



# Springvale Public Library

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## 3 Year Technology Plan

2007 – 2010

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September 2006  
S:\Dawn\Tech Plan

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## **A. - INTRODUCTION**

**The overall goal of the Technology Plan is to detail strategies toward the maintenance and improvement of library services. The scope of this plan is limited because of the reality of restricted funding and resources. Our main goal is to place emphasis on preserving the quality of the current infrastructure and to replace six new computers each year. This plan proposes a 4- year replacement schedule, which we have determined, will work for our Library.**

## **B. - MISSION STATEMENT**

The mission of the Springvale Public Library is to nurture and support opportunities for life-long learning and the enjoyment of reading in a friendly, welcoming environment. The library provides the community with open access to information, enriching cultural activities, a reference collection for area genealogy research, and dynamic children's services. We honor the past and embrace the future.

## **C. - VISION STATEMENT**

The Library Board of Trustees and staff recognize the impact of technology on the lives of our patrons. In order to continue to provide our high standard of public service, the Springvale Public Library offers a variety of technological services to compliment the traditional print services. This plan presents the current and planned technology necessary to continue and improve these services to our patrons.

## **D. - TECHNOLOGY HISTORY OF SPRINGVALE PUBLIC LIBRARY**

### *A Brief History:*

In August of 2001, Springvale Public Library celebrated the opening of its newly renovated and expanded facility. With much enthusiasm we welcomed the public to our new services and technology. We installed a network that provided a platform for the FOLLETT Circulation System, 5 staff workstations, 5 electronic card catalogs and 6 public access terminals using Windows 2000 software. Also networked at that time were 3 laser printers and 1 color ink jet printer. The initial cost of the system and installation was \$36,000. In 2001, this system was connected to the WEB on a 56K line that was provided by the PUC and NYNEX at no cost and technical support was provided by CCD Company with a warranty for one year.

The FOLLETT software automation system was purchased and installed at a start-up cost of \$2,300.00. It is comprised of 4 major sections; Circulation Plus®, Cataloging Plus®, Alliance Plus® and Web Collection Plus®. These full-featured library automation tools have allowed us circulation management and the ability for our patrons to search our card catalog from any Internet connection. We continue to update and upgrade our FOLLETT software for a yearly maintenance fee of approximately \$1000.

Also in 2001 we were awarded a grant from *The Bill and Melinda Gates Foundation*, which provided us with 4 additional, state-of-the-art Gateway Computers, a file server, network connections, Microsoft Software, monitors, 1 printer and 2 full days of training at an estimated value of \$17,000. The Foundation provided support and maintenance for 2 years. We are currently struggling to maintain and service these 4 machines.

In 2004 we upgraded our 56K line to Metrocast Cable at no charge. This cable connection is provided as a public service and has been received enthusiastically by our patrons. Faster is better in the computer world and this cable connection has been reliable.

After our technical support agreement and warranty for our system with CCD Company expired in 2002, we hired technical support on a contractual basis. David Parent is currently maintaining our equipment and software on an as needed basis. He is paid on an hourly basis of \$30, which has worked out well and is a bargain for technical support.

In 2005 we were able to replace 4 PC's with new hardware and software. Two were purchased from C & S Computers, Sanford, at a cost of approximately \$1,000 each and two were purchased through Computer Warehouse in Boston, for a total cost of \$1500, of which \$2000 was generously donated in memory of Caroline Hanscom Merrifield. This replaced two of our upstairs public access computers, one public access computer downstairs and also the Children's Room staff computer.

Also in 2005 we faced the inevitable failure of our file server, which had to be replaced at a cost of \$3800. In Sue Titus's Technology report of 2004, she stated, "At this time, we are merely attempting to maintain the integrity of the system, and the issue of replacing and/or rebuilding the file server should be addressed." When we did replace the server, it was considered an 'emergency' purchase, which brought our \$5000 Computer line in the budget well over that mark.

On the positive side in 2005, we were fortunate to receive a grant through the Maine State Library and the Maine Telecommunications Education Access Fund, to provide wireless service to our patrons. They also provided the library with one Dell laptop for patron use. This public wireless access service is for personal laptops and PDAs and has been well received. Usage has been increasing steadily. The service is available from 8am to 8pm, and often times you will see patrons outside of the library when the library is closed, utilizing this service.

