

# Kokomo-Howard County Public Library

## Technology Plan 2018-2019

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#### **I. EXECUTIVE SUMMARY**

Libraries are changing. As technology plays an increasingly important role in libraries, we are no longer just a brick-and-mortar facility with books. At this time, we seem to be divided into two worlds: the traditional one and the one for new services fueled by technology.

Heavily used from day one, public access computers were a hallmark of KHCPL's move toward technology in the mid-1990s. Once internet access was added, demand grew even more; free public access computers continue to be a major reason why people come to the library. Federal and state agencies are openly relying on public libraries to provide access to e-government. Furthermore, staff has come to rely more and more on computers to run the library, both with networks and access to web services and resources. To keep up with the demand for more bandwidth, the library increased its bandwidth in 2016.

Online and remote services are a growing area. KHCPL will need to develop services for newer methods of accessing information and entertainment, particularly for younger patrons who grew up with computers and use mobile devices. Services such as websites, access to online databases, and downloads must be available 24/7 from anywhere and on mobile devices.

Patrons are also looking to the library as a place to receive assistance with how to use devices and online services, such as Freegal and Overdrive. New technology is being introduced regularly, and library staff must be trained regularly to remain up to date.

KHCPL is also looking to become more of a cultural center and a greater partner in the community. Technology can play a role in this, as well.

We have a responsibility to use our budget wisely to meet the demands of our traditional role and our technology-driven role. It's a challenge because of the decline in income for the library due to loss of industry in the area, property tax caps, and the recession. Our objectives as we formulate a technology plan are contingent upon having money to pay for them.

KHCPL must meet the challenge to find ways to provide relevant and sustainable technology services within our budget.

## **KHCPL MISSION STATEMENT**

We create opportunities for our community to become its best.

## **TECHNOLOGY VISION STATEMENT**

The Kokomo-Howard County Public Library vision for the use of technology is to provide quality service to all patrons and the community by

- becoming the place in our community known for showcasing/experimenting with cutting-edge technology;
- offering greater value to library users through use of technology;
- and developing a collaborative model for technology strategy and decision-making.

## **II. CURRENT STATE OF TECHNOLOGY**

KHCPL has a main facility, two branches, two bookmobiles, and one Annex. KHCPL Russiaville was built in 1998, KHCPL South in 2001, and the Annex, a nonpublic facility, in 2012. The renovation of KHCPL was completed in 2010. One bookmobile was replaced in 2010, and the second was replaced in 2014.

Cataloging of books is done centrally with OCLC, currently using Connexion. The primary book jobbers are Baker & Taylor and Ingram. AV materials are mostly purchased through Midwest Tapes, Baker & Taylor, and Amazon. Almost all orders are transmitted electronically.

In addition to print and AV materials, the library also provides e-books, audio downloads, and streaming music and video to its patrons through several vendors, including Overdrive, Hoopla, Freegal, RB Digital (formerly Zinio), and others. All databases are accessible from the library's website. Multiple databases are selected by topic and age levels.

The library implemented an Innovative Interfaces (Innopac) ILS in 1993. WebPAC was upgraded to Encore in 2012; in 2016, we upgraded to BiblioCommons. We have functions for the catalog (BiblioCore), events (BiblioEvents), and a suggestion for purchase (BiblioSuggest).

KHCPL Main, KHCPL South, and the Annex each have VoIP telephone systems, which allow for the receiving, transferring, and parking of calls, and voicemail. KHCPL Main's telephone system was replaced in 2010. The Annex phone system is part of the KHCPL Main system. In 2017, KHCPL South phones were updated to VOIP and software for the phones was upgraded to and all except KHCPL Russiaville. The two bookmobiles use cellular phones.

