



TECHNOLOGY PLAN

2007-2009

MIDDLE GEORGIA REGIONAL LIBRARY
TECHNOLOGY SERVICES DEPARTMENT

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**MIDDLE GEORGIA REGIONAL LIBRARY
TECHNOLOGY SERVICES DEPARTMENT**

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MIDDLE GEORGIA REGIONAL LIBRARY
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MIDDLE GEORGIA REGIONAL LIBRARY
LIBRARY TECHNOLOGY PLAN

2007-2009

EXECUTIVE SUMMARY

The Middle Georgia Regional Library (MGRL) provides access to selected online databases by patrons through two methods; the first is through computer equipment at the Main Library and Branch Libraries in each county; the second is through Internet access to the Library's Website and GALILEO.

The purpose of online database access by patrons is to promote research, education, and economic development.

Anyone may use the online services provided by the library. Patron use of the Library's computers is on a first come, first serve basis.

The Library will establish rules and procedures to provide fair and equal access to the online services.

The Middle Georgia Regional Library through the use of state-of-the art technology will provide the community with access to information contained in online databases, both local and worldwide.

The Middle Georgia Regional Library through the use of library planning and strategic planning will keep abreast of new technology. The library will analyze the new and existing technologies to determine if they are feasible and cost effective for providing existing and planned services to the public and to support the needs of the library staff. The library as a part of the annual budget review will provide for the continuation of existing services and the provision of new services.

The library will update the Technology Plan a minimum of once every three years or as necessary to include planned service and equipment purchases in support of the technology needs of patrons and staff.

**MIDDLE GEORGIA REGIONAL LIBRARY
LIBRARY TECHNOLOGY PLAN**

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MISSION STATEMENT

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VISION STATEMENT

The Middle Georgia Regional Library through the use of state-of-the art technology will provide the community with access to information contained in online databases, both local and worldwide to promote research, education, and economic development.

MIDDLE GEORGIA REGIONAL LIBRARY

MIDDLE GEORGIA REGIONAL LIBRARY BRANCHES

The Middle Georgia Regional Library (MGRL) serves fourteen branches in six counties in middle Georgia: Bibb, Crawford, Jones, Macon, Twiggs and Wilkinson. Washington Memorial Library is the Headquarters Library and Main Branch of MGRL.

Bibb County

Washington Memorial Library

Shurling Branch Library

Riverside Branch Library

Rocky Creek Branch Library

West Bibb Branch Library

Crawford County

Crawford County Public Library

Jones County

Jones County Public Library

Macon County

Ideal Public Library

Marshallville Public Library

Montezuma Public Library

Oglethorpe Public Library

Twiggs County

Twiggs County Public Library

Wilkinson County

Gordon Public Library

East Wilkinson County Public Library

STRATEGIC DIRECTIONS, GOALS, OBJECTIVES, AND DESIRED RESULTS

Goal 1: Respond to the needs of patrons by delivering services utilizing traditional and computer-based programs and services, including the Internet.

Objective: Increase the use of computers, Internet and other computer-based information resources.

Desired Results: Provide the patrons in the six counties of the Middle Georgia Regional library with access to Georgia Library PINES Catalog, the Internet, World Wide Web, GALILEO and other electronic databases such as H. W. Wilson, UMI ProQuest, and Encyclopedia Britannica.

Action Required:

1. The library needs to provide the MGRL libraries with updated computers, replacing older models with state of the art computers and peripherals.
2. Monitor, maintain, and upgrade CAT 5 Ethernet wiring in all branches.
3. Monitor, maintain, and upgrade electrical outlets and associated infrastructure to be able to provide the necessary capacity to handle existing and additional computer equipment.
4. Purchase furniture designed to accommodate computer equipment and peripherals.
5. Provide access to the Internet through connections with the Georgia Public Library Service (GPLS) Network. GPLS provides this service to the Georgia public libraries at no cost.
6. Update Webpage.

Evaluation:

1. The installation of CAT 5 Ethernet wiring has been completed at all MGRL library branches. A new library planned for South Bibb County has wiring included in the building program.
2. Internet access via the GPLS Network has been provided in all MGRL library branches.

