

**NEW CARLISLE - OLIVE TOWNSHIP PUBLIC LIBRARY  
TECHNOLOGY PLAN OF SERVICE– draft October 8, 2009  
OCTOBER 2009 - October 2012**

This plan has been substantially abbreviated from previous years. The loss of the ability to generate funds from the Library Capital Projects Fund has had a very negative effect on the plan. Sections affected will reflect this with the notation of active, delayed or cancelled.

Regardless of funding we are still planning for future programs/services as if funding were still available. As this is a draft, some minor revisions/additions are possible until the plan is formally adopted at the November, Library Board meeting.

## **OUTLINE**

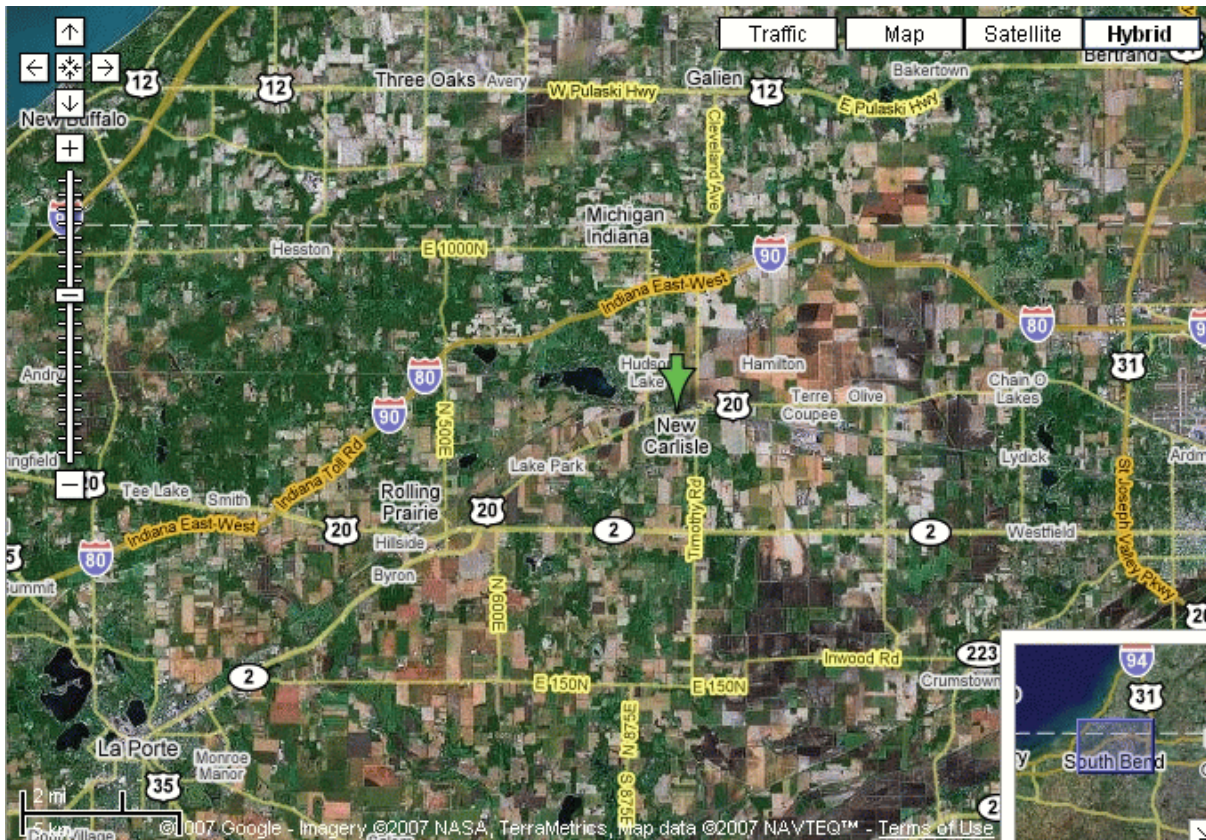
I. Description of library service area

II. Relevant Library Information

III. Three Year Plan

## I. DESCRIPTION OF THE LIBRARY SERVICE AREA



- A. New Carlisle, Indiana is located in north central Indiana, 12 miles west of South Bend and 10 miles east of LaPorte. The New Carlisle - Olive Township Public Library serves residents in New Carlisle and Olive Township in St. Joseph County Indiana. Service is extended to LaPorte County residents via a reciprocal borrowing agreement maintained with the LaPorte County Public Library in 1968.
  
