BCPL Overview and Mission

Bartholomew County Public Library serves nearly 77,000 residents via the Main Library in Columbus, Hope Branch, Bookmobile, and deposit collections at retirement homes and social service agencies.

The Main Library also houses the Columbus Subregional of Talking Books for the Blind and Physically Handicapped that provides services to residents in 16 counties of southeastern Indiana in the 472---, 471--., and 470— zip codes.

Bartholomew County Public Library has reciprocal agreements with the Greensburg-Decatur County, Edinburgh Wright Hageman, Jackson County, and Jennings County public libraries. BCPL also is a member of the statewide reciprocal borrowing covenant.
The BCPL mission statement “Providing resources for life-long learning and enjoyment” includes the incorporation of emerging technologies to inform, educate, entertain, and enrich users’ lives. It also expresses the library’s role in providing classes and individual assistance to help residents of all ages understand and use technology.

BCPL’s vision is to provide and utilize functional, fun, and cost-effective technologies to support the library’s mission of lifelong learning and enjoyment.

<table>
<thead>
<tr>
<th>Current Technology</th>
</tr>
</thead>
</table>

Four appendices detailing BCPL server architecture, systems, software, and computer equipment are included in the Technology Plan 2012-2015 as submitted to the Indiana State Library.

Appendix D: Estimated Technology Expenditures 2012 – 2015 is included in the BCPL 2012-2015 Technology Plan published on www.barth.lib.in.us

Appendices not included in Technology Plan 2012-2015 published on www.barth.lib.in.us

Appendix A: Server Diagrams

Appendix B: Systems Reference Guide

Appendix C: Public and Staff Computers listed in Tech Atlas (WebJunction)

An overview of technology in use at BCPL includes:

**OCLC**

BCPL maintains subscriptions for OCLC Cataloging, Serials, and Interlibrary Loan. Bartholomew County Public Library has participated in the OCLC database since July 1980. All items owned and leased by the library, including downloadable ebooks and audio books, are incorporated into the library catalog. MARC and AARC standards are used consistently with ISBNs as identifiers and Library of Congress headings as the authority control. As titles are removed from the BCPL collection, they are deleted from the OCLC database.

BCPL participates in the OCLC Union List of Serials and responds to interlibrary loans requests placed via OCLC / First Search. OCLC EZproxy allows remote users to connect to WorldCat First Search to place their own interlibrary loans.

**ILS - Automated System**

The ILS system is SirsiDynix Symphony eLibrary with Enterprise Simple Search interface and BookMyne app. The purchased modules are Cataloging, Online Catalog, Circulation, plus the Newspaper Index for THE REPUBLIC (Columbus IN).

These functions have been automated since 1989, first with CLSI and then with Dynix and now SirsiDynix.

The current SirsiDynix system was installed in September 2010. The software is updated as new versions become available. Back-ups, indexing, monthly restarts, and all other maintenance are performed as recommended by SirsiDynix.

**Internet Wired and Wireless Access**

BCPL has provided public Internet access since 1995. The most recent upgrade includes broadband fiber 25 mbps Internet access at the Main Library plus one T-1 line at 3.072 mbps running between Main Library and Hope Branch.
Internet access - wired and wireless - is installed for public areas, staff desks, staff offices and workrooms, computer classroom, and meeting rooms throughout the Main Library and Hope Branch. These connections were installed over the period of 1988 to 2012.

Wireless Internet connectivity for public areas, some staff work areas, and the meeting rooms has been in place since 2004 at the Main Library and Hope Branch. The wireless signal also is accessible in the parking area of Hope Branch. At the Main Library, the signal is accessible in limited spots outside of the building. The wireless system is remains available 24/7.

The Internet access provider is ENA through the Indiana Public Library Consortium. The monthly cost for the fiber and T-1 line is subsidized by Universal Service Fund reductions and through an annual Indiana State Library grant.

**Servers**

BCPL has sixteen servers with operating systems of either Windows Server 2003 or Windows Server 2008. The servers run on VMWare boxes, and they are all HP hardware.

The servers house the following software and/or services: Archived data, Backups, Business Side File Server, Deep Freeze, eLibrary, Exchange, EZproxy, Payroll and Accounting, PaperCut, PcReservation, Spiceworks, Symphony, TrendMicro, WebReporter, Websense, and WhatsUp Gold. Some of this software is for the Business side and some is for the Public.

**Computers**

Public: 60 computers at Main Library, 8 at Hope Branch including
- Computer Classroom: 11 computers at Main Library
- AWE Early Learning System: 2 at Main Library, 1 at Hope Branch
- Children’s Games: 2 computers Main Library, 1 at Hope Branch
- ADA accessible station: 1 at Main Library
- Book Scan/Copier/Fax: 1 at Main Library
- Catalog only stations: 5 at Main Library, 2 at Hope Branch
- Meeting Rooms: 2 computers at Main Library

Staff: 50 computers at Main Library, 3 at Hope Branch, 7 spares not in use

Staff: 5 laptops at Main Library

Public and staff computers at the Main Library and Hope Branch have the full suite of Microsoft Office applications installed.

A TBS/PC Reservations and print management system is in use at the Main Library and Hope Branch.

Desktop links are provided to BCPL’s subscription databases, INSPIRE, and WorldCat.

**Security and Backups**

The Antivirus software is TrendMicro.

