BPL

Bonfield Public Library

Technology Plan

The Mission Statement

*T*o, provide individual learners 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.

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.

The Vision

*O*f our Technology Plan is to 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.

BPL Technology Plan

Introduction

A public library was established for residents of the Bonfield Township in 1973. Over time the library evolved into an ever larger presence in the community providing access to information, programs, classes and literature.

Technology started arriving in 1994 at the BPL through the purchase of a new computer. This new piece of technology complimented the electric typewriter. A gently used photocopier made its presence for the first time in 1994. Technology started rolling in February, 1998 with financial aid through *Industry Canada (CAP) Community Access Program,* with these funds computers, printers, internet access and the ability to hire students to train staff and the public on computers, Internet use and technology helped "bridge the digital divide". High Speed internet arrived April, 2003 and wireless internet arrived December 14, 2009. Our first automation system *Winnebago Software* was purchased November 5, 2001 at a cost of $2,460. We welcome (*INFO) Information Network for Ontario*, an Interlibrary Loan System on September 30th, 2001 that enhanced our services and to augment this service we open the *Self-Serve* Interlibrary Loan August 22, 2016.

Today the library maintains: seven computers, three printers, all-in-one photocopier, laminator, disc cleaner, three pre-loaded eReaders, one iPad, two laptops, two Literacy Stations, two digital cameras all to better serve the needs of our community.

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 constantly evaluated for function, relevance and usefulness and we scan journals and the web for new technology and new applications to bring to our community.

We follow a 3 year review and assessment plan, replacing computers on a rotating basis so all public and most staff computers are new or evaluated within the 3-year range to maintain reliability and readiness to support new software upgrades or as technology/maintenance demands.

The Library webpage http://bonfield.olsn.ca provides useful information about what resources are available to the online public. 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 maintained on a regular basis.

The library staffs scans for and evaluate the possible effectiveness of new technology and recommend its purchase, provide education on use and work with the public to teach them the skills necessary to use and integrate new technology into their lives.

Goals for purchases and acquisitions that will improve library services are:

- ✓ To promote the mission of the library through the strategic use of information technology
- ✓ To provide free public access to the internet and other digital formats
- ✓ To utilize technology to increase efficiency and convenience of library functions
- ✓ To educate the community in the use of information technology
- ✓ To provide our patrons with access to our collections using an automated Integrated Library System
- ✓ Ensure frontline employees can operate all equipment and troubleshoot basic problems
- ✓ Analyze options for making the webpage friendly
- ✓ Develop and showcase use of technology, through marketing and open house
- ✓ Provide our patrons with a self-serve option to the Information Network for Ontario Interlibrary Loans
- ✓ Develop strategy to maximize social media promotion

Actions 2015,

The library will acquire:	Which will provide this service:	Date of Accomplishment	Recognition
One hand held scanner	Prep for changing circ system to automated system	{April 13, 2015} Tiger Direct	Capacity Grant $165
One Slip Printer 4yrs warranty	Prep for changing circ system to automated system	{May 4, 2015} Staples	Capacity Grant $500
All-in-One Photocopier	For replacement of aging equipment	{May 11, 2015} Northern Business	Trillium Grant $5,650
Early Year Literacy Station	To enhance the service to the public	{May 25, 2015} ELS Waterloo	Trillium Grant $3,555
Rosetta Stone - French	To enhance the service to the public	{June 20, 2015} Chapters.ca	Trillium Grant $350
One Digital Camera	Additional equip for staff and public	{July 8, 2015} Shoppers Drug Mart	Capacity Grant $235
26 Kobo eBooks	To enhance the service to the public	{July 14, 2015} kobo	Trillium Grant $398
Five desktop computers	For Replacement of aging computers	{July 18, 2015} Best Buy	Capacity Grant $3,195
OLS-North Conf/Jasi	Staff Training in Sudbury	{Sept. 26, 2015}	Library Operating Budget $543
Two wireless keyboard & mouse's	For replacement of aging equipment	{Nov. 2, 2015} JC Computers	Library Operating Budget $40
Webpage upgrade	To comply with AODA the webpage moved from Ontera to Cushy	{July, 2015} OLS-North	Overseen by OLS-North $0
New Internet Provider	Moved from Ontera to Bell	{April, 2015}	Library Operating Budget $0
A Technology Trainer IT Support & Coordinator Personnel	To provide training and support to enhance services provided to staff and patrons	{May, 2015}	Trillium Grant $N/A
Bell Modem/wireless router	for better resiliency	{April 15, 2015}	Operating Budget $20

