

**Putnam Public Library**  
**Technology Plan**  
2020-2023

**Mission Statement**

The Putnam Public Library serves the needs of the community by providing free access to a diversity of ideas, information and experiences with the goal of promoting the love of reading, the joy of lifelong learning and engagement with the arts, sciences and humanities.

**Technology Vision Statement:** The Putnam Public Library will serve as an information hub, utilizing current technologies and high speed Internet access to provide services for the community. The Library will be both a physical place as well as an information portal, where residents will be able to access the library 24 hours a day, 7 days a week, through its website and electronic resources. Library staff will be provided with training and development opportunities so they may better serve the public.

**Plan Objectives:**

This plan is intended to guide technological development in the Library for the next three years. It will support the needs of the library's mission statement, stimulate thought and discussion about the technological needs of our community, provide structure for planning and budgeting in the next three years and provide a base to plan for technology in the future building expansion.

**Current Technology Environment:** The Putnam Public Library has a hardwired network of 17 computers: 8 public, 7 staff workstations and 2 patron catalog stations. 4 Chromebooks and 5 laptops are available for computer classes, exam proctoring, tutoring, job applications and government business. Laptops are equipped with wireless capabilities. Staff workstations are the tools used for public services functions, such as checking out materials, cataloging materials, placing reserves and Interlibrary loans, updating the library website, answering reference queries and emails, reference database searching as well as ordering materials, library communications and the development and printing of signs, newsletters, tutorials and other necessary print communications. Telecommunications are provided in the form of a cable connection through Atlantic Broadband, administered by Bibliomation in Waterbury, Connecticut. This connection will be upgraded to a fiber connection in 2021 when the municipal complex is complete.

The Library maintains its own website as a part of the Town website. The website software was developed by CivicPlus. The Library provides secured wireless Internet access in the library using the Atlantic Broadband connection. The wireless network is administered by Novus as a segregated network.

The current automation system used by the library is the Evergreen system, which is provided through the Bibliomation consortium. The Library uses time management software called Lib Data to ensure that patrons get adequate and equal time on the patron computers.

**Goals and Objectives**

**I. Public Services**

Goal: Expand and enhance public access through technology.

Action:

1. Replace public computers on a four year cycle. Replace printers when necessary.
2. Insure public PCs have the capability to access and save information via CD and USB drive.
3. Provide public access to technology that will be free and equitable.
4. Insure that all networked computers are protected from computer viruses with ESET Anti-virus administered through Bibliomation.

## **II. Staff Services**

Goal: Provide staff with hardware, software and training required to provide excellent service. Take advantage of the personnel and resources made available to us by the Connecticut State Library, the Bibliomation consortium and other continuing education opportunities to help keep staff abreast of the latest technological advances.

Action:

1. Replace staff computers on a four year cycle. Replace printers when necessary.
2. Require that all new staff hires be computer literate.
3. Send staff to conferences and computer training workshops to further their technical education as budget allows.

## **III. Network Services**

Goal: Improve and maintain network connections.

Action:

1. Provide budget for technical support through the BiblioTech program.
2. Conduct annual assessments of telecommunication service, hardware/ software inventory, and systems and software upgrades needed for providing optimal services.
3. Budget for the purchase and maintenance of hardware, software, telecommunications cabling and equipment as needed.
4. Conduct ongoing reviews of technology needs and goals in response to new developments and opportunities in technology.

## **IV. Wireless Services**

Goal: Upgrade and maintain the wireless network throughout the Library.

Action:

1. Maintain the wireless access point provided by Atlantic Broadband/Novus
2. Develop and implement wireless printing for patron devices (laptop, phone, tablet).

## **V. Telecommunication Services**

Goal: Maintain high speed telecommunications connections that will allow the library to provide excellent service.

Status:

The Library has a VOIP phone system as well as a non-VOIP fax line.

Action:

1. Work with Novus and Bibliomation to plan the fiber for the municipal complex.