INTRODUCTION
Indiana Public Library Technology Plan Template

As of January 1, 2011, public libraries in Indiana are required to follow the standards in 590 IAC 6 in order to be eligible for the receipt of state and federal funds. These standards require that public libraries report bylaws, long-range, and technology plans to the Indiana State Library. This template and its accompanying documents are designed to help public libraries in meeting the reporting requirements outlined in the standards.

The Planning Process

The Indiana State Library does not indicate a planning process that a public library must use to develop its long-range or technology plans. However, elements of best practices are demonstrated in the templates. These templates are provided in order to give a basic structure to those libraries that may need some guidance in this area.

Indiana State Library Templates

Public libraries are welcome to design long-range and technology plans which do not make use of the provided templates. In this case, it is recommended to use the included Checklist to ensure all requirements are met.

A template for library board bylaws is also available.

What's Inside

The template packet includes the following items:
- **Checklist**
  Already have a plan and need to check it against the standards? Use the checklist to make sure you've included all of the requirements.
- **Template**
  A simple document that arranges content as outlined in the standards. Use the template if you need a format to use that's acceptable in reporting your plan to the Indiana State Library. Examples are included to help get you started.
- **Instructions**
  Detailed instructions on how to complete the template. Use the instructions for help in completing the template document included.

Technology Plan Template

The instructions in Appendix A explain both the required elements and the tools used to write particular parts of the plan, as indicated below.

- **Goals and Realistic Strategies**
  Defines the technology goals for the library within the years covered by the plan, as well as the realistic strategies (i.e., objectives) set to reach them.
- **Professional Development Strategy**
  Outlines the library's plan to provide staff with the skills needed to achieve its technology goals.
- **Assessment of Technology Resources (FORM)**

Inventories the library's current or desired technology resources and whether or not improvements are needed.
- **Equipment Replacement Schedule (FORM)**
Provides a schedule to replace outdated technology resources for each year of the plan.
- **Financial Resources (FORM)**
Indicates a budget for each year of the plan, including which funds will be used to cover expenditures for technology resources.
- **Evaluation**
Describes how the plan will be evaluated against the goals and realistic strategies it contains.
- **Automation Plan**
Includes the library's plan to automate, or its plan to maintain an existing integrated library system (ILS).

Other sections may be added as required to address unique local circumstances or to elaborate on a library's efforts to provide technology resources to its patrons.

The following conventions are used throughout the sample plan document:

Text Style	Definition
Plain	This text is optional.
Italics	This text is suggested.
Bold	This text is required by standards, statute, or both.
[BRACKETED]	This is text to be filled in by the user.
<u>Underlined</u>	This text is informational or provides instructions.

Forms

There are forms in the template which require the library to examine the resources they have to help them achieve their goals. An evaluation form is included as an example, but it is optional. Detailed instructions for filling out all forms appear in Appendix A.
- **Assessment of the Library's Facilities, Services, Technology and Operations**
This form requests libraries take an inventory of those resources and services which are provided to the public. Simply check a box as to whether or not the resource or service complies with public library standards. Libraries may also indicate if a resource or service is provided based on a specific community need.
- **Financial Resources**
This form becomes the budget for the library's long-range plan. Complete one for each year of the plan, showing how resources or services that have been assessed will be funded. Just enter the dollar amount in the appropriate box on the form.
- **Evaluation (form optional)**
The brief evaluation form included uses a sample goal from the template. The library may choose to develop other evaluation forms or methods which are appropriate to its local environment. Use the included form to help you get started.

INTRODUCTION
Indiana Public Library Technology Plan Template

TECHNOLOGY PLAN CHECKLIST
for Indiana Public Library Standards

In order to be in compliance with Indiana Public Library standards (590 IAC 6-1-4(g)), use the checklist below to ensure the following elements are included in your submission to the Indiana State Library.

Keep in mind that this template covers only what is required by the public library standards. You may need to consult other resources for further information. See the Library Development Office website for a list: http://www.in.gov/library/ldoresources.htm

Does the technology plan . . .	Yes
Cover, at most, three years?	☐
List the library goals and realistic strategies for using telecommunications and information technology to respond to needs of the community?	☐
Provide a professional development strategy to ensure that staff has the skills and training necessary to meet the library's technology goals?	☐
Assess the library's current telecommunication services, hardware, software, and other services that comply with basic standards for the population served by the library?	☐
Indicate a replacement schedule for telecommunication services, hardware, software, and other services to meet continuing needs of the community?	☐
Include a budget for the costs of telecommunication services, hardware, software and other services required during the years covered by the plan?	☐
Describe the ongoing annual evaluation of the plan's goals and strategies that includes revision and modifications filed with the Indiana State Library?	☐
Outline the library's automation plan that indicates the library's collections are managed through the use of an integrated library system (ILS)?	☐

Please contact Karen Ainslie (317) 232-1938 or (800) 451-6028 [In State only], or kainslie@library.IN.gov with any questions you may have.

