

Barrington Public Library
Technology Plan
June 2016

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◆ **Executive Summary**

I. Public Services

- Enhance electronic services to provide easy, fair, secure, and fast access.
- Enhance the content of the library's web page by adding more multimedia content that is consistent with current collection development criteria and offer more databases/downloadable media services accessible to patrons from home.
- Provide basic and advanced group computer classes as well as continued one-on-one personalized technology training for the public.
- Continue to promote Inter-library Loan services to local schools via the online catalog and provide school delivery of materials.
- Provide upcoming item lists in our online catalog, online forms for patrons to suggest a title for purchase, and watch lists/online reviews for patrons to pre-reserve and discover new materials.
- Provide proper licensing to show media at library and recreation events.

II. Collection Development & Maintenance

- Budget for database access as patron demand requires & investigate loaning wireless access devices to the community.
- Budget for technology related Toys/Games/Systems necessary to provide STEAM (Science, technology, engineering, arts, and math) programs, and a circulating collection of STEAM items for patrons.
- Maintain the integrity of the catalog files in order to make ease of use by patrons a priority.
- Continue to budget for yearly support for our Integrated Library System Atrium.

III. Staff Development

- Fine tune the IT-Technical Services Librarian position description and salary range to reflect current and expected duties, as well as completed training.
- Continue in-house staff training in various forms of technology (hardware), software applications, and databases.
- Allow staff time & finances to attend technology seminars and courses.

IV. Facilities, Equipment and Online Services

- Maintain current networked copier and plan for hardware and peripherals obsolescence.
- Develop a backup solution for staff created files.
- Update and maintain staff-used computer hardware and software.
- Maintain, repair and clean the DVD, CD, and Video Game collection in-house
- Continued budgeting for website hosting and Event Registration Module.
- Establish in-house digital signage.

V. Community Relations

- Maintain a promotional campaign for the library's current electronic services.
- Compile usage and satisfaction statistics through tracking and surveys.
- Plan for Science, Technology, Engineering, Art and Mathematics programs as a means of outreach to students.

VI. Community Cooperation

- Foster greater cooperation among school, government, and social agencies in Barrington & the State of NH for the development of shared resources and community links.
- Maintain established relationships with technology volunteers and donors.

The Mission of the Library

The Barrington Public Library provides equal opportunity for everyone to access, share, and create information. As a welcoming and inclusive community center, the library connects our patrons to educational, recreational, and technological resources that enhance their lives. Freedom of speech, freedom of information and the right to privacy are cornerstone principles for all library policies, programs, and services.

How Current & Proposed Technology Supports Our Mission

This plan addresses the library mission in terms of acquiring, organizing, maintaining, and disseminating electronic resources that will help to enrich, educate, and inform the citizens of Barrington.

Our public's needs are increasingly becoming more complex, and their expectations of our collection and our capacity to link to larger sources of information are rising rapidly. In response to this need, the library provides more timely information and a wider diversity in what is offered, and in what formats the library offers it.

Libraries have traditionally been places where information is housed. Today the library looks beyond the physical facility to gather the information and resources our patrons desire and provides the means for our patrons to become information creators as well as consumers. The library

provides access electronically to those resources we cannot physically own. The collection is viewed in terms of not only books on the shelves, but access points, databases, downloadable materials, and devices to access that material. The library currently accesses many of our databases through the State Library, but as budgets shrink on the State level, some of these are being removed and pushed to the local level. New electronic resources our public wants will likely not be provided from the State in future budget cycles, therefore, the library now plans to budget for the addition of these databases and download/streaming services in order to provide the necessary information and content to our patrons.

Demand for e-books is growing slowly after a large initial interest and the library offers Overdrive to provide e-books, audiobooks, and e-magazines to community members that are interested. We see about ¼ of registered library patrons using this service heavily and foresee younger patrons utilizing this form of content even more in the future. Services like Hoopla are being added to meet further demand by patrons for immediacy in downloading materials, and a larger selection. E-Readers and other hand held devices such as iPads and Android devices, help the library to promote electronic collections to patrons who may not otherwise have the financial ability to purchase these devices to utilize new formats being offered by the library.

Properly integrating technology into our library requires us to train staff properly and in a timely fashion. Training in all forms of library technology is imperative if the library is to have a competent staff that can assist patrons in using these new systems. This plan outlines further training necessary to keep staff up to date on new technology and services.

