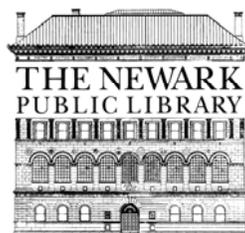


THE NEWARK PUBLIC LIBRARY

TECHNOLOGY PLAN

JULY 2013 - JUNE 2016



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Mission Statement for Technology

The people of Newark and the greater Newark community will have full and ready access to, and know how to use, a wide array of technology-based library services to support their educational and lifelong learning goals, their need for information and research resources, and their interests in community, culture, and popular materials.

As technology continues to evolve, The Newark Public Library will upgrade systems, hardware, software and training to ensure that the Newark community keeps abreast of developing technologies.

The Library's Technology Plan for 2013 – 2016 is based on currently available information. As such, it is expected to be viewed as a working document, not a final, static plan.

Any useful technology plan must be expected to grow and change, given today's rapid pace of technological developments in the library and information fields.

Current Technology-Based Services

Library Catalog

The Library uses Innovative Interfaces, Inc.'s Millennium as its integrated library system. It is comprised of the online public access catalog, plus circulation, serials, acquisitions, and cataloging modules. This system underwent a software upgrade in 2012, and a new server was installed. The catalog encompasses not only The Newark Public Library's catalog records, but also allows searching of the holdings of Irvington Public Library, the Newark Museum, and the New Jersey Historical Society. Patrons may borrow directly from Irvington, and are apprised of holdings of the museum and historical societies for additional research.

Library patrons may use the catalog to place holds on items, have items delivered from one location to another, check the status of their personal accounts, receive email notifications of overdue items, and renew items.

As items are added to the collection, all ordering, receiving, invoicing, serials check-in, and de-accessioning is done utilizing the integrated online library system.

Public Access to Technology at the Main Library

- 48 computers – Victoria Technology Center
 - Internet; Microsoft Word, Excel, PowerPoint, Publisher, and other software; provide hardware and software for public access to document and image scanning.
- 10 computers – Technology Training Center
 - Internet; Microsoft Word, Excel, PowerPoint, Publisher, other software

- 10 computers – Reference Center
 - Access to electronic resources and the online catalog. Because the Library is a Patent and Trademark Depository Library, one workstation is reserved for patrons searching the U.S. Government Patents Web site.
- 11 computers – Children’s Room
 - Microsoft Word, Internet, electronic resources, and educational games
- 2 workstations – La Sala Hispanoamericana
 - Spanish language electronic resources
- 2 workstations – Charles F. Cummings New Jersey Information Center
- 1 computer, online catalog only – Media Center
- 2 computers, online catalog only, Central lobby
- 6 computers – Special Services Room
 - JAWS, Magic View, and Zoomtext software for the visually impaired; Microsoft Word, Internet

In addition, there is a public fax service at Main Library.

Public Access to Technology at the Branch Libraries

- 12 computers – Branch Brook branch
- 14 computers – Clinton branch
- 14 computers – North End branch
- 6 computers – Roseville branch (temporarily closed)
- 16 computers –Springfield branch
- 12 computers – Vailsburg branch
- 13 computers – Van Buren branch
- 15 computers – Weequahic branch
 - All branches have access to Internet; Microsoft Word, Excel, PowerPoint, Publisher, other software

Resources and Services

Reference and Research

Patrons at all locations have access to over 70 electronic databases, ranging from highly specialized subject resources to general news and magazine article searches. Many of these resources are also available remotely to patrons using their Newark Public Library card through the Library’s Web site. In addition, there are approximately 15 specialized research databases available to patrons at the Main Library’s Reference Center. Web pages that link to electronic resources assist patrons searching electronic databases. Resources have now been organized into subject categories, as well as alphabetically by database name (with brief descriptions and information about remote access).

Technology allows librarians to provide reference assistance to those unable to travel to the Library. All Main Library reference service points respond to requests submitted via email or text message. These services are advertised on the Web site. Finally, through the statewide reference service, the Library assists other New Jersey libraries with reference questions in art, music, business, patents, and government documents, receiving questions via email, fax, text, and regular mail. The statewide system also allows library staff to email questions from Newark patrons at any location to other New Jersey libraries should the need arise.

