

Read - Learn – Connect

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Technology Plan 7/1/2011 - 6/30/2014

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Calcasieu Parish Public Library

Technology Plan 2011-2014

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Locations: The library has facilities located throughout the 1,086 square miles of Calcasieu Parish, serving approximately 187,554 residents (2009 census estimate). The public can visit the Hayes library in the southeast corner of the parish, and the Iowa library east of Lake Charles off of I-10. In the City of Lake Charles there are the Central and Carnegie Memorial/SWLA Genealogical libraries (downtown), and in north Lake Charles, Epps Memorial and Moss Bluff libraries. West of the Calcasieu River are the Sulphur Regional, Westlake, and Maplewood libraries. In the far west are Fontenot Memorial (in Vinton), and Starks Libraries, and in the far north is the Dequincy Library. The Facilities Management warehouse is located in east Lake Charles, near Chennault International Airport. Library Administrative Offices are located on the second floor of Central Library. Collection and Computing Services is located on the second floor of the Carnegie Memorial Library. Epps Annex houses the staff training lab and the programming department.

Usage: 2009 Collection Circulation = 1,008,544
2009 Online Resource = 463,449
2009 PC Usage = 250,343
2009 Public Wireless = 7,703

A. MISSION STATEMENT

The Calcasieu Parish Public Library serves all the people who live in the parish with materials, information, and services through a network of branches that are conveniently located and easy to use. The Library strives to help people make informed decisions, enjoy their free time, and continue learning all of their lives. The Library Board and Staff are committed to providing high quality, cost effective, equitable service that meets the needs of all parish residents.

B. VISION STATEMENT

The Calcasieu Parish Public Library (CPPL) recognizes that technology supports library services, is a library service and is developing a significant presence as part of the library collection. Access to technology is a fundamental need for both library staff in doing their library work and for library patrons in using the library. Technology included in our plan will support library work and use by providing for expansion, continuing maintenance, improving efficiency in a cost-effective manner, and providing new needed services.

"Standards for Louisiana Public Libraries 2010" Technology section begins with the following statement: "Planning is the key to managing technology in the library." CPPL has a long history of effective planning and implementation using community based Strategic Plans for over 20 years. This will be CPPL's fifth E-rate Technology Plan. "Connect to the Online World: Public Internet Access" was identified by our community committee as one of the top 3 service priorities of the Strategic Plan 2008-2011. Goal 6 of the plan states: "Everyone will have high-speed access to the ever-growing resources and services available through the internet." At the same time the Strategic Plan was written the library commissioned a Facilities Plan that identified changes in the library's facilities that would be needed to accommodate more public PCs and spaces for wireless users. Usage of existing equipment increases annually and changes in technology continue to challenge the library, especially the budget. Therefore the library will need to annually carefully evaluate technological use and needs and allocate funding accordingly.



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C. TECHNOLOGY INVENTORY - CURRENT AND PROJECTED

* Building includes "Collection & Computing Services" (CCS) and "Southwest Louisiana Genealogical and Historical Library."

	LA0053-004 Current	2011-2012	2012-2013	2013-2014
*Carnegie Memorial Library				
Internet	CCS	CCS	CCS	CCS
Circuit Info	CCS	CCS	CCS	CCS
Servers	0	0	0	0
PCs	10	12	12	12
Laptops	0	0	0	0
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	3	3	3	3
Phones	3	3	3	3
Copy Machine	1	1	1	1
Fax	0	0	0	0
Special Equipment:				
Download station	0	1	1	1
Router	0	0	0	0
Switch	0	0	0	0
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Computing & Collection Services (CCS)	Current	2011-2012	2012-2013	2013-2014
Internet	100ME	100ME	100ME	100ME
Circuit Info	20 ME	30 ME	30ME	30ME
Servers	7	6	6	6
PCs	12	12	12	12
Laptops	3	3	3	3
Printers	12	12	12	12
Receipt Printers	4	4	4	4
Light Pens	8	8	8	8
Phones	13	13	13	13
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
Postage Machine	1	1	1	1
Air Cards	2	2	2	2
Router	2	2	2	2
Switch	9	9	9	9
Wireless Access Point	2	2	2	2
Portable computer lab (16 laptops)	1	1	1	1
Projectors	3	3	3	3



