



## Washoe County Library System Technology Plan, 2009-2012

August 2009

### Executive Overview

The mission of the Washoe County Library System is to be “a cultural center, offering lifelong learning enrichment opportunities through access to ideas, information and the arts.” In pursuit of this mission, Washoe County Library System pursuing a new focus in adopting and using technology to provide services to its patrons. Many of the projects and initiatives listed below will involve “open source” or “collaborative” software that is being introduced gradually in other departments in the county. This software is available at little or no cost, is constantly improved by its users, and is being successfully implemented by business and government entities. Our plan concentrates on moving forward and saving money. In accordance with the Washoe County Library’s “Balanced Scorecard” plan and Washoe County’s mission, the Library’s technology goals for the next three years are as follows:

#### 1. Save the Library and the County Money Whenever Possible

- Investigate, with the goal of implementing an open source ILS (Integrated Library System) software called Koha.
- Use older computers to create “open source” workstations for patron use, replacing the Windows operating system with Linux, offering “Open Office”, and a wide variety of “open source” educational and recreational programs.
- Explore extending the life of library computers by introducing a Linux operating system in partnership with the County’s Technology Services Department. (Linux does not require the memory and computing power that Windows does.)
- Add a Power Point show displaying new books as a screen saver on the public access catalogs in all the branches.
- Implement remote desktop support for Systems staff to better manage over 500 library computers.
- Implement remote updating of public computers.
- Use special devices to allow four users and four monitors and keyboards using one computer for patrons using the Internet.
- Collaborate with outside entities to raise money for joint technology projects.

## 2. 24/7 Self-Serve for Patrons and Other Patron Services

- Acquire broadband upgrade for public internet.
- Offer a specialized Library Toolbar for patrons to use when they are online.
- Provide remote kiosks to pick-up, drop off materials, place holds and apply for a library card.
- Read and exchange stations at remote locations that advertise library services.
- Offer downloadable music and videos.
- Drop ship preprocessed new books directly to first patron on the holds list.
- Provide wireless printing.
- Offer web site/catalog/database training for patrons using laptop lab at branches, and online tutorials.
- Create a more user-friendly library catalog.
- Offer open-source computer training along with traditional computer training.
- Activate inbound-calling for patrons to renew items over the phone using existing Talking Tech Phone Notification System.
- Offer e-commerce services enabling individuals to pay fines/bills and donate to the library online.
- Provide office and computer supply vending machines for patron use in the branches.
- Offer an online meeting room reservation system.
- Enhance standardized meeting room equipment with items such as smart-boards, projectors, laptop, and PolyCom phones.
- Clean-up extraneous and/or duplicated information in the library online catalog to improve search results.

### 3. Enhance the Library Web Site

- Add genealogy links and/or database resources for patrons.
- Institute an Americans with Disabilities Act informational page with a listing of adaptive technology offerings at the branches.
- Offer online story times and other children's programs.
- Provide eLearning tutorials on using computers, the Internet, featuring WCLS web site, catalog and databases.
- Provide links to ESL (English as a second language) online learning.
- Increase links to outside information offerings.
- RSS feeds, informing patrons of library events and news.
- Offer patrons opportunities to submit feedback.
- Provide a page for Linux and open source resources.

### 4. Community Partnerships

- Become a technology partner with the Children's Museum.
- Research businesses and build partnerships to advertise library services.
- Implement a small Koha ILS project for another non-profit organization.
- Join the Truckee Meadows Wireless Consortium.

### 5. Increase Staff Knowledge and Abilities

- Use Dimdim, or comparable open source meeting software for online meetings and training.
- Institute an advice and advocacy column, "ASK CHET" (similar to the current "Dear Mandi" used for administrative questions) that will answer staff's technology concerns.
- Increase number of tech-support "wizards" at all branches.
- Obtain or develop ongoing tech education via online training.

- Acquire mobile devices (phones or computers) for circulation and reference staff.
- Acquire mobile devices (computers) for Administration, Branch Managers and DCASs.
- Revamp staff wiki.
- Develop staff's ability to assist in web site content updating.

The New Library Technology Goals Will Help Meet the Following Library Balanced Scorecard Strategic Goals.

Customer: Increased access to library services.

Resources: Greater public proficiency in the use of computers and the internet.  
An automated system that effectively meets the long-range needs of both public and staff.

Organization: Motivated and well-trained staff to meet customer needs and provide excellent service. Continuous improvement in delivery of primary services. Productive community collaborations and partnerships with local businesses.

Finance: Additional outside funding for special projects and initiatives.

The New Library Technology Goals Will Help Meet the Following County Strategic Priorities:

Preserve and Enhance Our Quality of Life:

Provide Excellent Public Service:

Improve Efficiency and Financial Stability:

Develop Our Workforce:

**Current Technology Overview**

8 servers in the County Data Center, using Windows and, Red Hat Linux  
517 computer workstations (220 public, 297 staff) running Windows XP and Microsoft office 2003  
SirsiDynix ILS Symphony, version 3.2.1.2.29  
Envisionware Internet Reservation and Public Printing System

DSL connections for public internet use at most branches  
 Staff/County network and public network are separate  
 Traveling laptop lab with 11 laptops and projector