Public PCs use lockdown software DeepFreeze with the client loaded on each public computer. The server locks or unlocks the individual machines as needed.

Websense filter software interacts with public, staff, and wireless user computers.

Firewall software protects all staff and public computers.
Staff computers are set for automatic backup to one of the servers at the Main Library. Nightly offsite backups of critical servers and data are performed using Autonomy LiveVault.

**Computer Instruction**
The Computer Classroom includes 10 student work stations with Internet access and Microsoft Office application. The instructor’s computer is connected to a Sharp LCD projection system and Sharp AQUOS television.

**Microform Readers**
The Main Library maintains microform reader/computer systems for the public:
- 2 Konica-Minolta microform readers
- 1 Konica-Minolta printer
- 1 windows XP computer that can be used to capture digital images of microforms

**Copiers and Scanners**
Copiers and scanners for use by the public and staff include:
- 1 Xerox copier for the public at the Main Library
- 1 Ricoh print station/scanner/fax for public use at the Main Library
- 1 Book Scan Station for public use at the Main Library
- 1 Ricoh print station/scanner/fax for public use and staff use at Hope Branch
- 1 Sharp copier for staff use at the Main Library
- 1 Xerox copier for office use at the Main Library
- 1 Xerox copier for office use at Hope Branch.
- 1 Ricoh print station/scanner/fax for Business Office

**eReading Devices**
- Two 1st generation Nooks
- One Nook Touch
- One Kindle Keyboard
- One Kindle Fire
- Six Sony Wife Readers
- Two SanDisk MP3 players

BCPL owns these devices to provide instruction to the public in using downloadable ebooks, audio books, and music files:

**Email**
Sixty staff email accounts are hosted within the Main Library. Each department has at least one email address. Supervisors, managers, reference librarians, library assistants, and administration staff have individual email accounts.

**Databases**
Subscription databases include Ancestry.com, BookPage Online, Chilton Auto Repair, DearReader New Book Alerts, DearReader Book News and Reviews, Encyclopaedia Britannica, Foundation Directory Online Professional, Foundation Grants to Individuals Online, Gale Biography in Context, Gale Health and Wellness, Gale Science in Context,
Gale Small Business Resource Center, Gale Virtual Reference, GrantSpace, HeritageQuest, Legal Forms and Tax Forms, Mango Languages, Morningstar, NoveList. OverDrive, p4a Antiques Reference, Philanthropy In/Sight, Reference USA, and Tumblebooks.

In-house as well as remote access at home, work, and school is available for all online subscription databases with the exceptions of Ancestry.com, Foundation Directory Online Professional, Foundation Grants to Individuals, and Philanthropy In/Sight which must be used only in the Main Library or Hope Branch.

Events and Meeting Room Reservations
The Evanced Solutions module “Events” provides online registration for library programs and special events.

The Evanced Solutions module “Room Reserve” allows registered borrowers to reserve meeting space in the Red Room, Conference Room, two small meeting rooms, or the computer classroom.

Meeting Rooms Equipment
The Red Room and Conference Room at the Main Library each provide user access to a laptop, DVD player, LCD projector, screen, and television.

Reading Clubs Online Interface
The Evanced Solutions module “Summer Reader” allows borrowers to register for Summer and Winter reading clubs and keep track of their own reading and prizes.

Staff Shared File
All staff members have access to the “Share File” which is an intranet-type system. Documents of use to any or all staff including Personnel Manual, Policies and Procedures Manual, job descriptions, and desk schedules are stored on the shared drive.

Bookkeeping and Payroll
Automated bookkeeping has been in use since 1985. BCPL purchased CompuTrain bookkeeping software in January 2004. TruPay is used for automated payroll deposit.

Web Sites
The library owns three Internet domain names. barth.lib.in.us is BCPL’s main web site. mybcpl.org is a registered site, but it is not being utilized currently. BCPL acquired the domain registration and hosting for the volunteer-created historiccolumbusindiana.org in 2004.

The Main Library houses the CIAA-Columbus Indiana Architectural Archives collection. The computer catalog of the Archives is hosted at BCPL. A digital image file is hosted at Indiana University Purdue University Columbus. The CIAA web site columbusarchives.org is hosted by yola.com.

Talking Books
BCPL provides technology support, Internet access, and file backup for three computers used by the Talking Books Columbus Subregional serving persons with vision and physical challenges.
Other Technologies
A digital telephone system was installed in 2005 and is updated periodically.

A security camera system at the Main Library was installed in 2010 and updated in 2011 and 2012.

An eNewsletter created with a Constant Contact subscription is sent to a list of more than 800 library users at least one per month.

The BCPL Disaster Preparedness/Response Plan includes details for handling a variety of situations in which automated data and computer equipment could be threatened.

Staff Training in Use of Technology
Continuing education in computer technology has been a priority during recent years. Staff members have enrolled in Indiana State Library and Indiana Library Federation continuing education sessions, IUPU-Columbus classes, Indiana University classes, WebJunction online training, and BCPL on-site training.

More information about staff training and competencies is found in Goal 8: Provide Training for the Staff.

Technology Plan Input

A “Future Technology for the Library” survey was available via the BCPL web site during April and May 2012 to allow library users and staff to respond to specific questions and then suggest ideas for future library technology.

