

WHITE HOUSE PUBLIC LIBRARY
White House Library Executive Committee Meeting
Agenda
June 22, 2023
6:00pm

- I. Call to order
- II. Welcome Visitors
- III. Public Comments
- IV. Long Range Plan Discussion
- V. Technology Plan
- VI. New Business
- VII. Adjourn

WHITE HOUSE PUBLIC LIBRARY

LONG-RANGE PLAN
2022-2023
2023-2024

Elizabeth Kozlowski
Director

Vision Statement

Your place to connect

Mission Statement

Be an essential community hub that provides tools, resources, and assistance.

Motto

Read, Connect, Explore

Selected Roles of the Library

Popular Materials Center
Technology Resource Center
Independent and Early Literacy Learning Center

Approved by the library board on July 14, 2022

Goal 1: Offer library programs, resources, and services that meet community needs.

1.1 Objective: Improve and expand upon existing library programs.

1.1a Task: Improve 1000 book participation

1.1b Task: Try to have an active TAB

1.1c Task: ~~Expand Winter Reading Challenge into a annual event~~

1.1d c Task: ~~Try to increase the number of hold park story times and field trip days~~

1.1e dTask: Review counts of individual programs and look at either improvement options or removing the program.

1.2 Objective: Add new programs and services

1.2a Task: ~~Book Delivery to nursing homes~~

1.2b aTask: Review options for more adult educational programs

1.2c bTask: Add education kits for adults to checkout

1.2d cTask: Create Continue offering and expand Summer Internship Program

1.2d Task: Add museum passes for patrons to check out

1.3 Objective: Update and increase the amount of technology items and resources being offered.

1.3a Task: Purchase more e-books and e-audio books, and downloadable movies/material with book funds

1.3b Task: Add resources that allow staff to better communicate with the deaf community

1.3c Task: Add reservation software for study rooms and other items for patrons to reserve

1.3d Task: Look at purchasing real time scheduling software for staff schedules

Goal 2: Enhance library space and marketing of resources for better utilization by the public.

2.1 Objective: Identify dead zones and modify into better utilized space

2.1a Task: ~~Create windows and better displays for items~~

2.1bTask: Replace existing furniture with furnishings that better utilize the spaces

2.2 Objective: Better advertise library resources, programs, and services

2.2a Task: Do paid Facebook ads, post office drops, and other marketing tactics

Goal 3: Create a culture of library/community interaction through mutually beneficial projects and partnerships

3.1 Objective: Create community partnerships and be active in community projects/activities

3.1a Task: Create garden to grow food for the general public with the help of the FFA, master gardeners, boy scouts, girl scouts, etc.

3.2b Task: Expand the reading garden to include a certified butterfly garden with the help of the friends of the library, master gardeners and schools.

3.2 Objective: Try to increase the number of active cardholders

3.2a Task: Send emails, text messages, or phone messages letting patrons know about expired library card.

Goal 4: Try to make the library 3rd place in the community

4.1 Objective: Provide an excellent level of customer service

4.1b Task: Collect stories on patron experiences

4.2 4.1 Objective: Try to make the library have something for everyone

4.1a Task: Use evaluations to measure patron satisfaction

4.2a 4.1b Task: Collect data on patron requests

White House Library
105B College St.
White House TN, 37188

White House Library Technology Plan
Fiscal Years 2022-2023, 2023-2024, 2024-2025

Plan Summary

The purpose of this plan is to review the White House Library's (WHL) goals, needs, and current technologies and then establish a guideline to meet future needs, demands, and technological changes. This plan will be a guideline for technology improvement and implementation for the next 2 years.

Library Mission Statement

Be an essential community hub that provides tools, resources, and assistance.

Library Service Area

The WHL is 1 of 14 city-funded and operated libraries in the State of Tennessee. The city is split between two counties and serves individuals from a number of surrounding cities. The library's current service population is 13,833. The library's location means that the library serves individuals in rural settings in addition to those in the city.

Statement of Needs

In today's society, technology is being used for a number of everyday functions such as: applying for jobs, gathering basic information, conducting in-depth research, reading and learning, advertising and marketing, filing for unemployment, submitting taxes, and many other activities. With so many tasks being mainly and sometimes solely online, it is important that individuals have access to electronic resources.

The WHL currently offers a number of technology devices to the general public such as: public Internet access computers, Hotspots, Tablets, Kindles, color and black and white copiers and printers, wireless printing, laptop access, Chromebooks and children's learning computers and tablets. In addition to these devices, the public has access to the following resources: free e-book and audio book downloads, fax services, test proctoring of online exams and boating test, Universal Class database, and the Tennessee Electronic Library. All library staff members also have access to the above listed devices and resources.

