NOLS
NORTH OLYMPIC LIBRARY SYSTEM

Contents

1 Introduction

1.1 Vision:
All residents of Clallam County will have a library card, and they will consider it the most valued card in their possession.

1.2 Mission:
The North Olympic Library System promotes the joy of reading, power of ideas, and lifelong learning, and provides all residents of Clallam County equal access to a variety of library resources.

1.3 Long Range Goals:

SERVICE TO ALL
Patrons of all ages will have access to materials and services that promote life-long learning and enjoyment of reading.

VALUED BY COMMUNITY
Patrons will have access to library services and materials they most value.

RESOURCE MANAGEMENT
The community will benefit from prudent management of resources including budget, staff, technology and materials.

COMMUNICATION / PR
The community will be aware of the library's mission and services.

COMMUNITY INVOLVEMENT
The library will enhance services by encouraging community participation through Friends groups, partnerships and volunteers.

FACILITIES
All library users will have access to facilities that are safe, healthy and adequate in size.

INFORMATION SERVICES
Patrons will have access to timely, authoritative and useful information and assistance in locating needed services and materials.

1.4 About NOLS:

The North Olympic Library System (NOLS) serves all of Clallam County, Washington. The system consists of the main Library in Port Angeles and branches in Clallam Bay, Forks and Sequim, as well as outreach services for people who cannot travel to the Library and an array of web-based services.

NOLS' integrated library system grants public access to a collection of more than 260,000 books, DVDs, CDs, and other materials including periodicals, digital media, and a unique Pacific Northwest collection. NOLS online services at www.nols.org include periodical indices with full text articles, a variety of value-added databases, and information relevant to the Clallam County community. The Library offers reference assistance, children's programs and much more.

Computers with Internet access and a broad variety of productivity software are available at all branches, and all branches provide public wireless access.

Our service area includes 1,753 square miles with a resident population around 71,000, and over 40,000 people are registered library users.

The Port Angeles Branch and the newly remodeled Sequim Branch are both open six days a week, and each is open two complementary evenings. The Forks Branch, which contractually serves residents of Jefferson County's west end, is open five weekdays including four evenings and two hours each Saturday. The Clallam Bay Branch, although expanded and remodeled in 2008, is still the smallest branch open four days including two evenings each week.

2 About the NOLS Technology Plan

The NOLS Technology Plan identifies the library's goals, objectives and strategies to achieve and maintain information technology services at designated levels. The NOLS Technology Plan is a subset of the NOLS Strategic Plan, which serves to focus library expenditures and activities on realizing an ever more brilliant future for the Clallam County community.

The North Olympic Library System Board of Trustees and the Planning Group, which includes the Library Director and Assistant Director, Branch Managers and department heads, are the library's strategic planners. Additional direction comes from library staff, Friends of the Library groups, interested local government and educational entities, and library patrons.

The library IT department is mostly responsible for technology planning to support the overriding NOLS Strategic Plan.

The aim of the NOLS Technology Plan is to provide the best possible service to library users. Concurrent with that goal NOLS recognizes that provisions for IT management and education for library staff are crucial to its success; but administrative objectives and strategies, and technical objectives and strategies will stay focused on improving the library's ability to deliver excellent public service.

Rapidly changing technology and inconsistent funding complicate and confound the planning process. In order to accomplish the wise use of technology the North Olympic Library System planners frame the Technology Plan as a work-in-progress to be reviewed and revised continually. The overall plan spans 3 years but objectives and budget sections may address specific time periods within or outside that range. This evolving document has successfully guided technological advancement at NOLS since 1998.

3 Components of the Technology Plan

3.1 Goals and strategies for using IT

3.1.1 Public services goals and strategies

- Have knowledgeable staff situated to help patrons make the best use of information resources on the premises.

- Provide a system for virtual reference so patrons can easily avail themselves of librarians' expertise from any location.

- Enable patron self-service in all possible instances.

- Expand the scope of the library's web presence to simulate an online branch and provide a superset of convenient features.

- Provide and maintain a sufficient number of computers with easy and fair public access to library resources and the Internet.

- Provide and maintain sufficient contemporary software on public access computers.

- Provide training for the public on using the library catalog and other electronic resources.

