Topic: Technology

4.6 Technology Planning

Board Motion Number:	**24.090**
Date of Original Board Motion Number:	**September 25, 2012**
Date of Current Issue:	**September 24, 2024**
Date of Next Review:	**2025**
Attachments:	**Appendix 1 - Technology Plan**
Signature of Board Chairperson (and Date):	

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1. The North Kawartha Public Library Board is committed to maintaining & investing in innovative, current technology.

2. A complete hardware/software inventory will be performed in January of each year. Serial numbers, make and model, purchase date and purchase amount are to be included and maintained by the Technology Manager.

3. Hardware/Software is to be replaced on a four-year rotation schedule, to a maximum of five years.

4. Staff will make every effort to keep abreast of emerging technologies that may benefit or enhance the services offered by the North Kawartha Public Library.

APPENDIX 1

North Kawartha Library Technology Plan

Summary

The North Kawartha Public Library provides for its patrons access to current electronic resources including software applications, the Internet and selected online databases by purchasing and maintaining all necessary components of a Local Area Network, including cabling, computer and network equipment, telephone /communications equipment, software and licenses through grants, municipal, provincial and federal funding and through donations.

The purpose of providing public access to electronic resources is to promote research, education and economic development in the local community and beyond and to be a factor toward the lessening of the digital divide.

The goal of making available to the public current electronic resources is to increase equitable access to basic computing, communication and information resources.

The North Kawartha Public Library will strive to continually develop new ways to provide its patrons and its community with access to information, library services, and computing resources.

The library will move forward with new technologies that will provide the necessary current and future services in a cost effective and feasible manner. The annual budget planning, review and allocation process will provide for the continuation of existing services and the provision of new services.

This technology plan will be reviewed bi-annually and updated as needed.

Strategic Goals, Objectives and Desired Results

<u>Goal 1:</u> **Provide patrons with information services from a range of internal and external resources utilizing current electronic resources and technologies.**

Objective 1: *the library will provide an easy-to-use, easy-to-maintain and secure computing environment that can support*:
- access to resources,
- stability and reliability,
- currency of technology, and
- efficiency and increased usage of resources.

Desired result:

        Increased patron use of and satisfaction with electronic resources including access to the Internet, software applications, internal and external informational databases, computer functionality and computer/network management.

Action Required:

1. Purchase upgraded hardware with newer technology as necessary. Insure hardware and other peripherals are configured for commonly used data storage device support, easy access to necessary ports and jacks, quick and easy maintenance that will provide support services such as printing and scanning.
2. Monitor, maintain and upgrade network infrastructure to insure the necessary capacity to support current and new hardware, software applications and access to provided resources.

Budget Required:

1. Annual maintenance of software licenses, support and maintenance of critical hardware.

Evaluation:

1. Purchase and install new hardware for public workstations according to replacement schedules, budgetary allocations and available funding.
2. Firewall is upgraded, policies and services are revised to provide greater LAN security.
3. Provide patrons with easy instructions for accessing electronic resources.

Objective 2: *Maintain a wireless network inside and outside the library building for staff and patron use,*

Desired result:

        Staff and patrons are able to use wireless devices whether the Library is open or closed.

Action Required:

1. Purchase necessary equipment, configure and deploy to provide staff with the appropriate hardware and software.
2. Train staff on hardware and software use and customer service to allow delivery of competent and efficient assistance to patrons using wireless service.
3. Develop and deploy instructions for users.

Budget Required:

1. Hardware costs.
2. Customer service training is a part of the Library's ongoing staff development provided by an in house trainer at no cost.

Evaluation:
1. Staff is well trained and able to deliver assistance at the patron's point of use and need.
2. Patron satisfaction will be shown on surveys.

Goal 2: **Provide a library public web site and social media pages that are interactive, supports the library's goals and mission, expands the walls of the library to the surrounding community, and is accessible to all citizens.**

Objective 1: *Provide information about current materials purchases, services, programs, events, exhibits; provide links and information to community resources, local databases and social media. Meet accessibility standards using World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2.*

Desired Result:
Increased web site traffic and social media engagement.

Action Required:
1. Maintain web site design, content development and maintenance plan to include links and information to municipal, provincial and federal government, community organizations and related resources.
2. Develop processes and methodologies to provide public access to dynamic information including new materials collection purchases current programs, events, displays and exhibits.
3. Verify language code to standards.
4. Develop and implement web site maintenance plan, duties and responsibilities in conjunction with job assignments.
5. Investigate additional forms of communication and develop strategies for implementation.

Evaluation:
1. Develop and implement a maintenance plan to achieve the goal of information currency, programs and events.
2. Benchmarks for service delivery and new web applications and technology are reviewed annually.

Goal 3: Train library staff and appropriate volunteers to use computers, online resources, and software applications.

Objectives:

    1.   *Train new staff and periodically retrain current staff on computer based services the library makes available to its patrons. Continually train staff for increased competency in computers and software for maximum delivery of information services for online resources; ILS; collecting and processing data for reports; statistics and record keeping; word-processing; budget-tracking; inventory- tracking; e-mail; and interlibrary communications in order to facilitate library operations and service delivery to patrons. Insure that staff is comfortable and familiar with new technology- based service before the service is introduced to the public.*

Desired Result:

    Library staff and volunteers are knowledgeable about library services available via computers, are comfortable in using computers to do their work and carry out the library's mission and goals.

Action Required:

1. Develop, plan and hold in-house training and retraining sessions for staff.
2. Utilize training offered by outside organizations such as COMPASS, webinars from SOLS and other technology vendors.

Budget Required:

    Training from outside sources requires a travel budget as well as limited training fees. Grants may be utilized to meet some fees.

Evaluation:

1. Library staff answer questions regarding available services accurately and knowledgeably.
2. Patrons will be surveyed with respect to satisfaction with staff assistance.
3. Staff are comfortable enough with available technology to develop new ways to do their work and to ask for and receive assistance when automating tasks. This will be measured with the number of new projects initiated by each public service department that utilize new methods and technology to provide improved service to patrons.

Goal 4: Provide more access points to information about the library, its services, programs and events.

Objectives:
1. *Deliver information about library services, programs and events to patrons in a newsletter, brochure format on the web site and social media pages.*

Desired Result:

Patrons have greater access to, and are kept up to date regarding library services, events and programs, resulting in a more active patron base, positive public relations, growth in the community and stronger demand for services.

Action Required:
1. Explore technologies that will allow the library to deliver newsletters and announcements to patrons electronically, unobtrusively, using commonly available low-tech, low-bandwidth methods thereby making the electronic newsletter format as widely available as possible.
2. Plan and implement a regularly published newsletter of library events.
3. Plan and implement maintenance and updating process and procedures for timely delivery of current information.
4. Plan and print a brochure outlining the library services available to patrons.

Budget Required:

Included in the annual budget

Evaluation:

Newsletter to be delivered electronically through the website and brochures are to be distributed through library branches and municipal locations.

	5 Year Rotation	
Year 1	Apsley - Public Access Computers, Printer and Monitors as required	$4000.00
Year 2	Library ILS Computers, Printers and Monitors as required	$4000.00
Year 3	Woodview Computers, Printers and Monitors as required	$4000.00
Year 4	Tech, Librarian & Boardroom Laptops	$4000.00
Year 5	Technological Devices, EG. Tablets, Chromebooks, Robots	$4000.00