Williamsburg Community Library Technology Plan 2021

Introduction

The Purpose of Williamsburg Community Library is to enhance the personal development of our patrons and maintain the status as the central hub of Williamsburg Kansas and the surrounding area by meeting informational, educational, cultural and leisure needs. The library diligently attempts to provide new technology as it evolves.

Vision Statement

Our technology plan describes the technology and telecommunications services currently offered or are planned for at our library. The residents of Williamsburg and the surrounding area expect their library to provide current technology and as staff we are committed to ensuring that we provide the best technology that is currently feasible.

The library is associated with Northeast Kansas Library System, where we receive access to on-line circulation and an inter library loan system which allows us access and use of the collections of other libraries throughout Kansas by our affiliation with NEKLS and the courier system. In addition, our collections are available to those same libraries.

Since opening our newest library facility in 2007, the library has provided patron access to free wireless internet both inside and outside of the building. Access is also available in the Santa Fe Park located directly behind the library and outside services are provided 24/7. Patrons have the ability to use devices provided by the library or their personal devices.

The library website contains information pertinent to the library and community, such as meetings, classes, cancellations, etc., hosted by either the library or community organizations. Links to online databases such as the NEXT catalog system, the State Library, the City of Williamsburg and USD 287, in addition to information on new collection materials in our library. We maintain a Facebook page which offers much of the same information. As residents turn to the internet for information, the library continues to make sure that patrons have access to downloadable audio books, online databases in addition to other resources. The outcome is that the patrons of our library are able to view the library as an essential source for current information and an integral part of the community.

Section 1: Current Status

NEXT Regional Catalog System

The library's circulation and cataloging system is called NEXT which is a service of NEKLS. This system is run on the KOHA open source software platform and features a sophisticated search engine and flexible user interface which enables libraries and schools to provide rapid and direct access to shared library resources. The shared online regional catalog provides access to books and other materials in the shared collections of 117member libraries covering the 14 counties of Northeast Kansas.

Williamsburg Library Staff utilizes the NEXT system to catalog, check library materials in and out, register library users and generate reports.

Currently the library houses two staff computers. Software support and upgrades to the NEXT system are maintained by NEKLS.

Wireless Network

Our internet access is provided to the library by KwiKom Communications, a Kansas Corporation founded in 2010. Their home office is located in Iola, Kansas. Our internet is provided free of charge to the library in cooperation with the city of Williamsburg for providing tower space on the city water tower. The library is able to receive bandwidth speeds of approximately 30mbps. The library equipment as well KwiKwom equipment is housed in the basement of library in the LAN room. The library connection feeds into a peplink dual wan router. With better bandwidth the need for load balancing is no longer needed and KwiKom is quick to react during down time.

There are currently 4 access points in the library that provide internet access both in and outside of the building. Users may sit in their vehicles or make use of seating provided at the front entrance of the building or in the back in the Santa Fe Park. There is also an access point installed by NEKLS that allows for the collection of user data.

Patron Computers

Currently there are 7 patron computers available for use in the library, all of which are desktop computers. All are connected to the internet and used on a daily basis. Patron computers currently have windows installed, 5 with windows 10 and two with windows 7 and have Microsoft office or a similar program installed. Faronics Deep Freeze is installed on patron computers so users can manipulate the computer as is suitable for their use. When restarted the computer is restored to its original state. All the computers are set up to print to our Toshiba computer. We replace one patron computer each year.

Library Webpage

The library website is located at www.williamsburgcommunitylibrary.org. Library staff manage the website through the website host Weebly.

Social Media
The library currently uses Facebook as our social media outlet. We are looking into Instagram and twitter as other forms of social media.

Additional Library Services
Patrons of the library are required to have a library card issued by library staff. We also honor library cards that have been issued by libraries within Franklin county and vice versa. Library cards are free to patrons with proof of residency. Patrons age 17 and under are required to obtain the signature of a parent or legal guardian to obtain a card. Parents/legal guardians are responsible for materials checked out on their child's card.

