

## ADMINISTRATIVE POLICY

### **2025-2030 Technology Plan of the Clintonville Public Library**

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This technology plan developed by Jamison Hein, Director of the Clintonville Public Library, with direction from staff, past and present, of the Outagamie Waupaca Library System (OWLS) and Clintonville Public Library. The plan will be reviewed by library staff, system staff, and the Clintonville Public Library Board of Trustees on an annual basis and revised as objectives are accomplished and new goal areas are identified.

#### Vision Statement

The Clintonville Public Library connects people with the past, present, and future. The mission of the Library is promoted through the strategic use of information technology. In addition to providing 24/7 Internet access to the library's collection and various databases through the online catalog, InfoSoup, technology is being used to increase the efficiency of the staff, to facilitate resource sharing, and to make training more accessible and affordable. The library will regularly explore, and implement if feasible, new technologies that improve the services offered by the library or the efficiency with which services are offered, including but not limited to, creating content on the web, providing opportunities for patron and staff interaction, and collecting the community's heritage.

#### Background

The Clintonville Public Library has been committed to the integration of technology into its services since 1990, when it became a member of the Outagamie Waupaca Library System's Shared Automation Network (OWLSnet).

The library opened to the public at its current location, 75 Hemlock Street, on January 6, 1992. Since that time there has been continual growth in the number of workstations available to the staff and public, as well as additional enhancements to the system.

#### Current state of technology

At the present time the Library has sixteen computers for public use including four catalog workstations, seven Internet workstations including one in the Wisconsin Room reserved for genealogy research, two laptops, two off-line computers and two iPads in the Children's Area with educational games, and another off-line computer in the Adult Area with word processing on it. The Library also has eight staff workstations, which include three at the circulation desk, two reference workstations behind the circulation desk, one technical services workstation in the staff workroom, and one workstation in each of the library's two administrative offices. Three full size printers and six receipt printers are currently connected to the library's computer

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network. All the public computers and the staff computers are networked to the printer at the circulation desk. The Library's bandwidth was increased in June 2014 from 5.0 mbps to 10.0 mbps. Color copying and printing as well as scanning and email features were added to the copy machine in early 2015. LSTA funds were awarded to the Library in April of 2015 for a digitization project and the Waupaca County Makerboxes. An electronic sign was purchased and built in 2016 on the corner of Hemlock and 9<sup>th</sup> Street. The 3D printer in New London's Makerbox visited the Clintonville Library in 2016 and was demonstrated to the public on its capabilities. The Sierra in the Wild laptop purchased in 2015 and used in 2016 that allows us to checkout materials remotely at St. Rose Parochial school and other places outside of the library. Evan Bend, OWLS Library Services Manager, developed a new website with input from library staff in 2016 and put online in 2017. OWLS and Library staff created an obituary database in 2015 and added to the Library's website in 2017. Library staff and volunteers help with adding obituaries to the database. In February 2017, the Library added Hoopla as a digital service that provides access to eBooks, audiobooks, music, graphic novels, movies, and TV shows. On October 2, 2018, Wisconsin Document Imaging installed a new copy machine that has wireless printing capabilities via an app. In 2019, we added Wonderbooks (books that have a read or listen along player attached) and Launchpad tablets to the collection. The Launchpads were initially only available for use in the Library, but they became quite popular for families to check out in 2020. During the pandemic, we utilized Picktime for scheduling curbside, computer, and browsing appointments and Beanstack for tracking reading activity for the summer reading program. OWLS switched Integrated Library Systems (ILS) in August, 2020, from Innovative Interfaces Sierra to The Library Corporation CARL. This included a desktop version called CARLX and a browser version called CARL Connect. Additionally, OWLS switched from the Encore discovery layer to BiblioCore. OWLS added a print management service called Papercut for member libraries. With the switch to CARL, we changed our self-check software to Envisionware OneStop via a CARES grant in 2021. To help with limited access to the Library building, we installed an outdoor wireless access point that allows patrons to access the Library's WiFi in the parking lot. In 2022, we installed a new security camera system and microfilm machine and moved the Library's website from Drupal to WordPress. OWLS implemented an InfoSoup app for mobile devices via Capira Mobile where patrons can search for items, place holds, manage multiple accounts, and even utilize a digital version of their library card. The InfoSoup app went live in December of 2022. As part of the Library's marketing plan, we started an e-Newsletter via MailChimp to help highlight the coming month's programming and services. The way the Library tracked visits was through a beam people counter, which had limitations and periodically became unbalanced which affected its ability to count. A traffic counter from SenSource was installed in 2024 that allows for more accurate counts, a robust web portal for creating reports, and connects on the drop ceiling which makes it less susceptible to damage like the beam counter. For years, the Library's bandwidth was maxed out at 20 Mbps, which was not