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Southwest Louisiana Historical & Genealogical Library	LA0053-015 Current	2011-2012	2012-2013	2013-2014
Circuit Info	CCS	CCS	CCS	CCS
Servers	0	0	0	0
PCs	10	10	10	10
Laptops	1	1	1	1
Printers	2	2	2	2
Receipt Printers	0	0	0	0
Light Pens	3	3	3	3
Phones	3	3	3	3
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
Micro reader/printer	2	2	2	2
Router	CCS	CCS	CCS	CCS
Switch	0	0	0	0
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0
Ceiling mount screen	0	0	0	0
Projector	0	0	0	0



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Central Library - Building includes "Administration"	LA0053-002 Current	2011-2012	2012-2013	2013-2014
Circuit Info	10ME	10ME	10ME	10ME
Servers	2	2	2	2
PCs	55	60	62	62
Laptops	2	2	2	2
Printers	12	13	13	13
Receipt Printers	6	7	9	9
Light Pens	18	18	18	18
Phones	14	15	15	15
Copy Machine	2	2	2	2
Fax	2	2	2	2
Special Equipment:				
Smart Table	1	1	1	1
Download Station	0	1	1	1
Self serv PC Reservation Staton	0	1	1	1
Self serv Printing	0	0	2	2
Self Check	1	2	2	2
Router	1	1	1	1
Switch	5	5	5	5
Wireless Access Point	5	5	5	5
Powered tables	0	0	0	0
Powered chairs	0	0	0	0
Computer Lab	0	0	0	0
Portable computer lab	0	0	1	1
Ceiling mount screen	1	1	1	1
Projector	0	0	0	0
Smart board	0	0	0	0



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Administration - 2nd Floor Central Lib.*	Current	2011-2012	2012-2013	2013-2014
Circuit Info	Central	Central	Central	Central
Servers	2	2	2	2
PCs	11	12	12	12
Laptops	4	4	4	4
Printers	12	13	13	13
Receipt Printers	0	0	0	0
Light Pens	1	1	1	1
Phones	12	13	13	13
Copy/Scanner/Fax Machine	2	2	2	2
Fax (hall copy machine) & HR	2	2	2	2
Special Equipment:				
Graphics	1	1	1	1
Postage Machine	1	1	1	1
Scanner Business Office	1	1	1	1
Air card	1	1	1	1
Router	Central	Central	Central	Central
Switch	4	4	4	4
Wireless Access Point	2	2	2	2



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DeQuincy Library	LA0053-005 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	1	1	1	1
PCs	15	15	15	15
Laptop	1	1	1	1
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	4	4	4	4
Phones	3	3	3	3
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment: None				
Router	1	1	1	1
Switch	3	3	3	3
Wireless Access Point	2	2	2	2
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Epps Memorial Library	LA0053-006 Current	2011-2012	2012-2013	2013-2014
Circuit Info	10ME	10ME	10ME	10ME
Servers	1	1	1	1
PCs	14	15	15	15
Laptops	4	4	4	4
Printers	2	2	2	2
Receipt Printers	3	3	3	3
Light Pens	4	4	4	4
Phones	4	4	4	4
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
Download Station	0	1	1	1
Router	1	1	1	1
Switch	3	3	3	3
Wireless Access Point	6	6	6	6
Powered tables	3	3	3	3
Powered chairs	0	0	0	0
Portable computer lab	0	0	0	1
Smart board	0	0	0	0
Ceiling mount screen	1	1	1	1
Overhead projector	1	1	1	1



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Epps Annex	Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	0	0	0	0
PCs	12	12	12	12
Laptops	2	3	3	3
Printers	5	5	5	5
Receipt Printers	1	1	1	1
Light Pens	8	8	8	8
Phones	5	5	5	5
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
Spider Phone	1	1	1	1
Router	1	1	1	1
Switch	3	3	3	3
Wireless Access Point	1	1	1	1
Computer Lab	1	1	1	1
Smart board	1	1	1	1



