



324 Clark Street, Powassan, ON P0H 1Z0 ♦ Tel: 705-724-3618 ♦ Fax: 705-724-5525 ♦ [www.powassanlibrary.com](http://www.powassanlibrary.com)

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Policy Title:	PDUPL Technology Plan		
Policy Number:	TECH-02		
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## Mission Statement

To provide the public with access to the resources of information or experiences which they find relevant to the changes, choices and decisions of their lives.

We believe that our library must meet the cultural, informational, educational and recreational needs of our community. We attempt to do this by providing access to an organized collection incorporating both print and non-print materials, and access to the internet for the virtually limitless information available online.

We recognize the need to co-operate with other libraries in networks, now and in the future, to share resources to provide the best possible service to our patrons.

We also intend to carry on an active role in making the community aware of resources, and the services we have to offer.

## Vision

Ensure our community has access to high speed internet service and to become familiar with new technology as well as opportunities to integrate technology into their daily lives.

# Technology Plan

## Introduction

The Powassan Library opened in 1912, with only 150 volumes and operated from a private home. The Library received a dedicated building in the late 1930s, moved into a new building in 1964, and again in 1982 in the present location and building at 324 Clark Street.

The Powassan Library became the Powassan and District Union Public Library (PDUPL) in 1971 when the Library joined with the Town of Trout Creek and the Municipalities of Chisholm, Nipissing, and South Himsforth to combine the literary assets and the energy of all these communities. The PDUPL currently serves over 1,500 patrons, retains over 24,000 volumes, provides computer technology, internet and social media access, and delivers a variety of programs for all ages. Its mission is to provide knowledge in both traditional and new formats, access to the evolving digital world and social media, cultural and heritage exposure, entertainment, and a venue for social interactions.

The first application to a Connectivity Access Program (CAP) grant was submitted in the fall of 1997, and in the spring of 1998 the PDUPL purchased two computers for staff use. These computers managed the library inventory via Winnebago in DOS, until upgrading to Winnebago for Windows in 2003. The grant also allowed for two public use computers as well.

The library now maintains, in order to better serve the needs of our communities: nine public computers, one all-in-one photocopier, one 3D printer, one Raspberry Pi, one individual printer, one laminator, one disc cleaner, seven pre-loaded eReaders, six iPads, nine laptops, two Literacy Station, two digital cameras.

## Needs Assessment

The technology and literacy needs have been assessed by the Library and are incorporated into this Technology Plan. The Library will measure goal attainment through data/evaluations gathered through computer and wireless use. Software and hardware are evaluated periodically for function, relevance and usefulness. Journals, Library Conferences, information in the media or on the web are used to evaluate new technology and new applications to bring to our community.

A 5 year review and assessment plan is followed, replacing computers on a rotating basis so all public and most staff computers are new or evaluated within the 5-year range to maintain reliability and readiness to support new software upgrades or as technology/maintenance demands.

The Library webpage (<http://www.powassanlibrary.com>) provides useful information about what resources are available to the online public. It is maintained by employees of the library using WIX software. Links are checked on a regular basis and new pages are added as needed while less used pages are retired. The Library Facebook page is also maintained on a regular basis by the Programming and Communication Coordinator.

The Library staff analyses and evaluates the possible effectiveness of new technology, recommends its purchase, and provides education on its use in order to teach them the skills necessary to use and integrate the new technology into their lives.

# January 1, 2019 - December 31, 2022

## Technology Plan

Many of the services provided by the Library are technology dependent, requiring features such as WIFI access, computers for public use, and basic computer literacy training. In order to accommodate these services, the Library must acquire current technology and be aware of future trends.

The PDUPL will continue hiring an IT person for two days a month on a contract basis (in 2019- total of 10 hours per month, \$3,000 per year). This person will address the public's need for individual technology help, do regular computer maintenance, and advise administration on new purchases and requirements.

## State of Library Technology

See Appendix A for an up-to-date inventory

## Technology Policies and Procedures

One of the PDUPL's primary goal is to maximize the length of service for computer hardware by employing a program of constant upkeep and maintenance, as well as keeping all computers updated until it is no longer technically feasible or it impedes the patron's use of the machines. This allows the library to be as environmentally-minded as possible when it comes to the disposal of its electronics. It is also fiscally responsible; by postponing on hardware upgrades, the Library is often able to acquire better quality items at a fraction of the original launch cost.

## Future Plans – 2019-2022

Starting in 2019, the library will apply for various grants seeking to acquire:	Which will provide this service:
<ol style="list-style-type: none"><li>1. iPad Mini – at least 4</li><li>2. New Early Learning Station Current ones are from pre-2012 or were bought used from the North Bay Public Library</li><li>3. All-in-one computers to start replacing the five pre-2012 desk top computers</li></ol>	<ol style="list-style-type: none"><li>1. To complement the other 4 we already have.</li><li>2. Tech education for children</li><li>3. Reliable computer access to the public</li></ol>

## **Sustainable Technology Strategy**

At the Powassan and District Union Public Library we offer a number of services, all free of charge, to educate the public on the use of technology. These include:

- a. One-on-one training sessions
- b. Classroom-style learning on a variety of topics with an emphasis on literacy
- c. Seminars regarding online safety
- d. On-demand help

To maintain the public computers, we make use of DeepFreeze – this effectively resets the public computers to a pre-set state every time they are rebooted. This allows for clients to make use of whatever services they need (downloading, saving work) while at the same time making it easy to keep the computers standardized.

The computers are updated twice a month, currently by an IT employee hired on contract, with a general assessment to make sure they are functioning properly.

Technology Inventory Management; the library's policy is immediate addition of new hardware to the inventory list; with an annual review of the inventory to not only validate the list but assess the current state of all of the equipment.

The Library embraces new technology and ideas. In late 2016, a 3D printer, and a Raspberry Pi were acquired with the 2016/2017 Capacity Grant to introduce the community to these new technologies. There is an ongoing effort to find volunteers interested in the technology, who would be willing to share their knowledge with the public.

## **Disaster Recovery Plan**

All information related to staff documents is backed up on Google Drive (cloud storage). These files are backed up on the CEO's external drive every month. Currently the sensitive information (IDs, passwords) is kept in a single document on cloud storage, with the CEO and IT staff having hard copies of this information.

All contact information related to service providers, vendors, security and insurance can be found in a binder by the front desk. This binder also includes all security procedures and information that are required of any employee that would be responsible in case of emergency. The documents kept within said binder are also located on the Library's Google Drive.

## Budget

The Library will support its technology goals and acquire its equipment and services through these specific means and budget sources:

- a. Library will apply for available grants from various sources to cover technology costs.
- b. \$750.00 budgeted annually for staff training
- c. A reserve of at least \$20,000 will be rebuilt through fundraising
- d. Equipment repair/maintenance supported via leftover funds from other budgets
- e. Yearly budgeted amount (\$1,000) set aside for technology

Monthly tech service costs include:

1. Agilis (Internet, Phone, Printer) - \$280/mth 260/month
  - a. Internet: \$170.00
  - b. Phone: \$25.00
  - c. Fax: \$25.00
  - d. Email: \$10.00

In 2018/2019 a Connectivity Grant is covering the internet cost.

2. **Faronics** (Security/Deepfreeze) - \$126.00/yr.
3. **OLS North Circulation System** (JASI) - \$1250.00/yr.

## Evaluation

Progression on future goals will be evaluated annually by the CEO, a member of the IT staff, and a Board member.

It is important for the staff and the Board to remain aware of and educated on emerging technological trends. As new technologies become more widely available they can be put forth as possible future acquisitions for the library.