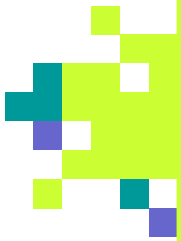


301 W. 7th Street
Stroud, Oklahoma

cityofstroud.com



Technology Management Plan

September 2023

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Purpose

Stroud Public Library maintains technological resources essential to meet the library's mission of connecting patrons to information. These resources are a valuable community asset to be used and managed responsibly to ensure their integrity, security, and availability for appropriate educational and personal activities. Technological resources in the library can include computers, printers, other network hardware, mobile devices and even electronic publications.

Goals

1. Continue to provide a technological interface to the library
 - Provide access to web-based catalog (Atrium OPAC) & e-books (OK Virtual Library) by continuing annual maintenance contracts on automation software and consortium membership.
 - Maintain and improve the library's website maintained on cityofstroud.com and library's social media.
 - Publicize library's technological services and public access through the newspaper and the library's online presence.
 - Conduct an annual patron survey with technology questions to understand how residents use and benefit from library technology services.
2. Continue to provide public access to technology
 - Providing computers and internet access allows patrons to have homework help, search for employment and have e-Government access.
 - Wi-Fi provides internet access in the conference room, after-hours from outside the building, for patron-owned devices and for library e-readers.
 - Hotspots allow patrons temporary, free internet access from home or while traveling.
 - Continue to provide scan/print/copy/fax and ILL services to patrons.
 - Patrons may use telephone to make local or toll-free calls. Permitted calls are limited to less than two-minute duration.
3. Keep hardware up-to-date
 - Replace existing computers on a rotating basis.
 - Replace server or reconfigure network.
4. Keep software up-to-date
 - Maintain software updates.
 - Keep document editing software on all patron and staff computers.
 - Keep parental control software on all patron computers.

Selection

A patron technology survey and assessments of the community are used to determine what services and supporting hardware the library needs to provide. The library shops through organizations carrying discount prices for libraries such as TechSoup when possible. Given budget restrictions, the library must carefully prioritize which services it can provide and maintain.

Summary of Policies

Public use computers are available at the Stroud Public Library on a first come first served basis. Patron signup sheets are used, with the time of start and the time of finish. However, during the pandemic to mitigate exposure, the librarians began signing users in and out. General computer use (i.e. document typing, using the scanner) is different from use of the Internet. An "Internet Release Form" must be on file for Internet use.

Patrons are urged to not to save any files onto the computer's hard-drive, but to use removable memory to save any uncompleted work. Patrons are asked not to alter any settings or software. Tampering with either of these will result in loss of privileges. No personal software may be installed on library computers. Patrons need to be aware of others who may need a computer and not monopolize this service.

Staff will be available for assistance in accessing programs and printing. Library staff reserve the right to remove any data or programs from the library's computers at any time.

Computers and all related equipment must be shut down 10 (ten) minutes before closing time.

A small fee is charged for printing, faxing, and Interlibrary Loan. Use of the scanner and restricted use of the telephone are free.

Hotspots are circulated for patrons needing internet access for a limited period. The hotspot-lending program is not intended to provide a subsidy for continual internet access.

Borrower must be at least 18 years old and have a current library card in good standing. The devices and accompanying accessories must be returned to the circulation desk in one week. No renewals. Users returning hotspots must not use the book drop for returns in case of damaged to the technology. The borrower is responsible for damage, loss, or theft of the loaned devices and accessories.

Staff computer backups are on an external hard drive. A free program, Fixity, is used to monitor Special Collection archive files.

Technology Inventory

The library has (in use) various network hardware, nine computers, three color all-in-one printers, two barcode scanners, one webcam, six security cameras, one digital camera with tripod, a digital picture frame, one microfilm reader, a Chromebook, five e-readers, an iPad, child's activity desk, one smart TV with DVD player, three webcams, three headsets, two hygrometers, a three-phone telephone system and an elevator. Also available for check-out are four hotspots. Integrated Library System: Atrium.