However, in order to meet the needs of the city's growing population size, provide new technological developments, and keep staff trained on these new demands, the WHL will need to continually review and evaluate its technology plan. By doing so, the WHL should be able to meet and anticipate patrons' demands, adequately train library staff on new changes, and provide new resources.

Goals and Objectives

Objective 1: The library will maintain a current technological environment by evaluating the technology plan and trying to project future trends by reviewing use of equipment and other articles on future advances.

1. Statistics will be collected on the use of each item annually.
2. Use of items will determine need/demand for retaining such item(s) in the future.
3. Discussion of other possible devices will be explored for possible future purchase.

- Updates and recommended changes to the technology plan will be submitted by the director for library board approval.

Objective 2: The library will try to expand and enhance patrons' technological knowledge, use of technology, and use of library services/resources.

- The library staff will advertise new technological resources to increase patron use.
- The library staff will show individuals how to use basic technology equipment and encourage individuals to come to training classes for more advanced teaching.
- The library will promote the use of its online access resources such as the library catalog, website, and universal class.
- The library will explore adding more technological resources that can be used at home.

Objective 3: The library will create and maintain a technology replacement schedule. The detailed list will describe all technological devices, when they were ordered, when their warranties expire, and date of any repairs made to such device. Using this list, library staff will:

- Project the expected life of each device.
- Create a timeline for replacement of items.
- Know which years to budget for new equipment.
- Submit proposed budgets to the city.

Objective 4: The library will provide ongoing training for library staff in addition to training and workshops on technology for the general public.

- Library staff will be provided with training that correlates with updates and changes in technological resources offered by the library.
- Staff will receive more in-depth training on certain devices and software through state training, webinars, or paid workshops/classes.
- A minimum of two staff members will be trained on job specific skills such as interlibrary loans, circulation reports, website maintenance, and so forth.
- Staff will provide informal help to patron inquiry and general technology questions as time allows.
- Staff will conduct scheduled one-on-one 30-minute technology help appointments.

Current Technology Environment

| Hard-wired network of computers and printers | Portable and Mobile Devices |
|---|---|
| 23 public Internet computers, all of which are ADA compliant and two of which are equipped for use by the visually impaired and instant messaging can be used on all computers for hearing impaired individuals | 36 Kindles, three of which are Kindle Fires and 33 of which are Kindle Keyboards. |
| 4 staff workstation computers | 3 Samsung Tablets |
| 7 public access catalog computers | 19 Hotspots |
| 2 Wi-Fi access points | 6 webcams with headsets |
| 4 circulation workstations with receipt printers | 3 children's early learning computers |
| 1 self-check circulation workstation with receipt printer, and 1 free standing self-checkout kiosk | 25 playaway launchpads |
| 2 staff printers | 1 apple TV |
| 1 staff scanner/printer | 1 laptop for HVAC system |

| | |
|---|---|
| <u>3 staff printer/scanner/fax</u> | <u>4 Ipads</u> |
| <u>1 staff desktop scanner</u> | <u>1 patron overhead digital scanner</u> |
| <u>1 black and white printer/copier for public and staff</u> | <u>2 Osmo</u> |
| <u>1 color printer/copier for the public and staff</u> | <u>2 public laptops</u> |
| <u>1 color printer/scanner/fax machine for staff and public</u> | <u>4 staff laptops with Windows 7 Pro</u> <u>4 staff laptops with Windows 10 Pro</u> |
| <u>6 staff RFID checkout pad</u> | <u>1 RFID tablet and inventory scanner</u> |
| <u>1 RFID security gates and people counters</u> | <u>10 staff barcode scanners</u> |
| <u>7 Backup computers and 5 monitors</u> | <u>8 backup monitors</u> |
| <u>1 computer for wireless software</u> | <u>1 Universal Class Database computer</u> |
| <u>6 tvs</u> | <u>2 Battery Backups</u> |
| <u>3 projectors</u> | <u>1 Xbox 360</u> |
| <u>1 video camera</u> | <u>2 digital camera</u> |
| <u>1 Karaoke machine</u> | <u>1 Blue ray player</u> |
| <u>1 staff computer for phone tree</u> | <u>1 Computer with Princh Software</u> |
| <u>2 WIFI Extenders</u> | <u>4 switches</u> |