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3. Electrical wiring has been updated in older facilities.
4. Upgrades to computers funded through Gates Library Foundation Grants have been planned for fall 2007.

Goal 2: Train the Library Staff to use Computers, the Internet, and Online Databases.

Objectives:

A: Train Public Services Staff to use computers, the Internet and other computer based information resources to answer reference questions and assist patrons in the use of the library computers.

B: Train all Staff members to use computers, the Internet, and software used for collecting statistics, word-processing, database management, email, and records keeping.

C: Increase the use of computers, Internet, and other computer-based information resources among non-public services staff in automating the various library tasks and procedures.

D: Develop a train-the-trainer program to insure that at least one person at each branch library is proficient in the use of electronic equipment and programs, competent to instruct patrons and staff and able troubleshoot problems with equipment.

E: Provide computer classes to staff using in-house training classes.

Desired Results: Take advantage of new technologies to provide traditional and non-traditional public services to patrons. To provide new services to patrons such and Internet browsing, online database searching, use of GALILEO databases, periodical indexes, and accessing other libraries catalogs and databases.

Action Required:

1. Provide access to computer training programs provided by the Georgia Public Library Service, Educational Technology Center, SOLINET, and private computer training seminars such as those sponsored by the American Management Association.
2. Develop in-house training classes on software, operating systems, e-mail, Internet and other applications used in day-to-day operations.
3. Use trainers educated in the workshops funded by the Gates Library Foundation

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Grant to Libraries and sponsored by the Georgia Public Library Service to conduct in-house training classes and make the trainers available to other public library systems in Georgia.

4. Allow paid time off during business hours for staff attendance at training sessions.

Evaluation: Five staff members attended the GPLS Train-the-Trainer Workshop funded by a grant from the Gates Library Foundation. The trainers have held workshops on the MS-Office Suite, Basic Computer Skills, GALILEO databases, and Internet Searching. We have also hosted workshops sponsored by OIIT, Ebsco and PINES to train staff on various library databases and applications. Five days of Staff Training on the new GPLS PINES Evergreen© software was held in August 2006. Follow-up training sessions are planned for Spring 2007.

Goal 3: Automate Genealogy and Archives Collection.

Objective 1:

A: Continue to upgrade, maintain, and develop new electronic resources to provide access to Genealogy, Archives and Digitized materials both local and worldwide.

B: Provide access to the PINES catalog using OPAC workstations and access to Genealogical databases through the Internet as a link from the Library's web page and complete the retrospective conversion of existing materials into PINES and the Georgia Online Library Database (GOLD).

Desired Results: Complete the retrospective conversion of the Genealogy and Archive collections into PINES and GOLD. Maintain and update the PINES and GOLD databases as new materials are added to the collections.

Action Required:

1. Maintain and upgrade cataloging workstations.
2. Train Staff to catalog new materials into the PINES database using the GPLS PINES Evergreen software.

Evaluation:

1. The Genealogy collection has been added to the PINES and GOLD databases.
2. New books and materials are cataloged into PINES and added to GOLD.
3. The retrospective conversion of the collection has been completed. Database

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cleanup and the addition of unique and problem items are processed as time and budget permits.

4. The addition of archival materials to the database will proceed as time and budget permits.

Objective 2: Digitize local history, archival records, manuscripts, photographs, newspapers, and other sensitive materials.

Desired Results: Provide digital access to local history materials including family records, genealogies, city and county documents, wills, photographs, architectural drawings, newspapers, obituary records, planning and zoning records, maps, archival documents, and other historical records available in the genealogical and historical department, city and county offices, funeral homes, and other local depositories. Many of these records are in fragile or delicate condition, are the only known copy of the source, or may not be accessible to the general public, and may lack indexing or reference sources to the contents. The library would be the central access point to these resources and could provide unlimited access to materials that would be too delicate to handle in the original format.

Action required: Purchase Scanner, Server, Software, Personal Computer, CD-R\RW drives and Zip Drives for digitization, indexing and storage of the database. Start scanning and indexing project. Contact local news media and sources of information to inform the community about the project and to request materials from various agencies and individuals owning the materials and information to be included in the database. Load database and search software into Server connected to OPAC workstations.

