Mission

The mission of the Chester Public Library is to provide information, selected cultural events and intellectual recreation to all the citizens of Chester through the provision of an organized collection of print, multimedia and electronic resources. This mission shall be met by the services of a trained professional staff and support personnel in an atmosphere that is welcoming, respectful and businesslike.

The Library shall actively encourage the use of its materials, seek to keep residents of all ages informed of available resources, and foster the intellectual growth, character and cohesiveness of the community.

Vision

To serve as a free, welcoming center of enrichment and learning for the Chester community providing:

- A diverse and changing collection as well as a more permanent representation of well-known classics;
- Knowledgeable, friendly and responsive staff;
- Technology connecting our community to the global information world;
- A variety of library services and programs for all ages; and
- A comfortable, accessible facility in which to gather, share and create.

Technology Mission

Technology is an increasingly integral part of library services. The Chester Public Library will utilize high-speed Internet access and current technology and software to facilitate library services for the community, meeting information, communication, and access needs both in the library and over the Internet, through the catalog, information, and databases available on its website.

Plan Objective

This plan guides the improvement and use of technology in the library to support the mission of the library, stimulates discussion about future technological needs, provides structure for planning and budgeting, and specifies areas of needed training for staff.

This two-year plan is a direct result of the **Chester Public Library Long Range Plan (March 2014)**. Goal 2 of the Long Rang Plan is: "_TECHNOLOGY_ – Embrace technology as a way to provide improved library services." This plan defines the strategies and tactics for Goal 2 of Chester Library's Long Range Plan.

**Important Note:** Chester Library is exploring expansion and move options. Once a final plan to either move or expand is approved, this plan will be updated to address the needs of the planned library.

Current Technological Environment
The Chester Public Library has a hardwired network of 4 desktop computers:

- 1 staff workstation,
- 1 public use computer,
- 1 circulation computer, and
- 1 OPAC (catalog computer).

There is a laptop for use of the Library Director. Staff and circulation computers are networked with the town and backed up by town servers. For security reasons, the public use and OPAC computers are configured as public kiosks and cannot access the town hall servers. Wireless access is available throughout the library.   Library computers are included in the town's technology plan, with a replacement program in place and ongoing technology support provided through its contract with CTComputer. A new Meraki switch, firewall and wireless access point were installed in May 2014. The circulation and staff workstation computers were replaced in May 2014. These systems are running Microsoft Windows 7 Professional Operating System, Microsoft Office 2013, and Symantec End Point Protection on Hewlett Packard Hardware. The public use computers are running Microsoft Windows 7 Professional Operating System, Microsoft Office 2010, Symantec End Point Protection, and Deep Freeze utility software on Hewlett Packard Hardware.

The staff workstation is used for cataloging, reference, ILL (interlibrary loans), and administrative functions. It also has a scanner, allowing it to serve as an auxiliary circulation computer during unusually busy periods.

The library's circulation system, VERSO, is a web-hosted product provided by Auto-Graphics. It is accessible from all computers in the library as well as remotely. Internet access is provided by CEN (Connecticut Education Network) via its fiber-optic network. Library email is currently hosted online.

The library's web presence was redesigned in 2012 as part of the Town's website redesign. The library is given prominent exposure on the Chester Town Website and is currently updated by the Library Director. Support for website development is provided through a town contract. Chester Library also has an increasingly popular and active Facebook page, launched in Nov. 2012.

Telephone service is provided through the town's arrangement with Comcast; there is one phone line into the library and one phone, centrally located in the library. A town-leased printer/copier/scanner serves as the printer for all public and staff purposes. The 5-year lease is up in 2015.

Chester Library does not utilize any materials circulation security system, computer time management or print management software, self-checkout stations, or calendar scheduling software.

In addition, the library also offers these technological services:
- Downloadable audio and e-books via Overdrive and iCONN,
- Online card catalog and circulation system, and
- Access to online resources (icon.org, Britannica Online, JobNow, MedlinePlus, Mango Languages).

Goals and Objectives

Goal: Public Services: *Patrons will find the access and electronic services that they need and expect in the library; services will evolve as technology changes.*

A. Objective: Expand and enhance patron access and services.
   Action Plans:
   1. Explore publicly available and custom explanatory signage to improve patron services and accessibility.
   2. Offer training courses to patrons on the services available and how to use them.
   3. Survey patrons regarding usage of current public kiosk to inform future kiosk plans.
   4. Explore needs of mobile device users and their use and needs of library information and source; develop strategy/plan.
   5. Review the features and functionality of the existing tools and services utilized at the library for deploying additional patron services from existing resources (VERSO, Meraki, etc.).
   6. Evaluate need for ADA equipment for the library such as large keyboards, ball mice and magnification software, etc. Develop plan and budget accordingly.

B. Objective: Maintain and upgrade as available current patron services.
   Action Plans:
   1. Replace copier/printer as needed. Consider upgrading to wireless printer upon lease renewal.
   2. Stay up-to-date with essential hardware and software for patron computers via CTComputer and centralized town services.
   3. Continue to participate in VERSO, the online circulation system, to provide the patrons with:
      24 hour access to the catalog
      24-hour access to the databases provided
      24-hour access to their account for:
         renewals of library materials
         holds on materials included in the collections of the library
         initiation of InterLibrary Loans
         E-mail notification of overdues, almost dues, and holds
      24- hour access to downloadable books available with library card through iCONN digital library and Overdrive.
   4. Develop an internet use policy; and any other policies such as a wireless policy and a staff computer use policy as deemed prudent.