Central Reference librarians have also created online guides to assist patrons looking for information on the Internet. There are currently over 50 subject guides to Web sites, covering a wide variety of subjects, such as music, business, and U.S. immigration.

Both Special Collections and the Charles F. Cummings New Jersey Information Center (CFCNJIC) developed detailed finding guides to manuscript-based, ephemeral, and art collections. These appear on the Library's web site and are linked to brief, collection-level records in the online catalog.

Newark Archives Project (NAP) personnel surveyed CFCNJIC, Special Collections, and New Jersey Hispanic Research and Information Center materials in 2012 and 2013 and added descriptions of primary source collections relating to all aspects of Newark history to the NAP database. This publically accessible database, hosted by Rutgers and developed under the leadership of the Newark History Society, is available both on-site and online and will aid Library staff, researchers, and students.

Internal Databases

The Library continues to update its own databases. The Newark Public Library's *Song Index* functions as a finding aid to sheet music for over 120,000 popular songs. The index is updated weekly, with the ultimate goal of indexing every song in the anthologies owned by the Library. Information about this index is provided on the Web site, and patrons may have the database searched with assistance from a reference librarian. (See **Goals for Resources #4, *Internal Resources and Databases***, for more information on the Song Index.)

NPL will continue to develop internal databases and finding guides. These could be made accessible through the software package, Archivist's Toolkit. An example of such is the listing of non cataloged acquisitions maintained by Special Collections. See **Other Software** for more information on Archivist's Toolkit.

Web Technology

Library Web Site

The Library's Web site is a gateway to information about the collections, online information sources, patron accounts, information about library policies, children's services, public programs and classes, and more.

Through the Web site, patrons may link to electronic resources and the online catalog. The catalog page includes links to interlibrary services available to patrons, allowing them to search JerseyCat and WorldCat. Patrons may view lists of new titles recently added to the collection, or suggest items for the Library to purchase. The collection development policy is also available.

Upcoming events are posted on the home page. Press releases provide access to additional in-depth library information, and are archived on the site. Selected artwork from exhibits is also made available on the Web site to allow patrons or news media to view high-resolution images. The collections and services pages contain detailed descriptions of the collections, plus contact information for further assistance. The Web site also links to calendars for children's programs, adult programs and exhibitions, and computer classes.

Each branch location of the Library has its own Web page to allow patrons better access to information about their neighborhood branch. Monthly branch programs are featured, along with information about the local collections, meeting rooms, contact information, as well as links to local maps and mass transit options.

The Web site incorporates library fundraising options, providing online tools for donating to various Library funds.

Social Media

The Library uses a Flickr account to allow patrons to view photos and information about events they may have missed. There is also a Facebook page for fans of the Library, which provides program reminders, library news, and information on topics of current public interest. Twitter is also used to send out brief updates on NPL activities.

Internet Use Policy

NPL embraces the tenets of a use policy adopted by the Board of Trustees.

Interlibrary Services

Interlibrary Services participates in the online JerseyCat and OCLC systems for interlibrary loan. These arrangements benefit the Newark community by providing access to additional items either not currently in the collections, or being used by other patrons. The JerseyCat system is linked through the Library's Web site, allowing patrons to search for items they need, and to place their own requests if desired. Library staff monitors and completes all steps for requests to be fulfilled. Whenever possible, patrons are notified via email that their requested materials have arrived to ensure that items are received quickly. When requested articles are less than ten pages, Interlibrary Services has the capability to scan them and forward as a .pdf attachment.

Acquisitions/Collection Development

Electronic selection is used by librarians throughout the system to select items and submit orders to the main Acquisitions department. Online ordering and invoicing expedite the process and permit easy uploading of bibliographic records with location information to the Library's catalog. In addition to allowing librarians to see which items are on order, patrons may also view the status of items awaiting delivery.

Other Software

Email is used extensively for internal and external communication. All staff members have email accounts. As discussed in the Reference and Research section (p. 2), reference questions sent through email are a popular way for remote users to request information. The catalog also allows patrons to receive email notification when their circulating items are overdue.