With the growing number of library resources being made in electronic formats, and the increase in computer usage (shown dramatically through our daily/monthly/yearly statistics), there is a need to plan for the upgrade and replacement of computer equipment. According to statistics, the average lifespan of a computer is approximately 2-4 years for it to remain useful and efficient. To date, the Library has had to replace several public access terminals, hard drives, printers, monitors, hubs, and the file server. Also, several computers no longer support the necessary software needed to serve our needs or our patrons. Upgrades need to be capable of supporting heavy usage and a very different job than what you would expect on your home computer. At this time we are well beyond the 4-year mark for many of our computers.

We continue to be aware of our financial limitations and have investigated other avenues for replacement and services. We constantly utilize our connections at the Maine State Library for help, and also participate in the "Computers for Schools" program where we are *given* older computers which enable us to replace some terminals that are completely out of use. The downside of this program is that these are used computers and the life span is limited. Also, there are costs associated with installation, an initial start-up cost of \$50 each to install a CD drive in these machines.

In section E of this report, you will find a list of our current technology inventory. For the purpose of our 3-year technology plan, we are projecting no additions to inventory. Our hope is to maintain and replace the existing computers on a 4-year schedule. As of this time, September 2006, we are hoping to replace 2 computers in the very near future. This would leave us with 14 (this does not include the 3 Card Catalog Stations) to replace. Section E is a table showing our current inventory and section F, details the location of each computer, identifying the year and proposed replacement schedule. Realistically, we know that the budget cannot support the replacement of all the original 2001 computers in 2006 but this diagram illustrates our current situation.

Our statistics show that computer usage at the library is extremely important to our community and this is and should be part of the high standard of service that we provide at the Springvale Public Library. In August of 2006, over 1,000 users signed on to use our computers. This is a figure that has increased dramatically from the opening of the new building in 2001 and definitely shows that Springvale Library has embraced the future.

**E. - TECHNOLOGY INVENTORY - CURRENT AND PROJECTED**

**“What WE Have”**

<b>Inventory Category</b>	<b>Current Count</b>	<b>Projected 2007-2008</b>	<b>Projected 2008-2009</b>	<b>Projected 2009-2010</b>
<b>Networks</b>				
Client Server	1	1	1	1
<b>Computers</b>				
Server (Primary Domain Controller)	1	1	1	1
Workstation (Networked)	19	19	19	19
Workstation (Standalone 4 Gates + Laptop)	5	5	5	5
<b>Peripherals</b>				
Copier	2	2	2	2
Fax Machine	1	1	1	1
Laser Printer	5	5	5	5
<b>Internet Connections</b>				
Cable	1	1	1	1
Wireless	1	1	1	1
<b>Telecommunications</b>				
Touch Tone Handset	4	4	4	4
Cordless	1	1	1	1
FAX	1	1	1	1
<b>Software Subscriptions</b>				
AVG	Yes	Same or equivalent.	Same or equivalent.	Same or equivalent.
Follett Technical Support/Alliance Plus	Yes	Yes	Yes	Yes
Gate.com	Yes	Same or equivalent.	Same or equivalent.	Same or equivalent.

**F. - TECHNOLOGY FLOORPLAN “WHERE IS EVERYTHING”**

# Year Installed at SPL Proposed Replacement

**Basement:**

<b>1</b>	Network Server:	2005	2009
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**First Floor:**

<b>2</b>	Laptop	2005	2009
<b>3</b>	Staff #1	2001	2007
<b>4</b>	Staff #2	2006	2010
<b>5</b>	Work Room	2001	2007
<b>6</b>	Karen’s Office	2001	2007
<b>7</b>	Public #1	“Computers for School” Used	2007
<b>8</b>	Public #2	“Computers for School” Used	2007
<b>9</b>	Public #3	2005	2009
<b>10</b>	Public #4 (Gates)	2001 (OUT OF SERVICE)	2007
<b>11</b>	Public #5	2006 (Friends)	2010
<b>12</b>	Public #6	2001	2007
<b>13</b>	Card Catalog	2001	?