During 2011 surveys for the public and staff concerning technology were “BCPL Public Computers and Wireless Access” and “Bartholomew County Public Library - Planning for the Future”.

Three members of the BCPL attended the June 2011 Broadband Summit at the Indiana State Library. Using ENA online tools, BCPL broadband use is monitored frequently. The ENA Account Service Manager meets with selected BCPL staff members every year to plan for increased bandwidth at the Main Library and the best utilization of Internet access for Hope Branch.

Statistics for public computer use, logins to subscription databases, circulation of downloadable books and music, online catalog and website use, online requests/holds placed, and numbers of persons attending computer skills classes are tallied monthly and annually.

Library Board members are kept up-to-date concerning library technology via monthly Board Notes. During Library Board meetings, the trustees ask questions and make recommendations.

From knowledge acquired through continuing education sessions and visits to other public libraries, staff members are able to suggest innovations and improvements in the uses of technology for public services and staff activities.
Technology Plan  July 1, 2012 through June 30, 2015

Goal 1:  Comply with Indiana State Standards for Public Libraries.

Objectives:

Comply with basic standards regarding technology.
- Maintain a 3-year Technology Plan including all necessary components.
- Maintain a telephone number listed in the library’s name.
- Install an answer machine and/or voice mail proving a listing of library hours.
- Maintain at least one email address which is listed on the BCPL web site.
- Provide public copy machines at Main Library and Hope Branch.
- Maintain a machine or computer with faxing capability.
- Create a website including hours of operation, location addresses, a map for each fixed location, phone numbers, and e-mail addresses.
- Provide free electronic resources including INSPIRE to any citizen of Indiana.
- Maintain a written Policy for Internet Use adopted by the Library Board.
- Offer an online public access catalog.
- Maintain an online calendar of events.
- Provide free interlibrary loan via OCLC Resource Sharing.
- Provide ADA compliance and/or accommodation for all technology.
- Sustain compliance with CIPA – Children’s Internet Protection Act.
- Ensure that staff members in certified positions complete their LEU requirements.

Achieve an “Exceptional” rating as a Class A Library serving more than 39,999 residents by complying with higher standards regarding technology.
- Provide one public computer connected to the Internet per 500 residents served.
- Offer wireless Internet access at the Main Library and Hope Branch.
- Provide scanning equipment at the Main Library and Hope Branch.
- Participate in the statewide Info Express with daily weekday deliveries.

Goal 2:  Provide state-of-the-art computer equipment and infrastructure.

Objectives:

Sustain and promote the use of in-library computers.
- Increase the number of public computers at the Main Library and Hope Branch.
- Add a dedicated computer for genealogy searching in the Indiana Room.
- Add another online catalog computer in Children’s Services.
- Enhance public and staff computers by updating to Microsoft Office 2010 applications.
- Investigate using auxiliary print stations at the Main Library.
- Consider adding headphones at public computer stations.
- Assess the use of touch screen computers for the public.
- Investigate more comfortable, but easy-to-clean computer seating.
- Assess the possibilities of providing larger computer work stations.
Provide robust Internet access.
- Strengthen wireless Internet access inside and outdoors at library facilities.
- Assess and augment available Internet bandwidth at the Main Library.
- Install a second T-1 line between Hope Branch and the Main Library.
- Continue to monitor the savings provided by the ENA consortium.
- Investigate the use of a VoIP telephone system.

Purchase quality equipment and provide constant maintenance.
- Continue the replacement of public Windows XP computers with Window 7 machines.
- Provide larger monitors at public computer stations.
- Replace public catalog computers with faster, up-to-date hardware.
- Replace remaining staff Windows XP computers with machines running Window 7.
- Provide routine maintenance for servers and routers.
- Schedule repairs and upgrades for scanners, printers, and other peripherals.
- Update server software as recommended by the vendor.
- Load new releases of filter software as supplied.
- Maintain SirsiDynix indexing and back-ups.
- Maintain SirsiDynix Symphony ILS upgrades provided by the vendor.
- Maintain SIP authentication for borrower access to public computers, databases, downloadables, and registrations for events and meeting room use.
- Increase the capacity for backups of systems and data.

Provide up-to-date security for all systems.
- Maintain firewall and server security and security on individual computers.
- Maintain and update anti-virus and anti-spam software on all servers and computers.

Document systems functions and troubleshooting.
- Maintain a call list of employees responsible for emergency rebooting of systems.
- Update, as needed, the contact information for technology vendors’ help desks.
- Maintain procedures for reporting malfunctioning equipment and seeking repairs.
- Retain up-to-date server and LAN diagrams.

Document equipment maintenance and disposal.
- Continue to document all systems and hardware repairs and upgrades.
- Maintain the current fixed assets inventory of all hardware.
- Retain manuals for all current equipment.
- Maintain a procedure for documenting the disposal of obsolete equipment or software.

Goal 3: Enhance the user in-library experience.

Objectives:

Install automated self-checkout and related technology.
- Provide self-check at each circulation point in the Main Library and Hope Branch.
- Assist borrowers in learning to use self-check.
- Assess the efficiencies of RFID in association with self-check and return.
- Investigate the installation of automated checkin and sorting equipment.