Staff utilizes software packages to aid in the full range of administrative functions, including word processing, spreadsheets and statistics, databases, presentations, and Web editing. *Footprints*, a help-desk system, is employed to aid in the tracking of computer and software installation and repair requests.

SAMS is the current software utilized for authenticating library patrons for public computer access at Main Library.

Archivist's Toolkit is a software package that IT has set up for Special Collections which can not only trace acquisitions, but also create detailed finding guides. The Library will work to extend use of this database software to other departments with archives and specialized collections, such as CFCNJIC and NJHRIC's Puerto Rican Archives.

Current Program for Patron Training

The majority of the training for patrons takes place in the Main Library's Technology Training Center, with 10 computers for student access and one computer for the instructor. There is an LCD projector, the Microsoft Office Suite, Internet access and one printer.

Training is offered for patrons in English and Spanish. Beginner-level class topics include keyboarding, using the mouse, beginning and intermediate Internet, and email. Classes about locating information on the Internet include jobs and careers, business, genealogy, and African-American history and resources. Résumé development classes are offered, plus software instruction in Microsoft Word, Excel, PowerPoint, and Publisher.

The Special Services Room provides information and services to patrons with special needs. It also concentrates on help for senior citizens. American Sign Language classes are held on most Saturdays, and Access tech 2000 classes for the visually impaired are held on Fridays. The room also serves as a meeting place for groups such as the Northern NJ Chapter of the Federation for the Blind and Beyond the Eyes. An outline of the equipment and software programs available is indicated elsewhere in this document.

The Computers & Classes Web page, www.npl.org/Pages/Computers, has a schedule and descriptions of upcoming classes.

Patrons are encouraged to sign up for any class that interests them, and return to "retake" a class if so desired. As part of the course format, handouts are provided, along with listings of books and online tutorials that will allow students to pursue more advanced topics. The Library's Web site also contains links to online tutorials for those ready to practice on their own. Patrons are encouraged to return to the Library to use the public computers in the Victoria Technology Center to practice their skills.

Librarians offer brief individualized instruction and orientation in the use of the catalog, Internet, and electronic resources, as time and staff resources permit.

Current Program for Staff Training

Technology training programs at the Main Library are conducted in the Technology Training Center as scheduling permits. Library staff presents instruction in the use of the integrated online library system, new electronic resources, plus everyday topics such as email and Internet searching, as needed. As new electronic resources are added to the Library's collection, notices and instructions are distributed and classes are presented to staff when possible. Training is provided on online ordering whenever electronic-ordering software or databases change. New staff members are also provided with training in databases and acquisitions software.

In addition to peer-led classes, staff members take advantage of other training opportunities. Newark staff may attend classes given by LIBRARY LINK NJ, as well as classes offered through NJLA. Sessions by guest presenters and vendors, off-site workshops presented by other library organizations, and courses provided by computer training centers and other institutions all contribute to the training opportunities for staff.

For any departments or subject areas requiring specialized training, suitable training sessions are located or requested (either at an outside organization or invited to the Library) to ensure that staff skills are continuously developed.

Current Equipment, Software, and Telecommunications Lines (Including Cabling and Electrical Support)

- Collapsed double homed fiber optic backbone with FDDI (fiber distributed data interface)
- Cisco routers and switches
- Voice Over Internet Protocol phone system (VOIP), installed in 2009, improves both management operations and ability to provide better service to the public. The system affords patrons the opportunity to leave voice mail reference questions, and also provides individual voice mail for most employees, staff and corporate phone directories, conference and speaker phone functions, remote access to messaging, and missed call indicators.
- Primary Information Rate (PRI) circuit connecting all branches to the main site. All branches connect at 100 megabytes per second.
- 1550 switches at all branches
- Dedicated 2 full DS3 connections to the Internet for redundancy purposes, as well as support of VOIP
- Onsite VOIP call manager system
- Onsite firewall system
- Onsite Web and email hosting facility
- Onsite Innovative Millennium OPAC system
- Onsite NPS/ADP systems for Finance
- Onsite Raiser's Edge system for Development
- Sorensen VRS. Optalec Clearview Reader, and JAWS in Special Services
- Category 5 cabling to the desktop; minimum speed is 100 MBS
- Server farm: Compaq Proliant servers ML 370, DL350, DL380 (symmetric multiprocessor), Compaq Prosignia servers, Hewlett Packard G30 HP-UX Server (OPAC), Dell Poweredge (SMP), Sun Microsystems' Sun Fire servers, Hewlett Packard JetDirect print servers
- Back end software: Windows NT server, Sun Solaris version 7, Microsoft BackOffice, Norton Ghost, Microsoft Proxy Server, PIX 515E Firewall-1 VPN, HP OpenView, Websense Internet Filtering, Norton Antivirus, Microsoft user profile policy manager, Visual Studio, Netscape Enterprise Server, and Microsoft Internet Information Server
- Front end software: Windows XP workstation, Microsoft Office '03, Internet Explorer Navigator, and Norton Antivirus
- Backbone cabling is adequate for adoption of new telecommunication technologies
- UPS provides power protection