Copy and Fax services are available for patrons. The library has a multifunction copier located in the building that patrons may use to make copies in black and white or color. The cost of black and white copies is $.05 and $.25 for color per page. Fax service is available for patrons at a cost of $1 for the first page and $.50 for each additional page.

The library offers a free public meeting room that will hold up to 15 persons. This room is available for small private groups, clubs team meetings or business meetings. The meeting room is equipped with an AV system, wireless internet, large projection screen, etc.

Digital books and audio books are available for download to digital devices through the Hoopla service.

Section II: Future Plans, Goals and Objectives
The library currently has 30 mbps bandwidth, which is adequate for future growth, but one that we continue to monitor. It is important for the library to consider keeping up with the purchase of new computers as the current machines age.

NEXT Regional Shared Catalog System
1. Goal: To continue to use the NEXT system as it provides patrons easy access to library materials throughout the state.
Objectives:
1. Continue to work with NEKLS as needed to make changes.
   a. Maintain and purchase new computers and/or other technology devices.
Action Steps:
   a. Work with NEKLS technology staff to determine what types of technology we should include in our library.
Wireless Network
II. Goal: To improve wireless network connectivity.
The library will continue to maintain the wireless network system to ensure that patrons can surf the internet at will.
Objectives:
1. Upgrade access points as necessary.
Action Steps:

      a. Consult with NEKLS Technology Staff to ensure that our wireless points are powerful enough to maintain good connectivity and upgrade or replace as necessary.

Patron Computers

III.   Goal: Purchase at least one new computer per fiscal year.

Objectives:

      1. Consult with Library Board of Trustees seeking permission to purchase one or more computers.

      2. Add a permanent line item for computer purchase in the budget.

Action Steps:

      a. Consult with NEKLS Technology Staff for input regarding the purchase of one or more computers.

      b. Purchase Technology as funding allows during the budget year.

      c. NEKLS Technology Staff will install and configure all new computers for Williamsburg Community Library.

Library Webpage

IV.   Goal: Consider how effective the library website is currently and whether or not the current host meets our needs.

Objectives:

      1. Consider new design for the library website.

Action Steps:

      a. Examine the current website and determine if the current website is suitable for our current needs.

      b. Ask for feedback/suggestions from patrons and staff that will upgrade or enhance our webpage.

      c. Study other library websites to determine how they are utilizing their pages.

Social Media

V.   Goal: Become more engaged in the use of social media apps to promote the library and engage our patrons.

Action Steps:

      a. Add social media platforms other than Facebook.

      b. Discuss management of these platforms.

      c. Access additional platforms to cover a larger population of users.

Patron Gaming System

VI.   Goal: Offer gaming system(s) for patrons to use at the library.

The Library Board has continued to discuss the purchase of a gaming system platform.

Objectives:

      2. Purchase gaming system for the library.

Action Steps:

      d. Consult with other area libraries that offer gaming systems.

      e. Discuss results with staff and Board of Trustees regarding research.

      f. If the Board decides it is feasible, a gaming system should be purchased along with other necessary electronic devices.

Telecommunications
Currently the library operates under a Voice of IP phone system provided through KwiKom Communications.

Section III: Training
Staff training will be ongoing as software upgrades to the NEXT system become available. Since staff uses the system on a daily basis, they are comfortable with Windows and the internet. Staff are trained when new updates are applied, however volunteers are only trained if they express an interest in learning. Other training will be offered to volunteer staff as the Librarian deems necessary or if there is an interest.

Conclusion
As technology is ever evolving, staying current is not always easy, but we must strive to keep up to date. The goal of this plan is to provide a framework for the next three years. While we may hope to meet all the goals set forth by this plan, we must be prepared to stay within our budget and determine which goals must be met. I have not listed any specific dates in this plan because as we all know, especially during the past year unforeseen forces may come into play that determine what we are able to accomplish. The plan is meant to be reviewed annually, at which time the progress toward the goals can be assessed.