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sufficient for staff and patron usage. With the DOA TEACH upgrade and help from AT&T, the Library's bandwidth was upgraded to 100 Mbps in February of 2025.

#### Goals and Objectives:

Goal A: To secure technological resources to enable the library to provide optimal services.

1. Maintain a plan and budget to replace, upgrade, and add hardware and software as necessary and feasible. Ongoing
2. Work with OWLS to seek appropriate technology and telecommunications grants and discounts available to libraries, including but not limited to E-rate, TEACH Wisconsin, and digitization projects. Ongoing
3. Maintain participation in the OWLSnet shared automation network. Ongoing
4. Maintain the Library's Local Area Network. Ongoing
5. Provide wireless Internet access throughout the library. Ongoing
6. Investigate ways to save energy in the library by working with other organizations, including but not limited to, area school classes and Focus on Energy. Ongoing
7. Evaluate the need for additional electrical outlets to provide additional places for people to use laptops and other mobile devices. Ongoing
8. Adding/upgrading printer technology which allows for printing from smartphones & tablets. 2028-2029

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Goal B: To maintain a library presence 24/7 on the web.

1. Maintain the library's website keeping its contents up-to-date. Ongoing
2. Provide access to online full text databases through OWLSnet and participation in the statewide project, Badgerlink, administered by the Wisconsin Department of Public Instruction. Ongoing
3. Work with volunteers and staff to continue to develop and maintain an index to obituaries in the local newspaper, which is available online. Ongoing
4. Investigate the feasibility of digitizing more local history resources and making them available online in the InfoSoup Memory Project either through volunteer help or working with the Clintonville Area Historical Society. Ongoing
5. Investigate the development of social media sites and services and expand the library's presence on the web. Ongoing

Goal C: To assist and support staff and patrons in the use of technology and the resources provided by the library.

1. Designate the library director or a staff member to regularly attend the meetings of the OWLSnet Administrative Advisory Committee (AAC) in order to discuss technical and administrative operation of the network; and to cooperate in standardizing policies, procedures, and practices among network libraries. Ongoing
2. Continually assess and seek to provide the training needed by staff to effectively participate in technology-based programs and services. This will include, but not be limited to, programs offered by OWLS and the library's annual in-service day. Ongoing
3. Work with OWLS to provide staff training in the required technology competencies. Ongoing
4. Regularly assess ways to offer patron training in the use of the library's online catalog, the available databases, and downloadable ebooks, audiobooks, and videos in group settings or one to one situations. Ongoing

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5. Promote online tutorials available to the public on using the online catalog and databases. Ongoing
6. Publicize the microfilm machine and flat-bed scanner and teach interested community members how to use it. Ongoing
7. Programming to introduce new technology to patrons. Ongoing
8. The Library will provide resources to help aid in the digital divide, whether that be hardware, software, Internet access, or one-on-one assistance. Ongoing
9. The Library will provide accessibility accessories as needed; such as, but not limited to, tracks balls or high contrast keyboards. Ongoing

Goal D: Engage in continuous study, evaluation, and planning in regard to technology.

1. Work with OWLS to explore the value, timing, and cost of implementing new services locally, as they become available through the shared automation network. Ongoing
2. Regularly assess the number of workstations needed for staff and patron use. Ongoing
3. Inventory and assess the software used in the library, including operating system software. Ongoing
4. Explore feasibility of replacing current desktops with other technology, i.e. tablets replacing desktops. Ongoing
5. Annually review the library's Internet Policy with input from the library staff, OWLS staff, and trustees. Ongoing
6. Annually review and revise the Technology Plan with input from library staff, OWLS staff, and trustees. Ongoing