Upgrading to new software systems and programs frees staff for one on one patron interactions by removing time consuming paper based tasks and allows patrons to have better access to our materials and services through user-friendly interfaces such as our online event registration module. Upgrading, fine-tuning, and maintaining our website, mobile catalog, and other access points, on a regular basis will insure a continued positive experience for patrons.

Faster internet speeds and Linux based systems that require less maintenance, experience less down time, and clear history automatically mean less time waiting for a free Internet terminal and less staff time trouble shooting. It also allows for the ability to download larger files in less time with fewer problems, thus fulfilling patron's needs for immediacy, privacy, and speed.

Maintaining systems with the latest technology specifications is necessary to meet the demands of a diverse user base that comes in for a variety of reasons, ranging from simple access to e-mail to creating documents, taking online classes, and using high video content sites. Allocating sufficient monies, and building a modern job description, for high level technology staff is also imperative as professional help is required for more advanced tasks involving our network, web site, copier system, and various software products we now utilize to serve the public.

The library plans to educate the community to expand the use of databases and our downloadable content as well as services such as the "Book a Librarian" program, streaming media, public computer classes, and STEAM based collections and programs. These technologies offer a great opportunity for community connectivity, enrichment, and lifelong learning. The library will continue using e-mail newsletters, social media, and other communications outlets to provide news and service updates to all citizens.

Investments in technology are evaluated through appropriate channels of feedback, such as surveys and direct patron testimonials, to ensure that the library is offering services that our patrons need. This plan will insure that such investments are a wise use of limited funding.

I. Goals for Public Services

To develop and implement, through continuous evaluation and adaptation, our program of electronic resources to meet the information, education, recreation, and creation needs of our patrons.

Objective 1: Enhance electronic services to provide easy, fair, secure, and fast access by library patrons.

- **2016 Forward**, ensure sufficient connection speeds via Metrocast through monitoring, and upgrading services if necessary. Ensure network hardware providing patron connectivity is up to date, functioning optimally, and providing the fastest connection possible. **(Staff Time & General government building line)**
- **2016 Forward**, institute and upkeep a library splash page with our acceptable use policy and track Wi-Fi usage using “Untangle” to report to the town and state for statistical purposes, and to determine whether the library can reduce wired stations at some point due to heavier wireless device activity. **(Staff Time)**
- **2016 Forward**, determine if blocking of any Torrent sites, or limiting bandwidth usage per patron is necessary to ensure equitable and lawful use of the library public Wi-Fi. **(Staff Time)**
- **2018**, Budget for subscription fees for “Useful” software, the library’s newly instituted Linux thin client system for public terminals. A three year term will be renewed to save 6% on overall yearly subscription costs. Hardware just purchased should last the length of this 4 year plan. **(Technology Fund)**

Objective 2: Enhance the content of the library’s web page by adding more multimedia content and offering more databases accessible to patrons from home.

- **2016 Forward**, begin incorporating How-to videos/links on the website technology assistance page for basic computer and technology skills, resume building, and basic e-reader skills. **(Staff Time)**
- **2016 Forward**, utilize our flip camera to take videos of library events to post online, to create PR modules for programs and collections, and to share stories of library patrons who have been helped/served by the library. **(Staff Time)**
- **2017 Forward**, budget yearly for added databases such as Chilton’s Car Repair (2018), Hoopla (2018), Pronunciator (2017), Universal Class (2019), and Legal Forms (2017). **(Yearly Budget, Digital Resources Line)**
- **2016 Forward**, continue providing access for Ancestry Library Edition for in-library use and Heritage Quest for home use. **(Budget, Digital Resources Line)**

Objective 3: Provide basic and advanced group computer classes as well as continued one-on-one personalized technology training for the public.

- **2016 Forward**, focus PR on community groups to increase usage and awareness of these services.