In 2016, we upgraded our bandwidth to 100 Mbps at KHCPL Main and 50Mbps at KHPCL South and 20 Mbps at KHPCL Russiaville, and the Annex with MPLS/VPN. Each bookmobile has two laptop computers for staff. The bookmobiles have cradlepoints and a cellular air card to share internet access via encrypted wireless networks to each computer. Internet access is for connection to the ILS and for VPN access to the KHCPL network. They also use a web-based Sierra.

Public access PCs are networked for Internet access and printing services. KHCPL Main has 38 internet-connected computers for public use. KHCPL South has 20 internet-connected computers for public use. KHCPL Russiaville has six internet-connected computers for public use. All internet-connected computers for public use are controlled by a computer reservation, print management system and are protected by software to prevent unwanted changes. We also have Chromebooks for patrons to use in the library or to checkout. In 2017, we added an iPad Krayon Kiosk for early literacy at each of the location, which is included in these numbers. KHCPL provides public access to the MS Office Suite, Inspire, resume-writing software, and CD-ROM products. KHCPL has 16 OPAC stations with Windows 7 at its various locations. All staff computers were upgraded to Windows 10 in 2017. The Friends of the Library PC is still on Windows 7.

Through an LSTA grant received in 2013, the library purchased 11 laptops for use in a mobile lab. The mobile lab is used for in-library and off-site computer classes for staff and patrons. The library received an LSTA grant in 2016 to provide funding for 25 mobile hotspots for one year. In 2017, we upgraded all the Wi-Fi Access points at all locations. Currently, nearing the end of 2017, we are in the process of moving the 16 servers, which are quickly becoming outdated, to three virtual servers. We have redundancy and backups for all of our servers. We have purchased Cisco Prime, which will give us stats on Wi-Fi Access points.

The Business Office uses AVC accounting software. AVC payroll and HR was purchased in 2014. Most recent upgrades were installed in 2017. The library is regularly researching payroll and HR software vendors for the best fit for our needs.

In 2006 a content management system, Ektron, was purchased. Also in 2006, the webmaster gradually began converting the library's websites to CMS. In late 2011, KHCPL's main website, [www.KHCPL.org](http://www.KHCPL.org), was converted to Joomla, and Ektron was phased out, except for GLHD use; GLHD is also slowly phasing it out. Using money from a bequest, KHCPL purchased ContentDM for the Genealogy and Local History Department databases. Joomla was upgraded to version 3.5 during the library website redesign in 2016. We are continually updating the website for better accessibility and ease of use.

Library-sponsored web sites are:

- [www.khcpl.org](http://www.khcpl.org) (general library web site)
- [www.howardcountymemory.net](http://www.howardcountymemory.net) (genealogy and local history site still using Ektron)
- [ikhcpl.org](http://ikhcpl.org) (staff intranet using SharePoint)
- [grow.khcpl.org](http://grow.khcpl.org) (special project using Joomla)
- [discovertech.khcpl.org](http://discovertech.khcpl.org) (special project using Joomla)
- [collections.howardcountymemory.net](http://collections.howardcountymemory.net) (Genealogy site using ContentDM)

In 2016, two 3-D printers were acquired and have been used for training and production of various items for library programs. In 2017, we purchased a wide-format printer that allows us to create in-house posters, banners, and clings for the windows, saving time and money compared to using outside vendors for those printing needs.

### **III. ASSESSMENT OF KHCPL'S TECHNOLOGY NEEDS.**

The library upgraded its bandwidth at all locations in 2016. The top speed is now 100 Mbps. The library upgraded all the Wi-Fi Access Points at all locations in 2017.

We surveyed our staff and our patrons to find out what they would like to have access to at the library. The majority of comments on our strengths in regard to technology were about providing public access computers, access to the Internet, Wi-Fi hotspots, sewing machines, and computer training, indicating a strong need to continue to provide and improve these services. The staff would like to see new software and technology offered such as software for the following areas: scheduling, point of sale, inventory, HR, payroll, accounts payable, general ledger, purchase order, and project management. They also would like to see the addition of Mac technology with graphics software, and virtual reality/artificial intelligence equipment and software. Video game demand is on the rise, especially since we have been offering a Retro Gaming program. As of November 2017, we have video games for patron checkout. We received several request from staff that we have already taken care of, such as needing a receipt printer, a monitor, or software, etc.