C. **Objective: Maintain and selectively expand public information channels to meet stakeholder communications and outreach needs.** Promote and improve our library's website and Facebook pages, expanding their use and function for patrons.
    Action Plans:
    1. Update the website fortnightly, at minimum.
    2. Promote the website through the Friends newsletter, library and town emails, bookmarks, and news releases throughout the year.
    3. Assign responsibility and provide training for continual updating of information on the website.
    4. Keep current with town website consultant to take advantage of enhanced website capabilities.
    5. Encourage all staff members to post to Facebook as appropriate.
    6. Evaluate technological opportunities to incorporate ADA requirements and responsive design on the library web pages.

Goal: Staff Support and Training: *Staff will be knowledgeable about technology and able to help patrons' use and access information to support life-long learning and use technology to perform job functions efficiently.*

A. **Objective: Provide staff with hardware, software, and training to provide excellent service.**
    Action Plans:
    1. Stay up-to-date with essential hardware and software to support staff activities.
    2. Encourage staff to take advantage of training and resources provided by the Connecticut State Library, CLC, Auto-Graphics and others, as appropriate.
    3. Ensure all new staff hires are computer literate.
    4. Appropriate staff will attend training for VERSO upgrades, as available.
    5. Staff will be trained on all key technology tools and services provided to patrons and in use at the library.

B. **Objective: Maintain flexibility, readiness, education, and interest to adapt to new technologies.**
    Action Plans:
    1. Review the technology plan annually with staff and semiannually with the Technology Committee of the Library Board and consider and discuss developments at these meetings.
    2. Stay abreast with changes in technology by having staff read literature, attend conferences, and subscribe to relevant information resources and groups.
    3. Evaluate the [EDGE Initiative](). Consider participation if deemed worthwhile.

Goal: Library Technology Infrastructure: *Acquire and maintain the necessary hardware, software, services, connections, and expertise to keep and update appropriate technology for excellent library services.*

A. **Objective: Establish regular maintenance routines, outside services for upgrades and trouble shooting, and develop an ongoing annual replacement plan.**
   Action Plans:
   1. CTComp is the Town of Chester's IT service provider and the library will continue to coordinate with them around maintenance, upgrades and trouble shooting.
   2. Coordinate with the town to budget and plan for replacement of staff and patron computers 3-5 years as needed.
   3. Occasional gifts may be used to replace computers.
   4. Evaluate the speed of the wireless network to ensure it will support expected increased usage (additional library devices, patron devices, etc.).

B. **Objective: ILS Services: Keep current with and update ILS to enhance patron services.**
   Action Plans:
   1. Work with Auto-Graphics on upgrades of Integrated Library System software.
   2. Upgrade hardware as needed to accommodate VERSO upgrades.
   3. Conduct annual assessments of hardware, software, systems, telecommunications, and software upgrades needed for providing optimal network services.
   4. The Director or a staff member will monitor Auto-Graphics announcements to coordinate upgrades, ILS adjustments, and discussion of current and new services.
   5. Assess and implement new features and functionality made available from partners and vendors, where they are of use and interest to Chester patrons.

C. **Objective: Wireless Service: Upgrade and maintain the wireless network in the library.**
   Action Plans:
   1. Maintain current wireless service.
   2. Evaluate the need for an additional wireless switch in the lower level.

D. **Objective: Telecommunication Services: Maintain telephone services and voicemail in order to provide excellent public service as staff members assist patrons with finding materials/information via telephone, e-mail, voice mail.**
   Action Plans:
   1. Evaluate use and functionality of telephone and annually determine the need for further staff training or upgrades.
   2. Evaluate the need for voicemail for patron use.

E. **Objective: Technology Committee: Establish a technology committee, consisting of the Library Director, at least one Board member, and several IT and technology-savvy town members to help review the technology plan and tactics and to execute on key actions.**
   Action Plans:
   1. Create committee. Explore partnerships or support from local colleges for the committee.
   2. Develop goals and objectives.

F. Objective: Universal service funds: Determine if opportunities exist to utilize Universal service funds for telecommunications infrastructure improvements.
   Action Plans:
   1. Evaluate if Universal Service Funds can be utilized to enhance library telecom.
   2. Pursue opportunity, if appropriate.

Goal: Plan for New/Expanded Library: *Requirements need to be planned for and addressed before and during construction a new/expanded library.*

A. Objective: Evaluate and determine hardware, software, AV, telephonic, networking and other technology needs for a new or expanded library, including but not limited to:

   1. Telecommunications and network wiring needs to fully address the size and use plans of the building. Switches and supporting hardware must be located in a secured area away from heat, water pipes and accidental brush-by disconnects.
   2. Consider making the building "RFID Ready" (Radio Frequency Identification Technology) to enable patron check-out, check-in, and to track materials for security purposes.
   3. The existing telephone and voicemail system needs to be replaced.
   4. Presentation technology needs to be installed in any community program room (Ceiling-mounted wireless LCD projector, remote control screen, sound system, and a smart board).
   5. The number of computers, printers and peripherals needs to be increased for the expanded library. Explore potential of "all in one" computers and tablets as options.
   6. The budget for computer equipment and technical support will have to increase in order to expand computer services in the enlarged building.
   7. The number of self-checkout computers needs to be increased.
   8. An electronic sign board for library calendar and town and community events should be considered near the library entrance.