- Provide the opportunity for self instruction on computer literacy and other forms of digital literacy by acquiring books, audio/visual materials, software and online resources.

- Promote self instruction and online learning opportunities to patrons.

- Use assistive technologies along with low-tech solutions for providing equal access to library resources.

- Provide public wireless Internet access at all branches.

- Provide digital projectors at all branches for group training and to accommodate public presentations.

- Expand options for public printing at all branches, to include color and access to printers from personal wireless devices.

3.1.2 Technical and administrative goals and strategies

- Maintain internal connections, internetwork architecture, technical standards and working procedures that insure security, reliability and functionality of all IT systems.

- Provide and maintain a sufficient number of computers for staff access. Provide adequate numbers of mobile devices for staff working in the stacks, among the public, and offsite.

- Provide and maintain sufficient software applications for effective staff workflow.

- Aggressively maintain the library website, catalog, database subscriptions, and internal data.

- Improve administrative functions by utilizing the best available technologies and procedures for communications and operations.

- Adapt to changing needs and expectations of public users and staff by upgrading systems and adopting new technologies, when advantages clearly improve efficiencies or are clearly wanted by public, and when funding is available.

- Periodically review the structure of the IT department to provide the best possible support for the Library.

3.2 Professional development strategy

- Prioritize staff development in library planning and budget.

- Provide comprehensive in-house staff training program with ongoing needs assessments and evaluations.

- Provide specific in-house training as new technologies are implemented and expect staff to succeed and/or seek additional help.

- Maintain computer literacy assessment documents that staff may use for self-evaluation to identify areas where they should seek additional expertise.

- Promote external classroom courses, webinars and computer based training; including those aggregated and presented by such as WebJunction, State of Washington, library professional organizations, local community college, and etc.

- Acquire materials for self-instruction on public service, computer literacy and other forms of digital literacy, including books, videos, software and online resources.

- Facilitate information sharing and cross-training; encourage staff with proficiency in certain areas to share their skills and help to train other staff.

- Support skilled library technical trainers on staff.

- Encourage identification and recruitment of local mentors.

- Send NOLS staff to appropriate professional conferences and workshops in order to learn about contemporary library practices as well as to provide input to the profession. (Focus on "green" technology and use telepresence conferencing whenever possible.)

3.3 Provision of IT

3.3.1 Telecom services, equipment and supplies

The Library commits to maintaining reliable messaging connections including telephony, Internet, and WAN services for library system operations and for public access. The Library will routinely seek and evaluate available alternatives that improve needed services. NOLS existing communications services are described in Tables 1-2 below.

Table 1 – Telecommunication lines

Location / item	Service description / comment	2009 Budget line
Clallam Bay branch library telephone	Local service on 2 lines	Services, Communications lines, Voice lines, CB
Forks branch library telephone	Local service on 3 lines	Services, Communications lines, Voice lines, FO
Sequim branch library telephone	Local service on 3 lines	Services, Communications lines, Voice lines, SQ
CB, FO, and SQ branch libraries	Long distance service on 8 lines	Services, Communications lines, Long distance, NOLS
Port Angeles main library telephone	DID trunk lines for incoming calls; local and long distance service on regular phone lines; and SCAN lines	Services, Communications lines, Voice lines, PA; and Communications lines, Long distance, PA
Clallam Bay branch library data connection to main library	T-1 transmission line from Qwest and CenturyTel - connection speed is best available and just adequate at the present time.	Services, Communications lines, Data lines, CB
Forks branch library data connection to main library	T-1 transmission line from Qwest and CenturyTel - service will cease when fiber Ethernet connection is installed in July 2009. See Table 2	Services, Communications lines, Data lines, FO
Sequim branch library data connection to main library	N/A - This service is accomplished simultaneous with fiber Ethernet VLAN connection. See Table 2	See Table 2

Note: NOLS will incorporate a VoIP telephony system at a future TBA date after which many existing telephony services can be discontinued. Planning is contingent on various conditions including available bandwidth, and funding for non-recurring costs, service and maintenance costs.