Printer – Circulation Desk            2005  
 Printer – Gates                            2001  
 Printer – Karen’s Office                2001  
 Photo Copier                                2001  
 Lexmark Printer – Front Desk          2006

**Children’s Room:**

<b>14</b>	Staff	2005	2009
<b>15</b>	Card Catalog	2001	?
<b>16</b>	Child Public #1	2001	2007
<b>17</b>	Child Public #2 (Gates)	2001	2007
<b>18</b>	Child Public #3 (Gates)	2001	2007

Printer – Childrens Room                2001

**Genealogy Room:**

<b>19</b>	Genealogy #1	2001	2007
<b>20</b>	Genealogy #2	2001	2007

**2<sup>nd</sup> Floor:**

<b>21</b>	Staff Reference Desk	2001	2007
<b>22</b>	Public #1	2005	2009
<b>23</b>	Public #2	2005	2009
<b>24</b>	Public #3	2001	2007
<b>25</b>	Card Catalog	2001	?

Printer – Reference Desk                2001  
 Photo Copier                                2005

## **G. - GOALS & OBJECTIVES**

(These goals and objectives are broken down into a cost analysis in section H of this plan.)

### **Goal 1: Continue the operation, maintenance and enhancement of the library's automated system, FOLLETT.**

- Objective 1: Install software upgrades as provided by FOLLETT, (i.e. identify and implement any required service packs, hot-fixes and new software releases.)
- Objective 2: Implement and maintain a disaster avoidance and preparedness plan for possibility of FOLLETT failure.
- Objective 3: Maintain Network monitoring systems and identify and troubleshoot problems.
- Objective 4: Continuation of FOLLETT Contract for services

### **Goal 2: Provide our patrons access to online services and research tools such as Maine Marvel and implement public training in all areas.**

- Objective 1: Continue Wireless service for our patrons
- Objective 2: Continuation of public access to our online catalog.
- Objective 3: Provide education to patrons on the use of online database tools.
- Objective 4: Maintain and increase the level of patron self-service features.
- Objective 5: Maintain and enhance our interactive library website.
- Objective 6: To offer electronic technology services to our visually impaired patrons in accordance with ADA guidelines.
- Objective 7: Consider offering basic computer skills classes for those patrons who have little or no previous computer experience.
- Objective 8: Survey our patron population to determine interest in computer classes here at the Library.

### **Goal 3: Evaluate and monitor changes in technology and products available to keep all hardware and software up to date.**

- Objective 1: Check to see if VOIP service is available in our area and compare pricing against our current phone service.
- Objective 2: To take all WebJunction's recommended assessments (7 total).
- Objective 3: To identify and implement software technology to prevent virus, worm and hacking attacks to our system; determine if AVG is the best for us. Continually be aware of virus software.
- Objective 4: Perform a usability evaluation on our library website.
- Objective 5: Learn about different types of commercial software licenses and inventory all software.

**Goal 4: To continue with professional development for all staff members and to provide technology-related training at all levels.**

- Objective 1: For director and assistant director to attend Maine State Library Conference each year.
- Objective 2: To set up a staff training schedule, and method for requesting training.
- Objective 3: Make staff technology training a mandatory part of our funding requests.
- Objective 4: For all staff to attend relevant and necessary tech training on a regular basis.
- Objective 5: To take necessary educational classes/courses to stay updated.

**Goal 5: To establish and implement a computer adoption program, “Future Access”.**

- Objective 1: To approach our friends group and local/regional businesses for support of a “subscription service” for one new computer a year.
- Objective 2: Initiate program by creating a written policy/procedure/letter that will be used for implementing program.
- Objective 3: To designate one person as contact person for “Future Access” program who would oversee PR, and continuity of the program.

**Goal 6: To periodically review all policies and create new ones as situations dictate.**

**Goal 7: To join a cooperative state-wide online catalog, SOLAR.**

- Objective 1: Work with director, trustees and staff to formulate a timetable to join SOLAR.
- Objective 2: Fund the van delivery system.
- Objective 3: Designate a contact person to work as project coordinator with MSL and act as first point of support between staff, trustees and patrons.
- Objective 4: Purchase, update, re-configure necessary hardware, software and data collection materials as needed for SOLAR.
- Objective 5: Set up training and information session for staff on SOLAR.
- Objective 6: Adjust inter-library loan procedures and staff workloads.

**Goal 8: Updating and monitoring all computer hardware, with a 4-year replacement schedule. (Estimated cost includes the purchase of six new computers per year with all applicable software.)**

- Objective 1: Install and update all software renewals/licenses/warranties.
- Objective 2: Continue with technology repair maintenance person on an ‘as needed’ basis.
- Objective 3: Purchase all supplies relating to technology. (i.e. headphones)
- Objective 4: Update and upgrade computers and peripherals regularly.
- Objective 5: Maintain an updated computer inventory at all times and dispose of all outdated equipment.
- Objective 6: Update computer hardware inventory at least once a year.
- Objective 7: Create and update periodically a plan and process for replacing computers and peripherals.