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Fontenot Memorial Library	LA0053-007 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	0	0	0	0
PCs	7	9	12	12
Laptop	1	1	1	1
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	4	4	4	4
Phones	2	2	2	2
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
PBS PC & Printer	1	1	1	1
Router	1	1	1	1
Switch	3	3	3	3
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Hayes	LA0053-008 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	0	0	0	0
PCs	6	6	6	6
Laptop	0	0	0	0
Printers	2	2	2	2
Receipt Printers	1	1	1	1
Light Pens	2	2	2	2
Phones	2	2	2	2
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
PBS PC & Printer	1	1	1	1
Router	1	1	1	1
Switch	1	1	1	1
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Iowa Library	LA0053-009 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	1	1	1	1
PCs	9	11	13	13
Laptop	1	1	1	1
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	4	4	4	4
Phones	2	2	2	2
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment: None				
Router	1	1	1	1
Switch	2	2	2	2
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Maplewood Library	LA0053-010 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	1	1	1	1
PCs	7	6	6	6
Laptop	0	0	0	0
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	2	2	2	2
Phones	2	2	2	2
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment: None				
Router	1	1	1	1
Switch	2	2	2	2
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Moss Bluff Library	LA0053-011 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	10ME	10ME	10ME
Servers	2	2	2	2
PCs	20	23	25	25
Laptop	1	1	1	1
Printers	5	5	5	5
Receipt Printers	4	4	4	4
Light Pens	9	9	9	9
Phones	8	8	8	8
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
Download station	1	1	1	1
Router	1	1	1	1
Switch	3	3	3	3
Wireless Access Point	2	2	2	2
Powered tables	0	0	0	0
Powered chairs	0	0	0	0
Ceiling mount screen	0	0	0	0
Projector	0	0	0	0



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Starks Library	LA0053-012 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	0	0	0	0
PCs	7	7	7	7
Laptop	0	0	0	0
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	3	3	3	3
Phones	2	2	2	2
Copy Machine	1	1	1	1
Special Equipment: None	1	1	1	1
Router	1	1	1	1
Switch	2	2	2	2
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0



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Sulphur Regional Library	LA0053-013 Current	2011-2012	2012-2013	2013-2014
Circuit Info	10ME	10ME	10ME	10ME
Servers	2	2	2	2
PCs	30	33	38	38
Laptop	1	1	1	1
Printers	7	7	7	7
Receipt Printers	5	5	5	5
Light Pens	12	12	12	12
Phones	10	10	10	10
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment:				
Download Station	0	1	1	1
Self serv PC Reservation Staton	0	0	1	1
Self serv Printing	0	0	1	1
Self Check	1	1	1	1
Router	1	1	1	1
Switch	4	4	4	4
Wireless Access Point	2	2	2	2
Powered tables	0	0	0	0
Powered chairs	0	0	0	0
Computer Lab	0	0	0	0
Portable computer lab	0	0	1	1
Ceiling mount screen	0	0	0	0
Projector	0	0	0	0
Smart board	0	0	0	0



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Westlake Library	LA0053-014 Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	2	2	2	2
PCs	9	11	13	13
Laptop	1	1	1	1
Printers	2	2	2	2
Receipt Printers	2	2	2	2
Light Pens	4	4	4	4
Phones	3	3	3	3
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment: None				
Router	1	1	1	1
Switch	2	2	2	2
Wireless Access Point	1	1	1	1
Powered tables	0	0	0	0
Powered chairs	0	0	0	0
Ceiling mount screen	0	0	0	0
Projector	0	0	0	0



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Warehouse	Current	2011-2012	2012-2013	2013-2014
Circuit Info	PTPT1	PTPT1	PTPT1	PTPT1
Servers	0	0	0	0
PCs	2	2	2	2
Printers	1	1	1	1
Receipt Printers	0	0	0	0
Light Pens	1	1	1	1
Phones	2	2	2	2
Copy Machine	1	1	1	1
Fax	1	1	1	1
Special Equipment: None				
Router	1	1	1	1
Switch	1	1	1	1
Wireless Access Point	1	1	1	1