Evaluation:

1. Equipment, software, and computer furniture has been purchased with Library Services and Technology Grant (LSTA) funds and a pilot project has been completed.
2. Demonstration projects focusing on materials in the Genealogy and Archives collections are planned.
3. Develop cooperative projects with Local History Groups, Museums, and Genealogical Societies.

Objective 3: Automate Archives Collection:

Desired Results: Provide access to a catalog of the archives materials through the OPAC stations in the Genealogical and Historical Department. Convert archive records and index using Encoded Archival Description (EAD) software. Add archive records to the Georgia Library PINES and GOLD databases.

Action Required:

1. Purchase software module to add records to genealogy catalog.
2. Train staff to use EAD software.
3. Train staff to convert records to software located on a server running the Windows 2000 Server operating system.

Evaluation:

1. One-third of the Archives collection has been added to the SOLINET database using the GAMMA Project as a model. The remainder of the collection needs to be added.
2. Software for adding the records to the OPAC catalog is being reviewed.
3. Computer workstations have been installed in the department. Additional equipment and upgrades will be added as funds are made available.

Goal 4: Library Web Page.

Objective: Allow 24-hour access to library databases, electronic resources, library policies and the PINES catalog.

Desired Results: Provide Middle Georgia Regional library patrons with access to the library catalog twenty-four hours a day. Allow patrons to use the Internet to place requests for books and to receive answers to reference questions. Provide access to library and other electronics databases via the Internet from patron's home computers.

Action Required:

1. Allow access to library periodical and other electronic databases and resources from the Internet.
2. Develop procedures for answering reference and reserve requests for books via email, chat, instant messaging, or links on the library web page.
3. Update Library Webpage.

Evaluation: Patrons may use the Internet to access the PINES catalog from their personal computers. They may also submit requests for books and ask reference and genealogy questions using a link from the library webpage. Future applications may also allow reference questions and book requests using chat, instant messaging or other interactive software.

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Goal 5: Children's Multimedia Computer Center.

Objective: Upgrade computers, equipment, furniture, multimedia products, and provide access to the Internet and other online databases.

Desired Results: Provide the children of the six counties of the Middle Georgia Regional Library System with Internet access, multimedia programs such as books on CD-ROM, educational games, word processing, and access to GALILEO and other online databases. Create an atmosphere for learning for the children of the community by using electronic resources in addition to traditional library resources such as books, magazines, newspapers, and other print media.

Action Required:

1. Upgrade and purchase additional computer workstations, servers, and printers.
2. Purchase CD-ROM and database subscriptions.

Evaluation: Funding from a variety of sources including the Gates Foundation Opportunity Grant in 1999, Bill & Melinda Foundation Grants to Libraries in 2000, LSTA grants from 1999-2002, and the MGRL library budget provided for the purchase of a multimedia computer center for the Washington Memorial Library and children's computers for each branch of MGRL. Future plans include the purchase of additional computers to meet patron demands and replace older computers and peripherals.

Goal 6: Children's Internet Protection Act (CIPA).

Objective 1: Purchase and install equipment and software to protect the children of the Middle Georgia Regional Library System from pornography and the problems associated with the availability of Internet pornography in public libraries.

Objective 2: Comply with the provisions of Children's Internet Protection Act (CIPA) to remain eligible for federal funding under the E-rate, LSTA and other federal government programs.

Desired Results: Protect the children accessing the Internet at MGRL library branches from pornography, undesirable Internet content, and other problems associated with the Internet access by minors. Meet or exceed the requirements of the Children's Internet Protection Act (CIPA).

Action Required:

1. Implement the GPLS filtering software.
2. Keep current with changes to and interpretation of CIPA by the legislature and courts.

Evaluation: The Georgia Public Library Service purchased, installed, and maintains Secure Computing's SMARTFILTER[®] Internet filtering equipment and software on the GPLS Network. The use of the equipment and software is available to the public libraries in Georgia to comply with CIPA requirements. The Middle Georgia Regional Library has availed itself of the software and equipment since it became available in July 2002. Staff will continue to monitor the software and Internet sites to assure that requirements for filtering are met.

Goal 7: Assistive Technology Workstations.

Objective: Purchase equipment and software to assist patrons that are blind or physically impaired.