<p>2009-10 Category 1</p>	
<p><u>Saving the Library and the County Money Whenever Possible</u></p>	<ul style="list-style-type: none"> <li>• Use older computers to create “open source” workstations for patron use, replacing the Windows operating system with Linux, offering “Open Office”, and a wide variety of “open source” educational and recreational programs.</li> <li>• Add a Power Point displaying new books as a screen saver on the PACs.</li> <li>• Implement remote updating of public computers.</li> <li>• Collaborate with outside entities to raise money for joint technology projects.</li> </ul>
<p>2009-10 Category 2</p>	
<p><u>24/7 Self-Serve for Patrons and Other Patron Services</u></p>	<ul style="list-style-type: none"> <li>• Offer a specialized Library Toolbar for patrons to use when they are online.</li> <li>• Provide wireless printing.</li> <li>• Offer web site/catalog/database training for patrons using laptop lab at branches, and online tutorials.</li> <li>• Create a more user-friendly library catalog.</li> <li>• Offer open source computer training along with traditional computer training.</li> <li>• Activate inbound-calling for patrons to renew items over the phone using existing Talking Tech Phone Notification System.</li> <li>• Offer e-commerce services enabling individuals to pay fines/bills and donate to the library online.</li> </ul>

2009-10 Category 3	
<u>Library Web Site Additions</u>	<ul style="list-style-type: none"> <li>• ADA informational page with a listing of adaptive technology offerings at the branches.</li> <li>• ESL (English as a second language) links to online learning.</li> <li>• Increased outside information offerings.</li> <li>• RSS feeds.</li> <li>• Patron feedback opportunities.</li> </ul>
2009-10 Category 4	
<u>Community Partnerships</u>	<ul style="list-style-type: none"> <li>• Research businesses and build partnerships to advertise library services.</li> <li>• Join the Truckee Meadows Wireless Consortium.</li> </ul>
2009-10 Category 5	
<u>Increasing Staff knowledge and Abilities</u>	<ul style="list-style-type: none"> <li>• ASK CHET: email personality and advocate similar to MANDI that will answer staff's technology concerns.</li> <li>• More wizards at all branches.</li> <li>• Mobile devices for Admin, Branch Managers and DCASs.</li> <li>• Revamp staff wiki.</li> <li>• Develop staff's ability to assist in web site content updating.</li> </ul>
2010-11 Category 1	
<u>Saving the Library and the County Money Whenever Possible</u>	<ul style="list-style-type: none"> <li>• Explore extending the life of library computers by introducing a Linux operating system with the consent of the county Technology Services Department.</li> <li>• Use special switches to allow four users and four monitors and keyboards using one computer for patrons using the Internet.</li> </ul>

<b>2010-11 Category 2</b>	
<u>24/7 Self-Serve for Patrons and Other Patron Services</u>	<ul style="list-style-type: none"> <li>• Acquire broadband upgrade for public internet.</li> <li>• Remote kiosks to pick-up, drop off materials, place holds and apply for a library card.</li> <li>• Office/computer supply vending machines in the branches.</li> <li>• Read and exchange stations at remote locations that advertize library services.</li> <li>• Online meeting room reservation system.</li> <li>• Clean-up of library online catalog to improve search results.</li> <li>• Drop ship preprocessed new books directly to first patron on the holds list.</li> </ul>
<b>2010-11 Category 3</b>	
<u>Library Web Site Additions</u>	<ul style="list-style-type: none"> <li>• Offer online story times and other children’s programs.</li> <li>• Provide eLearning tutorials on using computers, the Internet, featuring WCLS web site, catalog and databases</li> </ul>
<b>2010-11 Category 4</b>	
<u>Community Partnerships</u>	<ul style="list-style-type: none"> <li>• Become a technology partner with the Children’s Museum.</li> </ul>
<b>2010-11 Category 5</b>	
<u>Increasing Staff knowledge and Abilities</u>	<ul style="list-style-type: none"> <li>• Develop ongoing tech education via online training.</li> <li>• Use open source online meeting software for online meetings and training.</li> </ul>

2011-12 Category 1	
<u>Saving the Library and the County Money Whenever Possible</u>	<ul style="list-style-type: none"> <li>• Remote desktop support for Systems staff to better manage over 500 library computers.</li> </ul>
2011-12 Category 2	
<u>24/7 Self-Serve for Patrons and Other Patron Services</u>	<ul style="list-style-type: none"> <li>• Downloadable music and videos.</li> <li>• Enhanced standardized meeting room offerings such as smart-boards, projectors, laptop, PolyCom phones.</li> </ul>
2011-12 Category 3	
<u>Library Web Site Additions</u>	<ul style="list-style-type: none"> <li>• Genealogy links and/or database resources for patrons.</li> </ul>
2011-12 Category 4	
<u>Community Partnerships</u>	<ul style="list-style-type: none"> <li>• Do a small Koha ILS project for another non-profit organization</li> </ul>
2011-12 Category 5	
<u>Increasing Staff knowledge and Abilities</u>	<ul style="list-style-type: none"> <li>• Provide mobile devices for circulation and ref staff.</li> </ul>

## Glossary

**Broadband:** High speed data transmission (public Internet) where multiple pieces of data are sent simultaneously to increase the effective rate of transmission via DSL or cable.

**Dimdim:** Open source meeting software for online meetings and training

**DCAS:** Department computer application specialist.

**eCommerce:** The buying and selling of products or services over electronic systems such as the Internet and other computer networks.

**Koha ILS:** First open source ILS (Integrated Library System) created in 1999 by Katipo Communications for the Horowhenua Library Trust in New Zealand.

**Linux:** Open source computer operating system for running desktop computers and servers.

**Open Office:** An office application suite available for a number of different computer operating systems. It is distributed as free software.

**Open source software:** Computer software that is developed in a public, collaborative manner. Development of source code for the software is peer reviewed and made available for free public use. The source code may be altered or improved by anyone.

**PolyCom phone:** Used for groups to communicate on a single phone line.

**RSS feed:** A web feed used to publish frequently updated works via the Internet to requestors.

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