## **H. - Summary of Goals and Objectives**

Below you will find a summary budget for the 8 main goals of our library and the estimated costs for each goal. We have then broken down these goals of this report, detailing our objectives with a more detailed cost analysis. The plan for the library is to meet the following goals and objectives as outlined to continue and improve services for our patrons.

	<b><u>2007-2008</u></b>	<b><u>2008-2009</u></b>	<b><u>2009-2010</u></b>
<b>Goal 1:</b>			
Continue the operation, maintenance and enhancement of the library's automated system. (4 identified objectives)			
o Objective 1: Install software upgrades as provided by FOLLETT. (i.e. identify and implement any required service packs, hot-fixes and new software releases.)	\$100.00	\$103.00	\$103.00
o Objective 2: Implement and maintain a disaster avoidance and preparedness plan for possibility of FOLLETT failure.	\$100.00	\$103.00	\$103.00
o Objective 3: Maintain Network monitoring systems and identify and trouble shoot problems.	\$100.00	\$103.00	\$103.00
o Objective 4: Continuation of FOLLETT Contract for services.	\$1,000.00	\$1,030.00	\$1,030.00
<b>Goal 2:</b>			
Provide our patrons access to online services and research tools such as Maine Marvel and to implement public training in all areas. (8 identified objectives)			
o Objective 1: Continue Wireless service for our patrons.	\$0.00	\$0.00	\$0.00
o Objective 2: Continuation of public access to our online catalog.	\$0.00	\$0.00	\$0.00
o Objective 3: Provide education to patrons on the use of online database tools.	\$500.00	\$515.00	\$515.00
o Objective 4: Maintain and increase the level of patron self-service features.	\$250.00	\$260.00	\$260.00
o Objective 5: Maintain and enhance our interactive library website.	\$500.00	\$550.00	\$550.00
o Objective 6: To offer electronic technology services to our visually impaired patrons in accordance with ADA guidelines.	\$0.00	\$0.00	\$0.00
o Objective 7: Consider offering basic computer skills classes for those patrons who have little or no previous computer experience.	\$100.00	\$0.00	\$0.00
o Objective 8: Survey our patron population to determine interest in computer classes here at the Library.	\$100.00	\$0.00	\$0.00
<b>Goal 3:</b>			

Evaluate and monitor changes in technology and products available, to keep all hardware and software up to date. (5 identified objectives)

○ Objective 1: Check to see if VOIP service is available in our area and compare pricing against our current phone service.	\$100.00	\$0.00	\$
○ Objective 2: To take all WebJunction's recommended assessments (7 total).	\$100.00	\$0.00	\$
○ Objective 3: To identify and implement software technology to prevent virus, worm and hacking attacks to our system; determine if AVG is the best for us. Continually be aware of virus software.	\$100.00	\$0.00	\$
○ Objective 4: Perform a usability evaluation on your library website.	\$100.00	\$103.00	\$1
○ Objective 5: Learn about different types of commercial software licenses and inventory all software.	\$100.00	\$0.00	\$

**Goal 4:**

To continue with professional development for all staff members and to provide technology-related training at all levels. (5 identified objectives)

○ Objective 1: For director and assistant director to attend Maine State Library Conference each year.	\$150.00	\$175.00	\$2
○ Objective 2: To set up a staff training schedule, and method for requesting training.	\$50.00	\$0.00	\$
○ Objective 3: Make staff technology training a mandatory part of our funding requests.	\$100.00	\$0.00	\$
○ Objective 4: For all staff to attend relevant and necessary tech training on a regular basis.	\$350.00	\$361.00	\$3
○ Objective 5: To take necessary educational classes/courses to stay updated.	\$500.00	\$515.00	\$5

**Goal 5:**

To establish and implement a computer adoption program "Future Access". (3 identified objectives)

○ Objective 1: To approach our friends group and local/regional businesses for support of a "subscription service" for six new computer a year.	\$100.00	\$0.00	\$
○ Objective 2: Initiate program by creating a written policy/procedure/letter that will be used for implementing program.	\$100.00	\$0.00	\$
○ Objective 3: To designate one person as contact person for "Future Access" program who would oversee PR, and continuity of the program.	\$100.00	\$0.00	\$

**Goal 6:**

To periodically review all policies and create new ones as situations dictate.