[NAME] PUBLIC LIBRARY

Three Year Technology Plan

[YEAR] to [YEAR]

[NAME] Public Library Technology Plan Committee

[DATE]

Committee Members:

[LIST NAMES AND AFFILIATIONS OF COMMITTEE MEMBERS]

TECHNOLOGY PLAN TEMPLATE

Goals and Realistic Strategies

The following is sample text you may use to define the library's goals and realistic strategies as they relate to technology resources. Please refer to the instructions for further details.

These goals and strategies represent the library's effort to maintain a technologically rich environment for its residents.

Goal:

Children will be engaged in dynamic and challenging learning opportunities delivered by way of technology.

Realistic Strategy:

In six months the library will add a Children's Workstation with age-appropriate learning software.

Goal:

Patrons will be able to use self check out stations in order to decrease their wait time for routine transactions.

Realistic Strategy:

In the next fiscal year, the library will purchase two self check machines and measure and observe results.

Goal:

Patrons of all ages will find new ways to enjoy cultural and historical resources via the digitization of images, sounds and videos.

Realistic Strategy:

Library staff members will take Indiana State Library digitization classes offered in the first quarter of 20xx and identify items to be digitized within one month of the class.

TECHNOLOGY PLAN TEMPLATE

Professional Development Strategy

The following is sample text you may use to define the library's professional development strategy as it relates to technology resources. Please see the instructions for further details.

The following goals and strategies represent the library's commitment to provide staff members who are knowledgeable about technology concepts and practices.

Goal:

Provide library staff with training for standard office computer applications (e.g., Word, Excel, PowerPoint, etc.) related to in-house usage.

Realistic Strategy:

In the first quarter of 20xx, IT staff will compose a tutorial for creating a Word document (e.g., an office memorandum) that includes instructions for using fonts, bulleted lists, and paragraph formatting.

Realistic Strategy:

Twice per year, professional staff will attend a workshop where participants use a standard office application to create a product that is useful to them in their everyday work, such as an Excel worksheet for a program budget.

TECHNOLOGY PLAN TEMPLATE

Assessment of Technology Resources

YEAR: [YEAR]	Currently Have/Need [list telecommunication service, hardware, software, or other service]	Required by Standard [list corresponding standard]	Identified by Community Needs [compliance level will not be used]	Indiana Public Library Standards Compliance Level			
				Basic	Enhanced	Exceptional	Improve
Telecomm. Services							
Main	5 telephones, 1 central line for public	Telephone listed in library's name		X			
	Outgoing message after hours, voicemail on all phones	Voice mail or other method to inform public of hours		X			
	2 T1 lines	Internet connection speed at least 1.5 mbps		X		10 mbps fiber	
Hardware							
Main	Photocopier ($0.10 per b/w copy)	Copier	eBook readers	X			
	Public fax ($1.70 1st pg, $1.00/pg, each add'l)	Fax machine	Digital camera	X			
	Public computer lab (10 workstations)	Class C serving 8,736		X			
Branch	Children's literacy workstation	Children's service		X	Wireless Internet		
Software							
	Integrated Library System software	Integrated Library System		X			
Branch	Children's literacy software	Children's service		X			

TECHNOLOGY PLAN TEMPLATE

YEAR: [YEAR]		Required by Standards [list corresponding standard]	Identified by Community Needs [compliance level will not be used]	Indiana Public Library Standards Compliance Level			
Other Services							
				Basic	Enhanced	Exceptional	Improve
	Reference database		Adult reference service	X			

TECHNOLOGY PLAN TEMPLATE

Equipment Replacement Schedule

Assessed Resource [list equipment to be replaced]		[YEAR]			
		Q1	Q2	Q3	Q4
Telecomm. Services					
Main		NA	NA	NA	NA
Hardware					
Main	Photocopier ($0.10 per b/w copy)	NA	NA	NA	NA
	Public fax ($1.70 1st pg, $1.00/pg, each add'l)			X	
	Public computer lab workstations 1-5		X		
	Public computer lab workstations 6-10				X
Branch	Children's literacy workstation	X			
Software					
Main					
Branch					
Other Services					
Main					
Branch					