Goals for Services

The Newark Public Library is constantly assessing the current environment and services, and constantly rethinking the Library's future and its role in the community. The Library will need to review the plan annually, touching base with individual library departments regarding their needs, and analyzing ongoing patron feedback. While all of the listed goals are obtainable, our current staff capacity and funding restrictions will come into play.

Department/Divisional responsibilities are indicated in bold type. IT involved in most; if sole responsibility only, so indicated.

CODE/Division/Responsible individual:

ACCESS/ Access Services, Don Lewis

ADMIN/Wilma Grey & Leadership Team

CFCNJIC/NJ Information Center/George Hawley

CLS/ Central Library Services, Heidi Cramer

CMLS/ Community Library Services, Michele Cappetta

DEV/Development/Joseph Casale

IT/ Information Technology/Jorge Rodriguez

NJHRIC/ NJ Hispanic Research & Information Center/ Ingrid Betancourt

SC/Special Collections/Heidi Cramer

Current goals include:

1. Resources/collections/reference service (All CLS unless indicated)

Continue to grow collections, with a particular focus on increasing access to information via electronic and multimedia formats, in order to provide a wide range of materials to satisfy users' needs for information, education/lifelong learning, recreation, and personal interests.

- a. Continue to assess and augment the electronic resources available to the public by evaluating the content of databases, comparing them to current subscriptions, and seeking to fill any gaps in the Library's electronic holdings.
- b. Continue to participate in ELibrary NJ for subscription to downloadable EBooks and audio books.
- c. Consider purchase of online databases that would enable speakers of other languages to increase their opportunities for learning English.
- d. Create a dedicated young adult area to provide computers for homework help, Internet access, educational and recreational games, and student learning at the Main Library, and expand this pilot program throughout the system. **CMLS**
- e. Continue to provide email and text reference services to remote users of the Library.
- f. Add additional vendors for online ordering, in order to increase selection choices for the Library's collections. **ACCESS**
- g. Reference staff will continue to look for opportunities to bring proprietary digital content to users

2. Catalog (*All ACCESS unless otherwise indicated*)

Continue to assess and improve the Library's online catalog, taking full advantage of any opportunities to augment the bibliographic records by adding additional detail to improve access to the collections.

- a. Assess the functionality of the online public catalog to see where additional improvements may be made (ongoing).
- b. Continue to catalogue all un-catalogued collections (e.g., Jenkinson Collection of Fine Printing, Illustrated Book Collection, rare books), with the ultimate goal of adding digital images to further describe non-print items (ongoing). (See 5. Digitization for more information.) **SC**
- c. Continue to utilize the integrated online library system (Millennium) to augment the catalog functions and provide value-added service to users (e.g., provide featured lists of newest materials acquired) (ongoing)
- d. Continue to utilize and expand the use of Web Management Reports in Millennium to monitor library catalog use and to compile statistics.
- e. To have the equipment and capacity to conduct adequate inventories that will ultimately enhance patron access to the collections
- f. Reassess participation in the FirstSearch/WorldCat system. Determine if services and access to additional online full-text sources are beneficial to the community.
- g. Add new online indexes created by library staff, such as the Illustrator and Autograph Index from Special Collections, to promote access to unique resources **SC. CLS**
- h. Increase the number of catalog only terminals at branch libraries **CMLS, IT**

3. Web site (*All CLS unless indicated*)

Look for opportunities to improve the Library's Web site, especially regarding the use of newer technologies to publish information online. Explore the redesign of the entire site to create a more dynamic and useful environment.