We continue to provide public access computers, internet access and training, and are always reevaluating and developing new class offerings. In 2013, we received an LSTA grant in order to purchase laptops and equipment to create a mobile lab. We have in the budget to replace the mobile lab with new computers in 2018. The mobile lab will be used to conduct technology classes at all of our locations, as well as off-site locations, such as the local Senior Center.

Following Christmas 2011, Overdrive was overwhelmed with new e-reader users trying to download e-books. We have worked hard to improve our knowledge and experience with e-readers and e-book technology, primarily with Overdrive. We have increased our purchasing of e-books to deal with the demand, and we are now loaning Nexus tablets to our patrons – many preloaded with apps and e-books. Patrons also have access to Chromebooks and hotspots.

Providing ILS access on the bookmobiles has always been a challenge. Initially, we used the offline module and uploaded the data. Later the bookmobiles were able to use the character-based version of the ILS. Because it was faster to transmit, this continued for some time even after we started to use Innovative's Millennium. However, Innovative Interfaces eventually ceased to support the character-based version. We upgraded to Innovative's Sierra in 2012. The bookmobiles' laptops tend to lose their Sierra connections. At present, we are using cradlepoints and aircards with the laptops to provide wireless connection. Bookmobile and Outreach staff use a web version of Sierra. As of 2017, all the laptops on the bookmobiles have been upgraded.

The library has added laptops for staff who move between locations. Staff suggested we create a rewards card program for patrons. In 2016, the library subscribed to MyLibraryRewards. Staff also suggested purchasing items for and designating an area for a Maker's Space. In lieu of creating a makerspace because of the budget and space limitations, the library partnered with the local makerspace SHAK (Spirit of Haynes and Apperson in Kokomo).

KHCPL took its first look at RFID in 2013. Currently, we are still interested in exploring it as an option. Cost and the current floorplan have been prohibitive.

#### **IV. TECHNOLOGY GOALS, OBJECTIVES AND ACTIONS**

Based on the Internet@Schools and information from the ALA Conference, the idea of learning through gaming is on the rise. ALA has partnered with Google to create kits for libraries focusing on STEM (Science, Technology, Engineering, and Math). Muncie's Digital Climbers, which KHCPL will adopt as Digital Divers in 2018, is a program where young patrons learn on their own and then demonstrate that they have accomplished a task in order to earn badges/recognition. This is the type of program that Google and ALA have partnered to provide; they want patrons to be able to earn badges that they can use from high school to college and beyond to prove that they have various STEM-related skills. It's similar to a certification. KHCPL will also start Girls Who Code in 2018.

##### **A. CURRENT PLANS**

1. Collection HQ- ESP (part of Baker and Taylor): It will assist collectors by allowing them to see circulation/purchases at other libraries. This will be in use beginning in 2018.
2. Cybersecurity: We're pursuing cybersecurity insurance with software for end-to-end devices.
3. Digital Divers: We'll be implementing an after-school STEAM program (Digital Divers) that will include challenges related to video, music, photo-editing, and more. It will start by the third quarter of 2018.
4. Flip Scan: We will be purchasing one in 2018 for public use.
5. Girls Who Code: We will begin the program in February 2018.
6. Head count technology: We are investigating options for obtaining a more accurate head count for patrons visiting the library.
7. Minecraft Club: Starting in February 2018, the program will be offered at two locations to teach coding, engineering, architecture, and more.
8. Pods for video games: We have two pods for dispensing Video Games since we started circulating them in November 2017. Staff re-arranged the AV area to increase security.
9. STEM Kits: We will purchase some to be used as part of programming in 2018. We began circulating some in October 2017 as part of our Experience Kit initiative.