- **2016 Forward**, provide at least 2 in-house, or outreach, group computer classes on topics which surveyed as high interest each year. Surveys concluded that patrons would like classes on Microsoft Office products, social media services, and to a lesser extent, computer programming basics (**Staff Time & Instructor Fees from Programming Budget Line If Necessary**)
- **2016 Forward**, through the “Book-A-Librarian” program, provide continued one-on-one training to the public on utilizing current software and hardware. (**Staff Time**)
- **2016 forward**, work with Barrington Middle School to provide at least 2 after school enrichment sessions yearly with Science, Technology, Engineering, Art and Mathematics (STEAM) programs and activities. (**Staff Time & Programming Budget Line**)
- **2016 Forward**, plan for a yearly in-library STEM program for teens and adults. Possible classes include programming Arduino or Raspberry Pi, coding basics with Ozobots, 3D Printing or creating electronic greetings/Circuitry cards. We will seek grant funding to offset some costs. (**Programming Budget Line**).

Objective 4: Continue to promote Interlibrary Loan services to local schools via the online catalog, and provide school delivery of materials.

- **2016 Forward**, work with the school librarians to teach students how to use our online request system, and secure yearly volunteers to do weekly delivery runs to BES and BMS. (**Staff Time & Volunteers**)
- **2016 Forward**, work with the ECLC and Kindergarten to show teachers how to request materials for their classrooms, and provide in-library visits and instruction to these students during the school year. (**Staff Time**)

Objective 5: Provide upcoming item lists in our online catalog, online forms for patrons to suggest a title for purchase, and watch lists/online reviews for patrons to pre-reserve and discover new materials.

- **2016 Forward**, do more PR and training on these services we already have in place to increase patron usage. Increase the number of pre-ordered items we list in the catalog from approx. 20 per month to 50-100 and increase the number of patron and staff reviews in our online catalog to approx. 20 per month. (**Staff Time & PR Budget Line**)

Objective 6: Provide proper licensing to show media at library and recreation events.

- **2016 Forward**, continue movie licensing contract with Movie Licensing USA and MPLC. (**Budget, Contracts Line**)

II. Goals for Collection Development & Maintenance

Provide expanded resources in new formats such as streaming music and video content, as well as updating devices and content for video gaming systems, and providing research content through new databases. Maintain the collection in-house to provide quick turnaround of damaged items and save money outside A/V repair services.

Objective 1: Budget for online materials access as patron demand requires & investigate loaning wireless access devices to the community.

- **2016 Forward**, continue offering our downloadable eBooks and audiobooks service, Overdrive. The consortium has revised how member libraries are charged for services. The

old formula used population and circulation to calculate how much the library would pay. The new formula uses circulation and number of unique users. This new formula will raise the cost slightly for Barrington due to the large number of users and circulations for a town our size. **(Budget, Digital Materials Line)**

- **2018**, Pick up the streaming video and music content service Hoopla as a budgeted service. The trial 2-year period paid for by donations will have ended, and based upon initial use, this should be included as an ongoing service. We will ask the Friends for a yearly donation to cover a portion of costs. **(Yearly Budget, Digital Services Line)**
- **2016-2020**, Use volunteers to cross check digital services and hide items in Hoopla that can be accessed for less money through Overdrive. **(Volunteer Time)**
- **2017-2018**, Purchase 1 new e-reader or tablet each year to replace outdated equipment. **(Technology Fund)**
- **2019**, Research/implement loaning wi-fi hotspot devices to the community. This will allow Barrington residents who may not have home access to the internet, to use a mobile hotspot, provided by the library, from home, for the length of the loan period. We will budgeting for two devices for a two year contract via T-Mobile. The pilot program will consist of just one device until we see enough interest before purchasing the second device. **(Technology Fund for hardware, budget contracts line for monthly fees)**
- **2018**, Build a local genealogy database using old records from the 1700's that might not be available anywhere else, or, scanned photographs from Barrington's past. The NH State Technology Coordinator has already assisted other libraries in the state in creating such a local database. Partner with the Historical Society on this project for access to materials and possible volunteers. Shoot for 2022 as a date where we have a significant electronic collection of historical documents to celebrate the 300th anniversary of the Town. **(Staff Time)**

Objective 2: Budget for technology related Toys/Games/Systems necessary to provide STEAM and gaming programs, and a circulating collection of STEAM and gaming items for patrons. We will also explore grant options for these items. Older gaming consoles now used for gaming days will be rotated into the circulating collection so patrons may check them out along with games.

- **2017**, Add a Wii U device for in house use and more Wii U games to the collection. **(Technology Fund for hardware & Fines & Fees for games)**
- **2018**, Add an XboxOne device for circulation and more XboxOne games to the collection. **(Technology Fund for hardware & Fines & Fees for games)**
- **2016-2020**, Budget \$500.00 yearly for STEAM hardware/games. **(From Fines & Fees)**

Objective 3: Maintain the integrity of the catalog files in order to make ease of use by patrons a priority.

