

TECHNOLOGY PLAN SHELBY COMMUNITY LIBRARY

November 15, 2011

Reviewed June 4, 2012

Library Director: Laura Alt
Shelby Community Library
650 N. Walnut, PO Box 146
Shelby, NE 68662

Polk County

Library Phone Number 402-527-5181

Population of village 714 and census year from 2010

Population of county 5406 and census year from 2010

E-mail: shelbyclibrary@yahoo.com or laalt@yahoo.com

TECHNOLOGY PLANNING COMMITTEE FOR LIBRARY AND/OR COMMUNITY:

List of individuals on your planning team including community representatives. Include each person's organization/business affiliation.

Laura Alt Library Director, Lynne Veburg Library Assistant, Terry Fusco Library Trustee, Carmen Pesicka Library Trustee, Alice Woodard Library Trustee, LuAnn Morgan Library Trustee, and Teri Logan Library Trustee President.

What current technology exists in other entities within your community such as the school or city offices? For example, are there computer labs available in the community? Do the city offices have access to Internet? Do local businesses have access to the Internet?

In Shelby computer and fax services are available at the school, city office, bank Co-op elevator and the library. The city office has a computer, internet, fax and a printer. The school has computers, wireless internet, fax and a Satellite Distant Learning Center for the students. The Shelby Community Library is the only place in town with a computer lab open to the public.

GOALS AND STRATEGY:

List and describe in the immediate paragraph below the basic goals for the use of the discounted services that the library will be receiving through the Universal Service Fund(E-rate) and how these goals will be implemented. These goals have to address services relating to the types of technology that the library is applying for through the E-rate program. Please also include other forms of technology that the library hopes to maintain, improve, and/or add that are not associated with E-rate.

The public wants free Internet access. Our library participates in the E-rate program on Telecommunications and Internet. It is through the Universal Service Fund. We receive a 60% discount. Monthly cost of our telephone service is around \$70 a month. We have one telephone line that shares a fax machine and answering machine. Our telephone service provider is Windstream. We presently have DSL wireless internet. Windstream is our internet provider. It costs us \$50.00 per month. Nebraska Overdrive will cost \$500.00 per year.

The local telephone services that the library receives E-rate discounts for is necessary for providing many basic library services. We have a single telephone line, which we use to perform essential business dealings on a daily basis, including requesting materials through Interlibrary Loan and sending or receiving faxes. Our telephone also benefits our patrons, in that they may call the library to request or renew materials, ask reference questions, use our fax machine to send or receive faxes, and they may use our telephone to make local calls if necessary. It is used as a communication link to the library for patron requests and inquiries, and also for safety purposes.

Our goals for our telephone service are to continue to provide our library's staff and patrons with quality lines of communication.

This year we plan to request E-rate discounts for the library's wireless internet service. We currently have eight computers connected to the Internet, six for patron use and two for staff. The Public access computers are always occupied by patrons doing research, checking e-mail, or other Internet-related activities. One of our goals is to be able to provide our patrons with enough Internet computers so that they won't have to deal with long waiting periods to use them. Our staff uses the Internet to do research for our patrons, to place book and material orders, to correspond with other libraries and organizations, to take on-line courses, and keep up with current library issues. Another goal of ours is making sure that the staff knows how to use the new technologies to improve education and or library service. For example, taking workshops on computers through the Library Commission, Bill Gates Foundation, college or attend computer classes held at our library. Our main goal for the library's Internet service is to be able to provide our patrons and staff with a fast, reliable Internet service at a reasonable price. The E-rate discounts that the library receives for these services enable us to continue to provide quality telephone and Internet Service and add new services as well.

a. As part of your goals that relate to technology planning, do you anticipate adding any new and/or updated technology for your library within the next three years? If so, please note which technology.

Wiring? _____ More telephone lines? _____
Computers? X Printers? _____
Internet? _____ Router? _____
Server? _____ Hub? _____
Other? Software NE Overdrive X

b. If you are adding any new type or form of technology (e.g. telephone lines, hardware, software, upgrade in Internet service) explain why the library is adding this technology and how it would benefit the community?