Offer credit and debit card payment for fines.
- Secure the necessary service provider and hardware to accept credit/debit cards.
- Integrate card payments with the SirsiDynix circulation software.
**Update microform and copying equipment.**
- Replace outdated microform readers with web-interactive models.
- Instruct the public in using combination microform and scanning/copying equipment.
- Continue the consolidation of computer and microform printing, scanning, and faxing.
- Provide an additional stand-along copy machine at the Main Library.

**Offer in-house and take-home checkout of hand held digital equipment.**
- Provide in-house use of ebook readers, tablets, CD players, and DVD players.
- Establish checkouts for ebook reading devices.

**Augment wireless Internet services.**
- Extend wireless service outdoors to the Main Library plaza and children’s terrace.
- Create more quiet, spacious, and comfortable areas for wireless users.

**Make better use of the ADA work station and adaptive technologies.**
- Publicize the library's ownership of the assistive equipment.
- Seek users for the equipment through local social services agencies.

**Continue to replace or augment print materials with digital versions.**
- Replace print reference materials with online versions as feasible.
- Continually assess subscription databases as alternatives to print resources.
- Promote the use of nonfiction ebooks.

**Adopt new digital formats.**
- Begin circulating Blu-ray discs.
- Investigate using multiple vendors for ebooks and downloadable audio books.
- Consider other new formats as they become available.

**Purchase more game consoles and circulating games.**
- Purchase more Wii, Xbox, Play Station consoles for in-library use.
- Acquire Wii, Xbox, Play Station, and other games for circulation.
- Investigate downloadable services for providing games to users.

**Maintain and augment in-house automated promotion of library events.**
- Continue to use televisions as announcement boards to promote library programming.
- Purchase an announcement board television for Hope Branch.
- Acquire an electronic message board for the exterior grounds at the Main Library.

**Create interactive floor plan maps/kiosks at the Main Library.**
- Provide way-finding by searching for collections and subjects.
- Assist borrowers in locating library program locations within the building.
- Assist users in locating meeting rooms and accessing daily meeting calendars.

**Maintain the meeting rooms equipment for public use.**
- Sustain robust wireless connections in all meeting rooms.
- Maintain the laptops, DVD players, and LCD projectors for in-house public use.
- Make VoIP - Voice Over Internet Protocol available to meetings rooms users.
- Provide smartboards and wireless slates for public use.
- Investigate the uses and costs of providing video conferencing for public and staff.
Use technology to preserve library security and protect library users.
- Maintain the video surveillance system at the Main Library.
- Consider installing video surveillance for Hope Branch.
- Update the Main Library CheckPoint security system.
- Investigate the costs and functionality of touch pads to replace door locks and keys.

Update automated services for the Bookmobile.
- Study the use of on-the-road connectivity to the SirsiDynix system.
- Investigate using a wireless hotspot to create Internet connectivity for the Bookmobile.

Goal 4: Make optimal use of library website and online contracted services.

Objectives:

Create and promote the concept of 24/7 library services.
- Maintain constant connectivity to the SirsiDynix catalog.
- Ensure constant availability of SIP authentication of borrower barcodes.
- Choose vendors that provide uninterrupted service for delivery databases, downloadable services, and web hosting.
- Advertise and promote the 24/7 services for all ages via social media, BCPL website, brochures, and traditional print and radio media.

Add e-commerce to the BCPL website.
- Make use of the SirsiDynix component for accepting credit and debit card payments.
- Establish a PayPal account for accepting payments.
- Advertise the availability of e-commerce payments for library fines and fees.
- Encourage monetary donations to BCPL via PayPal.
- Encourage monetary donations to the Library Associates (friends group) via PayPal.

Investigate accepting new borrower registrations via the BCPL website.
- Study the verification and privacy elements of online borrower registration.
- Seek advice from other Indiana public libraries where online registration is offered.

Maintain access to reference resources on the Internet.
- Encourage remote access via borrower barcode to online subscription databases.
- Promote the use of INSPIRE for users at home, work, and school.
- Evaluate and add new databases for use in the library or at home, work, and school.

Provide increased access to downloadable formats.
- Continue to provide downloadable ebooks and audio books via Overdrive.
- Provide more downloadable ebooks and audio books for children.
- Continue to provide downloadable music for all ages via Freegal.
- Investigate services providing downloadable video for all ages.
- Consider contracting with multiple ebook and audio book download providers.
- Promote free Internet downloadable media, educational, and entertainment resources.

Increase the awareness and use of DearReader interfaces and emails.
- Promote the BCPL DearReader Book News interface.
- Promote the BCPL DearReader New Book Alerts interface.
- Encourage borrowers to subscribe to email or RSS delivery of DearReader updates.
Promote and maintain the contracted Evanced services.
- Continue online reservations for public use of meeting rooms.
- Sustain online registrations for library programs and events.
- Encourage online registrations and recordkeeping for reading clubs.

Encourage user-initiated interlibrary loan requests.
- Promote the access for users to place their own interlibrary loan requests.
- Continue to make the EZproxy access to WorldCat First Search actually easy.

Maintain local-interest digital resources and information.
- Continue to index THE REPUBLIC via the SirsiDynix catalog.
- Create links to digitization projects of the Columbus Indiana Architectural Archives.
- Study the costs and efficiencies of digitizing local genealogy materials.
- Continue to upload genealogy information to VINE (Vital Information Exchange).

Provide an appealing website design.
- Seek library users’ advice about how they use the BCPL website.
- Maintain and study statistics of how the current website is being utilized.
- Examine other library websites’ content and platforms.
- Consider the use of SirsiDynix Enterprise as the website platform.