Actions 2016,

The library will acquire:	Which will provide this service:	Date of Accomplishment	Recognition
One Workstation	To house the all-in-one computer to better serve our patrons	{Jan. 4, 2016} Amazon.ca	Service Ontario *$400*
JASI Membership	Prep for changing circ system to automated system	{Jan. 4, 2016} OLS-North	Capacity Grant $416
Ancestry.com License	To enhance the service to the public	{Jan. 7, 2016} SOLS	Capacity Grant $52
Overdrive License	To enhance the service to the public	{Jan.18, 2016} SOLS	Capacity Grant $801
One Laptop	For public use in-house and check-out availability and replace aging equipment	{Jan. 7, 2016} Best Buy	Capacity Grant $680
One All-In-One Computer	To enhance the service to the public Serve as our card catalogue and Training	{Jan. 7, 2016} Best Buy	Capacity Grant $920
Wireless Printer	Improved service of off-site customers and for public use	{Jan. 27, 2016} Best Buy	Capacity Grant $300
Updated online catalogue module software JASI	Upgrade replacement for aging online catalogue	{April 25, 2016} OLS-North	First day patrons Registration $0
Self-Serve Interlibrary loans	Increased public access to Ontario libraries holdings	{April 25, 2016} SOLS	First day patrons Registration $0
Tiny Free Library one time registration fee	Increase service to rural customers	{August 24, 2016}	Bonfield Lion's Club BPLFriends&TimrMart
Training	JASI in-house Training {Brian Alberton OLS-North Technology Advisor}	{Jan18&20,2016} {Apr14&29,2016}	OLS-North $0
Scale for ILL	That we may lend out material from the BPL through ILL to other libraries	{Feb.10, 2016} Canadian Tire	Library Operating Budget $20.00
Air Conditioner	Replace aging equipment	{July 18, 2016} Sears	CAP – Funding $500.00
VDX Lender Training	Staff webinar training{Jill Pangborne ILL & Help Desk Coordinator}	{Aug. 19. 2016}	SOLS $0
CELA Training	Staff webinar Training {Faline Bobier-Coordinator, Training & Outreach}	{Sept. 19, 2016}	CELA Members Services $0
OVERDRIVE Training	Staff webinars {Sydney Kalnay – Training Specialist}	{Oct. 13 & 21, 2016}	Overdrive $0
McAfee Total Protection software	Antivirus software to protect staff computers	{Oct. 24, 2016} Staples	BPL Board $25
Public Training	Implement new training opportunities for all ages- on an as needed basis	{Continuous}	Trillium/Library Operating Budget $N/A
Instructional brochures & handouts	For the public and staff on how to use our electronic resources.	{May, 2016 & Continuous}	Library Operating Budget $N/A
Overdue Email notification	To advice our patron of their account status in a modern venue	{Oct. 26,2016 & Continuous}	OLS-North – JASI $N/A
Policy and Procedures	To administer the Library	{Dec. 5, 2016 & Continuous}	BPL Board $N/A

Actions 2016, continued

The library will acquire:	Which will provide this service:	Date of Accomplishment	Recognition
One Oak bookcase 69.5x10x40	To expand the JF and YA Book Section	{December 8, 2016} Rob Hillier	BPL Board $320
One wooden custom made signage	To recognize Greg Boxwell for his contribution to our community	{October, 2016} Rob & Debbie Hillier	BPL Board $100
Shredder with a Protection Plan	To replaced aging equipment 3yrs protection plan (warranty) December 2016-2019	{Dec. 2016} Amazon.ca	Library Operating Budget $65 + $9.50
Ancestry.com 2017 License	To enhance the service to the public	{Dec. 2016} SOLS	Library Operating Budget $52

