

# Tampa Bay Library Consortium Technology Plan - 2004-07

December, 2004

## ***Guide to the Plan***

1. **Introduction** – Describes the plan, service, and organizational context.
2. **Goals, Services, & Strategy** – Describes how technology is used to provide and improve library service.
3. **Technology & Telecommunications Assessment** – Describes the technology and telecommunications we currently have and those we plan to acquire.
4. **Staff Training & Professional Development** – Describes how we ensure that staff are well trained, know how to support technology and know how to help the public use it.
5. **Budget** – Identifies the funding necessary to support the services.
6. **Evaluation** – Describes how we monitor progress toward goals, make mid-course changes, and evaluate public benefit.
7. **Appendices** – Equipment Inventory & Network schematic

## ***1. Introduction – The plan, service, and organizational context.***

**Plan Purpose** - The purpose of this plan is to help the Tampa Bay Library Consortium (TBLC) prepare for the continued support and expansion of technology based services and to meet the requirements of the E-Rate, or Schools and Libraries Universal Service Support Mechanism, administered by the Schools and Libraries Division of the Universal Service Administrative Company. The E-Rate provides discounts to assist schools and libraries in the United States to obtain affordable telecommunications and Internet access as set forth in the Telecommunications Act of 1996.

**Plan Context** - TBLC plays a technology role for its member libraries, staff, and the public by:

- Helping them learn about new technology and electronic information;
- Providing training to support technology and electronic information;
- Providing web based electronic information services; and
- Providing network services and library automation to 11 member libraries.

**For the E-Rate – Which Libraries & Services This Plan Covers & How** - TBLC uses E-Rate discounted telecommunications and Internet service for providing library services to member libraries and their users. It serves as the “lead consortium member” for libraries for whom it coordinates the purchase of services. This document, when considered with the individual plans of libraries receiving TLBC network services, meets the E-Rate technology plan requirements. As “lead consortium member” TBLC obtains and maintains current technology plans, Letters of Agency, 479 Forms, state library

approved technology plans, and copies of plan approvals from each library receiving discounted services.

### **Libraries Using TBLC Network Services (the Libraries)**

- **Dunedin Public Library**, 223 Douglas Ave. Dunedin, FL 34698
- **Florida Southern College Roux Library**, 111 Lake Hollingsworth Dr., Lakeland FL 33801 (not E-Rate eligible)
- **Largo Library**, 351 E Bay Dr., Largo, FL 33770
- **New Port Richey Public Library**, 5939 Main St., New Port Richey, FL 34652 (eligible for E-Rate Telecom discounts, not Internet)
- **Oldsmar Public Library**, 101 State St., West Oldsmar, FL 34677
- **Pinellas Park Public Library**, 7700 52nd St., Pinellas Park, FL 33781
- **Safety Harbor Public Library**, 101 2nd St. N., Safety Harbor, FL 34695
- **Tarpon Springs Public Library**, 138 E Lemon St., Tarpon Springs, FL 34689

### **TBLC Programs & Services**

- **AlleyCat** (*to be renamed iBorrow in 2005*) – Allows the public to borrow library books and other materials on the web. This regional catalog and interlibrary loan system allows users of participating libraries to access collections of 45 libraries, place requests, and have items delivered to their local library.
- **Ask a Librarian** - Provides real-time virtual reference statewide in partnership with the College Center for Library Automation (CCLA) and participating Florida libraries.
- **Cultural Heritage & Digitization** - New in 2004/05, this program will help libraries & their communities create digital images and records and make them available on the web.
- **Statewide Ground Delivery Service** - Moves library materials between Florida libraries from the Panhandle to the Keys and everywhere in between. A million items transported annually among 227 libraries quickly and economically.
- **SunLine** - Provides a state of the art shared library automation system serving 10 libraries.
- **Continuing Education** - Provides cutting edge continuing education and training on technology, library skills, electronic information and policy issues.
- **Bibliographic Services** - Assists member libraries in adding resources to the Florida database (OCLC WorldCat), conducts special collections cataloging, and provides expert support for cataloging.
- **Interlibrary Loan (ILL)** - Supports Group Access users and trains members in using OCLC ILL. Members loan and receive over 320,000 items annually. TBLC members provide 1/3 of all Florida ILL's and 75% of TBLC requests are filled by TBLC members.
- **Reciprocal Borrowing** – Breaks down barriers between cities and counties, allowing residents of one community to use library services in another without paying non-resident fees. Thirty-five participating libraries circulate over 350,000 items to non-residents annually.

