

RAMAPO CATSKILL LIBRARY SYSTEM TECHNOLOGY PLAN 2007-2010

RCLS TECHNOLOGY MISSION:

RCLS working cooperatively with member libraries plans, implements and maintains appropriate technologies to enhance library services. RCLS offers training for technologies used within the System and identifies new technologies that can enhance library service.

PLAN CONTENTS:

The RCLS Technology plan contains the following elements:

1. Goals and strategies for using telecommunications and information technology to improve library services delivered by member libraries;
2. A professional development strategy to ensure that staff know how to use these new technologies to improve library services;
3. An assessment of the telecommunications services, hardware, software, and other services that will be needed to improve library services;
4. A sufficient budget to acquire and support the non-discounted elements of the plan; the hardware, software, professional development, and other services that will be needed to implement the strategy; and
5. An evaluation process that enables the RCLS to monitor progress toward the specified goals and make corrections/adjustments as required and in response to new developments and opportunities as they arise.

1. GOALS AND STRATEGIES

GOAL A: OFFER ACCESS TO A CURRENT, STATE OF THE ART INTEGRATED ONLINE LIBRARY SYSTEM TO ALL MEMBER LIBRARIES

Services: Allows system-wide resource sharing (in-person ILL and remote ILL by library patrons among member libraries); shared cataloging; system-wide training.

Strategies:

- Migrate from SirsiDynix Horizon 7.4 ILS to a current release ILS or equivalent
- Train all member library staff on new ILS functionality
- Implement Acquisitions module for multiple member libraries
- Assure that all PCs meet ILS client requirements
- Upgrade older PCs on a planned cycle in the first quarter of the 5th year.

GOAL B: OFFER MEMBER LIBRARIES CONNECTIONS TO THE INTEGRATED ONLINE LIBRARY SYSTEM THROUGH A PRIVATE TELECOMMUNICATIONS NETWORK

Services: A private network offers security and reliability among member libraries.

Strategies:

- Investigate and implement an alternative to the existing (2006) private frame relay network that will offer increased bandwidth (if they offer adequate security and reliability).

GOAL C: OFFER ACCESS TO ENHANCED INTERNET-BASED RESOURCES

Services: Offer cost-effective access to fee-based resources to all library users of member libraries, from the library or remote locations (homes, businesses). Use library web sites to enhance communication with library users. Offer reference services via the Internet.

Strategies:

- Offer system-wide web-based commercial databases funded through RCLS and/or the Central Library (Newburgh Free Library) to provide equity of access for all residents within the RCLS service area.
- Encourage system-wide web-based commercial database licensing through aggregate discounts negotiated by RCLS.
- Add enhanced features to the web-based library catalog
- Develop more online reference services
- Develop other interactive, personalized web-based services
- Facilitate system-wide and individual member library digitization projects; develop a system digitization policy in conjunction with regional and State efforts

GOAL D: EMPLOY EXTENSIVE USE OF INTERNET-BASED MESSAGING & WEB CONFERENCING FOR INTERNAL SYSTEM COMMUNICATIONS & TRAINING

Services: Use Internet based services to provide the quickest, most reliable method of delivering information and documents from System headquarters to member libraries and among member libraries. Use Internet based communications to allow for increased collaboration without the logistical problems of meetings and conference calls.

Strategies:

- Offer ubiquitous, full-featured web-based e-mail and discussion group software that can be accessed from any Internet connection.
- Offer web conferencing for meetings and training sessions that would alleviate travel logistics.
- Publish documents on the System web site.

GOAL E: IMPLEMENT ENHANCED OUT-OF-SYSTEM RESOURCE SHARING

Services: Offer quicker and more reliable access to resources held by non-member libraries.

Strategies:

- Offer ISO-compatible out-of-system ILL product in conjunction with The Southeastern New York Library Resource Council (SENYLRC) and the Mid-Hudson Library System (MHLS).
- Investigate and implement member library-based electronic document delivery system.

2. PROFESSIONAL DEVELOPMENT

RCLS provides the staff at members libraries with training in the use of the integrated library system software and workstation/telecommunications equipment in use throughout the System. The RCLS Electronic Resources Consultant coordinates the integrated library software system training. The RCLS ANSER Project Manager coordinates the workstation and telecommunication equipment training. The strategy is for RCLS to offer this training onsite at the time equipment is installed for the first time and prior to a library going on-line with circulation and other related library functions. Thereafter, group refresher training sessions are offered either as separate workshops, web-based sessions, or as elements of user group meetings.