- B. FUTURE PLANS-** We created two separate surveys to see what the staff wanted and what patrons wanted. Listed below are the suggestions that Library Council agreed to pursue, listed in alphabetical order and not by priority or date of implementation.
1. Cameras for facility/employee/patron security: Review equipment options and costs for additional interior/exterior cameras.
  2. Gaming: Explore gaming equipment options for purchase for programs and circulation
  3. Implement or improve the following: cybersecurity, software/hardware upgrades, and computer safety training for staff and patrons
  4. In 2018, investigate the purchase of software for the following: project management, scheduling, point of sale, inventory, HR, payroll, accounts payable, general ledger, and purchase orders
  5. Mac and graphic design software: Pursue grants for funding, if possible; if not, explore options for purchase based on the budget.
  6. RFID/Self-sorting/Security: We will form a committee to investigate what the options are for each at KHCPL Main.
  7. Robotics: Increase partnerships with area robotics teams to provide more programs and events
  8. Starling for library and public use: Starling clips to your child's clothes and tracks how many words they hear each day -- a good indicator of later reading/learning success. First Farmers Bank & Trust has agreed to fund the purchase of 10 of them in 2018.
  9. Video/photography equipment: Explore options for the purchase of a camera for video or still photos, tripod, video-editing software, green screen, etc. in 2018-2019 because it's a growing need for KHCPL and a frequent request from patrons.
  10. VR/AI (Virtual Reality/Artificial Intelligence) equipment: We had signed up to receive it from the Indiana State Library in 2019; however, in November 2017 we received word that the waitlist was so long that the ISL had purchased an additional set and we will now provide it for three months in the spring of 2018.
  11. Z39.50 Router that supports SRCS and other cataloging functions: Tammy Keith will research our needs and the costs and report back her findings.

GOALS, OBJECTIVES, AND ACTIONS	Department responsible for implementation	Year	Performance measures
<b>Goal 1: Improve and enhance KHCPL's digital branch</b>			KHCPL has a popular, go-to website offering a variety of media and content for all ages and backgrounds; it is accessible on all types of devices.
A. Objective: Improve quality of the library's websites and online catalog		ongoing	We use BiblioCore for registration of programs. The intranet, Memory Project, and Community Net websites have been migrated to Joomla. Websites are easier for IT to maintain. Staff are trained and able to update content. As websites migrate to Joomla, usability testing is done and sites are tweaked based on results. Websites are easier and more intuitive for patrons who are becoming more frequent users. Web sites meet ADA standards. Patrons with disabilities are able to effectively access our websites. Newsletters are regularly sent out to patrons. Usage is tracked. Patrons are better informed about and more engaged with the library.
1. Continue to migrate web sites to Joomla.	IT	all years	
2. Maintain ADA website accessibility per WCAG	IT	ongoing	
3. Conduct usability testing of library web sites.	IT	all years	
4. Utilize Constant Contact	Marketing	ongoing	
B. Objective: Maintain and add/remove electronic databases and online subscription services based on public use and budget.	CMD, IT	ongoing	KHCPL has a collection of relevant and useful electronic resources. Electronic resources are promoted regularly through a variety of marketing channels. Usage is tracked at least twice

