

**NEW CARLISLE - OLIVE TOWNSHIP PUBLIC LIBRARY**  
**408 S. BRAY ST., BOX 837**  
**NEW CARLISLE, IN 46552 USA**  
**(574) 654-3046**  
**[www.ncpl.lib.in.us](http://www.ncpl.lib.in.us)**

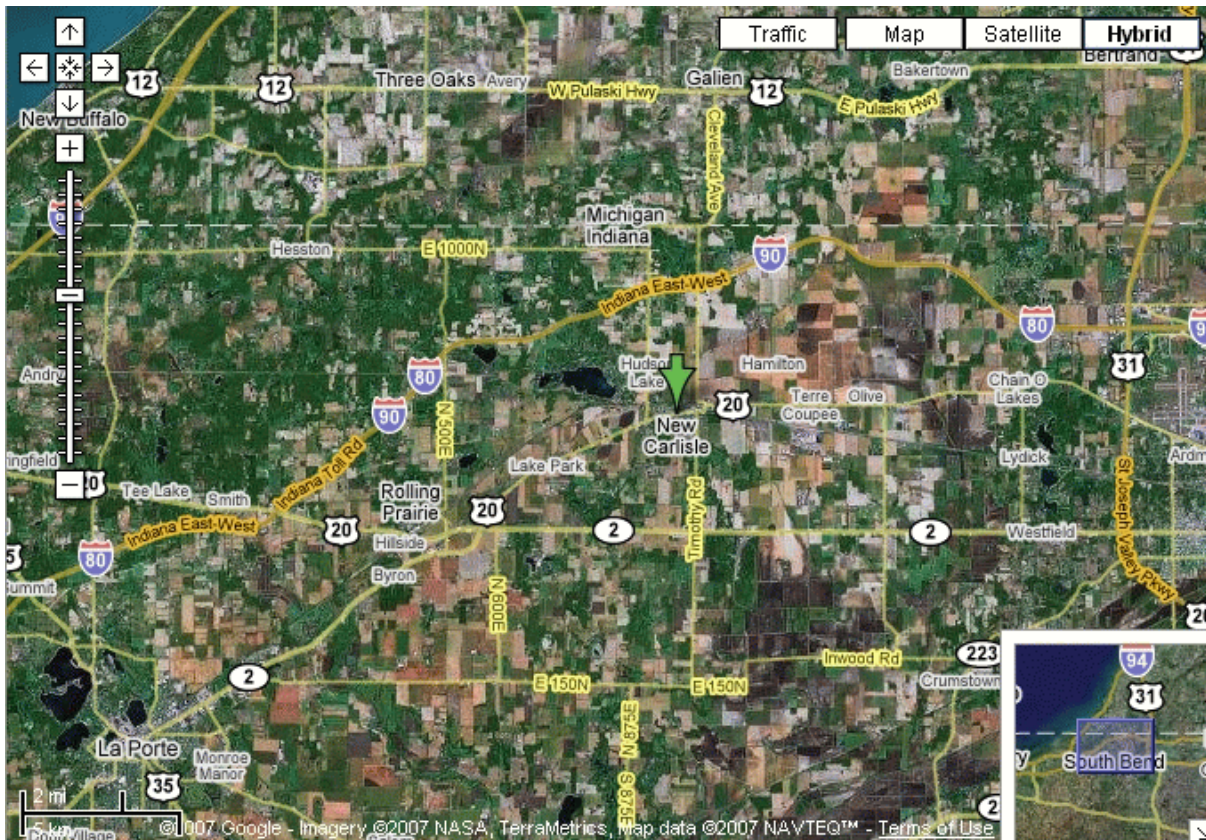


## **TECHNOLOGY PLAN**

**2013 - 2015**

### I. DESCRIPTION OF THE LIBRARY SERVICE AREA

- A. New Carlisle, Indiana is located in north central Indiana, 12 miles west of South Bend and 10 miles east of LaPorte. The New Carlisle - Olive Township Public Library serves residents in New Carlisle and Olive Township in St. Joseph County Indiana. Service is extended to LaPorte County residents via a reciprocal borrowing agreement maintained with the LaPorte County Public Library in 1968.
- B. The legal service boundaries are Warren Township to the East, Lincoln Township to the South, LaPorte County on the East and the State of Michigan to the North.
- C. New Carlisle is very fortunate to be served by a variety of roadways. Via U.S. Highway 20 which runs through the downtown section of New Carlisle, Highway 2 which runs to



the south of the town, South Shore Railway (has a stop a Hudson Lake and at the Regional Transportation Center in South Bend), Indiana 80/90 Tollway (use exit 49 at LaPorte or 72 at South Bend). Air, bus and train service is very easily reached at the Michiana Regional Transportation Center in South Bend.

