

# **North Kingstown Free Library**

## **Three-Year Technology Plan**

**FY 2015 – 2018**



**March 2015**

## **MISSION STATEMENT/TECHNOLOGY VISION**

In its continuing mission to meet the informational, educational, cultural, and recreational needs of the community, the North Kingstown Free Library seeks to provide its patrons with collections and services which take full advantage of technological resources. Technological resources, which deliver both information and services, are an integral part of basic library service in North Kingstown. To ensure a continuing high quality of service, the North Kingstown Free Library will commit a substantial amount of its budgetary and staff resources to planning, developing, and implementing technology at this institution.

## **OVERVIEW**

Technology continues to have a tremendous impact on library service as we move further into the twenty-first century. In order to ensure that our patrons have access to the tools they will need to live their lives in an automated society as well as the skills to use those tools, we continue our proactive role in creating an information-literate community. We will do this by developing initiatives that seek to meet goals in four areas: establishing and promoting the role of our library in a technologically advanced society, developing staff resources, educating our patrons in how to use and evaluate information resources, and building a technological infrastructure.

## **GOALS, OBJECTIVES & STRATEGIES**

The following goals, objectives, and strategies address four key issues: solidifying the role of the library as a “community gateway” to technology resources, developing human resources, educating the public, and building a technological infrastructure. These goals, objectives, and strategies are intended to provide a framework for developing more specific plans each fiscal year that will be incorporated into the annual service plans drafted by the administration and approved by the Board of Trustees.

### **Goal 1: To solidify the role of the library as a “community gateway” to the technology resources that people need to live their lives in the 21<sup>st</sup> century**

**Objective A:** Continue the practice of using the North Kingstown Free Library home page as a means of delivering service both inside and outside the library

**Strategy 1:** Evaluate the design and functionality of the home page and its various components, using statistical measurements on the use of the home page, feedback from users, examples of other library home pages, accessibility standards, information about web design, and input from the staff. 2015-2018

**Strategy 2:** Evaluate our e-mail reference service and consider any necessary enhancements. 2015-2018

**Strategy 3:** Add additional years of coverage to the Standard-Times name index, keeping it searchable to users inside and outside the library. 2015-2018

**Strategy 4:** Include more of our library publications, pathfinders, book lists, and other finding aids on our web page. 2015-2018

**Strategy 5:** Investigate other means of providing services and information online via all types of social media in addition to Pinterest, Twitter, Facebook, and Tumblr. 2015-2018

**Strategy 6:** Investigate other online means of presenting the Summer Reading Program to our patrons. 2015-2018

**Strategy 7:** Investigate public fax service options. 2015-2018

**Strategy 8:** Investigate and implement a complete web page redesign and investigate hosting options for our web page. 2015-2018

**Objective B:** Ensure the viability of the electronic resources and audiovisual collections

**Strategy 1:** Expand the downloadable eBook and audio book collection through Overdrive in collaboration with OSL. Investigate alternative vendor options for streaming and downloadable ebooks and audiobooks. 2015-2018

**Strategy 2:** Investigate downloadable music vendors, downloadable language learning programs, and streaming video services. 2015-2018

**Strategy 3:** Review the selection policy for the library’s media collection in light of new formats, including downloadable music, Blu-ray, Playaways, games and digital periodicals. 2015-2018

**Strategy 4:** Review our menu of databases on a yearly basis. Continue our commitment to providing a menu of high-usage database titles that are available remotely for our patrons. 2015-2018

**Objective C:** Utilize technology to preserve and make more widely accessible our valuable special collections

**Strategy 1:** Develop and begin implementation of a long-range plan to identify and prioritize special collections items that would be particularly good candidates for digitization. 2015-2018

**Strategy 2:** Convert to digital format at least one local history item or collection in each of the next three fiscal years. 2015-2018

**Strategy 3:** Continue to investigate ways to make the scanned and digitized images and text available and searchable beyond the walls of the library. 2015-2018

**Strategy 4:** Continue to look for opportunities to participate in consortial digitization projects.

**Objective D:** Provide patrons with the widest range of computer services possible within the parameters of a public library setting.