In addition, the RCLS Electronic Resources Consultant coordinates the training on the enhanced library Internet services: database interfaces, web-based catalog, e-mail system, and annual report software. These are offered through group workshops offered at multiple locations or web-based sessions.

In the past, RCLS has contracted with outside training firms, and may do so in the future, to provide training for: basic Internet skills; basic application software packages. RCLS provides information about other sources of training, including: local educational institutions (BOCES, SUNY Community Colleges); regional Library Research Council (SENYLRC); and recommended private training consultants and firms.

RCLS itself has a Continuing Education policy and budget which is used for training and certification studies for our technical staff. That budget is included in the "Professional Fees" and "Travel" sections of the overall RCLS budget.

3. ASSESSMENT [Backup/Maintenance Measures]

[The current building level hardware and telecommunications network is diagrammed in Appendix I.]

The integrity of this network is maintained through the following measures:

- All servers (Sun Server for Horizon system, IBM blade series for Internet services and for Horizon web-based PAC (HIP)) are backed up at least once a week, and one copy of those backups is kept off site.
- All servers are protected from power surges and fluctuations by an APC Symmetra Power Array Uninterruptible Power Supply (UPS) unit. This unit can provide all the servers with about 40 minutes of battery power in which they would be able to be shut down gradually without harm to components.
- The entire computer room is protected by a natural gas generator which automatically starts during a power failure. (The UPS runs until the generator becomes active.)
- The Sun server running the Horizon system, as well as the IBM blade Internet server, both use RAID disk drive technology that allows drives to be "hot swappable" in the event that one fails.
- The computer room hosting all the servers is climate controlled by a primary Liebert Challenger 3000 unit; backup is provided by a Samsung split-type (indoor/outdoor) Room Air Conditioner.
- All software being used by member libraries, the servers and related equipment are covered by maintenance contracts with the appropriate vendors.
- RCLS continually monitors hardware and software developments to determine if new innovations can improve or enhance system security, integrity and functionality and makes changes as appropriate.

4. BUDGET

[The RCLS Automation Budget for 2007, the Capital Reserve and PC Replacement Fund projections for 2007-2016 are included in Appendix II.]

The Automation Budget (technology budget) has been prepared to factor in e-rate discounts/rebates into the annual telecommunication fees. The per workstation maintenance fee charged to member libraries is based on the costs of hardware and software maintenance fees, salaries and benefits of the technology staff and the other costs incurred to operate the computer facility (utilities, insurance, telephone etc.). If e-rate discounts were lost, the annual telecommunication costs would increase significantly for each member library, however, no specific service in the technology plan would be threatened.

The Automation Budget includes a Capital Reserve (for hardware and software upgrades and enhancements) and PC Replacement Fund (to replace each PC in the first quarter of the 5th year.)

The RCLS Automation Budget, which is a part of the overall RCLS budget, (all revenues to or from the automation budget remain within those line items, including interest earned and all member library fees), supports the services mentioned in this Technology Plan. These include: all travel costs associated with the Automation staff for workshops, conferences, and to visit member libraries; a vehicle for exclusive use of the automation staff; the salary and benefits, or the portion of the salary and benefits, of all staff undertaking work related to the services outlined in this plan, including administrative and accounting costs. The RCLS General Budget includes the cost for all resources and staff to create and maintain the library holdings database and some funds to database subscriptions (other subscriptions are supported by the Central Library budget [CBA and Central Reference funds] and by the New York State Library's NOVEL program.

5. EVALUATION

The RCLS Technology Plan is developed by System staff using the RCLS Director's Association ANSER Committee for review and revision. The ANSER Committee meets every month to evaluate system-wide technology services and discuss new services. The Technology Plan is also referenced by the System Plan of Service, and therefore undergoes evaluation as part of the Plan of Service process. The RCLS Board of Trustees has an Electronic Resources Committee which reviews technology planning issues relevant to the services it delivers, including the RCLS Technology Plan. The RCLS System Plan of Service is available at:

Appendices:

Appendix I RCLS Servers and Wide Area Network Diagram

Appendix II RCLS Automation Budget 2007 with Capital Reserve and PC Replacement Fund 2007-2016