Table 2 - Internet service

Location / item	Service description / comment	S009 Budget line
Forks branch library Internet access and data connection to main library	10Mbps fiber Ethernet VLAN from Capacity Provisioning, Inc., contract service start date 7/09	Services, Communications lines, Data lines, FO (2010 budget will properly list service as Communications lines, Internet access.)
Sequim branch library Internet access and data connection to main library	10Mbps fiber Ethernet VLAN from Capacity Provisioning, Inc., contract service start date 3/09	Services, Communications lines, Data lines, SQ (2010 budget will properly list service as Communications lines, Internet access.)
Port Angeles main library Internet access and data connection to branch libraries	10Mbps fiber Ethernet VLAN from Capacity Provisioning, Inc., with expiration date 6/30/10. Internet access shared by library system	Services, Communications lines, Internet access

3.3.2 IT services support and maintenance

The Library will provide a variety of resources as described in section 3.1 above, and commits to maintaining a network infrastructure consistent with the provision of fair public access to the Internet, library resources, and contemporary IT tools. It follows that NOLS will equip and run a WAN with purposed subnets, and will provide modern IT equipment for public access and staff work. The Library will employ IT staff to maintain and adapt the network infrastructure and to train users. See Tables 3-5 below.

Table 3 - Network devices, computers, software and supplies

Location / item	Description / comment	2009 Budget line
Library system customer premises equipment	Accommodate termination of telecommunication services at 4 geographic locations	Machinery and equipment, Hardware
Library system routers and switches	Accommodate networks for resources and management; for staff, public library, and public open access at 4 geographic locations	Machinery and equipment, Hardware
Library system security devices	Accommodate appliance, router interfaces, specialized interfaces	Machinery and equipment, Hardware
Library system device operating systems	Maintenance contracts for router, firewall, and other device OS upgrades	Services, Repairs and maintenance technology
Library system telephony systems and handsets	Accommodate public and staff voice communications in 33 rooms across 4 geographic locations	Machinery and Equipment, Hardware; Machinery and Equipment, Software

Library system servers	Accommodate upgrades, repurposing, and replacement of 2-3 servers per year with life expectancy = 5 years	Machinery and equipment, Hardware
Library system server OS and applications	Accommodate AD domains, deployment, updates, backup, mail, file sharing, printing, various web services, collaboration, databases, telephony, content filtering, security, public computer access mgmt, etc. Purchasing primarily through state select contract and TechSoup	Machinery and equipment, Software
Library system connections	Network interfaces, adapters, cabling, connectors, patch panels	Machinery and equipment, Hardware; Supplies, Technology supplies
Supplies to maintain or repair existing systems	Spare parts for computers and peripherals, replacements for un-repairable devices	Supplies, Technology supplies

Table 4 - Computer workstations, peripherals and software

Location / item	Description / comment	2009 Budget line
Library system public desktop computers	Accommodate public access computers per Table 4a	Machinery and equipment, Hardware
Library system staff desktop computers	Accommodate staff computers per Table 4a	Machinery and equipment, Hardware
Library system staff mobile computers	Accommodate staff mobile devices per Table 4a	Machinery and equipment, Hardware
Library system public computer software	Windows OS and productivity suites primarily through TechSoup	Machinery and equipment, Software
Library system staff computer software	Windows OS and productivity suites primarily through state select contract	Machinery and equipment, Software
Library system printers	Accommodate public-staff shared printing and separate staff printing at 4 geographic locations	Machinery and equipment, Hardware
Library system scanners and library trade tools	Flatbed scanners, barcode readers, special purpose printers, etc., at 4 geographic locations	Machinery and equipment, Hardware
Supplies to maintain or repair existing systems	Spare parts for computers and peripherals, replacements for un-repairable devices	Supplies, Technology supplies

Table 4a - Computer workstations at NOLS 2009

2009	branch	public multi-purpose	public limited purpose	public other	Sub-Total public	staff multi-purpose	staff mobile	staff limited purpose	Sub-Total staff	TOTAL
	PA	27	12	3	**42**	34	3	6	**43**	85
	SQ	10	5	3	**18**	7	1	0	**8**	26
	FO	8	2	0	**10**	5	1	0	**6**	16
	CB	6	0	0	**6**	3	1	0	**4**	10
TOTAL		**51**	**19**	**6**	**76**	**49**	**5**	**6**	**61**	**137**