TECHNOLOGY PLAN TEMPLATE

Financial Resources

YEAR: [YEAR]	Currently Have/Need *[list telecommunication service, hardware, software, or other service]*	Funds					
		Operating	LIRF	LCPF	Rainy Day	eRate	Fund 6
Telecomm. Services							
Main	5 telephones, 1 central line for public	$4,500					
	Outgoing message after hours, voicemail on all phones	$0					
	10 mbps fiber	$13,348				$31,145	
	Canon Powershot Digital Camera	$200.00					
Hardware							
Main	Photocopier ($0.10 per b/w copy)	$4,000					
	Public fax ($1.70 1st pg, $1.00/pg, each add'l)	$1,000					
	Public computer lab (10 workstations)			$25,000			
Branch	Children's literacy workstation	$2,400					
	Color Nook (ebook reader)			$250.00			
Software							
	Integrated Library System Vendor Name	$18,000					
Branch	Children's Literacy software for workstation	$0					
Other Services							
	Automotive repair database	$6,000					

TECHNOLOGY PLAN TEMPLATE

Evaluation

The following is sample text you may use to describe the library's evaluation process as it relates to technology resources. Please see the instructions for further details.

This plan will be reviewed at the library board's annual meeting of each year covered by the plan. The assessment and financial resources section will be evaluated at that time and modified accordingly. All revisions will be submitted to the state library within one month of the board's annual meeting.

Certain strategies described above require evaluation more frequently. Quarterly updates during each plan year will be made to the board as to the progress toward those specific objectives.

The following is a sample Excel form you may use to evaluate a hardware/software goal and strategy. Please see instructions for further details.

Timeframe:		
Library Goal:		
Library Objective:		
Category	Software	Hardware
Item		
Cost	$0	$0
Purchase Date	mm/dd/yy	mm/dd/yy

TECHNOLOGY PLAN TEMPLATE

Automation Plan

The technology plan is three-year plan must include a description of the library's current technological resources, with realistic goals and a strategy for using telecommunications and information technology within their community. Included in this plan is a schedule for equipment replacement, and a discussion of the financial and professional development resources available to support this technology. Also within this plan, the library needs to state that it agrees to catalog materials according to a nationally recognized cataloging standard (i.e.-- Library of Congress, Dewey, NLM, etc) to fulfill the "automation plan" requirement of 590 IAC 6-1-4 (h)(4)(G).

INSTRUCTIONS
(Technology Plan Template)

As of January 1, 2011, a three-year technology plan for service in public libraries is required by Indiana public library standards (590 IAC 6). Technology planning is an important responsibility of the library board, with input from the director. It is advisable to assign a board committee to manage this process.

These instructions provide the basic information you need to complete the sample plan document which follows. Use the checklist above to ensure all components are included. Please note that the template is designed to result in the submission of the library's technology plan to the Indiana State Library as required by public library standards. Formats for other audiences are left to individual libraries to create and develop.

For technology planning, WebJunction may be used as a resource: webjunction.org/techplan. TechAtlas (webjunction.techatlas.org) is also a good resource for understanding measureable goals and realistic technology objectives. The instructions and the template that follows are based on the eRate model outlined in Chapter 10 of the New Director Information at http://www.in.gov/library/3310.htm.

TITLE PAGE

Fill In	Instructions
[NAME]	Insert the library's name where indicated.
[YEAR]	Insert the beginning and ending years which the plan covers.
[DATE]	Enter a creation date for the plan.
[LIST NAMES . . .]	List the names and affiliations of the planning committee members here, if applicable.

GOALS AND REALISTIC STRATEGIES

Goals should have an audience and a benefit received by that audience because the library offers a specific service.

The realistic strategies to achieve goals (i.e., objectives) are composed of a time frame, target, and measure. Examples of measures are number of users, perceptions of users, outcomes, or units of service delivered, and can be both qualitative and quantitative.

Goals support the procurement of technology that ultimately benefits library patrons. See the template for examples. Please edit for your specific community needs.

INSTRUCTIONS
(Technology Plan Template)

PROFESSIONAL DEVELOPMENT STRATEGY

Describe the level of staff development required over the next three years. Use the "Goal" and "Realistic Strategy" language described above.

Professional development opportunities support the staff's ability to deliver quality library services. See the template for examples. Please edit for your specific community needs.