Provide new website based services to BCPL borrowers.
- Experiment with the use of virtual reference service provided by BCPL staff.
- Continue and augment genealogy searching assistance via email.
- Promote the use of the online suggestions for BCPL purchases.

Goal 5: Use apps and social media to promote the library.

Objectives:

Make BCPL services available via apps for smart phones and other devices.
- Maintain the BookMyne app for catalog searching, renewals, and placing holds.
- Complete work on the Boopsie app including catalog access, library locator, events, reference help, and database access.
- Assess Boopsie future development to integrate Overdrive downloads.
- Investigate additional app technologies as they emerge.

Extend the audience for the email newsletter.
- Increase circulation of the Constant Contact email newsletter by offering subscriptions to borrowers as they apply for library cards.
- Promote newsletter sign-up at community events in which the library participates.
- Increase the frequency of the newsletter to announce events and library news.

Boost the use of social media in promoting library services and events.
- Continue to use of daily facebook postings to promote library events.
- Evaluate using Twitter to promulgate library news.
- Consider creating YouTube videos and/or podcasts for library publicity.
- Study the use of a photo hosting website such as Flickr or Photobucket.
Use QR (Quick Response) codes to promote BCPL services.
- Create pages with the BCPL website that are accessed by scanning QE codes.
- Add QR codes to BCPL flyers and other print promotions.
- Create QR “business cards” as advertising give-aways at community events.

**Goal 6: Investigate new methods for providing remote services.**

**Objectives:**

**Consider installing Redbox or a similar service in various locations.**
- Consider self-service units for circulating DVDs, CDs, and popular books.
- Decide whether a user fee would be necessary.
- Evaluate locations around the county.
- Assess whether self-service units could take the place of creating new branch facilities.

**Provide Community Internet stations and wireless hot spots.**
- Partner with organizations that could host computers featuring library recourses.
- Evaluate adding Internet hot spots where library Redbox self-service units are placed.

**Goal 7: Provide library technology training to the public.**

**Objectives:**

**Continue to provide help to in-house computers users.**
- Maintain the Computer Help desk at the Main Library.
- Continue to train all Hope Branch employees to provide computer assistance.
- Help borrowers with the use of the BCPL online catalog.
- Assist borrowers who are learning to use devices for downloadable books and music.
- Teach borrowers how to place user-initiated interlibrary loan requests.
- Provide help to persons using online databases and eGovernment websites.
- Assist users who are creating web-based email accounts.
- Help children use AWE Early Learning stations.
- Assist parents in helping their children with Internet-based homework and research.
- Provide staff assistance to help users master software and other applications.

**Provide training on other in-house library equipment.**
- Provide staff assistance for users who are printing, scanning, or faxing.
- Provide staff help with the microfilm and microfiche reader/printers.
- Provide staff assistance with the accessible computer for physically challenged persons.

**Sustain and augment computer skills classes for all ages.**
- Maintain and update basic classes about computers, the Internet, and email.
- Continue to provide beginning and advanced Microsoft Office application classes.
- Provide and update classes about online databases searching.
- Continue to provide training for online genealogy searching.
- Continue to provide classes concerning features of the SirsiDynix catalog.
- Seek users’ advice is offering other classes to teach specific software or skills.
- Provide programs, workshops, and classes about emerging technologies.
- Provide additional classes for accessing online business resources.
- Provide classes for online gaming and other entertainment for children and educators.
Maintain the computer classroom / computer lab.
- Update hardware as needed for maximum efficiency and ease of use.
- Install updates for Microsoft Office applications and other software.
- Maintain the projection system for optimal ease of learning.

Provide up-to-date documentation for computer skills classes.
- Maintain online of handouts of information covered in computer skills classes.
- Consider creating YouTube videos and/or podcasts of computer skills instruction.

Provide online help for persons using library resources.
- Continue to provide website help pages for downloading books and music.
- Maintain other website tips for the use of online databases and WorldCat.

Goal 8: Provide training for the library staff.

Objectives:

Continue to provide in-house computer skills training for staff.
- Provide training on paid work time.
- Train every staff members in basic knowledge of computers, email, and the Internet.
- Train all staff in basic knowledge of Microsoft Office applications.
- Provide training for specific library skills such as cataloging and interlibrary loan.
- Offer advanced computer skills training opportunities to employees
- Provide staff training for media downloading and use of personal digital devices.
- Increase the skills of employees responsible for rebooting of systems and servers.
- Increase the skills of employees in troubleshooting computer hardware and software.
- Provide staff-produced training for emerging technologies.
- Use vendor webinars for software, hardware, and database training.

Encourage continuing education opportunities for staff.
- Require that all staff attend ILF District meetings to participate in technology sessions.
- Encourage staff participation in technology programs at ILF and ALA conferences.
- Provide opportunities for staff to participate in vendor training and webinars.
- Continue to document in monthly reports all continuing education completed.

Provide funding for continuing education opportunities for staff.
- Pay registration fees for conferences and workshops.
- Continue to allow paid time for staff members to take part in online training or off-site conferences.