- **2016 Forward**, remove deleted items regularly from Atrium and the state NHU-PAC system **(Staff Time)**
- **2016**, Finished inventory begun in 2015. **(Staff Time & Volunteers)**
- **2020**, Schedule another full inventory. **(Staff Time & Volunteers)**

Objective 4: Continue to budget for yearly support for our ILS system.

- **2016 Forward**, budget yearly for continued support for Atrium and EZCat cataloging module. **(Budget, Contracts Line)**

III. Goals for Staff Development

Fulfill service and collection objectives through effective staff development and training.

Objective 1: Fine tune the IT-Technical Services Librarian position description and salary range to reflect current and expected duties, as well as completed training.

- **2016**, Continued training of the IT-Technical Services Librarian through completion of college level Information Technology coursework, and working with the Director to learn new library related skills. **(Staff Time & Training Budget Line)**
- **2016 Forward**, require the employee in this position to keep abreast of library specific topics and issues, not just general technology. Monitor the state IT list-serve and read up on technology issues related to programs and services the library is hoping to institute. **(Staff Time)**
- **2017** Re-write the job description to fit current and expected duties of this position based upon training successes and issues. Assess salary range considering these factors. **(Staff Time)/Budget, Part-time salary line)**
- **2018**, Consider increasing this employee to full-time status based upon library usage and technology needs. **(Budget, Full Time salary Line)**

Objective 2: Continue in-house staff training in various forms of technology, hardware, software applications, and databases.

- **2016 Forward**, cross train employees to complete each other's computer technology tasks. More than one staff member will know ILL and Overdue and Processing procedures to fill in for vacations and leaves of absence. **(In Progress/Staff Time)**
- **2016 Forward**, each employee will be required to schedule a training time with the IT Librarian to learn at least one new technology skill yearly. Those skills needed to be identified through yearly job performance review. At next review, Director will check with IT Librarian to ensure that technology training session was completed by the employee. **(Staff Time)**
- **2016 Forward**, new staff will be given time to work with the IT Librarian to learn basic technology related skills necessary for their work tasks. **(Staff Time)**

Objective 3: Allow staff time & finances to attend technology seminars and courses.

- **2016-Forward**, each staff member should attend at least one new workshop/webinar/conference on current technology in the library. **(Many Free Courses offered Via the State Library, Novelist webinars, and Tech Soup, Training Line Yearly Budget)**

IV. Goal for Facilities, Equipment and Online Services

Objective 1: Maintain current networked copier and plan for hardware and peripherals obsolescence.

- **2016-2020**, Maintain and re-negotiate/re-bid lease in 2019 on color copier/fax machine for public and staff use. (**Yearly Budget**)
- **2016**, Procured a donation of a digital camera to be used at library events to update our old one from 2004. (**Donation received 2016**)
- **2016 Forward**, save for possible failure of typewriter, barcode scanners, receipt printers, back up batteries, monitors, etc. (**Technology Fund**)
- **2018-2019**, Research & implement a wireless printing solution to account for more patrons bringing their own devices if usage and requests warrants it. PrinterOn and PaperCut are possible solutions. (**Yearly Budget, Contracts Line**)

Objective 2: Develop a backup solution for staff created files.

- **2016**, A set of physical hard drives has been purchased to swap monthly. Software to do automatic daily backups to these devices was installed. This will allow us to have a safety net in the event anything happens to the physical backup that is kept in the Director's office and removes daily backups from the staff's duties. (**Yearly Budget, Technology Line**)

Objective 3: Update and maintain staff-used computer hardware and software.

- **2016 Forward**, pay for online staff scheduling software, Schedule Base contract. (**Yearly Budget, Contracts Line**)
- **2016 Forward**, maintain our summer reading program software contract with Evanced. (**Yearly Budget, Contracts Line**)
- **2018**, Purchase a staff server and 5 thin client terminals with necessary software licenses for the office staff to replace donated computers from 2011 and 2012. (**Technology Fund**)
- **2018**, Implement updated Microsoft Office Server Suite for staff creation of documents. (**Technology Fund**)
- **2019 & 2020**, Replace 4 monitors each year (old ones from 2005-2010). (**Technology Fund**)
- **2019**, Purchase 2 new computers for the Circulation Desk to replace ones from 2011. (**Technology Fund**)
- **2020**, Purchase 1 new laptop for staff and public use to replace one from 2014. (**Technology Fund**)
- **2016 Forward**, Provide suitable infrastructure for fast broadband connections for the public.