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D. GOALS AND OBJECTIVES

- **Goal: Provide high speed access that will support growth in usage and implementation of new technologies.**
 - Objective: By July of each year the System Administrator will provide estimate of potential bandwidth impact of adding new technologies.
 - Objective: System administrator will annually make bandwidth change recommendation for E-rate application by August 1.
 - Objective: System Administrator upgrade Moss Bluff Library to 10 ME and Carnegie Memorial to 30 ME by September 2011.

- **Goal: Provide network infrastructure to support growth, speed, and security.**
 - Objective: System administrator will install network visualizer for shaping and monitoring network traffic by March 2011.
 - Objective: System administrator will do network needs assessment by May 2011 to determine cabling and equipment to be replaced to support gigabit network.
 - Objective: To improve access the system administrator will have the network equipment at Iowa Library and Westlake Library moved from small closets to wall mounted racks by May 2011.
 - Objective: System administrator will reorganize network closets at all locations by August 2011.
 - Objective: System administrator will replace older switches with gigabit switches by September 2011.
 - Objective: System administrator will implement two tier backup plan for servers that includes both onsite and remote hosted backups by January 2012.
 - Objective: System administrator will complete upgrade to gigabit network at all locations by June 2012.

- **Goal: Provide computers and other devices that support growing/changing needs of public and staff.**
 - Objective: System administrator will add Overdrive download stations for the public at Central Library and Sulphur Regional Library by March 2011.
 - Objective: System administrator will add self-serve PC Reservation station to Central Library by May 2011.
 - Objective: System administrator will oversee replacement of 4 year old PCs in October annually.
 - Objective: System administrator will add 25 hard wired PCs to the network in October 2011.
 - Objective: System administrator will add portable wireless training labs to Central and Sulphur Regional Libraries by March 2012.
 - Objective: System administrator will add 22 hard wired PCs to the network in October 2012.
 - Objective: System administrator will add portable wireless training lab to be shared by branches by March 2013.



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- **Goal: Provide technologies that will, in a cost effective manner, increase efficiency of library operations and provide needed services to the public.**

- Objective: CCS Librarian will work with library staff to implement individual user logins for integrated library system by March 2011.
- Objective: CCS Librarian will work with library staff to upgrade integrated library system software by April 2011.
- Objective: CCS Librarian with library staff will annually evaluate by June current technology and make recommendations for changes.
- Objective: CCS Librarian with library staff will annually review by June new technologies, evaluate how these might impact the library network, operations, services, collection and facilities .
- Objective: CCS Librarian with library staff will investigate replacing integrated library system by 2012.
- Objective: CCS Librarian with library staff will investigate adding public fax, scanning, and wireless printing services by January 2012.
- Objective: Collection Services Manager with library staff will investigate adding "Red Box" or other alternative collection delivery methods by March 2012.

- **Goal: Provide timely effective means of communication.**

- Objective: System administrator will replace main network server by June 2011.
- Objective: Webmaster with library staff will develop internal marketing plan to promote staff knowledge of library policies, procedures, resources, and services by September 2011.
- Objective: Webmaster plan, implement, and maintain effective responsive web site and social software that provides access to library resources and services and markets the library by June 2011.
- Objective: Webmaster will re-design intranet and implement social software for staff to communicate by June 2011.
- Objective: System trainer train staff on using phones, email, online calendars and social software for communication by October 2011.
- Objective: Webmaster with library staff will develop public technology marketing plan for 2012 based on calendar by October 2011.
- Objective: CCS Librarian with library staff will establish default locations and retention schedules for all electronic files by January 2012.

- **Goal: Provide useful electronic resources and software services.**

- Objective: Webmaster will annually in May survey staff and patrons regarding software services and resources.
- Objective: Collection Services Manager with library staff will annually by June review collection electronic resource options and allocate the materials budget appropriately to meet patron demand.