Data pulled from the following site:  
<http://www.city-data.com/city/New-Carlisle-Indiana.html>

#### St. Joseph County

Population in 2010: 1,861. Population change since 2000: +23.7%  
Males: 891 (47.9%)  
Females: 970 (52.1%)

Median resident age: 36.1 years  
Indiana median age: 39.9 years  
Zip codes: 46552.

Estimated median household income in 2009: \$50,702 (it was \$36,542 in 2000)

New Carlisle: \$50,702  
Indiana: \$45,424

Estimated per capita income in 2009: \$20,128

#### New Carlisle town income, earnings, and wages data

Estimated median house or condo value in 2009: \$142,126 (it was \$80,400 in 2000)  
New Carlisle: \$142,126  
Indiana: \$123,100

Mean prices in 2009: All housing units: \$142,578; Detached houses: \$144,144;  
Townhouses or other attached units: \$8,328; In 2-unit structures: \$141,578; Mobile homes: \$58,297

Median gross rent in 2009: \$681.

Read more: <http://www.city-data.com/city/New-Carlisle-Indiana.html#ixzz2EmjDmj6N>

## **LOCAL HISTORY**

The Town of New Carlisle was settled by Richard Carlisle and platted in 1835. Currently the town is undergoing an organized and logical annexation plan and has recently sold bonds for infrastructure improvements. In 1999 the Town completed a project of replacing the outdated streetlamps with those that were more historically correct for the area and repaved a majority of the sidewalks in the downtown area.

The Town is governed by a 5 member elected board, but the library also serves all of Olive Township in St. Joseph County.

**MISSION STATEMENT** *(Taken from Long Range Plan dated 1980)*

The New Carlisle-Olive Township Public Library was founded in 1921 to be an integral part of the community. The Library is to serve as a focal point of educational, informational and recreational activities as well as being a center of the community.

**VISION STATEMENT** *(Taken from Long Range Plan dated 1980)*

The Town itself and local businesses have been upgrading the physical appearance of the downtown section as well as improving essential community services. Local groups have started programs to revitalize the community parks and to provide activities and services to draw the people of the community together.

This document is being prepared by the Library Board of Trustees, the Library Staff and community to assist in planning the direction the Library shall take over the next several years. It designed to provide guidelines for long range planning to enable the library to be a focal point of community growth rather than be a fringe element reacting to “what do we have to do now.”

The Library Board of Trustee, Staff (and now the Friends of the Library as well) are committed to providing quality services to the community. It is our intent to offer basic, well-supported programs while investigating and investing in new trends and programs that will enable the Library to meet the needs of the community. It is also intended to involve the community through solicitation of input to develop plans and guidelines for future activities and offerings.

## **GOALS ATTAINED OR IN PROCESS FROM PREVIOUS PLAN**

Upgrade to fiber Internet connection at 10Mb. Completed.

Wireless Internet access for public use along building perimeter. Completed.

Online meeting room software through Evanced Solutions. Completed.

Digitization of local history records. In-process and ongoing.

Upgraded video surveillance system. Completed.

E-book collection. Ongoing.

Electronic databases. Ongoing.

Document scanning for patrons. Completed and ongoing.

Accessible website and ILS via mobile devices. Completed and ongoing.

Presence on social media such as FaceBook. Completed and ongoing.

Electronic newsletter for patrons. Completed and ongoing.

Wireless printing for patrons without installing device drivers onto a patron's personal laptop. Completed. Created a "printing" e-mail address by which patrons can e-mail print jobs from either in the library or from home.

Laptop for overnight (or longer) loan. Completed.

Webcam. Completed.

Cloud based ILS. Completed.

## TECHNOLOGY INVENTORY

Items	Count	Planned de-acquisition during plan period (only if unit is unrepairable)	Planned acquisition (as replacement) during plan period
Internet Connection	1 Fiber Internet connection 10Mb down/up; ENA 1 DSL. Use CenturyLink, 3Mb circuit as backup Internet connection	0	0
Servers	11	5	5
Desktop Computers	Staff: 10 Patron Workstations: 24 OPAC: 5	15	15
Laptop Computers	24	10	10
Network switches	10	5	5
Wireless Access Points	9	3	3
Cisco PIX firewall	1	1	1
Video Projector	2	1	1
Camcorder	1	0	0
Digital camera	1	0	0
Portable Hard Drives (various sizes)	5	2	2

<b>Items</b>	<b>Count</b>	<b>Planned de-acquisition during plan period (only if unit is unrepairable)</b>	<b>Planned acquisition (as replacement) during plan period</b>
Video surveillance system	28 cameras between inside and outside of building	0	0
Webcam (we are one of the few Libraries that have a webcam!)	1 (runs 24/7)	0	0
Printers (including networked units). Some of the above are all-in-one units and are used as scanners for both staff and patrons.	12	5	5
Uninterruptable Power Supply (UPS) units	10	4	4