Objective 4: Maintain, repair and clean the DVD, CD, and Video Game collection in-house.

- **2016-2020**, Send VMI machine for a factory authorized complete cleaning yearly to extend life. (**Budget, Equipment Maintenance Line**)
- **2020**, Look into replacing the VMI Disk cleaner with newer model if necessary. (**Technology Fund**)
- **2016 Forward**, maintain cleaning supplies for VMI Disk cleaner (**Budget, Operating Supplies**)

Objective 5: Continued budgeting for website hosting and Event Registration Module.

- **2016 Forward**, continue budgeting for website hosting and event registration module via Piper Webs (**Budget**)

Objective 6: Establish in-house signage.

- **2017**, Utilize digital signage at the front desk to reduce paper waste and free up front desk space. System will be comprised of a flat screen monitor and a mini PC similar to a Raspberry Pi. **(Technology Fund)**

V. Goals for Community Relations

Establish an effective community relations and advertising program that will communicate the availability of electronic sources and promote library use.

Objective 1: Maintain a promotional campaign for the library's current electronic services.

- **2016 Forward**, continue to use local news organizations, papers, the Barrington television station and social media to publicize services. Send newsletters, fliers and brochures to local organizations and schools for posting. **(Budget, PR Line)**
- **2016 Forward**, update the Events Calendar on the Homepage regularly. **(Staff Time)**
- **2016 Forward**, give out bookmarks with our homepage and e-mails listed to every new patron as well as electronic services brochures. **(Budget Line, PR)**
- **2016 Forward**, using mobile devices, Wi-Fi, and our ability to tap many of our digital resources online, offer instructional seminars to other town groups like Brownies, Boy Scouts, Historical Society, Police, etc. that show them what we have to offer electronically, and how to access those services. Focus on getting librarians out into the community and finding ways to meet our patrons where they live, work, and play. **(Staff Time)**
- **2016 Forward**, use electronic means to communicate services and programs to the community. MailChimp e-newsletters will be sent regularly. Creating a greater social media presence is key in future plans. Focus on posting upcoming events, reader's advisory items, fun and interactive questions, games, and news. A heavy focus will be placed on using social media to create a "24/7 digital service" mindset. **(Staff Time & PR Budget)**
- **2016 Forward**, foster technology donations with major donors seeking a way to assist the library. **(Staff Time)**
- **2016 Forward**, promote within the town and with the ABC and BOS, our current yearly technology line for emergencies (\$500.00) and the continued support of the technology fund warrant article (\$3,000.00) to create an expendable fund for large future technology upgrades and hardware failures not budgeted for in that year. **(Staff Time)**

Objective 2: Compile usage and satisfaction statistics through tracking and surveys. These are ongoing tasks.

- Track ongoing web hits on our web site utilizing reports from our vendor and do PR accordingly to promote under-utilized services/pages. **(Budget, PR Line)**
- Track ongoing computer usage through Useful monthly reports. **(Budget, Contracts Line)**
- Track ongoing Wireless user usage through Untangle monthly reports. **(Free Software)**
- Track ongoing database usage through reports from current vendors.
- Track ongoing circulation statistics of A/V and digital materials (e-books, audio, movies, music, etc.) through current vendors or library ILS to determine how best to allocate collection funding. **(Staff Time)**
- Track ongoing technology trends and respond with pilot projects to gear patron interest. **(Staff Time and Training Line)**

- Do yearly surveys of the public on services offered, and, what electronic services they would like to see offered in future. **(Staff Time & Budget PR Line)**

Objective 3: Plan for Science, Technology, Engineering, Art and Mathematics programs as a means of outreach to students.

- **2016 Forward**, continue our new program of outreach to the middle school during after school hours. Plan yearly sessions led by the library's Technology Librarian. Offer in-library sessions once we see interest from students. **(Yearly Budget, Programming Line)**
- **2017 Forward**, investigate expanding this program to include elementary age students and adults, collaborating with the elementary school and recreation department where possible. **(Yearly Budget, Programming Line)**

VI. Goals for Community Cooperation

Cooperate with other libraries, governmental units, organizations, and community service agencies to improve the quality and efficiency of electronic sources.

