telecommunications grant programs that would benefit the library.

**Goal 4: Promote computer literacy by offering continuous technical educational opportunities for the staff and the public.**

- **New Activities**
  - Work with the Reference Department to evaluate the need for subject specific Internet/database classes and implement if appropriate.
  - Provide Spanish language computer classes.
- **Continuing Activities**
  - If need apparent, provide AVL classes for the public.
  - Staff the Training Center during research lab hours.
  - Coordinate providing links to web site tutorials for electronic resources such as the library catalog, Alabama Virtual Library, other databases, and the Internet.
  - Attend workshops and conferences where library technology problems and solutions are discussed.
  - Expand the training classes offered to the public in the Training Center to support the library's current service offerings.
  - Provide web browser based information to the public to facilitate their use of information resources available through the library and from their home.
  - Develop staff technology training plan. Define training curriculum for new employees and on-going training curriculum for existing employees based on job requirements. Determine training sources (staff trainers vs. other training groups).
  - Provide training classes to the staff to support new technologies or applications available in the library, such as print management software.

**Goal 5: Extend the library's services to the community by continuing to enhance the library's web site and expanding the technology-related services within the library and into patron's homes.**

- **New Activities**
  - Provide sections of the library's web site in Spanish.

- Continuing Activities
  - Maintain real time homework help service if implemented in the previous year.
  - Maintain online meeting room reservation service.
  - Expand the library's web site to handle theatre ticket requests.
  - Expand web access to our subscription Internet-based reference resources by providing home access when possible.
  - Offer patrons access to the network in the meeting rooms.

**Goal 6: Maintain dependable and appropriate electronic equipment and supplies inventory to meet the staff and community's needs.**

- Continuing Activities
  - Use the Track-It inventory management system to maintain current, accurate computer hardware and software records.
  - Maintain centralized printer supplies ordering and inventory management system for staff and public printers.
  - Maintain a comprehensive backup and disaster recovery plan.
  - Keep the staff workstations and the public workstations in good working order by maintaining a clean, dust-free environment and performing routine maintenance on the workstations.

**Goal 7: Increase the availability of current technology resources in the library.**

- New Activities
  - Provide wireless Internet access for patrons' laptops.
- Continuing Activities
  - Expand the number of computers with PC applications software
  - Use available software to control time limits on public use of PCs
  - Expand the number of computers with Internet Access

**Identified Budget Requirements to Implement Technology Plan**

FY 2003-2006

- The budget should include funding to continue existing technology services, software, upgrades, and on-going training needs. Funding for repairs supplies, PC related accessories, cleaning supplies, etc. should take into account any increase in the number of workstations in the library. The budget should also include funding for port fees for the additional workstations and additional telecommunications expense.
- The budget should include funding for continued leasing of PCs. Upgrades to the operating system software on the NT servers, server and workstation virus protection software, and server backup software should be included in the budget.

- The budget should include funding for a new Windows 2000 server and the consultants to install it.
- The budget should include funding for wireless network cards and access points.
- The budget should include funding for outsourced services (i.e. online homework help, online meeting room service).
- The budget should include funding for outsourced Spanish translations (web site and computer classes).
- The budget should include funding for the continued maintenance of the self-checkout machine, the printer control system, and any new servers.
- The budget should include funding for existing services and on-going training needs.
- Funding might be needed for software to support Internet and intranet service enhancements.

## **Evaluation Process**

The success of the library's services to the public may be measured by increased usage of services evidenced by growth of usual statistical measures, such as annual library visits per capita, new registrations as a percentage of population, reference transactions per capita, in-library use per capita, increased usage of Internet Access workstations, and increased usage of electronic reference resources. These and additional statistics are measured annually in our Output Measures study.

Increases in the number of staff workstations and the quality of staff workstations and software will be a measure of how technology was used to improve the staff's productivity.

Evaluation forms will be used in staff and public training sessions to evaluate each training class. Annual surveys of staff training needs will drive planning for future staff training sessions. Public demand and evaluation of popular software packages will drive planning for future public training sessions.

Increase in the number of public workstations, the number of reference information resources, web-based subscriptions, and links from the library's web site will be used as a means of measuring the increase and success of access to reference resources for the public.

Grant awards and discounts from the Universal Service Fund will also be a measure of the library's success in using funding opportunities to further the library's technology goals.

Usage statistics on the library's web site will determine how well the site serves the community.

Annual patron surveys can be used to measure the patron's view of the quality of all technology related services. Annual staff surveys can also be used to measure the staff's view of the quality of technology related support and provide future direction for planning purposes.

As part of the planning process, each year during the budget preparation process, the current technology goals will be reviewed and updated as appropriate. Changes will be based on changes in the library's service goals, changes in technology and telecommunications, and funding opportunities.

**Hoover Public Library  
Three-Year Technology Plan  
Covering FY 2002-2003 Through FY 2005-2006**

Recommended by:

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Date

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Approved by:

Linda R. Andrews – Director

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