- a. Continue to add content areas to the current Web site to increase access to information, resources, library exhibits, and images.
- b. Add an online response function to allow patrons to reserve online for special events **DEV**
- c. Explore open source options for redesigning the Web site into a content management system. Examine usability issues for the average user, as well as improve access for users with special needs.
- d. Assess new technologies for their possible usefulness in presenting information online.
- e. Reassess online calendar and look for a more flexible and user-friendly option to provide information about library meetings, programs, and services.
- f. Add a mobile option to increase access for Smartphone users
- g. Increase the technological stability of the Web site **IT**

4. Internal resources and databases

Strive to transfer print and other indexes into online and/or searchable databases. Because the Library has many staff-created internal resources it is important to create online indexes that will serve to publicize these unique collections and allow remote access to information. NPL also seeks to stabilize all internal databases.

- a. The IT department will create a standardized plan for backing up all internal databases on a regimented schedule, ensuring that appropriate members of staff have proper levels of access to

create/edit information, and run reports/queries. Written documentation will also be created for each database. **IT**

- b. The Charles F. Cummings New Jersey Information Center has a wealth of indexes to historical New Jersey information (e.g., *Newark Evening News* morgue file, Cummings *Star-Ledger* index, picture file, manuscripts and archives index). Transfer of these print and card indexes to online and/or searchable database formats will be an important step in publicizing the Library's holdings, as well as allowing remote access to information about holdings. **CFCNJIC**
 - Assess each unique collection to determine whether access should be provided via the integrated online library system, an online Web-based index, or an online searchable database.
 - Prioritize the collections to determine the order in which projects should be completed.
 - After assessment and prioritization are completed, implementation of projects should commence.
- c. Continue to update the Song Index in order to increase access to the Library's holdings of sheet music for popular songs; establish a stable platform for the Song Index. **CLS**
- d. Create an online index of all processed collections in the New Jersey Hispanic Research & Information Center. **NJHRIC**
- e. Begin making archival collection finding aids available online (using Encoded Archival Description). **SC**
- f. Begin conversion of the Stone, McEwen, and Fine Print Collections from Special Collections. **SC**

5. Digitization (ADMIN/ ALL)

Focus staff and resources on developing digitization projects to showcase and improve access to the Library's unique collections. Digitization of images and documents, as well as complete online digital exhibitions, will work together to allow remote access to the wide variety of historical and visual materials.

- a. Digitization of the fine print collection will augment the bibliographic records in the Library's catalog. The first step toward digitization will be a planning process to assess best practices and procedures for digitizing these objects, as well as other non-print holdings.
- b. After the planning stage is completed and procedures have been established, begin digitization of images for the Library's catalog.
- c. Continue to participate in the New Jersey Digital Highway Project, with the goal of digitizing parts of the collection for increased public access within the Library and throughout the state.
- d. Assess other areas of the Library's collections to determine if digitization of non-print or rare items will be useful to the community.
- e. The creation of digital library exhibitions will allow increased access to unique items in the collections, as well as extending the life of exhibitions in the Library's galleries. The following steps will be undertaken to establish procedures and priorities for digital projects:
 - Determine the feasibility of creating digital library exhibitions. Assess the technology needs and staffing demands of these projects. Create a best-practices model for future projects.
 - Create a list of possible projects in order of greatest importance and usefulness to the community.
 - Commence the planning and implementation process for a test case.
 - Assess the initial digital project to improve procedures before launching new projects.
 - Compile findings and formalize digital library exhibition procedures for the Library.
 - Set up procedures and criteria for scanning (resolution, size, etc.) and for labeling and storing digital images. Acquisition of appropriate software will facilitate this.
 - Continue exploring the management of said digital items

6. Technology applications for managing delivery of service *IT*

Ensure equitable access to online materials within the Library, satisfying patrons' rights to intellectual freedom and access to information, as well as the Library's responsibilities with regard to the Children's Internet Protection Act (CIPA).