ASSESSMENT OF TECHNOLOGY RESOURCES

In this section of the technology plan, take an inventory of all the library's telecommunication services, hardware, software and other services needed to improve library services. The inventory includes what the library currently and what is required to meet standards. Whenever possible, the services and equipment should align with the library's goals and realistic strategies.

Using the attached form, enter the information as indicated. Use one form (or set of forms) for each year covered by the technology plan. Enter the year covered by the assessment in the top left corner of the form. Indicate in the table title whether you are class A, B, or C public library.

- **Currently Have/Need**
  Enter the telecommunication services, hardware, software and other services that the library currently possesses or offers. Also include items which the library needs to be in compliance with standards.
- **Required by Standards**
  Review the public library standards ([590 IAC 6](#)) appropriate for the library's population class. Enter the standard on the form that corresponds with the entry in the "Currently Have/Need" column.
- **Identified by Community Needs [Compliance Level Not Needed]**
  List items identified to meet community needs for library technology services including hardware, software and telecommunications.
- **Compliance Level [Basic, Enhanced, Exceptional, Improve]**
  Place a mark in the box that indicates the library's level of compliance with the standard identified in the "Required by Standards" column. If the library is not in compliance, place a mark in the "Improve" box.

This section of the plan should be evaluated and updated annually.

NOTE: The detailed technology assessment on this form may be used in the long-range plan required by Indiana public library standards. Because a long-range plan can cover up to five years, additional years may need to be added to the assessment in the library's technology plan.

INSTRUCTIONS
(Technology Plan Template)

EQUIPMENT REPLACEMENT SCHEDULE

Each year the library replaces and/or rotates equipment to best serve the needs of the library's community. This is illustrated in the library's equipment replacement schedule. Whenever possible, equipment replacement should align with the goals and realistic strategies of the technology plan.

Keep in mind that the library may already have an equipment replacement policy in place. The schedule in the technology plan should reflect such a policy.

The following rules of thumb may be used as guidelines for equipment replacement:

Notebook Computers   3-4 years
Desktop Computers   4-5 years
Servers   3-4 years
PDA/Phones   2-3 years
Network Equipment   3-5 years
Printers (as needed)   5+ years

Using the attached form, enter the information as indicated. Use one form (or set of forms) for each year covered by the technology plan.

- **Assessed Resource**
  Use the hardware list from the assessment above to fill in this section of the form. Be as detailed as necessary to ensure all equipment is listed.
- **[YEAR] [Q1, Q2, Q3, Q4]**
  Indicate the year of the technology plan. In the column for each quarter, place a mark when the equipment will be replaced. If the equipment listed will not be replaced that year, put "NA" in all four quarters.

FINANCIAL RESOURCES

A plan for financial sustainability throughout the duration of the library's technology plan should be included in this section.

The financial estimates outlined in this section of the plan should also be evaluated regularly (at least annually) for progress toward the library's goals and realistic strategies.

Complete the attached form by entering information as indicated. Use one form (or set of forms) for each year covered by the long-range plan. Enter the year covered by the assessment in the top left corner of the form.

- **Assessed Resource or Service**
  Review the assessment form completed above. Enter the list of resources and services the

library will be assessing in the corresponding section of the budgeting form: Telecommunications Services, Hardware, Software, or Other Services.

- **Funds [Operating, LIRF, LCPF, Rainy Day, Gift, eRate, Fund #]**
  For each item listed in the "Assessed Resource or Service" column, enter an estimated dollar amount for the cost of the resource or service in that year of coverage. For "Fund #" columns, enter a fund name relevant to the library. Note that technology expenses may have funds unique to their purpose, such as eRate or the State Technology Grant.

NOTE: The technology section on this form may be used in the long-range plan required by Indiana public library standards. Because a long-range plan can cover up to five years, additional years may need to be added to the financial resources listed in the library's technology plan.

EVALUATION

A method of evaluation for the entire technology plan of at least an annual basis should be described in this section.

Certain portions of the plan should be evaluated annually, such as the assessments and financial resources sections.

The realistic strategies outlined in the technology plan should also be evaluated regularly (at least annually) for progress toward the library's goals. This includes the strategy described for professional development.

Differing evaluation methods per individual library are acceptable in this section. Choose one that works best for the plan developed by the library board.

INSTRUCTIONS
(Technology Plan Template)

Here is a suggested form that can be used to evaluate the goals set forth in goal/strategy parts of the plan.