1. Continue to promote electronic resources.	Marketing, IT, ATD, CSD, South, Russiaville	ongoing	annually. Usage of resources grows with effective marketing. Patrons are able to find reliable and authoritative information. Students are able to complete school assignments with the help of library resources.
2. Track usage rates	CMD	ongoing	
C. Objective: Monitor usage of digital downloads and adjust services accordingly and as budget allows.	CMD	ongoing	KHCPL has a collection of in-demand digital resources (e.g., books, music, movies, TV shows) that are available on demand or, as is the case with books, without too long of a wait. Usage of these collections continues to grow.
D. Objective: Continue to digitize and create Genealogy and Local History Department resources for preservation and for access on the internet.	GLHD	ongoing	KHCPL maintains its standard of excellence with the Howard County Memory Project website as it continues to grow and provide valuable local history and genealogy resources to residents of Howard County and beyond.
1. In the process of moving of files from current Howard County Memory Project on Ektron to Joomla and ContentDM.	GLHD	2016 – ongoing	
<b>Goal 2: Enhance service to patrons by improving staff efficiency through technology</b>			Patrons' library experiences are enhanced because of highly trained and efficient staff
A. Objective: Create and maintain professional development opportunities for technology	Admin	ongoing	KHCPL has staff who are up-to-date on and effectively utilize the technology that matters and can make a difference in their jobs.
1. Involve more staff in developing technology	Admin	ongoing	Staff, from all levels and departments in the library, are able to be involved in the decisions made about technology and training.
B. Objective: Continue to monitor staff technology competencies	Admin	ongoing	Training is effectively organized and available so that staff know how they are expected to use technology and have the means to be trained as needed. Technology training is monitored, and staff are tested to be sure that they are learning what they need to know. Staff have training opportunities through Universal Class, Niche Academy, and Lynda.com.
C. Objective: Provide in-house training, web training, or outside training as needed for staff	Admin, IT	ongoing	Training is effectively organized and available in a timely manner to staff who need it.
1. Current training needs include Windows 10, Outlook calendar, timesheets, databases, Sierra, Joomla, HVAC Tracer system, door access system, VOIP Telephone, AVC (or new accounting/payroll software), and video editing training for graphic artist/others	Admin, IT	ongoing	Training needs are evaluated regularly and training is offered in a timely manner. Staff have training opportunities through Universal Class, Niche Academy, and Lynda.com. Training manuals are in SharePoint.
D. Objective: Use the intranet, e-mail, and other paperless tools more to share information with staff at all locations.	All staff	ongoing	Staff understand what does and does not need to be printed, and they understand how to electronically organize, store, and share files.

E. Objective: Look for a better technology solution for internet connectivity on bookmobiles.	IT, Outreach staff	ongoing	Bookmobile patrons are better served because staff are able to access Sierra without delays and interruptions. We upgraded laptops and cradlepoints on both bookmobiles in 2017.
F. Objective: Continue to evaluate need for additional self-checkout stations for patrons	IT, Head of Circulation and Branches	ongoing	Patrons are comfortable using self-checkout systems and do so regularly. We continually look for ways to improve checkout.
G. Objective: Maintain a system of open communication with staff about technology needs.	IT	ongoing	Staff feel that their requests for technology are heard and addressed in a satisfactory manner.
H. Objective: Monitor the development of RFID technology and its implementation in public libraries in terms of its feasibility	Admin, IT, Head of Circulation	ongoing	KHCPL administration is able to make the best decisions on the need for, use, and purchase of RFID in the library.
I. Objective: Maintain and upgrade, as needed, the library's computer systems and networks as well as an adequate number of staff computers, devices, and software applications	IT	ongoing	Patrons receive quality service and staff are able to perform their jobs because of properly working computer systems, devices, and software that exist in sufficient quantities and are kept up to date.
1. Continue to evaluate the need for additional receipt printers	IT	ongoing	Changes in technology and ongoing technology requirements of patrons and staff are assessed regularly to determine what can be done for continual improvement in service and efficiency.
2. Continue to evaluate the need to upgrade existing receipt printers	IT	ongoing	
3. Look into purchasing and installing POS systems at circulation desks	IT	ongoing	
4. Look into replacing some barcode readers to read barcodes on smart phones	IT	ongoing	
5. Continue to evaluate the need to install label printers	IT	ongoing	
6. Purchase and install staff scheduling software	IT	ongoing	
7. Explore the possibility of migrating to a new accounting and payroll software program, or hiring a consultant to improve existing account software program	IT	ongoing	
8. Explore options with employee access to personal accounts in HR/payroll	IT	ongoing	
<b>Goal 3: Stay abreast of new technology and ways that it can be implemented</b>			Patrons' library experiences are enhanced because of highly trained and efficient staff, and the presence of up-to-date technology to meet and exceed patrons' demands.
A. Objective: Have the library's Information Technology staff continue to subscribe to and follow a multitude of technology news sites, blogs, and e-newsletters	IT	ongoing	IT staff are able to stay abreast of technology trends to decide ways to use them to improve library service and efficiency
B. Objective: Have Technology Committee meetings, as needed, where IT staff will report on technology trends and possible library uses	Head of IT	ongoing	IT staff are able to communicate adequately with library staff on possible technology improvements and the implementation of changes. Open discussions on the use of technology in the library are welcomed.

