

**Greenwood-Leflore Public Library System  
405 West Washington Street  
Greenwood, MS 38930  
662-453-3634**

**Technology Plan  
July 1, 2014 – June 30, 2017**

**I. Vision**

The Greenwood-Leflore Public Library System recognizes that computing and networking technologies, used in an efficient and cost-effective manner, are an integral part of the acquisition and dissemination of information, the mainstays of library service. In light of this fact, the library system continues to evaluate emerging technologies in an effort to offer more efficient and effective delivery of current services and to add new services to help carry out the mission of the library system. In the coming years, the Greenwood-Leflore Public Library System will provide a unique basis for uniting and strengthening the communities we serve through their access to increased amounts of information made possible by communications technology and the continuing provision of traditional library services.

**II. Scope of Technology Plan**

The Greenwood-Leflore Public Library System's Technology Plan covers three years of technology related activities from July 1, 2014 until June 30, 2017. Greenwood-Leflore Public Library System's strategy for integrating technology into library services will include:

- computer hardware/software
- network technologies
- telephone systems
- technology training

**III. Current Environment**

Greenwood-Leflore Public Library System has a headquarters library and one branch library. The library system has access to EBSCOhost through MAGNOLIA which provides us with unlimited access to periodicals, monthly reviews, and newspaper sources. The library system also has access to Learn-A-Test, an online test preparation database.

**Telecommunications Services**

The Greenwood-Leflore Public Library System currently has four telephone lines for voice and fax services (three lines in the headquarters and one line in the branch library). We currently have one Metro-E fiber optic line at the headquarters and one DSL line for Internet services.

Our telecommunications services plan includes upgrades of bandwidth for each of the Internet lines as evaluations indicate the need for improvements.

### **Hardware and Software Products**

The library currently owns thirty PCs (11 staff workstations, 13 public access computers, and 6 laptops) with Internet access and word processing capabilities. These computers are supported by battery backup for basic power protection. All public access computers are operating with Windows 7 OS and Microsoft Office 2010, except for the card catalog computer which does not include Microsoft Office 2010. All staff computers are operation with Windows 7 OS, and nine of the eleven staff computers are utilizing Microsoft Office 2010. The remaining two staff computers are used solely for circulation functions at the headquarters library.

#### **Headquarters:**

There is one Dell Optiplex 780 PC (purchased in 2011) in the director's office being used by the director. There is one Dell Optiplex 780 PC (purchased in 2011) in the business office being used by the business manager. There are four PCs in the technical processing office used by staff: one Dell Optiplex 780 PC (purchased in 2011), one Dell Vostro 230 PC (purchased in 2010), one Dell Dimension 9200 (purchased in 2007), and one Dell Dimension 3100 PC (purchased in 2006). There are four PCs at the circulation desk that are used by staff: one Dell Inspiron 530 (purchased in 2008), one Dell Dimension 9200 (purchased in 2007), and two Dell Dimension 3100 PCs (purchased in 2006).

There is one Dell Dimension 2400 PC (purchased in 2003) available for patrons to search our online catalog. There are also two Dell Optiplex 380 PCs (purchased in 2011) dedicated to use by patrons searching MAGNOLIA databases, the Learn-a-Test database, and our online catalog.

The current list of public access PCs in the public computer area includes:

- 1 Dell Optiplex 380 PC (purchased in 2011)
- 3 Dell Inspiron 530 PCs (purchased in 2008)
- 3 Dell Dimension 9200 PCs (purchased in 2007)
- 1 Dell Inspiron 5150 PC (purchased in 2005)

There is one HP LaserJet printer (purchased in 2000) in the director's office. There is one HP LaserJet printer (purchased in 2009) in the business office. There are three HP LaserJet printers (purchased in 1998) and one Xerox Phaser printer (purchased in 2007) in the catalog/processing office. There is one HP LaserJet printer (purchased in 1998) at the circulation desk.

There is one facsimile machine in the business office used for business purposes only.

There is one Toshiba copier machine (purchased in 2012) at the circulation desk for staff and patron use.

#### **Jodie Wilson Branch:**

There are only three PCs at the Jodie Wilson Branch Library available for staff and patron usage: one Dell Inspiron 530 PC (purchased in 2008) for staff usage and a Dell Dimension 3100 PC (purchased in 2006) and a Dell Dimension 8300 PC (purchased in 2004) for patron usage.

There is only one HP LaserJet printer at the branch library (purchased in 1998). There is one copy machine for staff and patron use (purchased in 2006).