- B. The legal service boundaries are Warren Township to the East, Lincoln Township to the



South, LaPorte County on the East and the State of Michigan to the North.

C. New Carlisle is very fortunate to be served by a variety of roadways. Via U.S. Highway 20 which runs through the downtown section of New Carlisle, Highway 2 which runs to the south of the town, South Shore Railway (has a stop a Hudson Lake and at the Regional Transportation Center in South Bend), Indiana 80/90 Tollway (use exit 49 at LaPorte or 72 at South Bend). Air, bus and train service is very easily reached at the Michiana Regional Transportation Center in South Bend.

D. Year 2000 census data follows:

	 <p style="text-align: center;">OLIVE TOWNSHIP</p> <p style="text-align: center;">1990-2000 Increase in population of 9.5 % 1980-2000 Increase in population of 14.5 %</p>		
Census Category	1980	1990	2000 
Total Population	3,418	3,573	3,914
White Population	3,408	3,549	3,774 (96.4%)
Black Population	1	9	58 (1.5%)
Hispanic Population (Not a race)	2	10	50 (1.3%)
Under Five years	243	255	180
Median Age	33.0	36.4	39.7
% Under 18	27.2	25.2	25.2
% 65 and Over	15.0	21.5	20.3
Households	1,177	1,277	1,424
Single Parent Female householder with children under 18	40 (3.4 %)	63 (4.9 %)	60 (4.2 %)
Single Parent Male householder with children under 18	16 (1.4 %)	16 (1.3 %)	26 (1.8 %)
% High School Graduates 25 and Over	64.6	76.3	83.0
Median Household Income (1979 /1989/1999) dollars	19,405	26,956	44,857
% Persons Below Poverty	4.8	8.6	4.3
Median Value of a Home	37,100	57,400	98,300
<p>All data was taken from materials published by the Bureau of the Census, Washington, D.C. The 2000 and 1990 figures were from the STF1A and STF3A CD-ROMs; the 1980 data was from publication PHC--80-2-336---Census Tracts: South Bend, IN, Standard Metropolitan Statistical Area and Summary Characteristics For Governmental Units--1980--Indiana.</p>			

- E. Since 1985 the following new housing developments have begun in the general area and two new apartment complexes.

Subdivision Name	approximate # of residents
Edge of the Woods	210
New Prairie Knolls	301
Stone Oak Estates	297
Cooreman East of Olive Elementary	266
Cooreman on Dunn Rd.	200
New Apartments Phase 1	194
New Apartments Phase 2	194
The Point at Hamilton Grove	200

When the above new developments are completed there will be 1,662 new residents added to the area representing an approximate growth of 47%.

- F. Businesses. The local economy is still driven primarily by agriculture and small business enterprises. The largest local employer is I/N Tek I/N Kote employing approximately 300 people
- G. The community is well served by the New Prairie United School Corporation. Enrollment in the district is 2,554 and the corporation employs 148 people. The only corporation school in Olive Township is Olive Elementary where 441 students attend classes. New Carlisle is also fortunate to be served by Wee Care Nursery school where 40 pre-K students attend. Area residents also enjoy a very high level of access to places of higher learning. Within 50 miles west residents can travel to the campuses of Purdue North Central in Westville and Indiana University North West in Gary. Within 30 miles east residents have access to Indiana University at South Bend, Bethell College, St. Mary's College, or the University Notre Dame.
- H. Area Media

New Carlisle is served by three daily newspapers: The South Bend Tribune, The LaPorte Herald Argus and The Michigan City News Dispatch as well as a bi-weekly local newspaper The New Carlisle News.

A wide range of local television and radio stations can be received in the New Carlisle area as well as cable and satellite television.

High speed Internet is also available in many areas.