- One computer is an intranet server running Windows.
- Network hardware includes: four wireless antennae, firewall, switch and power supply
- Two computers are for staff use only. One of the staff computers runs Windows 11 while the second has Windows 10. They have Office 2019 installed. One has Photoshop installed. A barcode reader for circulation is available at each.

- Five computers are for patron use. All are running Windows 10 or 11 and have Office 2019 or 2021. One has Adobe Acrobat Standard 2020 for PDF editing. Free and online software supplement patron ability to edit text documents, design websites and edit photos and video. CD drives and USB ports are available on various machines.
- One older computer with Windows 10 is still available in the Local History/Archive room.
- High-speed internet is available to all computers. Its bandwidth is also shared with the wireless access. Bandwidth is shaped.
- One color printer is provided and maintained by the city. It can be used for copy services, computer printing and document scanning.
- One color all-in-one printer was purchased with ARPA funds. It can be used for fax, wireless printing, copy, and scan.
- One color all-in-one printer is provided by the Library Society and the cost of ink restricts use to staff only.
- One microfilm reader allows for the viewing of microfilm of the local history collection.
- Four e-readers and iPad are available for librarian use. They allow librarians to train to provide patrons assistance with e-books. They can also be used to demonstrate e-reader use to patrons.
- A Kindle Fire for Kids and a Chromebook purchased with ARPA funds are available for use in the Library.
- Also purchased with ARPA funds are six security cameras that allow staff to observe most of the building. Each has a battery and memory card.
- A smart TV with DVD player and HDMI cable is in the conference room for meeting presentations. It is connected to the wi-fi, but not a tv antenna.
- A data logger (hygrometer) was purchased with OHS Preservation grant money to monitor the environment of the Local History/Archive room.
- The library has three phone lines. Two are for library business and provide service to the elevator emergency phone and three desk phones. One line is dedicated to the fax machine.
- The digital camera is used to create videos for programming.
- Other accessories, such as an SD card reader, webcams and headsets, are available for patron use in the building.
- The children's area includes a VTech Touch and Learn Activity Desk; additional activity cards may be added.
- Four T-Mobile hotspots with service from PCs for People are provided by the Library Society.
- One computer with Windows XP with Office 2007 is kept as a cold spare. It has a Floppy disk drive.

Needs Assessment

- Buy one or two new computers most years to keep basic internet services up-to-date.
- Maintain other network hardware to connect patron computers to the internet. This includes a server, switch, firewall, power supply and wireless antennae.
- Maintaining service annual service for hotspots.
- Anti-virus software must be maintained on all internet-connected computers.

- Chromebook needs different parental control software for CIPA compliance.
- A Microsoft Office Professional package is needed on staff computers to maintain electronic documents created by the library staff, some of which are published on the library website.
- Digital preservation of files created in the course of archiving the Special Collections.
- Provide an office productivity suite on all patron computers. Free software can be used to supplement licensed products.
- Monitor bandwidth usage to determine if an increase in bandwidth is necessary.
- Only one working microfilm reader remains. A microfilm scanner would allow digitization of film and printing for patrons.
- Desktop privacy screens
- Investigate having CD players to circulate with audiobooks.

Budget

Staff will:

- Apply for federal universal service (E-Rate) discounts when needed.
- Apply for any technology grants available through ODL
- Investigate other sources for equipment grants
- Include cost of maintenance contracts for automation software and equipment in city budget
- Include cost of staff training and travel expenses in city budget for professional development
- Request capital outlay monies to upgrade or replace patron computers

In the event that capital outlay requests are not funded for computer or circulation software upgrades or replacements, staff will seek alternative funding options.