Maintain computer skills requirements for all employees.
- Assure that that all staff members are able to perform basic computer skills.
- Require that reference librarians be skilled in Internet and data base searching.
- Assure that reference librarians can provide help with Internet Office applications.
- Train reference librarians to assist users with microforms reading and printing.
- Assure that specialized task employees can perform needed skills such as cataloging.
- Provide time and resources for supervisors to do technical skills training with new employees.
- Assure that a new staff member is trained before interacting with the public.
- Assure that a new staff member is trained before inputting information to databases.
- Encourage staff members to teach technical skills to one another.
Increase BCPL staff productivity with technology.
- Use in-house email for accurate and timely communication.
- Maintain the Shared File (Intranet) for common use of memos and policy information.
- Continue to post desk schedules on the Shard File.
- Streamline methods for tracking attendance, vacation, and sick time.
- Maintain and increase web-based ordering of library materials and supplies.
- Train all staff members in the use of meeting rooms equipment.

Goal 9: Plan for integrated library system upgrades.

Objectives:

Continue to implement SirsiDynix upgrades.
- Install upgrades and new features following testing and thorough documentation.

Maintain awareness of integrated library system vendors and functionalities.
- Use conferences and other vendor opportunities to discover advances in the market.
- Investigate the advantages of joining an open-source system consortium.

Participate with other libraries.
- Observe technology changes as implemented by other libraries.
- Participate in purchasing consortiums when possible.
- Consider possibilities for shared systems among large Indiana public libraries.

Goal 10: Market the library’s technology-based services.

Objectives:

Market the library as a place to find 24/7 online resources.
- Use print materials to advertise computers, wireless access, databases, and classes.
- Use BCPL and other organizations’ email newsletters to advertise library technology.
- Use social media to advertise BCPL’s technology and website.
- Create public service announcements to promote access to library online resources.
- Create foreign language materials as needed to promote the use of library technology.
- Demonstrate and promote library services at local festivals and events.

Market the library as a place to find electronic entertainment.
- Create print and online announcements to advertise downloadable media.
- Provide classes and drop-in opportunities to teach book and music downloading.
- Demonstrate downloadable media at local festivals and events.

Market the library as a resource for education.
- Communicate with local school librarians to promote student use of library technology.
- Assure that local schools retain their website links to the BCPL home page.
- Provide database use training to teachers and home school instructors.
- Demonstrate to teachers and home school instructors how to use downloadable media.
- Promote use of the INSPIRE databases for school and home access.
- Promote the use of BCPL’s online databases for school and home access.
- Promote use of the Internet at the public library in support of school curriculum.
Market the library as a place to find electronic business resources.
- Promote the use BCPL wireless Internet access during lunch hours and meetings.
- Assure that community organizations retain their website links to BCPL’s home page.
- Promote use of BCPL’s online databases for work and home access.
- Promote INSPIRE and eGovernment databases of use to businesses.

Market the library as a place to find genealogy resources.
- Publicize computers skills classes for learning about online genealogy searching.
- Collaborate with genealogy organizations to promote HeritageQuest and Andestry.com.
- Promote use of the Indiana State Library VINE (Vital Information Exchange) data base.

**Goal 11: Collaborate with schools, businesses, and local organizations.**

Objectives:

**Provide electronic resources to enhance local education for all ages.**
- Advertise the use of INSPIRE and BCPL databases for school and home access.
- Promote the use of the library public computers by students.
- Continue involvement with local public, parochial, private, and home schools to assist students in accessing electronic data sources.
- Work with adult education and adult literacy organizations to teach computer skills.
- Work with early childhood and literacy organizations to teach computer skills.
- Promote the use of online databases for grant seekers.
- Maintain the Accelerated Reading Lists links on the BCPL website.
- Continue to provide online test proctoring as requested.
- Increase involvement with the Columbus Learning Center to coordinate database purchases.
- Continue to be involved with PIE – Partners in Education to promote electronic resources as a portion of their programming.

**Maintain electronic resources to assist local businesses, agriculture, and tourism.**
- Continue to provide subscription databases in support of local economic development.
- Continue to provide subscription databases in support of personal investing.
- Promote the use of online databases for grant seekers.
- Maintain programs at local businesses to teach the use of library data sources.
- Continue to participate with Columbus Area Chamber of Commerce committees and conferences.
- Provide technology skills programs through Bartholomew County Extension Service.
- Continue to provide access to the Columbus Indiana Architectural Archives database.

**Offer electronic resources in support of local, state, and federal government.**
- Maintain eGovernment links on the BCPL website.
- Assist library users in accessing and completing eGovernment forms.
- Work with local licensing agencies to provide free access to their forms.
- Continue to provide online access to Bureau of Motor Vehicles forms.
- Continue to provide database access to income tax forms.
Provide electronic information in response to local needs.
- Maintain links to the Columbus Area Weather Alert system.
- Sustain the hosting of a WTHR-TV weather station in Columbus.
- Continue to provide links for 211-United Way agencies.
- Maintain microform access to county birth, death, and court records.

Offer the computer classroom and skills classes in response to local needs
- Continue to make the computer classroom available to not-for-profit organizations.
- Consult with human services agencies to promote computer skills for their clients.

Collaborate with other electronic content providers.
- Sustain hosting the Columbus Indiana Architectural Archives in-house database.
- Maintain sponsorship for Historic Columbus Indiana (historiccolumbusindiana.org).