Actions 2017,

The library will acquire:	Which will provide this service:	Date of Accomplishment	Recognition
JASI Membership	Maintaining the automated system	{April 24, 2017) OLS-North	BPL Board $528
Overdrive License fee	To enhance the service to the public	{Jan. 23/17) SOLS	Capacity Grant $817
Launch Pads	To enhance literacy and learning experience	{Feb. 15/17} Findaway	Capacity Grant $1,017
Desktop PC	Replace aging equipment	{Jan.5/2017} Bestbuy.ca	Capacity Grant $509
Reboot Restore	Protection from computer virus, spyware etc…	{Feb. 8/17} Tech Soup Reboot	BPL Board $36
Registration Card	To identify membership	{Nov. 14/17} Beatty Printing	BPL Board 1,000 cards $97
Renew Faronics Deep Freeze	Expiration August 2017- protection of the hard drive to the public computers	Aug 2014-2017 DID NOT RENEW	CAP Funding $310
Laptop &Wireless Mouse	Replacing aging equipment	{Jan. 4/2017} Staples.ca	Capacity Grant $570
Makey	Makerspace equipment	{Jan. 16/2017} Amazon.ca	Capacity Grant $74
Backlit Keyboard & Ergonomic Mouse	Replacing aging equipment and comply with AODA	{Jan. 16/2017} Amazon.ca	Capacity Grant $45

Actions 2018,

The library will acquire:	Which will provide this service:	Date of Accomplishment	Recognition
49" Samsung curved TV with 4yrs warranty	To enhance the service to the public	{Jan. 18/18} Bestbuy.ca	ILDS Funding 17/18 $1,158
Epson Data Projector	To enhance the service to the public	{Jan. 25/18} Bestbuy.ca	ILDS Funding 17/18 $389
Overdrive Licence	To enhance the service to the public	{Jan 8/18} SOLS	ILDS Funding 17/18 $817
2 children computer Keyboard & mouse	Replacing aging equipment	{Jan 18/18} Early LS Canada	ILDS Funding 17/18 $124
All-In-One Computer With 3yrs warranty	Replacing aging equipment	{Feb. 07/18} Bestbuy.ca	ILDS Funding 17/18 $1,158
Review of on-line databases license fee	Through our statistical reports if our patrons is seeking this format of delivery	{Jan. 8/18} Ancestry, Mango, World Warrior & Libraryaware	ILDS Funding 17/18 $220
Sony DVD Player 1 year warranty	To enhance the service to the public	{Feb. 05/18) Bestbuy.ca	eCertificate from Bestbuy.ca Value $50
JASI Membership	Maintaining the automated system April 01.2018-March 31.2019	{March 12/18}	CAP Funding #4367 $557.47
Staff computers antivirus software	Faronics Deep Freeze April 25, 2018 – April 24, 2019	{April 25, 2018}	CAP Funding #4367 $421.60
Desktop PC	Replacing Aging Equipment For Computer #4	{June 13/18} Bestbuy.ca	CAP Funding #4367 $681.27
Headphones	That patron may experience a better sound-replaced children headphones	{Dec. 18/18} Shoppers Drug Mart	Operating Budget $20.00
ILL Cabinet	To replace aging storage Carpenter Mr. Kirk Mecheske	{April 18, 2018}	Friends of the Library $1,000.00
On Site Technology Trainer	Maintain Equipment and improved service to the public	{Feb. 21/18} Jeff Cousineau	Operating Budget
2 Balt Training Table & 8 Mesh Chairs from Staples	To enhance the facility and replace aging furniture – J. Cousineau put them together	{Oct. 4/18}	Friends of the Library $2,026.26 Incyr warranty on chairs
Deep Freeze	Upgrade and 1yr maintenance	(April 25, 2018) Exp 25, 2019	CAP Account $421.60

Actions 2019,

The library will acquire:	Which will provide this service:	Date of Accomplishment	Recognition
JASI Membership	Maintaining the automated system		
Review on-line databases license fee	Through our statistical reports if our patrons is seeking this format of delivery		
Monitors, Keyboards, Mouse's	Review performance, adequate and AODA		
CPU Towers	Review that the CPU towers are adequate and updated		
Renew Faronics Deep Freeze	Protection of the hard drive to public computers-- Did Not Renew Maintenance	April 25, 2019	
Tackleshare program	Improved service to the Public		
Cricut machine	Provide educational recreational program	March 18, 2019 Amazon.ca	Friends of the BPL $570
The review of the Laminator	For any updates or current version and energy efficient		
The review of the Bar Refrigerator	For any updates or current version and energy efficient		
The review of the disc cleaner	For any updates or current version and energy efficient		
The review of the microwave	For any updates or current version and energy efficient		
The review of the slip printer	For any updates or current version and energy efficient		
The review of the hand held scanner	For any updates or current version and energy efficient		
The review of the iPad	Upgrade or replacement of aging equipment		
Shredder extended warranty	Will lapse in 2019		
Photo Printer	To enhance the service to the public		
Router's	To review the performance of the routers for better resiliency		