\$70.00

\$75.00

\$0.00

**Goal 7:**

To join a cooperative state-wide online catalog, SOLAR. (6 identified objectives)

o Objective 1: Work with director, trustees and staff to formulate a timetable to join SOLAR.

\$100.00

\$0.00

\$0.00

o Objective 2: Fund the van delivery system.

\$600.00

\$630.00

\$630.00

o Objective 3: Designate a contact person to work as project coordinator with MSL and act as first point of support between staff, trustees and patrons.

\$100.00

\$150.00

\$200.00

o Objective 4: Purchase, update, re-configure necessary hardware, software and data collection materials as needed for SOLAR.

\$1,900.00

\$0.00

\$0.00

o Objective 5: Set up training and information session for staff on SOLAR.

\$100.00

\$0.00

\$0.00

o Objective 6: Adjust inter-library loan procedures and staff workloads.

\$4,500.00

\$4,635.00

\$4,635.00

**Goal 8:**

Updating and monitoring all computer hardware, with a 4-year replacement schedule. (Estimated cost includes the purchase of six new computers per year with all applicable software.)

o Objective 1: Install and update all software renewals/licenses/warranties.

\$1,000.00

\$1,030.00

\$1,030.00

o Objective 2: Continue with technology repair maintenance person on an 'as needed' basis.

\$1,150.00

\$1,185.00

\$1,185.00

o Objective 3: Purchase all supplies relating to technology. (i.e. headphones)

\$800.00

\$825.00

\$825.00

o Objective 4: Update and upgrade computers and peripherals regularly.

\$545.00

\$565.00

\$565.00

o Objective 5: Maintain an updated computer inventory at all times.

\$100.00

\$105.00

\$105.00

o Objective 6: Update computer hardware inventory at least once a year.

\$7,784.00

\$8,020.00

\$8,020.00

o Objective 7: Create and update periodically a plan and process for replacing computers and peripherals.

\$100.00

\$105.00

\$105.00

**\$23,549.00**

**\$21,143.00**

**\$21,143.00**

## I. - Springvale Public Library Technology/Computer Budget

### May 2005 History:

1999-2000, 2000-2001, 2001-2002 town budget request shows computer line of \$7,000.

Original intent (Dave Jagger) was for \$2000 of this to be held over and accumulated to replace computer hardware.

2001-2002 \$5,000 (Computer Budget Line *shows* this figure); 2001 New Library building opens with the computer network

Total cost of Network including grants: **\$55,300.00**

	<u>2001-2002:</u>	<u>2002-2003:</u>	<u>2003-2004:</u>
Follett			
Follett Software	\$ 1,609.00	\$ 968.96	\$ 949.00
Follett Training/Miscellaneous/tech support	\$ 700.00		
Tech Support/Supplies			
Computer WareHouse			
C&S Computers			
CCD Computers	\$ 2,106.00	\$ 180.00	
Mike's Computer Services		\$ 3,069.95	
Consistant Computers			
David Parent			\$ 2,131.05
Webpage			
Webpage Design	\$ 145.00		
Host Save Website			\$ 95.00
Virus Subscription			
Grisoft, Inc. (AVG)			
Miscellaneous			
H.W. Wilson	\$ 559.25		
Demco Supplies	\$ 220.89		
Quickbooks Software			\$ 199.99
New Print Server/tech install			
Computers For School			
Sue Titus/Karen Eger Reimbursement			
Initial Network Setup (without Grants)	\$ 36,000.00		
<b>TOTAL</b>	<b><u>\$ 41,340.14</u></b>	<b><u>\$ 4,218.91</u></b>	<b><u>\$ 3,375.04</u></b>

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**J. - Anticipated Budget for 2006-2007**

	<b><u>2006-2007:</u></b>
<b>Follett</b>	
Follett Software	\$ 1,000.00
Follett Training/Miscellaneous/tech support	\$ (480.00)
<b>Tech Support/Supplies</b>	
Computer WareHouse/Tech Networks of Boston (10/06 Purchase of 2 machines)	\$ 2,065.02
C&S Computers	
CCD Computers	
Mike's Computer Services	
Consistant Computers	
Hub/CDW	\$ 50.00
David Parent	\$ 1,500.00
<b>Webpage</b>	
Webpage Design	\$ 145.00
Host Save Website	\$ 95.00
<b>Virus Subscription</b>	
Grisoft, Inc. (AVG)(good till 10/07)	\$ 648.00
<b>Miscellaneous</b>	
Disposal	\$ 200.00
Licensing?	\$ 200.00
 Computers For School	
 <b>TOTAL</b>	 <b><u>\$ 5,423.02</u></b>