<table>
<thead>
<tr>
<th>Goal 12: Provide adequate and continued funding for technology.</th>
</tr>
</thead>
</table>

Objectives:

Budget for software and database upgrades from BCPL’s annual Operating Fund.
- Anticipate the costs of software upgrades.
- Budget for continuing participation with OCLC.
- Designate funds for database subscriptions.
- Increase funding for downloadable media subscriptions and purchases.
- Anticipate the costs for remote hosting of the BCPL website.

Make use of Library Improvement Reserve Funds to purchase hardware.
- Budget LIRF monies for purchases of computers and servers.
- Budget LIRF funds for SirsiDynix hardware upgrades.

Request funds from the Library Associates
- Maintain the use of Bartholomew County Library Associates funding for upgrading large screen televisions and meeting room electronics.

Seek grants and funding
- Apply for Indiana State Library LSTA technology grants as available and applicable.
- Apply for community and local technology grants as available and applicable.
- Make use of USF and Indiana State Library telecommunications funds and grants.

A 2012-2015 technology budget is found in Appendix D of this plan.

<table>
<thead>
<tr>
<th>Goal 13: Evaluate and update the Technology Plan.</th>
</tr>
</thead>
</table>

Objectives:

Seek knowledge about technology changes.
- Provide continuing education opportunities for staff and library board members.
- Continue to participate in State Library, ILF, and ALA workshops and conferences.
- Learn about new technologies through professional journals and national news.
Learn from and work with other libraries.
- Join library listservs to learn about new technology.
- Visit other libraries to see new technology in action.
- Observe other libraries’ participation in integrated library system consortiums.
- Provide time and cover costs for staff members to visit other libraries.

Ask library users what they need.
- Survey library users to discover their information needs.
- Ask library users about their technology training needs.

Involve the Columbus/Bartholomew County community in planning.
- Monitor local media to learn about community technology needs.
- Visit organizations’ web sites to discover their local information resources.
- Cooperate with local schools, colleges, and trade schools to support curriculum.
- Work with businesses to assist them in accessing information resources.
- Assist not-for-profit organizations in serving their clients’ information needs.
- Work with city and county government officials to share public records via online databases.

Appendix A: Server Diagrams (attached)

Appendix B: Systems Reference Guide (attached)

Appendix C: Public and Staff Computers listed in Tech Atlas (attached)

Appendix D: Estimated Technology Expenditures 2012 – 2015 (attached)

Bartholomew County Public Library
536 Fifth Street    Columbus IN    47201
(812) 379-1255 (phone)    (812-379-1296 (FAX)

Submitted by Beth Booth Poor
library@barth.lib.in.us    (812-379-1254

Providing excellence in services, materials and programs for all library users
## Appendix D: Estimated Technology Expenditures 2012 – 2015

### 2012 July – December
Projected expenditures related to Technology programs and upgrades:

<table>
<thead>
<tr>
<th>BCPL Operating Budget</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Copying, scanning, faxing equipment rental</td>
<td>$ 4,500</td>
</tr>
<tr>
<td>Microsoft Office software upgrades</td>
<td>7,500</td>
</tr>
<tr>
<td>Database subscriptions</td>
<td>18,000</td>
</tr>
<tr>
<td>Downloadable media subscriptions and purchases</td>
<td>61,500</td>
</tr>
<tr>
<td>Microform purchases</td>
<td>1,700</td>
</tr>
<tr>
<td>Evanced subscriptions</td>
<td>2,475</td>
</tr>
<tr>
<td>TLS website hosting</td>
<td>275</td>
</tr>
<tr>
<td>Websense and Firewall subscriptions</td>
<td>8,600</td>
</tr>
<tr>
<td>Deep Freeze subscription and upgrades</td>
<td>1,600</td>
</tr>
<tr>
<td>CompuTrain software and support</td>
<td>1,425</td>
</tr>
<tr>
<td>SirsiDynix maintenance fees</td>
<td>18,000</td>
</tr>
<tr>
<td>OCLC fees</td>
<td>13,500</td>
</tr>
<tr>
<td>Fiber and T-1 line charges (before USF and ISL subsidies)</td>
<td>25,890</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BCPL Library Improvement Reserve Fund:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Added / Replacement computers for public and staff</td>
<td>$ 30,000</td>
</tr>
<tr>
<td>Replacement printers</td>
<td>5,000</td>
</tr>
<tr>
<td>Added wireless antennas and hubs</td>
<td>5,000</td>
</tr>
<tr>
<td>Computer, sound, and television equipment for meeting rooms</td>
<td>5,000</td>
</tr>
<tr>
<td>Surveillance system upgrades</td>
<td>2,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frances Carr Memorial Fund for Continuing Education</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff continuing education and workshop registrations</td>
<td>$ 12,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bartholomew County Library Associates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Television equipment for Hope Branch</td>
<td>$ 3,000</td>
</tr>
</tbody>
</table>