C. Objective: Have appropriate staff attend technology-related conferences and meetings	IT and other staff as appropriate	ongoing	Staff are knowledgeable of trends for technology in libraries and have some sense of how it can be implemented at KHCPL
D. Objective: Maintain organizational memberships related to library technology	IT	ongoing	Memberships in various organizations provide KHCPL staff with inexpensive training opportunities, and group buying discounts on software, hardware, and electronic resources
E. Objective: Follow trends in the use of open-source and alternative software applications in libraries. Consider how they might be used to reduce costs. Implement them when practical and feasible.	IT and other staff as appropriate	ongoing	Open-source software is effectively used and allows KHCPL to save money
F. Objective: Set aside a small amount of money in the budget for unanticipated technology or a decision to implement something cutting-edge and exciting for our patrons	Admin, IT	ongoing	KHCPL is able to meet or exceed patron expectations by implementing a previously unanticipated technology service or program without having to wait until the next budget year.
G. Objective: Follow trends for e-readers and tablets	IT and other staff as appropriate	ongoing	Patrons can get on-demand, non-repair help that they need with e-readers and tablets, particularly when it comes to downloading content
1. Provide access to electronic devices	IT	ongoing	
<b>Goal 4: Use technology to enhance the patron experience in the library</b>			Patrons come to think of KHCPL as a place that does new and exciting things with technology and is a trend-setting organization
A. Objective: Maintain and increase bandwidth as use of internet connectivity grows and budget allows	IT	ongoing	Staff and patrons are able to access resources over the internet on a robust system without slowdowns. KHCPL is able to maximize its bandwidth purchasing power through e-rate discounts.
1. Continue to apply annually for e-rate discounts	IT	ongoing	
2. Work with ISP to keep up on the latest technologies	IT	ongoing	
B. Objective: Adjust staffing as needed so patrons receive technical assistance in a timely manner and/or technology is used as desired to accomplish library task	Department Heads	ongoing	Patrons are able to receive technical assistance that they need on-demand at any library location. Staff works more efficiently because of the effective implementation of technology.
C. Objective: Maintain and upgrade, as needed, the library's public access computers, devices, and software applications	IT	ongoing	KHCPL maintains robust, reliable, and up-to-date infrastructure that supports the technology/computer needs of staff and patrons. Electronic devices are used to improve patrons' library experience by making it easier and more interesting.
1. Provide electronic devices to patrons for in-library use, including bookmobiles	IT, ATD, South, Russiaville, Outreach	ongoing	
D. Objective: Continue to provide technology training to patrons and revise the subjects of those trainings as needed	ATD	ongoing	Technology training reflects current interests and educational needs of patrons. Trainings are regularly revised and changed as demand dictates. The Mobile Lab allows KHCPL to expand its role in the community and to work with hard-to-reach and specific/targeted populations.
1. Continue to develop practical uses of mobile computer lab	ATD	ongoing	
E. Objective: Facilities maintenance	IT, Facilities Manager	ongoing	Technology and its related infrastructure are integrated in KHCPL buildings. Patrons find buildings user-friendly for