- **Librare & Group Purchase** – Coordinates group purchases of e-books and other electronic resources for members.
- **Web Design** – Creates great websites for members and customers and assists members with web site development. Hosts pages for 20 libraries and organizations.
- **Internet Services** – Provides Internet access, security, filtering, and network support to 8 libraries.

***2. Goals, Services, & Strategy – How technology is used to provide and improve library service.***

**TBLC Long Range Plan Technology Elements**

TBLC conducted a planning process during the spring and summer of 2004, which resulted in the Vision, Mission, and plan elements presented below.

**Vision**

TBLC member libraries and the communities they serve enjoy seamless access to the rich library resources of the region, state, and world.

**Mission**

TBLC is a member-driven consortium, including all types of libraries, that leads and encourages collaboration, resource sharing, staff development, and innovation. It provides state of the art services to members and libraries statewide. TBLC helps member libraries be the best they can be, serve their communities, and compete successfully as providers of information and services.

**Technology Elements**

- **Membership** - Bring together member library staff and facilitate groups with shared interests and specialties.
  - Provide training and programs to support staff needs and interests.
- **IBorrow** – Provide libraries with a robust shared catalog and cost effective user initiated interlibrary loan service.
  - Migrate to URSA 4
  - Provide RPA
- **Training & CE** – Provide a program of training and continuing education to ensure that Members' staff provide the best service possible.
  - Maintain training lab
  - Update and develop CE website to meet the needs of independent learners.
  - Explore alternative methods for providing CE to members, including web-based training, web conferencing, and web casts.
- **SunLine** – provide a shared library automation system for participating public, academic, and special libraries.

- Migrate SunLine from Dynix to Horizon.
- Add new SunLine services and functionality.
- **Network Services** – Provide Internet and network services, web hosting, e-mail, and e-mail lists.
  - Provide network -based services like public wireless access, Internet filtering, and workstation management.
  - Provide, continuously monitor and update a robust, secure network.
- **Web Development & Support** – Support good web design for members and provide web development services.
  - Provide web development support and consulting.

**E-Rate Consortium Member Goals** – TBLC Network Services allow participating libraries to provide the public with Internet access and training, access to electronic information resources, and use web-based library services.

**3. Technology & Telecommunications Assessment** –*The technology and telecommunications we currently have and those we plan to acquire.*

TBLC and the libraries using its Network Services continuously assess telecommunications services, hardware, software, and technology based services. TBLC uses network-monitoring software to regularly evaluate the bandwidth utilization of each element of its network. In consultation with the Network Services users, it analyzes that information to make decisions about increasing bandwidth, Internet service, and upgrading network equipment.

<b>TBLC Technology Assessment - December 2004</b>			
1202 Tech Blvd., Suite 202, Tampa, FL 33619			
<b>Equipment</b>			
<b>Type</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
PC Workstations	21 (1 upgrade; 1 new; and 4 Digitization Project pcs bringing total to 20 from 15)	21 (Upgrade 2)	21 (Upgrade 2)
Computer lab pcs	13	13 (Upgrade all)	13
Portable Computer lab pcs	14	14	0 (discontinue portable lab)
Routers	2	2	2
Hubs / Switches	3	3	3

Wireless access point	1	1	1
Telephone System	8 line PBX	8 line PBX	8 line PBX
Servers	11 (Add Digitization server & replace 1 multifunction with 2 dedicated servers bringing total from 8 to 11)	11 (Upgrade 1)	11 (upgrade 1)
Printers	17 (add 1, upgrade 4)	18 (upgrade 2)	18 (upgrade 2)
Scanners	6 (add 5 Digitization Project scanners bring total to 6)	6	6
Copier / FAX	1	1	1
Projectors	4 (add 1 to current 3 for total of 4)	4	4
Security System	1	1	1
<b>Networking</b>			
<b>Type</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
No. Workstations on LAN	29	29	29
No. of Network Drops	41	43	43
No. of Network Printers	2	2	2
Cabling	Category 5	Category 5	Category 5
Fiber	Possible for Internet Access	Possible for Internet Access	Possible for Internet Access
Wireless Access Points	1	1	1
<b>Telecommunications &amp; Internet Access</b>			
<b>Type</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
<b>TBLC</b>			
POTS	2	2	2
Modem & Fax lines	2 modem / 1 fax	2 modem / 1 fax	2 modem / 1 fax
1-800 lines	1	1	1