- a. Appropriate filtering programs are necessary to satisfy the Library's responsibilities regarding CIPA.
- b. Filters should not restrict patrons' freedom to access information to which they are entitled. NPL will ensure that filtering policies are providing only appropriate restriction, and will assess the current use of filters on an ongoing basis.
- c. As funding permits, install additional privacy screens in the branch libraries in order to protect patrons' rights to privacy in accessing information, in keeping with the Code of Ethics of the American Library Association.

7. Technology applications for patrons

Provide necessary software and services to users, both within the general population and special services areas to improve patrons' access to information for satisfying educational, informational, and personal needs.

- a. As additional staff training in software progresses to a level where staff can provide necessary support to patrons (see 9. Training for staff), ensure that the software provided throughout the branch system is upgraded to include all needed Microsoft Office programs (Excel, PowerPoint, Publisher), Acrobat Reader software, and more as appropriate. *IT*
- b. Add graphics editing software to public access computers in order to allow patrons to work with image files. *IT*
- c. Acquire assistive listening devices for the circulating collection to augment those loaned through the New Jersey Library for the Blind and Handicapped. *CMLS*
- d. Increase services to deaf and hearing-impaired population by supplementing video phone and assistive listening device system. *CMLS*
- e. Satisfy the needs of blind and visually impaired users with electronic readers -Optelec Clearview+ desktop video magnifier for low-vision users (now on loan from Talking Books and Braille Center) , and a Braille portable labeler. *CMLS*
- f. Continue to sell supplies such as ear buds and thumb drives that aid patrons in their use of NPL technology. *CLS*

8. Training for patrons

Provide technology training to patrons to assist them in achieving personal goals, as well as professional and educational advancement, and to allow them to pursue personal information needs both inside the Library and remotely.

- a. As funding allows, continue to provide public classes, in English and Spanish, in all basic computer skills, as well as Microsoft Office programs, job searching skills and résumés, and Internet searching and email. *CLS*
- b. Develop new public classes in social networking and other software to increase patron ability to utilize new technologies and publication media. *CLS*

- c. Initiate additional technology training for blind and visually impaired, as well as hearing-impaired, users. *CMLS*
- d. Provide training and tutorials for patrons on downloading data to devices such as MP3 players and electronic book readers, and using scanners. *CLS*
- e. Create online tutorials and dynamic research guides to assist patrons working remotely or within the Library's Victoria Technology Center. *CMLS*
- f. Initiate basic computer skill classes as a component of Special Services *CMLS*

9. Training for staff

Improve staff's ability to assist users in locating information and improving their technology skills by providing ongoing staff training. Satisfy professional development needs by assessing staff's individual job functions and ensuring that appropriate training for current and future growth is provided.

- a. Create a schedule of training classes for staff to ensure core knowledge of Microsoft software, electronic databases, the integrated online library system (especially the serials module), and collection development tools (ongoing). *CLS, ACCESS*
- b. Improve public service by ensuring that all staff working in subject-specific areas is afforded training to increase expertise in their subject area (e.g., patents). Utilize training to improve knowledge of state and federal government Web sites in order to better assist patrons accessing these services. *CLS*
- c. Increase online access to information and collections: look for training opportunities in scanning technology, Web authoring skills, and other technologies deemed useful. *CLS*
- d. Provide training to all staff working with public access computers to ensure that filtering software is working appropriately to satisfy patrons' needs, library policy, and the Library's responsibilities under CIPA. *CLS*
- e. Make greater use of webinar offerings for all staff. *ALL*
- f. Schedule further training opportunities for staff that need assistance with more complex functions of the new VoIP system. Ensure that all staff has appropriate job aids for quick reference. *IT*
- g. Ensure that library staff is informed and encouraged to participate in outside training opportunities that will expand their skill base. *ADMIN*

10. Computer replacement schedule *IT*

Develop an official computer replacement schedule to ensure that hardware is continually assessed and upgraded as appropriate.

- a. Utilize the system wide computer inventory, particularly with respect to age of equipment and current performance levels, to devise a computer replacement schedule for the entire library system.
- b. Implement the replacement of hardware as scheduled.

11. Administrative goals

Employ technology so the Library will run efficiently, with extensive communication throughout the system, as well as streamlining administrative procedures to improve service to the public.