			their personal devices. Meeting rooms are properly equipped for group meetings.
<b>Goal 5: Increase the use of digital resources</b>			Digital resources are used heavily because they are what patrons need and want, and patrons are continually informed about what is available and how to use them.
A. Objective: Continue to promote digital resources	Marketing, other staff as appropriate	ongoing	Digital resources are promoted regularly in a variety of ways. Programs to introduce targeted groups to specific resources are developed and presented.
1. Develop programs to introduce specific resources to targeted groups, such as the Small Business Development Center, Chamber of Commerce members, and non-profit organizations	ATD	ongoing	
B. Objective: Create interactive, electronic subject guides and pathfinders highlighting digital and print resources	ATD, Graphic Artist, IT	ongoing	We create both print and web-based messages/information/guides for patrons about such resources and promote them
C. Objective: Offer classroom and one-on-one training on digital devices to meet patrons' digital resources needs	ATD, South	ongoing	Patrons are able to find convenient training at KHCPL for the library's digital resources

## V. PROFESSIONAL DEVELOPMENT STRATEGY

Previously, KHCPL kept a written table noting technical competencies and the positions that required those competencies. In 2017, we created checklists for when people needed to be trained on certain software, such as Sierra, etc. We set timelines and ways to evaluate the employee's competencies. Some of this professional development will be done with Niche Academy, Universal Class, and Lynda.com, along with on-the-job training.

Since the Indiana State Library revised the certification of library staff and LEUs became a requirement, many options for professional development have become available. The service provided by the Indiana State Library on Lynda.com is one example. Staff who require regular certification take the initiative to ensure they receive technology education through the use of online courses that are easily accessed and free of charge.

The library provides staff training as needed using the following:

- new employee training (e.g., telephone system)
- in-house training, through online tutorials or the library's computer lab. Staff have training opportunities through Universal Class, Niche Academy, and Lynda.com. In addition, training manuals are in SharePoint.
- workshops and conferences provided by other entities
- online tutorials and webinars as provided by various vendors

IT staff are sent to New Horizons in Indianapolis for advanced software training. IT staff are expected to stay abreast of new technological developments, understanding their possible applications to the library/patrons and recommending implementation timelines and strategies.

Computer and internet training are offered to the public on an ongoing basis in the computer lab. A current schedule can be found on the library's website.

## **VI. EVALUATION PROCESS**

The technology plan will be evaluated at least annually prior to the budget preparation for the next year.

- The library will monitor monthly, daily, and hourly technology statistics (e.g., website usage, database searches, and broadband usage)
- Library Council will meet to review technology goals and objectives.
- The library staff will monitor computer and other equipment usage, through scheduling statistics and observations.
- Library staff will review professional literature and attend conferences and other events that inform them about technology trends in libraries. The information will be reviewed to determine how KHCPL is doing and to help decide which new technology opportunities can be incorporated into the technology plan.
- The Library Board of Trustees will review technology goals and objectives at least once a year as a part of the budget review and/or a part of the long-range plan review.

## **VII. BUDGET**

On the following pages are the KHCPL technology budget figures for operating funds, as can best be determined. Miscellaneous expenses were increased in years 2015-and beyond for items that we are not able to anticipate and with the expectation that costs will go up and our emphasis on technology will grow.

In 2012, we upgraded our online catalog with Innovative Interfaces, Inc. to the newest version called Encore. Payment was spread over a three-year period and 2014 was the last year of the three. In 2016, we upgraded our catalog to BiblioCommons. In 2017, we added BiblioSuggest.

We anticipate increases in our bandwidth, and we've budgeted for that. In 2013, new fiber was placed in downtown Kokomo, finally making it affordable for us. We moved from T1 lines to fiber in 2014. Internet access is under Communications in our budget. Even though we increased the bandwidth in 2016, with more and more streaming of videos and games, etc. and the number of devices that connect to the network, we anticipate the need for increased bandwidth will continue and would like to see that stay in the budget for future years.