I. Health Care Practitioners/Clinics

Dr. Ralph Inabnit D.O. New Carlisle Clinic 8984 E US Highway 20 New Carlisle, IN 46552 (574) 654-8490
Howard Wiesjahn II DDS - Jeffrey A Huyvaert DDS - 132 E Michigan St New Carlisle, IN 46552 (574) 654-8811
Dr. Tom Morton - Eye Care Assoc 8984 E US Highway 20 New Carlisle, IN 46552 (574) 654-8806
Dr. Alfred Pinto, DC Dr. Lynne Hancock - Preventive Medicine 109 E Michigan St, New Carlisle, IN 46552 (574) 654-7900

## J. History

The Town of New Carlisle was settled by Richard Carlisle and platted in 1835. Currently the town is undergoing an organized and logical annexation plan and has recently sold bonds for infrastructure improvements. In 1999 the Town completed a project of replacing the outdated streetlamps with those that were more historically correct for the area and repaved a majority of the sidewalks in the downtown area.

The Town is governed by a 5 member elected board, but the library also serves all of Olive Township in St. Joseph County.

## II. Relevant Library Information

### A. Mission Statement

To assemble, preserve, and administer in organized collections, information in a variety of formats to serve the educational and recreational needs of the community. To promote and stimulate the communication of ideas, fostering enlightened citizenship, and enrich personal lives. To encourage and provide all citizens the opportunity and resources for lifelong learning.

- B. The New Carlisle - Olive Township Public Library officially was formed in 1921. The Carnegie building was built with the assistance of a \$9,000 grant from the Carnegie Corporation of New York. In 1986 a 3,000 square foot addition was added to the original 1921 building. For a detailed history of the library, visit the library's website at <http://www.ncpl.lib.in.us/history/history.htm>

### C. Budget information for 2009

General Fund	\$692,288.00
Lease Rental Payment	\$442,500.00
Library Capital Projects	\$42,000.00
Total Approved Budgets	\$1,176,788.00



D. Governance:

The seven member Board of Trustees that governs the library is composed of the following people:

**New Carlisle - Olive Township Public Library  
Officers and Members  
2009**

<b>PRESIDENT</b> Lori Kimmel 52510 N. Timothy Rd. New Carlisle, IN 46552 (574) 654-8612 <a href="mailto:lakimmel@earthlink.net">lakimmel@earthlink.net</a> School Board, December 31, 2010	Scot Squires 630 W. Elm St. P.O. Box 322 New Carlisle, IN 46552 574-654-7822 Appointed by: County Commissioners Term Expires: December 31, 2011 E-mail: <a href="mailto:scotsquires@gmail.com">scotsquires@gmail.com</a>
<b>Vice President</b> Nancy Niespodziany 29401 Johnson Rd. North Liberty, IN 46554 Home phone: 287-1716 Work phone: 654-7531 Appointed by: County Council Term expires: December 31, 2009 E-mail (home): <a href="mailto:libraryladynn@aol.com">libraryladynn@aol.com</a> E-mail (work): <a href="mailto:nniespodziany@npusc.k12.in.us">nniespodziany@npusc.k12.in.us</a>	Michael Bailey 306 Marvel Ln New Carlisle, IN 46552 (574) 654-8854 E-Mail: <a href="mailto:lightwithmike@hotmail.com">lightwithmike@hotmail.com</a> Appointed by: Township Trustee Term Expires: December 31, 2010
<b>SECRETARY</b> Tom Pietrzak 501 S. Bray St New Carlisle, IN 46552 Home phone: 968-2474 Cell phone: 298-2830 Work phone: 235-2504 Appointed by: School Board Term Expires: December 31, 2010 E-mail (home): <a href="mailto:tom@pietrzaks.com">tom@pietrzaks.com</a>	Angel Ness 221 W. Michigan St., P.o. Box 433 New Carlisle, IN 46552 Home Phone: (574) 654-8703 Work Phone: 1-800-998-5018 x 244 E-mail: <a href="mailto:aness@championchair.com">aness@championchair.com</a> Appointed by: Town Board Term Expires: December 31, 2009