- a. Create an automated system for submitting forms to Finance (e.g., professional development reimbursement requests). *IT*

- b. Widen the use of and improve the NPL intranet to improve interdepartmental communication for library staff. **IT**
- c. Continue to incorporate new software packages, systems, and hardware configurations that will enhance the staff's ability to do tasks and provide services **IT**

12. Building services goals ADMIN

Create a safe physical environment by assessing and installing appropriate equipment to ensure that the Library's buildings are secure and that public notification systems are functioning effectively.

- a. Ensure that all public warning systems are functioning properly in all public and staff areas.
- b. Install fire alarms and smoke detectors on the fourth floor of the Main building and system-wide for the hearing impaired.
- c. Improve physical safety by increasing security staff's ability to monitor the library buildings by adding security cameras wherever needed.

13. Press/publications CLS

Take advantage of all opportunities to better disseminate information about the Library's collections, services, and programs to the community.

- a. Continue to provide access to all Library press releases on the NPL Web site.
- b. Appropriate library staff will continue to utilize State Library and/or library cooperative listservs and other online publication options to communicate official information about the Library.
- c. Continue to utilize Constant Contact to communicate to patrons Library news and announcements of events and programs.

14. Equipment, software, telecom (including cabling and electrical support) IT, CLS, CMLS

Improve and upgrade the Library's equipment and technology infrastructure.

- a. To improve service and improve access to the library's catalog and databases, acquire additional computers for the branch libraries to replace failing workstations, as well as increase the total number of public access terminals.
- b. Increase functionality of all meeting spaces by acquiring appropriate technology, such as DVD/video player, LCD projector, laptops, television/monitor, CD player.

Future Plans for Technology Installations and Upgrades IT

- Backbone system upgrade:
 - Upgrade from FDDI to Gigabit Ethernet. Current backbone infrastructure will be modernized through upgrades of peripheral equipment (switches and hubs).
- Upgrade user desktop software.
- Address growing needs for information storage with a Storage Area Network (SAN). Vital to the development of the SAN are: security, accessibility, growth, and business continuity. This network will support projects such as digitization, intranets/extranets, new IOLS, general archives.
- Continue to address the growing need for additional functioning printers and copiers
- Continue upgrading the data center to assure continuous access to all electronic resources.

Budget

Budget allocations reflect funds for current collections and services. Capital funding from the City of Newark will help to offset hardware costs and may also provide sufficient funds for major software packages associated with new initiatives.

New initiatives may also require grant support or funding from other outside sources. The Library's Development department will actively seek funding for all new initiatives included in this plan. Outside funding will be sought for hardware and infrastructure needs, such as an electrical generator and proper air conditioning for the data center.

E-Rate reimbursements will also assist in offsetting some costs.

Year 1

| | |
|---|-----------|
| Internet Service Provider / VOIP services | \$170,000 |
| Electronic resource subscriptions, including Web and online | 144,000 |
| New equipment purchases | 10,000 |
| Staff training (from General Fund) | 800 |
| Software support | 30,000 |

Year 2

| | |
|---|-----------|
| Internet Service Provider/VOIP services | \$170,000 |
| Electronic resource subscriptions, including Web and online | 144,500 |
| New equipment purchases | 13,000 |
| Staff training | 1,000 |
| Software support | 31,000 |

Year 3

| | |
|---|-----------|
| Internet Service Provider/VOIP services | \$173,000 |
| Electronic resource subscriptions, including Web and online | 146,000 |
| New equipment purchases | 16,000 |
| Staff training | 3,000 |
| Software support | 32,400 |

Evaluation

The Library's formal Technology Plan will be updated on a three-year cycle. Due to the rapid changes in technology, goals and implementation schedules will be continuously evaluated and adapted. The team will meet at yearly intervals to evaluate progress.

The following specific evaluative processes will also be implemented:

- The Library will utilize statistics provided by proprietary databases and electronic resources to assess usefulness of current core collection and popular holdings and make future collection development decisions.
- Feedback from patrons will be utilized to assess services and collections.
- Attendance at public classes will continue to be recorded to provide the basis for assessing the usefulness of specific course offerings to the community.
- Attendance at staff classes and other training will continue to be recorded. A database of staff technology skills will be created in order to find opportunities to share knowledge.

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