Objective 1: Foster cooperation among school, government, and social agencies in Barrington and the State of NH for the development of shared resources and community links.

- **2016 Forward**, develop a closer relationship with the local Historical Society in order to provide better genealogy and history help to patrons. Work to partner on a digital photo/document database project of digitized materials that the Historical Society owns but currently has little access for the public. **(Staff Time)**
- **2016 Forward**, work with NH State Technology Coordinator to utilize technology toys, staff training programs and other resources they can provide.
- **2016 Forward**, work more closely with the recreation department to co-sponsor programs around technology and digital resources. Invite summer campers in for technology “petting zoos” to try technology gadgets, games, and learn skills in engineering, math, and electronics. **(Yearly Budget, Programming Line)**
- **2016 Forward**, coordinate with the State 3-D printer co-op that is exploring 3-D printer solutions, programs and training.

Objective 2: Maintain established relationships with technology volunteers and donors.

- **2016 Forward**, work to continue established relationships with local technology vendors, donors, and volunteers that have given time, services, and hardware to the library. Keep them apprised of needs and successes through letters and e-mail. **(Staff Time)**
- **2016 Forward**, continue to utilize and recruit volunteers to do data entry projects such as series tagging, inventory, and data input of location codes, funds, and costs on items as well as culling database offerings in Hoopla to refrain from duplication of services with Overdrive.
- **2016 Forward**, look into fostering relationships with volunteers, local organizations or groups to assist in, or teach, tech classes.

Conclusion

The library has developed a strong base of technology over the past years. We are now in the phase of trying to update and maintain the equipment, software, web page, and social media outlets. Residents are using our computers, databases, and downloadable books in larger numbers than ever, showing the value of these investments. Even with the addition of newer computers that were purchased in 2015 for the public, we are facing older staff systems which need to be replaced soon. The technology fund will help us when emergency failures of equipment take place, and, to plan for larger scale programs and purchases in the future. In addition to ongoing maintenance of our physical infrastructure, we will be increasing the services that we provide to the community in order to facilitate our patrons becoming information creators as well as consumers. STEAM outreach programs and collection acquisitions of related technology gear, computer workshops, and activities geared towards all age groups that highlight the creation of content or the learning of a new technology skill will be utilized in achieving this goal. We will seek out volunteers, donors and grants whenever we can, but we cannot count solely on donated monies for such an integral part of library services. This has become our focus in the upcoming years and we need to invest in becoming the hub for such community activities and learning. This plan also focuses heavily on adding new digital content services for our patrons to access as many people wish to utilize e-resources and access information 24/7.

Evaluation Plan

In order to keep our technology plan current, we shall follow the outlined procedure:

- We will become involved in Grants that partner us with other town organizations in order to bridge the digital divide and offer greater access.
- Bi-annually, the Director and Technology Librarian shall meet during the month of January to do the following:
 - Review tech projects that have been completed and delete them from the plan.
 - Explore and discuss new developments in technology and how they can be incorporated into the plan.
 - Plan new initiatives and budget for the upcoming costs.
 - Revise the tech plan by adding these new initiatives for the next four years.
 - Revise the technology plan as part of the building planning process. Should a new facility be designed, this plan will be revamped in coordination with the architect so as to ensure proper infrastructure for new technology is present in the building and to insure we have added funds for any new technologies or programs that will be possible in a larger facility. We envision a maker space area that would allow us to provide technologies for the community to create content through audio, video, 3D Printing, and hands on art and science technologies.

Current State of Technology in the Library

The library currently has 17 computers; 6 public access stations, 5 staff work stations, 2 circulation stations, 2 card catalog search stations, 1 VHS to DVD conversion station which also serves as our Microsoft Office Suite access station, and 1 Laptop for in-house use and programming. We also have 1 LCD projector with screen (which we loan out to the community), 1 Orion telescope (which we loan), 3 video game consoles (1 is loaned to the community and 2 used for in-house programming); 1 Xbox360, 1 Wii, and 1 Play Station 2. 1 digital camera that was donated in 2016

and 1 Flipcam that we use to capture video of library events. 2 iPads, 2 E-Readers; 1 Kindle Paperwhite, 1 Kindle Fire HD, all of which get loaned to the public. We will need to replace these older devices as technology advances to insure that patrons have access to current platforms (2017 and 2018).