E-mail (work): <a href="mailto:pietrzakt@1stsource.com">pietrzakt@1stsource.com</a>	
<b>Treasurer</b>	<b>DIRECTOR</b>
Wendy Glon	Stephen Boggs
57417 Tulip Rd	33767 Early Road
New Carlisle, IN 46552	New Carlisle, IN 46552
Home phone: 654-3898	Home phone: 654-3224
Appointed by: School Board	Cell phone: 261-0034
Term expires: December 31, 2011	
<a href="mailto:wglon@myvine.com">wglon@myvine.com</a>	E-mail (home): <a href="mailto:sbatncpl@gmail.com">sbatncpl@gmail.com</a>
	E-mail (work): <a href="mailto:sboggs@ncpl.lib.in.us">sboggs@ncpl.lib.in.us</a>

Regular Board meetings are the 3rd Tuesday of every month at 7:00 p.m. EST.

E. Staff

The Library employs a total of 17 people; eight full-time and nine part-time.

CURRENT INVENTORY OF TECHNOLOGY ITEMS

<i>Item</i>	<i>Quantity</i>
Laptop computers	11
Patron desktop computers all with flat panel displays some with wireless connections	14
Children's desktop game computers running Windows XP pro	4
Wide format scanner	1
Regular format scanner for patrons	1
Document viewing station with flat panel display and document projector for sight impaired clients	1
Video projectors	2
Home theater system	1
Video teleconferencing unit	1
Wireless access points "g"	3
Windows servers	5
Linux servers	1
Staff desktop computers running Windows XP Pro, flat panel displays etc.	12
Networked printers	2
Desktop printers	6
Scanner for patron use	1
Standalone photocopier	3
Networked photocopier	1
Wireless microphone	1
Overhead projector for circulation	1
Video projectors	2
Overhead projector for public use	1
Portable Overhead projector for loan	1
16mm projector for public use	1
slide projector for public use	1
Multi-function printer, copier, fax, scanner	4
Gateway profile P-6 desktop computers	4
mp3 players	2
desktop flatbed scanners 1 canon, 1 HP	2
hp photojet printers	2
hp 5610 multi-function machines	4
Big screen plasma television	1
Ninentendo Wii game console + controllers	1
Playstation 2 + dance pads and controllers	1
X-Box 360 + controllers	1
Nintendo 64 + 20 games	1

<i>Item</i>	<i>Quantity</i>
Playstation 2 + games and controllers	1
Video Surveillance unit + 11 cameras	1
Two T-1 connections via ENA	
Digital Cameras	2
Destiny (by Follett) ILS	
PC-COP Patron management system for public computers	
PC-COP wireless printing for patron owned laptops	
Full licensing for various Microsoft Office products including Front Page	
Full licensing for various Corel products including Word Perfect	
Librarians Accounting Package for bookkeeping	
Online database subscriptions	6
Subscription to NetLibrary downloadable audiobooks	

The library's telephone service carrier is Embarq and is paid for from the Operating Fund and a 50% discount is provided to the library from the Universal Service Fund.

I. Goals for 2009 - 2010 Some of the statements in this section are ongoing and will only be mentioned in this section.

A. Maintenance as required of the library's website, blog and photosharing accounts. - active

1. Cost: minimal except for software upgrades,
2. Responsibility: Input from all staff. Director currently maintaining sites, but a person has volunteered to maintain the sites.

B. Technology funding and federal legislative requirements - active

1. Continue to apply for and receive Universal Service Fund discounts on local telephone service.
2. Continue to submit Universal Service Fund forms to maintain the three current T-1 Internet connection lines with the Indiana State Library and with ENA.
3. Continue to be aggressive in securing Library Services and Technology Act grants for library use and for future joint ventures with the New Prairie United School Corporation.
4. Maintain an awareness of CIPA and other FCC regulations as well as requirements from the Indiana State Library that will affect funding for the Internet connections.
5. Cost: hours spent completing forms and applications, Responsibility: Director, ongoing