The office workstations, public access computers, and printers are on maintenance and upgrade schedule that allows prevention of network degradation, improves performance, and takes advantage of the full bandwidth necessary to make use of the multimedia available on the Web.

As budget funding is available, the Library will consider other new technologies as they come available and serve the mission and vision of the Library.

#### **IV. Goals, Objectives, Strategies, and Activities**

Goal 1: Provide Internet access to all patrons and staff.

- Objective: Maintain & increase access to the GLPLS online catalog, various online databases (MAGNOLIA and Learn-a-Test) and Internet resources.

Strategies:

1. Maintain our fiber connection at the main library and our DSL connection at the branch library in order to provide access to the Internet.

Task: File for E-rate discounts to fund these connections.

- Objective: Provide wireless Internet access to patrons and staff.

Strategies:

1. Maintain separate, secure networks dedicated to wireless Internet access for patrons and staff.

Task: File for E-rate discounts to fund equipment and/or connection.

Goal 2: Limit library system resources (time & money) devoted to maintaining obsolete equipment.

- Objective: Replace outdated equipment that is presently being used for Internet access and for word processing.
- Objective: Purchase and maintain necessary virus protection software and maintenance agreements to ensure reliable equipment performance.

Goal 3: Provide library staff with appropriate technology based training.

Goal 4: Leverage library system resources to improve library services.

- Objective: Form partnerships with other entities to share costs, etc.

## **V. Professional Development Strategy**

We will take advantage of workshops sponsored by the Mississippi Library Commission and local classes as the opportunities arise. The director and necessary staff members will attend these training workshops to learn about new and evolving technology for libraries. Library staff members will also attend any training sessions necessary to learn about any new technology being incorporated for use in the library. The director will attend the annual Mississippi Library Association conference to learn about new technologies that other library systems are exploring and what would work for our library system. Library staff members will also take advantage of online training opportunities through online sources such as WebJunction and AutoGraphics, Inc. when available and appropriate.

## **VI. Needs Assessment of Telecommunications Services, Hardware, Software, and Other Services**

GLPLS will maintain a connection to the state Multiprotocol Label Switching (MPLS) system and will obtain optimal connection speeds (via AT&T Internet services) in regards to telecommunications services for staff and patron computers. There are still some technology areas that can be improved.

### **Need 1: Updated Staff Computers**

The staff computers were all purchased at different times, from 2006 through 2011. The older models have been upgraded with more memory and more current software; however, the hardware becomes more unreliable with age. These need to be replaced.

### **Need 2: Updated Public Access Computers**

The public access computers were purchased at different times as well, from 2003 through 2011. The three oldest public access computers (purchased in 2003, 2004, and 2005) need to be replaced with more up-to-date computers. These older models have been upgraded with more memory and more current software; however the hardware becomes more unreliable with age. These need to be replaced. With increasing demand for public access computers, we need to add more new computers in addition to the ones that will be replaced.

### **Need 3: Laptop Computers**

The library currently owns six notebook (small laptop) computers; however, they are Dell D420 models that were manufactured in 2001. The computers are running Windows XP OS, a 2002 version which is no longer supported, and they do not include word processing software, such as Microsoft Office. The library needs to purchase at least three new laptop computers. Staff

members at the library would benefit from the use of portable laptop computers. These computers could be used to take inventory of library items. They would also be very helpful for accessing the Internet and performing work tasks when staff members are out of town for workshops or conferences.

**Need 4: Update Facsimile Machines, Copiers, and/or Printers**

As some of the peripheral equipment is somewhat dated and showing signs of wear, it will be necessary to replace faulty equipment. There are an increased number of requests for color copies from patrons, so black and white copiers could be replaced with color copiers.

**VII. Plan Evaluation**

This Technology Plan has been developed for a period of three years. The plan will be amended or updated as needed to accommodate changes in technology.

The Greenwood-Leflore Public Library System Board of Trustees and staff will annually review the Library's progress in achieving its objectives prior to adoption of the budget by the Library Board of Trustees, the Greenwood City Council, and the Leflore County Board of Supervisors. Objectives will be modified and /or appropriate to the Library's technology vision, mission, and service responses.

Adopted by the Administrative Board of Trustees of the Greenwood-Leflore Public Library System on March 17, 2014.

Recorded in its minutes on March 17, 2014 by Jenniffer Stephenson, Director, Greenwood-Leflore Public Library System.