Desired Results: Provide assistive technology to enable patrons with visual and physical handicaps to access the resources of the library in both print and electronic formats. Remove barriers imposed by traditional library resources, which limit their use, by patrons with visual or other physical impairments.

Action Required: Purchase computers, equipment, furniture, magnifiers, speech synthesizers, screen enlargers, scanners, screen readers and software to convert traditional print and computer sources to a format usable by the visually and physically impaired.

Evaluation: In 1998 an assistive technology grant was used to provide equipment to Washington Memorial Library in Bibb County. The computer and software on this computer are reaching the limits of usability and should be replaced with a new model containing updated versions of accessibility software. In addition an immediate goal is to provide workstations in the main library branch of each county in the region. Long-range goals are to provide at least one assistive technology workstation in each library branch.

Goal 8: Facility and Workstation Security.

Objective: Purchase equipment and software to guard computer equipment, software and peripherals against theft, vandalism, contamination from viruses and other malicious programs.

Desired Results: Prevent loss, damage, and downtime of equipment through available preventive technologies.

Action Required:

1. Purchase equipment to lock down computers and peripherals.
2. Purchase and install anti-virus software.
3. Purchase and install desktop security software.

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4. Purchase tracking software to provide additional options for retrieving lost or stolen equipment.
5. Install security cameras and equipment in each branch library of MGRL.

Evaluation: Video cameras and equipment has been installed in the Washington Memorial Library and the city branch libraries in Bibb County. The libraries are monitored using CCTV and software on administrative computers. The purchase of additional cameras and equipment is necessary to monitor the main and branch libraries in the remaining five counties of MGRL. Anti-virus is installed on all computers and desktop security software is installed on patron access computers.

Goal 9: Upgrade Print collections of Research/Reference Materials to Microfilm, CD-ROM, or Digital editions.

Objective: To purchase equipment to facilitate the conversion of past county/city newspapers contained in the county library affiliate collections and for newspapers in the Washington Memorial Library Genealogical and Historical Room.

Desired Results: Convert the past city/county newspapers of the county library affiliate collections and those of the Washington Memorial Library Genealogical and Historical Room from paper to Microfilm, CD-ROM, or Digitized editions.

Action Required:

1. The library will purchase or lease digital conversion equipment to facilitate conversion from print to Microfilm, CD-ROM, or Digital editions. Alternately, the library will outsource the conversion of the newspapers from print to Microfilm, CD-ROM, or Digital editions.
2. Train library staff on digital conversion procedures.
3. Gather newspapers and other printed organs of the city/county libraries and Genealogical and Historical Room.

Evaluation: Newspapers and printed organs of the city and county libraries are only available in printed versions. Local newspapers and official organs of the cities in which the county libraries are located are unique resources that contain local culture, photographs, obituaries, and other records that document the history of each locale. Many of these records are in fragile or delicate condition, are the only known copy of the source, or may not be accessible to the general public, and may lack indexing or reference sources to the contents. The library would be the central access point to these resources and could provide unlimited access to materials that would be too delicate to handle in the original format.

Goal 10: Wireless LAN Technology.

Objective: Install wireless LAN Technology in the Washington Memorial Library and Main Library of the six counties of the Middle Georgia Regional Library to provide network access to add additional public computers in areas where the architecture and construction of the building makes the installation of conventional CAT-5 wiring difficult if not impossible.

Desired Results: Provide additional public library computers in response to patron demand.

Action Required:

1. Purchase and install appropriate wireless technology.
2. Purchase and install library computer furniture.
3. Purchase and install personal computers.
4. Plan for WI-FI access to patron owned laptop/notebook computers.

Evaluation: Wireless technology and equipment has been installed at the Washington Memorial Library and the Main Branch of the county libraries with Library Services and Technology Grant (LSTA) funds. Additional equipment and upgrades will be added as patron and staff computer usage demands and funds become available.

Goal 11: Telecommunications.

Objective: Provide telephone access to patrons and staff. Provide answers to patron reference and research questions over the telephone. Provide patrons with basic library information using an automated answering system.

Desired Results: Allow patrons to call in reference and research questions via the telephone. Provide callers with library operating hours, days of service and basic information through the use of an automated answering system.