Items	Count	Planned de-acquisition during plan period (only if unit is unreparable)	Planned acquisition (as replacement) during plan period
Software:	<p>Only software for which there is a cost is included in this list.</p> <p>Word Perfect x 5 (5 licenses)</p> <p>Foxit Phantom PDF Creator (5 licenses)</p> <p>Software Information for Windows (SIW) Technician Version</p> <p>Game Drive (creates virtual drives) (for 5 stations)</p> <p>Corel Video Creator (1 license)</p> <p>Microsoft Office 2010 (TechSoup site license)</p> <p>Microsoft Windows 7 Enterprise (TechSoup site license)</p> <p>Websense (filter) (site license)</p> <p>SecondCopy (backup software) (3 licenses)</p>		
Telephone system	Avaya Partner System	1	1
Telephone Connection	5 lines	0	0
Follett Destiny ILS (hosted by Follett)	1	0	0
Monitors, keyboards, mice etc. are not included in this inventory.			



## THE PLAN

- I. **To expand the scope of and increase patron access to digital archives of historical interest.**
  - A. To date over 4,100 items have been digitally preserved and catalogued. Patron access to these materials is through the Library's online catalogue.
  - B. To further increase the depth of this digital collection another plan is being created to partner with the local historical society, Historic New Carlisle. The scope of this plan is to copy by whatever logical means items held by Historic New Carlisle for inclusion in the Library's digital archive.
  - C. Another scope of the historical archive is to begin a video record of the history of the Town of New Carlisle and Olive Township.
    1. Video recordings of interviews with townspeople will add considerable depth and personalization to the archive by people revealing their own thoughts and memories of life in the area from years past.
- II. **To investigate an Integrated Library System (ILS) that has that has abilities beyond what are currently available in the existing ILS system.**
  - A. In the very near future the ILS needs to lend itself to utilization of e-mail and text messaging from within the system.
    1. Necessary is:
      - a. Sending text messages or e-mail to patrons (with their permission) notifying them of reserve materials now available to be picked-up.
      - b. Sending text messages or e-mail notifying patrons of overdue materials (just the fact of overdue materials, not a listing of the materials that are overdue). Patron can then access their online account to see which materials are overdue.
      - c. Easier custom report generator.
      - d. Photograph of Library patron not only in system, but ability to print photograph on patron's card.
      - e. Patron self check-out.

- f. Ability of patron to pay fines/fees online.
  - g. Ability of patron to tag or enter a review of a title/series.
  - h. System should integrate with the Library's computer registration system to enable current cardholders in good standing to simply walk up to a public workstation and login without having to register to use it at the front desk. If the patron has fines/fees the system will alert the user to the situation and direct them to visit the front desk.
- 2. Regardless of upgrading the ILS is the necessity of updating/creating a "Name Authority File" in the system as well as "See" and "See Also" references.
  - 3. Regardless of upgrading the ILS is the necessity of cleaning up the subject file listings.

**III. To secure a more stable and user friendly patron computer registration system.**

- A. The existing PC COP system is no longer under development/support and is creating considerable downtime, staff intervention and patron frustration.  
**CONSIDER THIS PLAN ELEMENT AS PRIORITY NUMBER ONE.**
- B. System is required to:
  - 1. Integrate with existing and future ILS.
  - 2. Support wireless connections.
  - 3. Maintain statistics necessary for the annual report.
  - 4. Support multiple network printers.
  - 5. Have support during business hours.
  - 6. Support: Windows, Mac and Linux operating systems.

**IV. To ensure a web presence that can enables effective usership regardless of device or ability.**

- A. The existing website is effectively setup for web 1.0 (minimal user interaction). In future the site should be web 2.0 compliant enabling users to:

1. Submit (securely) library card applications
2. Pay fines/fees via the ILS with a credit card.
3. Reserve computer time.

B. Ongoing maintenance of the website:

1. Ensure all links are active and link to the intended target and that the link or site has not been hijacked.
2. Site must load as quickly as possible even from a dial-up connection, therefore minimal graphics intensive pages using Java or Flash.
3. Pull statistics from Google Analytics to see which browsers and connection type was used to access the site. Maintain these statistics while keeping in mind these statistics.
4. Be sure site loads appropriately on all types of connections and appliances (desktop, laptop, tablet, smartphone).

V. **Maintain a high quality, user friendly telephone system.**

A. Any future telephone system should:

1. Integrate with desktop computers to announce voice mail.
2. User must be able to easily update message.
3. Change number of rings before voice mail system engages (i.e. 4 rings during business hours, 2 rings after hours and on weekends).
4. Easily adaptable to headset use.
5. System to support portable handsets (helps when speaking to patrons when not at desk or discussing computer issues with technical support).
6. Monitor stations (for security purposes) while unable to be attended by staff members (audio surveillance; understanding that patrons must be made aware that audio surveillance is being used).