Shelby Community Library wants to replace old computers, printers and software to keep up with technology. Our patrons are asking for more information than we have in our collections. With a low library budget, we cannot afford to purchase reference books every year.

The public wants free Internet access. There are no public places that people feel comfortable going to, to use computers and the Internet other than at the library. The Librarian can give service and help. The public expects comfortable surroundings.

Students are using the Internet and other computer resources in school. In the future, they will expect some public place to have the Internet and computers with public access. The logical place to have such programs is in the public libraries. The public is progressing to the point where we have to keep up with the students in what they are learning so they can utilize it in their future post-graduate endeavors.

c. For each type of technology, explain who would be responsible for installation? Please include the individual's organization/business affiliation.

Chad Hinze with Henteck is a technical computer person that repairs computers independently and is responsible for the installation of the technology that we would install, along with any maintenance or technical support issues that may arise. Molly Ingalls is the Shelby/Rising City Public School IT person is also available to help with technical issues. Windstream, our Internet provider, also has a technical support department that would be able to help us with Internet issues.

d. For each type of new and/or improved technology, explain who would be responsible for maintenance and/or technical support of the hardware, software or access? Please include the individual's organization/business affiliation.

Answered above in c.

CONTINUING EDUCATION OPPORTUNITIES

What kinds of continuing education opportunities/workshop are available to you locally and/or the region to assist the staff with continues improvement of current library service through the use of technology (Telephone, Internet, and any other forms of technology that the library is applying for through e-rate? Please name examples of specific classes or workshops that would be available to attend. Where would staff and/or volunteers go to receive this continuing education? What other types of resources would be helpful (i.e. print)? Would staff and/or volunteers attend training through the regional library system, or Nebraska Library commission or local community college?

Our staff takes advantage of many continuing education classes and workshops offered by the Nebraska Library Commission, such as webinars database training workshops, basic skills courses, and gates computer training sessions. We try to attend workshops on site, if they are held with in a reasonable traveling distance, to places such as Lincoln, Columbus and Norfolk. We can also take classes that are offered on-line. Our Library also has computer classes offered to the public in our computer lab. There are also many other ways in which our staff can educated themselves in technology-related library service improvement, such as by reading library publications or by visiting such places online as the Nebraska Library Commission's or the American Library Association's websites. Some technology resources that are available include websites, or any of the other many computer/technology books that the library owns.

1. What kinds of additional continuing education would be needed to make any new and/or improved technology most beneficial to your community? What specific types of workshops and/or classes would staff and/or volunteers need to attend? Where are these workshops and/or classes available?

Mostly answered in last paragraph. The library will use the Internet frequently to become more adept. We will share information about Internet sites of interest with other patrons, who request. The library staff will take computer classes to be able to help patrons with questions and to teach the public. The library will pay for any classes our library staff needs. Currently the library has only one director and one staff member along with many volunteers.

2. Who would be responsible for training local library staff and library customers in the use of the new and/or improved technology? How would the training be offered? What training would be offered? If you can't anticipate adding any new technology you can go to the Budget section.

Our library staff is well trained in computer and Internet use, so no additional training would be necessary in these areas. We would however, take advantage of any classes from the Nebraska Library Commission that could provide us with additional training if they were to be more advanced type classes like website design, trouble shooting, etc.

BUDGET

The library must include a sufficient budget to acquire and pay for the non-discounted services of your applied e-rate services. Describe how the library is paying for all the technology needs including the library non-discounted cost? For example, if the library receives a 60% discount on telephone and Internet, how does the library budget for other technology-related costs, which might include tech support and upgrades?

The Shelby Community Library is currently receiving The Nebraska Library Broadband Grant that is paying for our Internet services in full. Starting July 1, 2012 e-rate will pay 60% of our Internet services. The library pays for the 40% that the e-rate does not cover. The Shelby Community Library budget has a designated Electronic Access (Internet), Automation (Computer Repair), Telephone and Equipment Line Items which our computer purchases come out of. We plan our budget for public access Internet, computer updating and replacing computers, as needed each year. We will also stay informed of any technology grants that could assist us in obtaining new equipment and software. Our Shelby Library Foundation can be used if we would need additional funding. Additional funding also comes from the Polk County Commissioners, Shelby American Legion Club, Friends of the Library fund-raisers, donations received from the public, memorials received from the public, matching grants from the Northeast Library System, money from fund-raisers and a percent of our State Aid will be set aside for technology programs.