Evaluation

Staff will:

- Keep a daily log of public computer use statistics
- Keep a weekly log of Wi-Fi use statistics
- Prepare a quarterly report with public computer use statistics for Library Board
- Prepare an annual report on the number of registered users for Library Board
- Keep a record of Hotspot checkouts
- Assess technology survey, website statistics and bandwidth usage.

Security

A firewall is installed with the network hardware. Physical access to the server and staff computers is restricted. The server is in the office. The staff computers are behind circulation desks. Staff can press Ctrl+Alt+Delete and lock a computer when leaving the desk unattended. Public access computers have two user accounts, one for administration and the other for patron use. All passwords are held by staff and never shared with patrons. Staff login the public access computers into patron use accounts each day. Anti-virus software is installed on all computers.

McAfee scans new data whether it is from an internet download or removable memory. McAfee also has parental controls for CIPA compliance.

Updates

The purchase of new computers generally provides for updates of hardware and operating systems. This also dictates when purchases of office productivity software and parental control software must be made. McAfee anti-virus software must be renewed yearly. Windows and most other software are set to run automatic updates. The following programs are installed on patron computers: Adobe Reader, Internet Explorer, Microsoft Edge and either Chrome or Firefox

Professional Development

Staff will:

- Attend Oklahoma Department of Libraries training/workshops relating to Internet, technology, computers, databases, software, etc.
- Attend certification programs offered through Oklahoma Department of Libraries
- Seek training through various other sources, i.e. Internet

Patron Privacy and Use

An internet release form must be on file to use the library's computers to access the internet. Where possible browsers are set to not remember any logins upon being closed. Patron files are deleted when found or as requested.

The viewing of inappropriate sites is curbed by firewall settings and McAfee Parental Controls on all five patron computers. The computer in the genealogy room is not typically available to the public.

Patrons must bring their own devices to use the wireless internet access. It is not restricted, except by firewall. The library has a Chromebook and Kids Fire tablet available for patron in library use only.

Also see the Internet Use Policy.

Website

The library maintains pages on the city's website (www.cityofstroud.com) to provide patrons with certain resources outside of the library building and hours of operation and to promote library activities.

- The library website contains, but is not limited to, the following content:
 - Link to OK Virtual Library, an online source of e-books and audio books, which is integrated with patron accounts: okvirtuallibrary.overdrive.com
 - Link to OPAC: stroud.booksys.net/opac/spl/

- A .pdf file of the Library Card Application
- A .pdf file of the Internet Use Policy without the internet release form
- A .pdf file(s) of the library's board-approved policies
- Links to other laws and policies affecting the library as provided by ODL.
- Indexes of local census data, obituaries, and cemetery burials in .pdf files.
- Educational Resources, such as links to databases, homework help, test preparation help, student financial aid and occupational outlooks
- Promotion of events at the library.
- General information about library services.
- Library board information.
- The announcements section and calendar of the city's website can also be used in the announcement of library news and events.
 - Available from within the library's intranet are links to government, health care and job help sites and a link to a Patron Technology Survey:
<https://www.surveymonkey.com/r/DD88CD7>
- The library director approves all content before it is available to the public.
- Library website content is reviewed and updated annually.

Alternates

Data from the server and other staff documents should be backed up monthly. Further digital preservation is addressed in the Special Collections policy. Should library services be disrupted, staff should consult the library's emergency plan.

Patrons can also be directed to the following, as needed:

1. Stroud Tag Agency for copy, fax and laminating services
2. Stroud Tag Agency has a notary
3. McDonalds for free wireless internet access.

Termination

Any computer taken out of service is cleaned of licensed programs, all files and secondary user accounts deleted. The password is removed from the administrative account. The operating system may be reinstalled if necessary. Any cords, manuals or disks associated with the machine should be gathered and stored with it. Out-dated machines in storage can serve as cold spares should an in-service machine break down.

Machines will be disposed of through a City of Stroud's surplus sale.

Troubleshooting

Operating instructions are on the server in Tools/Manuals folder.