C. Continued digitization of local historical archives. - active

1. Project begun in 2002. A full-time employee now fills this position and is again commencing the program.
  2. Cost: staff costs, hardware storage, archival quality storage, archival quality photoduplication, Responsibility: Local History Staff, substantial completion by 2011
  3. Evaluation: Was project completed in a timely fashion? Under or over budget? Are adequate links available within the library's ILS to adequately satisfy the patron's need for this information?, Are the original documents safe?
- D. Maintain active membership in the Northern Indiana Computer Consortium for Libraries (NICCL). - continued participation doubtful due to funding.
1. Even though our library has not been as active as in the past, the value of the group dynamic has enhanced what our library offers to patrons.
  2. Cost: dues, Responsibility: Director, continuous
  3. Due to recent funding cuts, we are now unable to participate and must maintain technology items ourselves instead of having professionals perform the task/s.
- E. Maintain membership/involvement in INCOLSA. - active
1. Recent changes notwithstanding, INCOLSA provides many resources to small public libraries such as ours.
  2. Cost: dues, Responsibility: Director, continuous
- F. Webcam - delayed indefinitely due to funding.
1. Being visible in-print is only one way to get the word out about the library. We are planning on installing a weather/webcam to allow visitors to our website a view outside of the library.
  2. Cost: \$1,000, Responsibility: Director, Mid-2008

- G. Implement a fully functional database for fixed assets - active
  - 1. Will help with asset tracking, maintenance, upgrades and provide insurance information (currently using an Excel spreadsheet).
  - 2. Responsible staff member: Director, cost: minimal, substantial completion by 2009Q4
  
- H. Do not overlook Teenage users as a service sector.
  - 1. So far the library has enacted the following to see that Teens are never overlooked as patrons:
    - a. Stronger computers in the Teen area for gaming - sample attached. Cost as configured is near \$2,900.00, but to gain this population segment we will need to have what is required for many of the current and upcoming online and software based games.
    - b. Adding items to those already existing from the Hultgren Fund
    - c. Maintenance of the above
    - d. Programming exclusively to those in our Teen Advisory Group such as the "overnighter."
  - 2. Aggressively request the assistance of Teens in our Teen Advisory Group to formally assist the library in planning for this service sector and invite them to report their findings and ideas to the Library Board.
  - 3. Line item in budget to support Teen programming and materials.
  
- I. Begin to focus and utilize technology as a tool for the improvement of customer service and not just as a service.
  - 1. Begin using e-mail as a method for contacting patrons for items on hold, overdues or general questions.
  - 2. Use e-mail as a follow-up tool regarding previous questions.
  - 3. Use e-mail more aggressively as a way for patrons to renew their materials, request inter-library loan materials, and to request material purchases.
    - a. Be sure the e-mail program does not save the recipient's address in its address book

- b. Be sure the library contact information appears in the signature area on each e-mail.
- c. Send all e-mails as basic text so they can be read via cell phones etc.
- d. When forwarding, be sure that the comments and signature lines appear before the forwarded text.

## II. Goals for 2010 - 2011

### A. Video surveillance.- delayed due to funding.

- 1. During construction of the new facility a very good quality video surveillance system was installed. Due to Operating System upgrades and staff changes the abilities of the system are not being realized.
  - a. Request installer to perform a site survey and make sure all components, connections and software are in working order.
  - b. Have IT staff see that a link is placed on all staff workstations view camera output.
  - c. Cost: \$3,000, complete by 1<sup>st</sup> quarter of 2008.

### B. Staff Training - active

- 1. Due to recent staff changes some staff members are unaware of the abilities of the technology at their disposal. Existing staff members would also greatly benefit from additional training. The final goal of this training is not just for staff members, but for the patrons. For many years the library concentrated on what was then unavailable to us. It is now time to use the technology that we now have to aggressively become more user-centric in our thinking and actions.
  - a. All staff members will need to have a basic level of understanding regarding technology which includes, but not limited to:

- (1) What is a USB/Flash drive, how is it used and where such are kept for sale.
  - (2) Utilization of the library's new Destiny automated circulation and it's capabilities including WebPath
  - (3) How to register patrons for computer use and how to use the printing kiosk.
  - (4) Use of the library's paid online resources
  - (5) Basic troubleshooting techniques for staff and patron computers.
  - (6) What is actually available on the library's website
- b. Utilize Webjunction.org more effectively to enhance professional development.
- c. Responsible staff member: may use an outside source, cost: \$1,000, Substantial completion by mid 2008.
- C. Better and more aggressively advertise the Netlibrary downloadable audiobook service. Includes staff training on the service and how it is utilized. - canceled due to funding.
1. Responsible staff member: Director, Associate Director, cost: minimal, substantial completion by mid 2008.
- D. More publicity and staff training about the game machines provided by the Hultgren Fund. This includes where games are kept, how circulated and policies regarding their usage. - active
1. Responsible staff member: Children's Coordinator, cost: minimal, substantial completion by June 2008
- E. More publicity for paid online resources. - funding cuts will mean additional cuts to online databases.