Contact Information:

JASI-Support Desk	1-800-461-6348 x 504	JASIsupport@olsn.ca	
Overdrive	1-800-387-5765 x5180	bharding@sols.org	Beth Harding
Knox Insurance	705-476-3537	288 2nd Ave. W. North Bay	
Bell-Internet 24/7 help Desk	1-844-310-7873		
SOLS-Help Desk	1-800-387-5765 press 4		
VDX -Help	1-800-387-5765x5118		Jill Pangborne
Faronics Labs-Deep Freeze	1-800-943-6422	http://support.faronics.com/	

Staffing and Training

The Library employs a number of staff, outside technical experts, and partnership agreements to ensure it can deliver training, appropriate technology, technical support and maintenance for all of its computer needs.

All staff will be provided in-service training in technology. Regional training will be utilized when available. Professional trainers will be hired or invited for in-house training on specific software applications.

Funding sources
Bonfield Public Library annual operating budget will be used for purchases and from grants made available. The connectivity fund administered by (SOLS) Southern Ontario Library Service will be utilized for wiring, telephones, and Internet access services.

Disaster Recovery Plan
By migrating to (JASI) Joint Automation Service Initiative as our new automation catalogue, the heart of the recovery plan will be overseen by OLS-North and Sirsi Dynix as owners of the servers.

The library will ensure that all staff workstations have up-to-date software and antivirus software installed.

Backup and Maintenance
Backup of the JASI servers is performed on a regular basis. Sensitive documents will be hosted on USB keys and backup to an external hard-drive housed at the library on a regular basis.

The library maintains a regular maintenance schedule of all public and staff computers. Updating software and peripherals as needed, checking the functionality of printers, monitors, keyboards, mice and modems.

The library maintains on-site backup, extra mice, keyboards, power cords, Ethernet cords and other equipment.

Current State of Technology
The BPL maintains broadband connectivity through fibre-optic cables with bandwidth speed of 10Mbps Download and 1Mbps Upload. To continue quality service patrons has access to wireless high speed internet and wireless printing with access to a re-charging power bar with usb ports.

The Library will continue to provide patrons with access to our collections using an automated Integrated Library System (ILS). The ILS used will have the capability to catalogue items following the nationally recognized cataloguing standards using the Dewy Decimal System.

The multifunction All-in-One photocopier can print on different size of paper in black & white or colour, automatic two-sided, copy, scan, fax, enlarge or shrink, email, save on a usb key all in one device that saves on energy, space and supplies producing a significant cost savings that is an efficient service for our library and our community.

- *See attached Tangible Capital Assets Inventory List for more details*

Security

The Library uses the services of *Security Today* Alarm Monitoring to protect its content and facility, from any break-ins. There is a back-up generator for power outages that allows the system to shut down safely.

Faronics Deep Freeze software are installed on each public computer access that makes PC's indestructible. It protects endpoints by freezing a snapshot of a workstation's desired configuration and settings set by the IT Admin with an instant reboot, any unwelcome and unwanted changes are removed from the system, restoring it to its pristine frozen state. It is responsible for removing viruses and returning computers and servers to proper operation. The system is always protected with antivirus software and IT is responsible for ensuring updates are performed on a regular basis.

In the event of a disaster IT and Library employees will work with appropriate vendors and insurance company to get the Library up and running as soon as possible.

The Library will ensure that all staff workstations have up-to-date software and antivirus software installed.

Recovery plans will be reviewed and preventative measures updated yearly.

Evaluation

The library is open to exploring new and inventive ways of delivering service to the public and keeps abreast of the development of new technology in the library world on emerging technology

This plan will be reviewed by staff in an ongoing manner and suggestions for improvement will be brought to the library Board.

Submitted by:
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Bonfield Public Library

In collaboration with

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Blue Sky Region Community Network