TECHNICAL SUPPORT/MAINTENANCE

Who in your community and/or surrounding region has the technology expertise to connect current hardware, load software and troubleshoot when problems occur? Who is responsible for helping the library when the Internet is down? Please be specific with name of individual and their affiliation.

Chad Hinze, who was mentioned previously, is very proficient in all aspects of computer technology; He is always very helpful to us when we have problems with hardware, software, networking, or Internet issues. We are also able to call Windstream when we have Internet problems. Molly Ingalls is the Shelby/Rising City Public School IT person who repairs the schools computers and is very helpful to the library in regard to our technological issues.

EVALUATION

What kind of process does the library use to evaluate this technology plan which includes monitoring the progress toward the specific goals and strategies to help support your discounted services through the e-rate program? How often does the library re-evaluate the technology plan? How is it reviewed? This process should also note how the library addresses any corrections and/or adjustments to the original goals of service. What information does the library use to assist with this evaluation? For example, does the library provide surveys to customers about specific technological services? Does the technology planning committee meet on a regular basis? Please note: The plan must be reviewed at least once a year.

The library director plans to follow this technology plan as closely as possible. We will evaluate on an ongoing basis to see if our goals are being met or if we need to adjust our plans. We will discuss these matters with our board members at our monthly meetings so that we may get their input as well. We will keep close tabs on the use of our telephone line and our public access Internet and computers to see if our patron's needs are being met or if we need to expand on our plans. For instance, look into adding more computers or up dating our computers. We will also pay close attention to the requests and suggestions that we hear from the public to see how we may best serve their needs. We will revise this technology plan at least once a year or more often if necessary.

TECNOLOGY ASSESSMENT/INVENTORY

Number of telephone lines in the library 1

Monthly cost of telephone service \$65.00

Name of telephone service provider Windstream

Fax Number 402-527-5181 Does the phone/fax Internet share the same line only the phone/fax share the same line. Internet is wireless no phone line.

Do you have Internet in your library? Yes

Who is your Internet provider? Windstream

How does the library access the Internet (through dial-up, DAL, or through another type of technology)? Please note the type of access. Also include the speed (i.e.56K) of access.

Wireless Internet by Windstream DSL 3.5 mps

What is the cost of Internet service per month?

\$50.00

Other wiring presently in the library for purposes of Internet?

None applies

Provide details of all the equipment that is technology related at your library. These details should include the make/model and other specifications. You should have enough details written down so that this list could assist you with not only assessing the type of technology that is currently available at the library but for any insurance related needs. Locally, how will the library use this inventory assessment for purposes of technology planning pertaining to e-rate? How will it be used to assess your other technology needs for the library?

This inventory assessment will be useful to the library to keep track of exactly what equipment we have.

This inventory will make it easier to assess what we currently have, how long we've had it, and to evaluate

what is in the most need of being replaced or upgraded. This list would also be useful for insurance-related purposes if something were to happen to cause damage to the equipment. This assessment helps us to meet the needs for our customers so that we can provide the best customer service.

TECHNOLOGY INVENTORY

Qty.	Purchase Year
One Dell Inspiron 1525 laptop	2005
One HP DV6815 Window Vista	2007
One HP Photosmart C4250 All-in-One	2007
One Savin #917 SuperG3	2011
One HP Scanner ScanJet N6310	2011
One e-machine computer & monitor W3623	2007
One e-machine computer & monitor W3611	2007
Six HP ProBook 4520s Laptops	2011
One computer cart Anthro	2011
Six Plantronics Headphones #655	2011
One HP 920c printer	2002
One Uniden cordless phone with 2.4 GHz digital Answering Machine	2003

Library Director Signature _____

Date (mm/dd/yyyy) 11/15/2011

Prepared by the Nebraska Library commission/Library Development in compliance with the FCC Universal Service Task force recommendations May, 1997 updated November 2011.