TBLC PBX	8 lines / 14 phones	8 lines / 14 phones	8 lines / 14 phones
<b>Libraries Using TBLC Network Services</b>			
Dunedin Public Library	T1	T1	T1
Florida Southern College Roux Library (not E-Rate eligible)	128 kb	128 kb	128 kb
Largo Library	128 kb	T1	T1
New Port Richey Public Library (eligible for E- Rate Telecom discounts, not Internet)	T1	T1	T1
Oldsmar Public Library	T1	T1	T1
Pinellas Park Public Library	384 kb	512 kb	T1
Safety Harbor Public Library	T1	T1	T1
Tarpon Springs Public Library	T1	T1	T1
<b>Shared Services</b>			
Broadband Service	TBLC and libraries connect through pair of leased T1s / 6 - 10 mb connections	6 - 10 mb	6 - 10 mb
Internet Service (ISP)	Libraries connect to ISP through TBLC and paired T1s	6 - 10 mb	6 - 10 mb
<b>Software</b>			
<b>Type</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Internet Browser	Yes	Yes	Yes
E-Mail	Yes	Yes	Yes
Integrated Library System	1	1	1 (Consider migration to Horizon 8)
Productivity (ex. Microsoft Office)	On @ pc	On @ pc	On @ pc

<p><i>Note: TBLC utilizes innumerable software products not tracked here.</i></p>			
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## Plan Implementation

New projects and enhancements that will be made to current technology and telecommunications.

### 2004 – 05

- **Horizon Migration** – SunLine migrated from Dynix to Horizon on December 9, 2004.
- **IBorrow / URSA 4 Migration** – TBLC will migrate its shared catalog / Interlibrary loan system during 2004 – 05.
- **Network Upgrade** - TBLC will upgrade its network on or about July 1, 2005. Network monitoring software indicates that average frame-relay traffic on shared network elements is nearing the 3 mbps-limit and that traffic is routinely bursting above 3 mbps.
- **Digitization Server and Kits** - TBLC will be adding a Digitization server to support a grant funded digitization project. Four "Digitization Kits" consisting of a scanner, pc, and software will be purchased and placed at participating libraries to allow them to create digital images and records for loading on a central server. Digital resource management software on the server will assist libraries in creating images and records, and making them available on the web. A scanner will be acquired to support the grant activity at TBLC.
- **Server Upgrade** – Currently a single server supports TBLC e-mail and web services. Two separate servers will be acquired to support these services.
- **Computer Training Lab Upgrade** – TBLC established a training lab in 2000. The lab will be refurbished, providing wire and cable management and thin screen monitors, and a data projector will be permanently mounted from the ceiling.
- **Routine PC and peripheral Upgrades** – Two staff pcs and printers will be upgraded as part of TBLC's routine equipment maintenance.
- **Web based Learning** – Explore possibility of video conferencing, web conferencing, and learning content management.

### 2005 –06

- **Routine PC and Peripheral Upgrades** – Two staff pcs and printers will be upgraded as part of TBLC's routine equipment maintenance.
- **Routine Server Upgrade** – One outdated server will be upgraded.

- **Routine Computer Training Lab PC Upgrade** – The outdated 13 pcs in the computer lab will be upgraded. An additional benefit of this purchase is that Currently there are two computer models in the lab and this upgrade will allow all 13 pcs to use the same software and for simultaneous upgrades and maintenance.
- **Web based Learning** – Explore possibility of video conferencing, web conferencing, and learning content management.

#### **2006-07**

- **Routine PC and peripheral Upgrades** – Two staff pcs and printers will be upgraded as part of TBLC's routine equipment maintenance.
- **Routine Server Upgrade** – One outdated server will be upgraded.
- **Retire Portable PC Lab** – The portable lab was acquired in 2000 to meet the area's pressing need for technology training. Since that time libraries throughout the region have met that need by developing labs, making it unnecessary to upgrade the outdated equipment.
- **Horizon 8 Migration** – Consider migrating to Horizon 8 (budget does not reflect these costs)
- **Web based Learning** – Explore possibility of video conferencing, web conferencing, and learning content management.