| Hard-wired network of computers and printers | Portable and Mobile Devices |
|--|--|
| <u>21 public Internet computers, all of which are ADA compliant and two of which are equipped for use by the visually impaired and instant messaging can be used on all computers for hearing impaired individuals</u> | <u>3 Kindle Fires, 3 Kindle Paperwhite</u> |
| <u>2 public computers for library card sign-up</u> | <u>3 Samsung Tablets</u> |
| <u>3 children's early learning computers</u> | <u>4 Ipads</u> |
| <u>7 public access catalog computers</u> | <u>19 Hotspots</u> |
| <u>1 self-check circulation workstation and 1 free standing self-check kiosk</u> | <u>6 webcams</u> |
| <u>8 staff workstation computers</u> | <u>2 Osmo</u> |
| <u>1 staff computer for phone tree</u> | <u>22 Playaway launchpads</u> |
| <u>1 computer for volunteer sign-in/out</u> | <u>1 Xbox 360</u> |
| <u>1 staff computer for Princh software</u> | <u>6 Wi-Fi access points</u> |
| <u>1 computer for wireless software (untangle)</u> | <u>10 staff barcode scanners</u> |
| <u>8 backup monitors</u> | <u>2 digital camera</u> |
| <u>8 backup computers</u> | <u>1 video camera</u> |
| <u>4 staff printer/scanner/fax</u> | <u>1 Blu-ray player</u> |
| <u>2 staff desktop scanners</u> | <u>2 Battery Backups</u> |
| <u>2 color printers for staff</u> | <u>3 network switches</u> |
| <u>1 color printer/copier for Princh</u> | <u>1 RFID tablet and inventory scanner</u> |
| <u>2 color/black and white printer/copier for public and staff (Canon)</u> | <u>1 Universal Class Database computer</u> |
| <u>10 receipt printers</u> | <u>2 public laptops with Windows 11</u> <u>2 public laptops with Windows 10</u> |
| <u>6 staff RFID checkout pad</u> | <u>5 staff laptops with Windows 11</u> <u>2 staff laptops with Windows 10</u> |

| | |
|---|--|
| <u>1</u> RFID security gates and people counters | |
| <u>6</u> tvs | |
| <u>3</u> projectors | |
| <u>1</u> karaoke machine | |
| <u>1</u> patron overhead digital scanner | |

23 17 patron computers have Windows 10 11. 5 patron computers have Windows 10.

Our 23 public hard-wired computers have Time Limit Manager Timer system and Reboot Restore Pro wiping system and use Windows Microsoft Security.

22 23 computers have Microsoft Office Pro Plus 2016 installed.

1 computer has Microsoft Office Pro 2019 installed.

There are 4 computers that have Windows Movie Maker system. 1 computer has Adobe Pro.

All computers/laptops have access to the online databases: R.E.A.D.S. (Regional EBook & Audiobook Download System), TEL (Tennessee Electronic Library), and MedlinePlus.gov.

The WHL and Stokes Brown Public Library, share the cost of the automated system The Library Corporation (TLC). Both libraries are cloud base through TLC.

Internet and wireless service are provided through Comcast business. The wireless system uses the Untangled software which requires patrons to read and agree to library policies as well as provides a count of the number of individuals that connect to the library's Wi-Fi. Access to the wireless Internet is available inside and outside the library during and after library hours.

The WHL maintains its own website through our TLC automated system. The library has its own Facebook, Google, and YouTube Account.

The WHL shares its telephone services with the City of White House. Windstream is the telephone provider. There are five dedicated staff connections and two wireless connections. In addition to Windstream, the library pays for 2 phone lines through Comcast for its fax and a cellular system fire alarm system.

All library staff members have basic computer literacy skills such as navigating basic operational and productivity software like word processing and spreadsheets, as well as, Internet search engines and browsers, and sending and receiving email. Staff members also have knowledge of hardware peripherals, including monitors, printers, keyboards, and touchscreens, as well as understanding of basic computer terminology.

Currently, the library has enough Internet computers and laptops to allow for a 10 minute wait time or less under normal conditions.

Future Technology Environment Considerations

Over the next two years the library staff will be researching and considering adding the following technology related projects:

~~Display kindles and other technology devices to try and increase their circulation.~~

Purchase more downloadable e-books and audio books and reduce the amount of physical audio books being purchased.

Purchase a movie streaming service and reduce the amount of DVDs being purchased.

Purchase a coding software to teach children and teens more advance coding

Budget

- Every year, the library budget contains a line item for small items of equipment in which mostly technology items are purchased.
- The library has taken advantage of a number of grants and will continue to seek such funds in addition to donations from the White House Friends of the Library.

Evaluation

The library director will be responsible for trying to achieve all of the goals of the technology plan. The board and director will review the technology plan annually to see the progress of its goals and make any necessary changes, updates, or adjustments. Since technology is constantly changing, this plan is meant to be a guideline that the library can deviate from should other needs/demands arise.

Approved by the library board on July 14, 2022