Evaluation: MGRL upgraded telephone service to the main library and branches in 2000. Additional upgrades to the city and county branches are planned.

Action Required:

1. Purchase and install telephone equipment.
2. Lease telephone services.

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3. Maintain and upgrade telephone services as budget permits.

Evaluation: The library provides callers with basic information such as days and hours of service when the library is closed. Patrons may call in reference and research questions to the Reference Department at the Washington Memorial Library (Main Library) and each branch of MGRL. Patrons may also call the Genealogical and Archives for specialized questions on family history and genealogy. The library will add additional equipment and upgrades as patron and staff demands and funds become available. The library participates in the Universal Services Fund program to Schools and Libraries to receive discounted telephone rates and for purchase of new equipment and services.

Goal 12: Georgia Library PINES Database (PINES).

Objective: Meet the requirements for participation in Georgia Library PINES, the statewide library catalog available to public libraries in Georgia. Provide access to the PINES catalog to the patrons of Middle Georgia Regional Library to access books and materials available at MGRL library branches and at participating public libraries in Georgia.

Desired Results: MGRL library patrons have access to the holdings of 252 libraries in 123 counties in Georgia. Patrons with a PINES library card have access to materials beyond what is available on their local shelves and enjoy the benefits of a shared collection of 15 million books, tapes, CDs and videos that can be delivered to their home library free of charge.

Action Required:

1. Purchase and install computers and software for PINES Online Public Access Catalogs (OPAC).
2. Purchase and install computers and software for staff use of the OPAC, Circulation, Cataloging, Reports and other modules of the PINES software.
3. Provide for staff training on the use of the various modules of the PINES software
4. Provide for patron training on the use of the PINES OPAC.
5. Maintain, upgrade, and replace patron and staff computers as funds become available.

Evaluation: Middle Georgia Regional Library has been a member of PINES since its inception in 2000. Future plans are to increase the number of OPACs available for patron use. MGRL will comply with technology and software requirements for membership in PINES.

Goal 13: Workstation and Print Management.

Objective 1: Purchase and install color laser printers in MGRL branches.

Objective 2: Purchase and install print management software in MGRL branches.

Desired Results: Meet patron demand for both color and black & white laser printed copies of research materials. Install workstation and print management software to monitor the number of copies printer and compile computer usage statistics.

Action Required:

1. Purchase and install color and black & white laser printers.
2. Purchase and install workstation and print management software.

Evaluation: Middle Georgia Regional Library currently offers black & white copies on materials from patron access computers. As funds become available color network printers would be purchase for each branch library of the Middle Georgia Regional Library. Workstation management software would also staff to monitor computer usage, compile statistics on use of software applications, Internet usage, as well as monitor the number of patron printouts during a computer session.



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LIBRARY TECHNOLOGY PLAN

2007-2009

BUDGET

TECHNOLOGY BUDGET FY 2006- 2007

ITEM	COST
Telecommunications	60,000
Computer Maintenance	8,000
Computer Supplies	10,000
Replacement Equipment	10,000
Software	4,000
Databases	30,000
New Services	10,000
TOTAL	132,000



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EQUIPMENT SCHEDULE

TECHNOLOGY PLAN 2007-2009

Number of Library PC's

Library	Staff PCs	Patron PCs	Total	Child PCs	Child Staff PCs
Bibb County					
Washington Me-	49	39	88	7	1
West Bibb	6	12	18	0	1
Shurling	6	8	14	0	1
Riverside	6	9	15	0	1
Rocky Creek	4	8	12	0	1
	71	76	147	7	5
Computer Labs					
Shurling	1	13	14	0	0
Crawford					
Roberta	3	11	14	2	0
Jones County					
Gray	5	8	13	1	1
Macon County					
Montezuma	5	15	20	6	1
Oglethorpe	2	5	7	0	0
Marshallville	1	6	7	0	0
Ideal	1	2	3	0	0
	9	28	37	6	1
Twiggs County					
Jeffersonville	2	8	10	0	0
Wilkinson County					
Gordon	2	8	10	1	0
Irwinton	2	10	12	0	0
	4	18	22	1	0
Total	95	162	257	17	7