**VI. Maintain and consistently support staff continuing education in regard to technology available at the Library.**

- A. Maintain a training program to enable staff to effectively perform their jobs on their own with minimal assistance from IT staff and to help patrons with basic requests.
- B. Encourage staff to stay current with LEU and TLEUs as required by the Indiana State Library.
- C. Due to recent staff changes some staff members are unaware of the abilities of the technology at their disposal. Existing staff members would also greatly benefit from additional training. The final goal of this training is not just for staff members, but for the patrons. For many years the library concentrated on what was then unavailable to us. It is now time to use the technology that we now have to aggressively become more user-centric in our thinking and actions.
  - a. All staff members will need to have a basic level of understanding regarding technology which includes, but not limited to:
    - (1) What is a USB/Flash drive, how is it used and where such are kept for sale.
    - (2) Utilization of the library's new Destiny automated circulation and it's capabilities including WebPath
    - (3) How to register patrons for computer use and how to use the printing kiosk.
    - (4) Use of the library's paid online resources
    - (5) Basic troubleshooting techniques for staff and patron computers.
    - (6) What is actually available on the library's website
  - b. Utilize Webjunction.org more effectively to enhance professional development.

**VII. Aggressively maintain the Library's desktop and laptop computers for both staff and patrons.**

- A. Determine a basic level of functionality for 2012 and beyond including potential upgradeability

1. All future machines purchased will be required to have a minimum of:
  - a. 4 Gb RAM (high speed)
  - b. 17" or better flat panel display
  - c. Intel i5 or compatible CPU
  - d. Processor speed of 2.0 GHz or better
  - e. 500 Gb hard drive space
  - f. USB 2.0 or better port in keyboard and in-front-of machine
2. Imac units should also be included for purchase consideration due to their proliferation in schools.

**VIII. Items for potential inclusion during plan years.**

- A. Subscription to Overdrive for digital materials including e-books and/or downloadable digital audio-books.
  1. Cost is currently prohibitive if not in consortium.
  2. If item is checked out to another patron in the consortium, our patron will have to wait for a potentially considerable length of time for access.

**IX. ADOPTED BUDGET FOR 2013**

- A. The table below denotes the budget as adopted by the Library Board of Trustees. Technology repair and maintenance is charged to Services and Charges while purchasing of technology items comes from Capital Outlays.
- B. It is important to note that due to the change in legislation for Library Capital Project Funds the Library no longer has the ability to raise separate monies for capital items such as service/maintenance agreements or technology related items. Funds for these now must be budgeted for in the budget for the general operating fund.

Category	Amount
Personal Services	\$514,982.00
Supplies	\$24,200
Services and Charges	\$152,559.00
Capital Outlays	\$142,197.00
Total	\$833,938.00

ITEM	POTENTIAL BUDGET/COST	TIMELINE
<b>To expand the scope of and increase patron access to digital archives of historical interest.</b>		Digitizing of local archives has already begun. Grant/s of potentially \$15k could be secured to allow for professional archivist for duration of project. See that plan for specifics.
<b>To investigate an Integrated Library System (ILS) that has that has abilities beyond what are currently available in the existing ILS system.</b>	\$15k to \$65k	2014
<b>To secure a more stable and user friendly patron computer registration/time management system.</b>	Less than \$5k	January 2013 or sooner. IMPERATIVE
<b>To ensure a web presence that can enables effective usership regardless of device or ability.</b>	Web editing software has already been purchased. Additional software for server will be necessary as well as service fees for online credit card usage. Largest cost could be if it is decided to contract out for website creation.	2014
<b>Maintain a higher quality, user friendly telephone system.</b>	Depending upon options and abilities less than \$12k.	2015

ITEM	POTENTIAL BUDGET/COST	TIMELINE
<b>Maintain and consistently support staff continuing education in regard to technology available at the Library.</b>	In annual budget	Ongoing
<b>Aggressively maintain the Library's desktop and laptop computers for both staff and patrons.</b>	Budget annually from both Operating and Construction Fund. \$15k	Ongoing
<b>Items for potential inclusion during plan years.</b>		
Overdrive	\$15k + yearly subscription fees.	Not slated.



## **EVALUATION OF PLAN GOALS AND OBJECTIVES**

Evaluation of plan items/elements will be performed as each is begun and will be examined at the beginning and end of each section. Objective and quantifiable measures will be used on the plan with the following being the basis with additional evaluation items as required:

1. Is original objective (plan item) still relevant and reasonable.
2. Is the planned timeline still adequate.
3. Is project on or above budget. If above, why.
4. Are more staff necessary to successfully complete the project.