We have 2 cable modem connections via Metrocast utilizing two different physical modems, an Arris and Motorola. The connection to the Arris is \$69.00 per month and has speeds of 25 megabytes per second (mbps) download and 2 mbps upload. This modem controls traffic for both the Voice Over IP (VOIP) telephone system and Internet services for the library. This modem is connected to our SonicWall firewall-router to provide security and routing capabilities to our public, wireless and staff networks. The Motorola modem has a free municipal service package provided to public libraries by Metrocast with speeds of 10 mbps download speed and 0.5 mbps upload speed and is only utilized for the Barrington Recreation Department's VOIP telephones. We also offer free wireless internet access with a Netgear wireless router that is connected to an Untangle capture portal server that allows us to track wireless statistics for local, state and national reports. This server software is free and runs on a former public computer we utilized to save money. Our web page, except the catalog, is hosted by Piperwebs with hosting fees to be paid through monies from the budget.

Staff systems send all print jobs to a Sharp MX-C312 all-in-one copier that we lease through Seacoast Business Machines. This machine has a 4-year lease that began in 2014 and runs through 2018. This machine acts as our networked copier that serves as the copier, printer, scanner and fax machine for patrons and staff. We currently have 1 HP Laser Printer in the library that provides color printing services to all 6 public stations. Public stations send black and white print jobs to our networked Sharp MX-C312. We are doing more in-house production of color brochures, summer reading booklets, and bookmarks to save money at commercial printing companies. 1 HP Inkjet printer sits in the Director's office as backup for busy times or in case of copier failure.

The cash register at the counter is still making intake of fines and fees more secure and easily tracked. In addition, an iPhone that was donated has been outfitted with a PayPal Here card reader to allow patrons easier access to paying fines.

Our Audiobook, DVD, and music collections have grown to serviceable sizes over the past few years predominantly through donations and the use of fine money to augment the budget. This is a highly used segment of the collection. CD-ROMs have seen a decrease and we have phased the format out of the collection. Due to patron requests, we also have a video game section as well as video game consoles available for checkout, both for in-house use and circulation. This was seeded with items purchased from fine monies but is predominantly donated. It has proven very popular since its inception. With E-Readers becoming less expensive, our e-readers are seeing less demand. They are still being taken out by those citizens who can't afford the new technology and we will keep a limited fleet of these to meet that need. The Children's iPad with educational games, apps, and access to our children's movies on VUDU is still popular with families and we have one geared for adults that circulates to a lesser degree. There is still an increase in the use of our Downloadable eBook and Audiobook service every year. This is a large growth area and we are adding additional services (Hoopla) in 2016 as a pilot project to try and meet that growing demand. It includes digital movies, TV shows, comics, and music as well as audio and e-books. Approx. ¼ of our patron base accesses materials digitally on a regular basis. Many patrons still do not like the experience of downloading materials though and they are very clear that printed books will not be abandoned in

favor of such a device. Digital services are meeting a clear demand for a segment of the population, but a switch to solely digital is not seen as something patrons want at this time.

Our web page and circulation system offer many wonderful services such as registration for events, lists of resources and new items, and the ability to reserve and renew items. Staff updates the web page in conjunction with our website provider and ILS vendor so additional services will depend partially on staff time and partially on the vendors we utilize. Our ILS, currently a web based system called Atrium has worked out very well. They continue to update the program regularly and down time has been minimal. Although keeping an eye on competitors for a better deal and more services to patrons is always being done, this system seems suitable for the foreseeable future. We pay a yearly maintenance fee that is well worth the time saved, security of the data, and ease of use for new staff and patrons.

The library continues to set aside some funds each year in the budget for emergency networking and hardware assistance just in case the current technology staff at the library isn't able to resolve an issue. The Director oversees technology planning but many responsibilities are being passed to a staff member that will be elevated to the position of IT-Technical Services Librarian in the future. This position will work in conjunction with the Director to tackle larger IT and technical projects and maintenance of the library's systems and network, but there are times when a professional agency may be needed to solve a problem beyond the scope of the staff's abilities.

Budget Attached. Full inventory of technology kept on file at the library.