1. Responsible staff member: Director, cost: minimal, substantial completion by mid 2008.

III. Goals for 2011 - 2012

- A. Implement via Intranet a software package that will allow staff members to more easily determine utilization of the library's meeting and conference areas. - Canceled due to funding.

1. System must be able to show users, responsible party, equipment requests etc. Only administrative staff will be able to input/delete data.

2. Responsible staff member: Director, cost: minimal, substantial completion by 2009Q4

- B. Complete a detailed diagnostic of the library's desktop and laptop computers (both for patrons and staff). - upgrades put on hold due to funding.

1. Determine a basic level of functionality and potential upgradeability

2. By 2009 the newer version of Windows should sufficiently have had adequate updates and service packs to make it viable for implementation systemwide.

3. All staff machines will be required to have a minimum of:

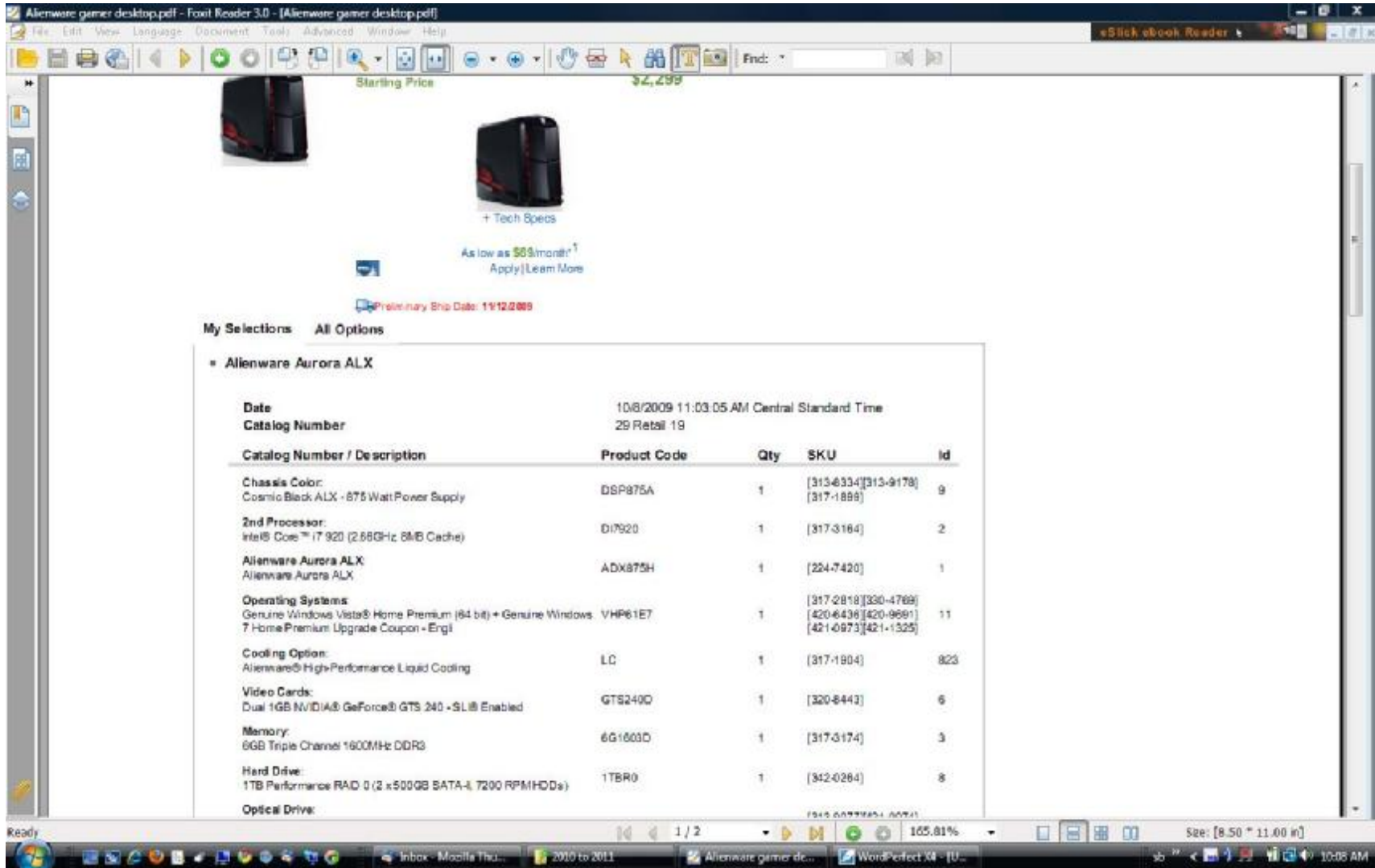
- a. 4 Gb RAM
- b. 17" or better flat panel display
- c. Pentium 4 or better CPU
- d. Processor speed of 2.0 or better
- e. 100 Gb hard drive space
- f. USB or better port in keyboard and front of machine