Timeframe:	*Complete not later than 06/30/2012*	
Library Goal:	*Children will be engaged in dynamic and challenging learning opportunities delivered by way of technology.*	
Library Objective:	*In six months the library will add a Children's Workstation with age-appropriate learning software.*	
Category	Software	Hardware
Item	*Includes 50+ installed for ages toddler to pre-K*	*Kids CyberNet Station – Early Learning System*
Cost	*$0*	*$2000*
Purchase Date	*09/30/2011*	*09/30/2011*

Use this example as a guide to draft other evaluate other goals and strategies in the plan.

INSTRUCTIONS
(Technology Plan Template)

Here is a suggested form to evaluate or monitor the financial resources. This budget outlines the cost of technology services.

Fund	2013	2014	2015
Operating			
IT Personnel & Benefits	$75,000	$78,000	$80,000
Library Computer Supplies-Annual Maintenance-Repairs	$8,000	$10,000	$12,000
Library ILS Maintenance	$116,250	$85,000	$85,000
IT Staff Training	$10,000	$10,000	$10,000
Public Service Staff Training	$2,000	$2,000	$2,000
Library Data - Telecommunications	$5,000	$6,000	$7,500
	$216,250	**$191,000**	**$196,500**
Capital Projects Fund			
Network Infrastructure and Improvements	$125,000	$125,000	$200,000
PC Retirements and Additions	$285,000	$420,000	$250,000
Special Technical Projects	$50,000	$50,000	$50,000
	$460,000	**$595,000**	**$500,000**
Technology Bond Fund			
Infrastructure Improvements	$100,000	-	-
Total	**$776,250**	**$786,000**	**$696,500**

Form can be modified to meet requirements of the evaluated item.

AUTOMATION PLAN

Please provide information on current or future implementation of integrated library system (ILS) for cataloging and circulation of items, creation and maintenance of patron records, and public access of bibliographic records in the library or from a remote site.

Please include the following areas of planning, implementation, and maintenance in the automation plan.

INSTRUCTIONS
(Technology Plan Template)

A. Planning

1. Library's needs, goals, and objectives.

2. Collection growth and current size.

3. Weeding schedule of collection management.

4. Number of titles with MARC records.

5. Operating costs related to the automation project.

6. Upgrade plans.

7. Timeline

8. Budget

B. Implementation

1. Retrospective conversion.

2. Hardware

3. Software

4. Training of staff and customers

5. Site preparation

C. Maintenance

1. Hardware support.

2. Software support

3. Network support (if needed)

*If the automation project involves more than one library, it is recommended that the plan should at least include:

1. Evaluation of the collections from each library.

2. Arrangement for interlibrary loan procedures between entities.

3. Interlocal agreement between the entities involved including a process of dissolution

4. Creation of policies and procedures for each library involved.

5. Development of maintenance agreements.

Automation Project Recommendations:

In addition to the overall automation plan, specific parts of the plan should include:

Bibliographic Records

1. (AACR) "Anglo-American Cataloging Rules" should be the standard for:

* Access points
* Descriptive cataloging
* Original cataloging

2. Holdings information should also be kept current.

MARC Records (Machine-Readable)

INSTRUCTIONS
(Technology Plan Template)

This section covers the structure of the bibliographic records during conversion, import, and/or export.

1. The standard for the bibliographic records should be compliant with the most current MARC standard.

2. The bibliographic records should contain at least one of the following identifiers: LCCN (Library of Congress Control Number), ISBN (International Standard Book Number), or ISSN (International Standard Serial Number).

3. The standard for authority records should be the USMARC format for Authority Data, Current edition.

Bibliographic Database

1. Database that is used as a local catalog should include all cataloged holdings unless otherwise noted.
2. The database should be maintained so that each bibliographic record accurately reflects the collection.
3. Additions and deletions to the collection and changes in the holdings and locations should be recorded within one month.
4. All records entered into the database shall follow the recommendations in the sections of bibliographic records and the MARC records.

Authority Control

It is recommended that either the Sear's Subject Headings and/or Library of Congress Subject Headings be used as a resource.

Automation System (Software) Recommendations:

* Should allow for database creation and maintenance and at a minimum either a circulation module or public access catalog module. It is recommended that libraries add additional modules as needed locally.

* Should have a back-up system to protect and maintain the library's records.

* Should be able to import and export the current version of MARC records through at least one of the following ways: magnetic tape, floppy disk or electronic file through the Internet.

* The library should create policies and procedures that relate to the operation of the system.

Automation System Hardware Recommendations:

INSTRUCTIONS
(Technology Plan Template)

*The workstations and/or server should at minimum comply with the automation vendor's hardware and software recommendations. It is also suggested to surpass the minimum requirements given by the vendors.