

**Hanover Town Library
Technology Plan Update
2004 – 2007**

Introduction

Hanover Town Library, locally known as the Etna Library, is a partner with the Howe Library in the "Libraries of Hanover, NH" consortium. The two libraries share an online catalog of library holdings, an integrated automation system, a single library card and the use of additional databases.

In 1998, a Hanover Town Library Technology Plan was developed in conjunction with the long range planning process. This plan was based on the Hanover Town Library mission to "...be an active presence in the village, providing its services to the community in a personal manner while preserving its historic building." The present plan reports updated services and goals as related to technology in the library.

Role of Technology at Hanover Town Library

The Hanover Town Library has two computers, one for staff and another for patron use. Prior to October 2004, the public computer was only used as an online catalog. A new public computer has been purchased to facilitate patron access to the Internet. In the year 2004, cable access to the Internet was obtained for both the staff and patron computers to improve speed of connection. An Internet policy has been written and anti-virus software is in place.

Hanover Town Library items are cataloged on the Howe Library Online System (KnowHowe). Patrons can look up both Howe and Etna Library items on this system, which was purchased from Innovative Interfaces and is maintained by Howe Library technical services staff. The Howe Library webpage contains Millennium Kid's Online where children can look up items at either Howe or Etna Libraries. It also provides links to suggested websites such as *Novelist*, *EbscoHost* (full-text magazines and newspapers) and *Newsbank* (Union Leader and NH Sunday News).

Public Services

- KnowHowe, the online catalog can be accessed through the patron computer.
- 24 hour access to KnowHowe from home through Howe Library's home page.
- Circulation of library materials through the consortium's integrated automation system.
- Magazine and newspaper articles and indexes through the Howe Library home page.
- Patron access to web e-mail.
- Internet access for patron research.
- Patron use of word processing software.
- Interlibrary loan service through the New Hampshire Automated Information System (NHAIS).

Technical and Administrative Uses

- E-mail for communication with libraries, sending circulation notices, and publicizing events.
- Internet reference
- Patron record maintenance
- Updating of item records
- Statistical reports

Community Cooperation

- Consortium with Howe Library. Items are requested from and sent to Howe through the reserve system. Couriers deliver books between the two libraries.
- Access to Dartmouth College online catalog.
- Hanover Schools are able to access Howe and Hanover Town Library Collections through KnowHowe.

Updated Goals

Goal 1: Make computer and internet services available to community in a responsible, safe and fair manner.

Objective: Advertise the Internet service through bookmarks distributed at Howe and Hanover Town Libraries.

Objective: Display Etna Library Internet Policy at patron computer.

Goal 2: Provide service to patrons regarding computer and internet use through trained staff.

Objective: Identify and provide training for staff to be proficient in aiding patrons in the use of the Internet.

Objective: Update the volunteer training manual to include information regarding internet use.

Objective: Develop a system of conveying messages and training updates to volunteers.

Evaluation

Progress will be monitored by patron questionnaires regarding their satisfaction with Internet services and help from staff. Feedback will be solicited from volunteers regarding their need for training in aiding patrons who are using the public access computer.

Inventory

Public Computer

Aopen Proteion PIV, 2.8 ghz (2004)
Midtower H500A-300W-G
512mb Ram
Win XP Pro
Viewsonic 17" LCD flat Pane monitor

Staff Computer

GCS Celeron 700 Mhz (2001)
256 Ram
Win 98
Daewoo 17" monitor
Citizen iDP 3541 Receipt Printer
Hewlett Packard DeskJet 930 C

For Both Staff and Patron Computers

Adelphia Cable Modem (2004)
Canon PC-7 Printer

Budget

Two thousand dollars of gift money was allocated towards the purchase of the new patron computer and monitor. The cost of the two items was 1,291 dollars. The remainder will be maintained in the Etna Library Trust Fund for future computer-related costs. When replacement of computer and monitor is needed, funding will be proposed in the Etna Library portion of the annual manager of information services (MIS) portion of the town budget. Cable access to the Internet (\$179.00 per year) is covered through the Town of Hanover budget under the department of the Manager of Information Services. Computer repair and maintenance are also covered in the budget of the Manager of Information Services.

The librarian is trained in use of the Innovative Millennium System and the new circulation assistant will also be trained to use this system for circulation tasks. The Etna Library budget allows for ongoing training (\$200 for Education and \$165 for meetings).