- C. Investigate the purchase of a new telephone system. - canceled.
  - 1. Existing system was installed in mid-2002 and will be eight years old in 2010.
    - a. System needs to be easier to program
    - b. Current voice-mail is hideously cumbersome to retrieve
    - c. Can voice-mail be tied into computer network so that a message can be displayed on the staff member's terminal?
    - d. Would like to monitor particular stations while staff members are away from their desks.
  
- D. Existing servers will be due for complete replacement by 2010. - canceled
  - 1. Cost: \$20,000 minimum plus installation, software set-up etc., Responsibility: Director and IT Coordinator, mid-2010

#### IV. Plan Evaluation

- A. To meet changing needs the plan must be under constant and consistent revision.
  - 1. Did the plan item meet/exceed/fail expectations?
  - 2. If continued, what changes should be implemented.
  - 3. Describe budget performance.
  - 4. Statistics, comments from staff and patrons.

Addendum – “Gamer’s Computer.”



Alienware gamer desktop.pdf - Foxit Reader 3.0 - [Alienware gamer desktop.pdf]

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<b>Alienware® High-Performance Liquid Cooling</b>	LC	1	[317-1904]	823
<b>Video Cards:</b>				
Dual 1GB NV-DIA® GeForce® GTS 240 -SLI® Enabled	GTS240D	1	[320-8443]	6
<b>Memory:</b>				
6GB Triple Channel 1800MHz DDR3	6G1800D	1	[317-3174]	3
<b>Hard Drive:</b>				
1TB Performance RAID 0 (2 x 600GB SATA-II, 7200 RPM HDDs)	1TBR0	1	[342-0264]	8
<b>Optical Drive:</b>				
Single Drive: 24X CD/DVD burner (DVD+/-RW) w/double layer write capability	24DVRW	1		
<b>Monitors:</b>				
No Monitor	N	1	[320-7810]	6
<b>Keyboard:</b>				
Alienware TactX™ Keyboard	AWTX	1	[330-8078]	4
<b>Mouse:</b>				
Alienware TactX™ Mouse	AWTXMSE	1	[330-5780]	12
<b>Hardware Support Services:</b>				
1Yr Ltd Hardware Warranty, InHome Service after Remote Diagnosis	S10S	1	[421-1721][905-6137] [905-5280][305-6880] [888-7347][000-8020]	29
<b>Adobe Software:</b>				
Adobe Acrobat Reader	AAREAD	1	[410-1887]	15
<b>AlienFX:</b>				
AlienFX Color, Quasar Blue	AXCQ8BL	1	[313-8750]	14
<b>Avatar:</b>				
Alien Cyborg	AVTRCBG	1	[421-1427]	21
<b>Wallpaper:</b>				
Alien Cyborg	WLPCBG	1	[421-1436]	110
<b>Automatic Updates:</b>				
Automatic Updates: Enabled	AUTOON	1	[330-6348]	20

Cost @ \$2,900 w/ 20" monitor

Print

**How to Contact Dell**

Phone Fax

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