### 2013 January – December
Expenditures related to Technology programs and upgrades:

<table>
<thead>
<tr>
<th>BCPL Operating Budget</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Copying, scanning, faxing equipment rental</td>
<td>$ 9,000</td>
</tr>
<tr>
<td>Microsoft Office software upgrades</td>
<td>10,000</td>
</tr>
<tr>
<td>Database subscriptions</td>
<td>36,000</td>
</tr>
<tr>
<td>Downloadable media subscriptions and purchases</td>
<td>122,500</td>
</tr>
<tr>
<td>Microform purchases</td>
<td>1,700</td>
</tr>
<tr>
<td>Evanced subscriptions</td>
<td>4,950</td>
</tr>
<tr>
<td>Constant Contact subscription</td>
<td>300</td>
</tr>
<tr>
<td>TLS website hosting</td>
<td>550</td>
</tr>
<tr>
<td>Websense and Firewall subscriptions</td>
<td>8,600</td>
</tr>
<tr>
<td>Deep Freeze subscription</td>
<td>1,200</td>
</tr>
<tr>
<td>CompuTrain software and support</td>
<td>2,850</td>
</tr>
<tr>
<td>SirsiDynix maintenance fees</td>
<td>32,000</td>
</tr>
<tr>
<td>OCLC fees</td>
<td>27,000</td>
</tr>
<tr>
<td>Fiber and T-1 line charges (before USF and ISL subsidies)</td>
<td>56,280</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BCPL Library Improvement Reserve Fund:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Added / Replacement computers for public and staff</td>
<td>$ 10,000</td>
</tr>
<tr>
<td>Added / Replacement servers</td>
<td>10,000</td>
</tr>
<tr>
<td>Replacement printers</td>
<td>5,000</td>
</tr>
<tr>
<td>Added wireless antennas and hubs</td>
<td>5,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frances Carr Memorial Fund for Continuing Education</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff continuing education and workshop registrations</td>
<td>$ 12,000</td>
</tr>
</tbody>
</table>

---

*Note: All amounts are in US dollars.*
2014 January –December expenditures related to Technology programs and upgrades:

<table>
<thead>
<tr>
<th>BCPL Operating Budget</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Copying, scanning, faxing equipment rental</td>
<td>$ 9,000</td>
</tr>
<tr>
<td>Database subscriptions</td>
<td>36,000</td>
</tr>
<tr>
<td>Downloadable media subscriptions and purchases</td>
<td>122,500</td>
</tr>
<tr>
<td>Microform purchases</td>
<td>1,700</td>
</tr>
<tr>
<td>Evanced subscriptions</td>
<td>4,950</td>
</tr>
<tr>
<td>Constant Contact subscription</td>
<td>300</td>
</tr>
<tr>
<td>TLS website hosting</td>
<td>550</td>
</tr>
<tr>
<td>Websense and Firewall subscriptions</td>
<td>8,600</td>
</tr>
<tr>
<td>Deep Freeze subscription and upgrades</td>
<td>1,600</td>
</tr>
<tr>
<td>CompuTrain software and support</td>
<td>2,850</td>
</tr>
<tr>
<td>Equipment and software for digitization of local collections</td>
<td>10,000</td>
</tr>
<tr>
<td>SirsiDynix maintenance fees</td>
<td>32,000</td>
</tr>
<tr>
<td>OCLC fees</td>
<td>27,000</td>
</tr>
<tr>
<td>Fiber and T-1 line charges (before USF and ISL subsidies)</td>
<td>56,280</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BCPL Library Improvement Reserve Fund:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Added /Replacement computers for public and staff</td>
</tr>
<tr>
<td>Added /Replacement servers</td>
</tr>
<tr>
<td>Replacement printers</td>
</tr>
<tr>
<td>Added wireless antennas and hubs</td>
</tr>
<tr>
<td>Computer, sound, and television equipment for meeting rooms</td>
</tr>
<tr>
<td>Surveillance system upgrades</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frances Carr Memorial Fund for Continuing Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff continuing education and workshop registrations</td>
</tr>
</tbody>
</table>

2015 January–June projected expenditures related to Technology programs and upgrades:

<table>
<thead>
<tr>
<th>BCPL Operating Budget</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Copying, scanning, faxing equipment rental</td>
<td>$ 4,500</td>
</tr>
<tr>
<td>Database subscriptions</td>
<td>18,000</td>
</tr>
<tr>
<td>Downloadable media subscriptions and purchases</td>
<td>61,500</td>
</tr>
<tr>
<td>Evanced subscriptions</td>
<td>2,475</td>
</tr>
<tr>
<td>Constant Contact subscription</td>
<td>300</td>
</tr>
<tr>
<td>TLS website hosting</td>
<td>275</td>
</tr>
<tr>
<td>CompuTrain software and support</td>
<td>1,425</td>
</tr>
<tr>
<td>Equipment and software for digitization of local collections</td>
<td>0</td>
</tr>
<tr>
<td>SirsiDynix maintenance fees</td>
<td>16,000</td>
</tr>
<tr>
<td>OCLC fees</td>
<td>13,500</td>
</tr>
<tr>
<td>Fiber and T-1 line charges (before USF and ISL subsidies)</td>
<td>28,140</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BCPL Library Improvement Reserve Fund:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Added /Replacement computers for public and staff</td>
</tr>
<tr>
<td>Added /Replacement servers</td>
</tr>
<tr>
<td>Replacement printers</td>
</tr>
<tr>
<td>Added wireless antennas and hubs</td>
</tr>
<tr>
<td>Computer, sound, and television equipment for meeting rooms</td>
</tr>
<tr>
<td>Surveillance system upgrades</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frances Carr Memorial Fund for Continuing Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff continuing education and workshop registrations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bartholomew County Library Associates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer, sound, and television equipment for meeting rooms</td>
</tr>
</tbody>
</table>