

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

White House Library Technology Plan
Fiscal Years 2024-2025, 2025-2026

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 15,094. 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, Comics Plus, Kanopy, Fiero Coding, 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.
4. 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 access of library services/resources.

1. The library staff will advertise new technological resources to increase patron use.
2. The library staff will show individuals how to use basic technology equipment and encourage individuals to come to training classes for more advanced teaching.
3. The library will promote the use of its online access resources such as the library catalog, website, and universal class.
4. 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:

1. Project the expected life of each device.
2. Create a timeline for replacement of items.
3. Know which years to budget for new equipment.
4. 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.

1. Library staff will be provided with training that correlates with updates and changes in technological resources offered by the library.
2. Staff will receive more in-depth training on certain devices and software through state training, webinars, or paid workshops/classes.
3. A minimum of two staff members will be trained on job specific skills such as interlibrary loans, circulation reports, website maintenance, and so forth.
4. Staff will provide informal help to patron inquiry and general technology questions as time allows.
5. 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
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	2 Kindle Fires, 1 Kindle Fire in Steam Pack
2 public computers for library card sign-up	1 Samsung Tablet (Princh) 2 ONN Tablets
2 children’s early learning computers	4 Ipads
7 public access catalog computers	19 Hotspots
1 self-check circulation workstation and 1 free standing self-check kiosk	6 webcams

8 staff workstation computers	3 Osmo
1 staff computer for phone tree	21 Playaway launchpads
1 computer for volunteer sign-in/out	1 Xbox 360
1 staff computer for Princh software	5 Wi-Fi Ubiquiti U6-Enterprise access points
1 patron overhead digital scanner	10 staff barcode scanners
3 backup monitors	2 digital camera
2 backup computers (windows 10)	1 video camera
4 staff printer/scanner/fax	2 Blu-Ray Players
2 staff desktop scanners	2 Battery Backups
1 color printer for staff	2 Ubiquiti USW-PRO-48 port Network Switch
1 color printer/copier for Princh	1 RFID tablet and inventory scanner
2 color/black and white printer/copier for public and staff (Canon)	1 Ubiquiti Dream Machine Professional Network Management Device
10 receipt printers	3 public laptops with Windows 11 1 public laptops with Windows 10
6 staff RFID checkout pad	7 staff laptops with Windows 11 1 staff laptop with Windows 10
1 RFID security gates and people counters	1 Ubiquiti USW-PRO-24-Port Network Switch
5 TVs	1 Video phone (deaf station) 1 TV
3 projectors	1 karaoke machine

20 patron computers have Windows 11. 2 patron computers have Windows 10

Our 20 public hard-wired computers have Time Limit Manager Timer system and Reboot Restore Pro wiping system and use Windows Microsoft Security.

2 patron computers in kiosk mode used to apply for library card.

19 computers have Microsoft Office Pro 2016

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 Cumberland Connect (Fiber). The wireless system uses the Ubiquiti Unifi software which adds no reoccurring costs for the library and 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. Ubiquiti also allows the library to enable a "family" filter to act as a redundant filter to aid in CIPA compliance.

The WHL maintains its own website through our TLC automated system. The library has its own Facebook, Google, Instagram, 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:

Research and create a new website for the library

Create policy to state that our website will follow ADA requirements

Create policy for how staff will use AI in the library

Research different ways and subscribe to any AI tools that will help staff in their current positions

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 11, 2024