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- Objective: Collection Services Manager will update the library catalog with best cataloging practices for providing most user friendly interface and access to library materials by September 2011.
 - Objective: Webmaster with library staff will update the public PC desktop and implement dedicated library catalog PCs by October 2011.
 - Objective: System Trainer with library staff will standardize the service desk PC desktop by January 2012.
 - Objective: System administrator will upgrade PC operating systems to newer version of Windows O/S by October 2012.
 - Objective: System Trainer with library staff will upgrade Office software by March 2013.
- **Goal: Provide increased training opportunities for the public and for the staff.**
- Objective: System Trainer with library staff develop public training plan including course list and schedule by June 2011.
 - Objective: System Trainer will work with library staff to develop list of core staff training courses and semester schedule by June 2011.
 - Objective: CCS Librarian with library staff will identify training spaces and required equipment and furniture by June 2011.
 - Objective: CCS Librarian with library staff upgrade meeting rooms to support technology training by June 2013.



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E. PROFESSIONAL DEVELOPMENT STRATEGY

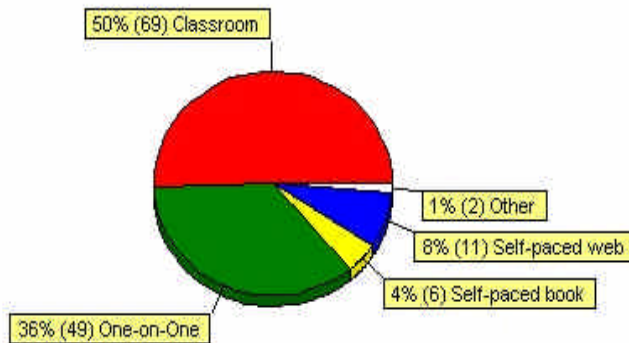
Calcasieu Parish Public Library supports staff development in library skills, soft skills, and technology by allocating funding annually for education and time for 2 Allstaff days, as well as encouraging attendance at various learning opportunities both in the library and outside the library. Further CPPL has a dedicated staff training lab with a weekly schedule that includes time for new staff training, 3 days available for scheduling resource/services classes, and a Friday study hall.

Over the timeline of this technology plan, working with Human Resources and management staff, will identify the skills needed for each job position. Information about learning opportunities will be available through the online staff calendar, and completed training input in the library's online Learning Log. The information gathered will assist with creating professional and personal development plans for individual staff as part of their annual evaluation. The Webmaster will continue to create monthly quizzes for staff about the online resources and services being promoted to the public. Library staff will be encouraged to learn about new technologies and share that information through conference reports and staff meetings.

Results of Staff Technology Skills Survey 2010:

- 137 staff took the survey either online or paper
- Of that number over 70% rated their skills at the high level for computer operations, word processing, internet, and email.
- There were 115 requests for additional training. The most requested training was for Excel.

Below is a chart indicating preferred learning methods.





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F. BUDGET

Budget Categories	2011
PJ IS Fees	\$10,536
Computer Software	\$46,459
Education and Training	\$38,845
Electronic Resources	\$138,000
Furniture and Equipment	\$239,200
Professional Services	\$12,000
Repairs and Maintenance	\$100,000
Staff	\$357,275
Telecommunications	\$165,801
Annual Total	\$1,108,116

Funding Sources	2011
Unassigned	\$0
E-Rate	\$132,646
Grants	\$0
Property Tax	\$975,470
Self-generating	\$0
State Aid	\$0
Annual Total	\$1,108,116

G. EVALUATION PROCESS

- System administrator will monitor network performance daily, weekly, and monthly.
- The library will continue monitoring its monthly electronic resource and web page usage statistics as made available by the service provider.
- The library staff will monitor computer and other equipment usage, through scheduling records and observations.
- Supervisory staff will monitor individual staff development professional and personal goals as part of the annual staff evaluation.
- Evaluate technology plan as part of annual budget planning process.