## M. - 3 Year Anticipated Budget for 2007-2010

### Projected Costs

The following is a list of projected costs for 2007-2010. These figures include an estimated cost for staff time associated with technology and also include projected costs for staff/patron training. Although these actual costs may be recorded under another budget line, ie; education or wages, these are included to illustrate the increasing technology costs and items associated with technology. For the purpose of this technology plan, we feel it is imperative to document these 'hidden costs' for technology. The Goal 1 figure, added to the Goal 8 figure represents the cost for the actual equipment and software needed for the 4-year replacement plan. The dollar figures in *italic* represent the items that fall under the other lines of the working budget. The costs increase by 3% each year.

<u>2009-2010</u>	<u>2007-2008</u>	<u>2008-2009</u>
_____	_____	_____
<b>Goal #1:</b> Prices for Automation System Follett <b>\$1378</b>	<b>\$1300</b>	<b>\$1339</b>
<b>Goal #2:</b> Public Training/Online Services <i>\$1401</i>	<i>\$1450</i>	<i>\$1325</i>
<b>Goal #3:</b> Evaluating/monitoring changes in technology <i>\$ 106</i>	<i>\$ 500</i>	<i>\$ 103</i>
<b>Goal #4:</b> Professional Development <i>\$1105</i>	<i>\$1150</i>	<i>\$1051</i>
<b>Goal #5:</b> Implement "Future Access" Computer Program	<i>\$ 300</i>	
<b>Goal #6:</b> Periodically Review all Policies <i>\$ 80</i>	<i>\$ 70</i>	<i>\$ 75</i>
<b>Goal #7:</b> Join SOLAR <i>\$5625</i>	<i>\$7300</i>	<i>\$5415</i>
<b>Goal #8:</b> Update/Replace Computer Hardware (6 new computers A year with all applicable Software) <b>\$12230</b>	<b>\$11479</b>	<b>\$11835</b>
<b>TOTAL</b> <b><u>\$21,925</u></b>	<b><u>\$23,549</u></b>	<b><u>\$21,143</u></b>

## **K. - EVALUATION PROCESS**

- The director will monitor the technology use/maintenance to determine when purchases or upgrades should be made.
- Trustees will evaluate the "Future Access" program and assist getting the program up and running.
- The library will continue monitoring its monthly, daily and hourly computer usage statistics to determine patron technology need.
- The library staff will monitor computer and other equipment usage, through scheduling records and observations.
- This 4-year period would replace/upgrade the original 23 computers.
- This plan is to be reviewed and updated by director/assistant director no later than June 2008.

## **L. - CONCLUSION/SUMMARY**

Much discussion, research and organization has gone into this technology plan. For our purposes we believe a 4-year rotation schedule best meets our needs.

It is the responsibility of the combined efforts of the Trustees and staff to explore alternate avenues to augment the funds needed to replace and maintain our equipment. Fundraising, donations, non-profit discounts and grants may present viable options. We are taking a step forward in this endeavor by utilizing the "Computers for Schools" program and also trying to get the adopt a computer, "Future Access" plan off and running. The Friends have made the first step for our program and we're hoping that with added donations we get to the point of replacing many of the original 2001 computers and hopefully bringing us up to date with replacements.

Initially in 2001, we were able to provide a total of 23 computers for staff and patrons. The demand for public access to technology continues to grow at a rapid rate. (See attached circulation statistics.) The Library is struggling at this time to maintain the existing public access stations. Research shows that the lifespan of a computer continues to decline as they become more affordable. A 2-4 year lifespan is the average, but it is moving closer to the 2-year mark as they become more sophisticated and "disposable". Our hardware is moving far beyond the 4-year limit and service issues are becoming a cost factor. Research also shows that as a computer approaches the 5-year mark, service becomes more costly than replacement costs.

The 4-year plan allows the Library to replace all PC hardware in a timely manner, avoiding the costly repair and disposal of outdated equipment. Our patrons have come to depend on our technical services and computers have become an integral part of Springvale Public Library's mission.