***4. Staff Training & Professional Development – How we ensure that staff are well trained, know how to support technology and know how to help the public use it.***

TBLC and Network Services users ensure that staff supporting technology and public service staff assisting the public are trained to use those products and services. TBLC provides an extensive Continuing Education program and continuously evaluates and adjusts its training offerings based on workshop evaluations, member surveys, and interaction with library administrators and staff. A selection of 4 months' course offerings provides a snapshot of the scope and intensity of TBLC training.

#### **TBLC Workshops**

- Florida E-rate Workshop
- Library Services and Technology Act (LSTA)
- Right Click! Avoid Copyright Lawsuits and Still Be Resourceful
- Business Writing Skills Using Word
- Computer Security in the Library
- WorldCat Resource Sharing: The Basics
- ILL Using OCLC WorldCat Resource Sharing
- TBLC Digitization Project: Introduction to Digital Imaging
- TBLC Digitization Project Workshop: Dublin Core Basics

- TBLC Digitization Project: Creating metadata records using Dublin Core
- TBLC Digitization Project: Introduction to Digital Imaging
- Reference Sources: Hispanic Materials
- Finding Business Resources on the Web
- AV Evaluation and Repair
- ¿No Comprende? Spanish Health Information Resources for English Speaking Librarians
- Teaching Technology to Older Adults - Lakeland
- Consumer Health Information On The Web Or, What is Hyperlipidemia, Anyway??
- Children's Resources on the Internet
- Wireless Networking in Libraries
- Photoshop 7.0 Level 1
- Beyond Search Engines: Specialized Databases
- Introduction To Digital Imaging
- Microsoft Excel 2000 - Level 2
- Create Brochures Flyers and More Using Word
- Microsoft Publisher 2000 - Level 1
- Introduction To Digital Imaging
- Microsoft Access 2000 – Level 1
- Pocket PC Tips And Tricks
- Advanced Search Engines
- Beyond Search Engines: Specialized Databases
- Weblog Boot Camp
- Designing with PowerPoint
- LITA Regional Institute: XML in Libraries
- Dreamweaver MX: Level 2
- RFID in the Library (Web-based Training)
- Flash MX: Level 2
- Teaching Computer Skills to the Public
  - Reference Tools for the Information Age

**5. Budget** – Identifies the funding necessary to support the services.

Component	2004-05	2005-06	2006-07
Equipment			
PC Workstations	\$8,000	\$15,400	\$5,000
Servers	\$7,500	\$10,000	\$7,000
Network Equipment	0	0	0
Printers & Scanners	\$7,000	\$8,000	\$2,000
Copiers / Fax	\$4,500	\$5,000	\$5,200
Projectors	\$1,000	\$1,000	\$1,000
Equipment Maintenance	\$7,000	\$8,000	\$9,000
Telecommunications			
Data	\$41,000	\$45,000	\$47,000
Voice	\$10,000	\$11,000	\$12,000
Internet Service	\$31,000	\$35,000	\$37,000

Cabling & Electrical	\$1,000	\$1,000	\$1,000
Software	\$4,200	\$5,000	\$5,000
Library Automation	\$157,000	\$160,000	\$165,000
Staff	\$298,150	\$310,000	\$327,000
Staff Development & Training	\$19,500	\$21,000	\$22,000
Total:	\$596,850	\$635,400	\$645,200

**6. Evaluation** – How we monitor progress toward goals, make mid-course changes, and evaluate public benefit.

TBLC and the libraries regularly review and update their plans. Their service and technology plans are directly related to their strategic or service plans. TBLC and the libraries continuously monitor their technology utilization, needs and opportunities and make appropriate improvements. Feedback is solicited and monitored from libraries and users. The libraries also monitor public use of their public access workstations and training labs, and report usage statistics annually to the State Library of Florida. Statistics for 2002-03 are presented below.

Library Public Service Evaluation	PCs (Public + Staff = Total)	Electronic Users	Public Trained
Dunedin Public Library	14 + 24 = 38	38,014	922
Largo Library	26 + 34 = 60	45,803	218
New Port Richey Public Library	8 + 17 = 25	153,795	4,425
Oldsmar Public Library	7 + 14 = 21	12,512	401
Pinellas Park Public Library	21 + 22 = 43	20,072	881
Safety Harbor Public Library	8 + 15 = 23	12,500	303
Tarpon Springs Public Library	26 + 22 = 48	35,536	2,452

For 2002- 03 – “2004 Florida Library Directory With Statistics”