**Strategy 1:** Conduct an annual review of computer services to evaluate the services we offer, and to determine what additional services, if any, we should be offering. 2015-2018

**Strategy 2:** Continue to participate in statewide initiatives regarding database licensing. 2015-2018

**Strategy 3:** Maintain and update our mobile laptop stations used for a regular series of classes that are designed to help patrons use our public computers and other valuable online resources.

**Strategy 4:** Install VDI units for public computing stations. 2015-2018

**Strategy 5:** Investigate and implement creative uses of our Video Conferencing equipment for the public and staff. 2015-2018

**Strategy 6:** Continue to update and offer eReader drop-in classes for patrons.

**Strategy 7:** Continue to investigate, and develop computer programs specifically for children and Teens. 2015-2018

**Goal 2: To develop human resources, through recruitment, training, and professional development that will ensure staff proficiency in delivering a wide range of services in an ever-changing technology landscape**

**Objective A:** Strengthen our established training program for staff.

**Strategy 1:** Develop and implement formal training sessions (small group and individual) on topics that will help the staff manage their use of technology, both existing and emerging. 2015-2018

**Strategy 2:** Encourage the sharing of information and skills among the staff on an informal basis. 2015-2018

**Strategy 3:** Continue the established practice of encouraging self-directed learning of new computer skills. 2015-2018

**Objective B:** Strengthen our commitment to support our technology program with staff members that have significant expertise in the area of technology

**Strategy 1:** Continue the practice of sending technology staff members to at least one workshop, course, or training opportunity annually. 2015-2018

**Strategy 2:** Continue our commitment to filling vacated staff positions with individuals who have experience with computers. 2015-2018

**Objective C:** Utilize outside resources for training and education in technology issues

**Strategy 1:** Continue our strong relationship with OSL technology support personnel. 2015-2018

**Strategy 2:** Continue our strong commitment to participating in OSL committees and forums that discuss the best methods for using and troubleshooting software and hardware and that help us keep abreast of emerging technologies. 2015-2018

**Strategy 3:** Take advantage of continuing education opportunities offered by OSL, the RI Office of Library and Information Services, the URI Graduate School of

Library and Information Studies, and the Rhode Island Library Association. 2015-2018

**Strategy 4:** Maintain a good working relationship with town MIS personnel. 2015-2018

**Goal 3: To provide an ongoing education program for the public in the use of technology**

**Objective A:** To strengthen our Information Literacy initiatives, ensuring that all of our patrons have the knowledge and skills necessary to use electronic resources

**Strategy 1:** Continue to offer technology help to patrons as needed at the public computer work stations. 2015-2018

**Strategy 2:** Develop and conduct a series of public programs that provide hands-on use of specific electronic resources. 2015-2018

**Strategy 3:** Develop ways to teach children and young adults how to use electronic resources that would be particularly appealing to these age groups. 2015-2018

**Strategy 4:** Continue to develop FAQ sheets and procedural brochures that explain the basics of how to use electronic resources. 2015-2018

**Strategy 5:** Bring more staff members into the role of educating the public in the use of eReaders. 2015-2018

**Goal 4: To provide a library building that supports current and emerging telecommunications and electronic information technologies**

**Objective A:** To continue to maintain a contemporary wireless, wired, and electrical infrastructure

**Strategy 1:** Look into different solutions for patron access to power sources in public areas. 2015-2018

**Objective B:** Take advantage of recent technologies that will increase efficiency and save money.

**Strategy 1:** Investigate and implement moving the library into Cloud-based computing for email, office applications and improved mobile access. 2015-2018

**Objective C:** Take advantage of recent technologies to improve library security.

**Strategy 1:** Investigate companies and technologies for the implementation of security cameras. 2015-2018

## **FUNDING**

The library will continue to use a number of funding sources to implement the goals, objectives, and strategies of the technology plan. These include town budget funds, state grant-in-aid funds, Champlin Foundation grants, North Kingstown Free Library Corporation funds, and funds from other grant-making institutions where available and appropriate.

## **PLAN EVALUATION**

The objectives and strategies of this three-year technology plan will be included, where appropriate, in the library's annual plan of service. Since we review our annual plan of service on a quarterly basis, reporting our progress to the Board of Trustees, the technology initiatives will be a part of this progress report. Additionally, we will review and revise the three-year plan each year, in November, to ensure that the plan is forward-looking and that it always responds to new developments in the technology field.