Public multi-purpose: includes complete range of productivity software
Public limited purpose: catalog/databases-only, express Internet, reserved purpose (ADA, unique software)
Public other: public access management devices (ExpressChecks, computer signup stations)
Staff multi-purpose: includes complete range of productivity software
Staff limited purpose: library operations workstation (document viewers available but no productivity software)
ALL computers have Internet access. Catalog/database-only computers limited to 1-2 clicks out of application

Table 5 - IT services support and maintenance

Location / item	Description / comment	2009 Budget line
Library system staff position: Information Technology Manager	Administration of IT systems, budget and staff; IT systems design and implementation; all other IT tasks	Personnel, Wages and salaries, Full time, IT
Library system staff position: Information Technology Associate	Collaborate on IT systems design and implementation; budget and purchasing; all other IT tasks	Personnel, Wages and salaries, Full time, IT
Library system staff position: Information Technology Assistant	PC and network technician; provide helpdesk support, training and instructions; web site	Personnel, Wages and salaries, Full time, IT
Library system staff position: Librarian	Existing library branch position to be re-purposed with focus on systems; responsibilities include ILS administration, web site, staff and public training, public service	Personnel, Wages and salaries, Full time, SQ (to be reassigned to IT)
Library system outsourced maintenance service	Maintenance service contracts of technological services as required, or when necessary to obtain software and firmware updates.	Repairs and maintenance - Technology

NOLS employs IT staff qualified to plan, implement and integrate computer and internetwork systems as well as to support and teach all library staff how to use technology.

3.4 Budget considerations

The library prepares an annual budget in the fall preceding its budget year. Strategic plans and requests involving the budget year are evaluated then along with far reaching projections for expenditures that may be seen as necessary, probable, or possible in the future.

Technology planners attempt to estimate budgetary needs as far into the future as possible in order to allow informed decisions in the present. Final decisions are made by the North Olympic Library System Board of Trustees based on the recommendations of the Library Director.

Each NOLS official Board-approved budget encompasses an individual calendar year and includes all system expenditures. A separate document is maintained by IT staff with technology categories called out and costs projected through the end of the USAC Schools and Libraries Erate years. A summary version of the NOLS IT Department DRAFT 2009 budget is attached.

- Funds are allocated for all ongoing IT services and equipment defined by this document and for their maintenance through the 2009 Erate year.

- Funds are allocated for public service and technical service staff required to deliver these services through the 2009 Erate year.

- Funds are allocated for library staff development through the 2009 Erate year.

- Funds are allocated for minimum staffing required to maintain the NOLS IT infrastructure through the 2009 Erate year.

- Funding for additional improvements that are under consideration is projected, although these may not yet have funds allocated or approved.

3.5 Evaluation process

The library acknowledges that constant re-evaluation of its goals, strategies, and electronic tools and resources is necessary in order to continue to provide and improve public access to information technology

3.5.1 Subjective evaluation:

- Evaluation of new technologies and services is ongoing by the NOLS Planning Group in online discussions and monthly meetings.

- All staff are provided with means and encouraged to contact IT staff with questions or perceptions about technology at NOLS.

- All staff are periodically surveyed in conjunction with NOLS staff training program.

- Each head of a department offering technology-based services is expected to report their qualitative and quantitative evaluations of IT services used by either the public or staff to IT department staff.

- Each head of a department utilizing technology-based services is expected to report instances of services that are not currently available, but were requested by either the public or staff, to IT department staff.

- Use of public access computers and peripherals is monitored by each head of a department offering technology-based services. Department heads are expected to report their perception of the quality of user experiences, quantity of use, and to report and explain failures to IT department staff.

- IT staff is expected to interpret forthcoming information and act upon it and/or report to principles as appropriate.

3.5.2 Statistical evaluation:

- Log use of resources on web site hourly, daily and monthly.
- Log public computer usage hourly, daily and monthly.
- Log subscription database usage by statistics provided by vendors.
- Log use of virtual reference service.

4 Attachments

2009 Budget approved by Board - See at www.nols.org/about-nols/board-administration.html
Technology budget projections - See attached document

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Paula Barnes, Director   Date   Maureen Lindh, IT Mgr   Date