KIMBALL PUBLIC LIBRARY
TECHNOLOGY PLAN
FY 2018-2021

This Technology Plan supports the mission of providing accessible and innovative services in response to community needs through high speed internet service, new technology and education to integrate technology into daily life.

Background Information
Kimball Public Library was established for residents in Kimball, Nebraska in the early 1900s. Over time that early start evolved into an ever larger presence in the community providing access to information, programs, classes and literature.

Mission Statement
The mission of the Library states: "The Kimball Public Library enriches our community by encouraging and supporting lifelong literacy through free and open access to books, cultural activities and technology.

Technology Team
This Plan has been developed by the Director with support from the Technology Services and Cataloging Librarian who will meet semi-annually to evaluate and review the Plan and monitor the Library's progress toward achieving the goals and action steps.

Vision Statement
Our technology vision is to ensure our community has access to the highest high speed internet service that funds can support, and to become familiar with new technology as well as opportunities to integrate technology into the community's daily lives.

Current State of Technology
The Library provides an Integrated Library System, network equipment, digital resources and several databases and other information resources made available through the NebraskAccess.

The Library will continue to provide customers with access to our collections using an automated Integrated Library System (ILS). The ILS used will have the capability to catalog items following the nationally recognized cataloging standards using the Dewy Decimal system.

An inventory of servers, workstations, network equipment and software (hubs, routers, etc.) are attached to the Plan.

Needs Assessment
The technology and literacy needs have been assessed by the Library, the Strategic Planning Committee and the City of Kimball Administration. Those needs are addressed in the Library's 3-year Plan and are incorporated into this Technology Plan.

The Library will measure goal attainment through data evaluation/results and community feedback.

Software and hardware are periodically evaluated for function, relevance and usefulness. Pertinent journals, webinars and the web are reviewed for new technology and new applications to bring to our community.

A 4 year upgrade plan is ideal, replacing computers on a rotating basis so all public and most staff computers are new within the 4-year range.

The Library webpage provides useful information about what resources are most valuable to the online public. Monitoring use and analyzing inquiries allows staff to evaluate services and web functionality. Links are checked regularly and new pages are added as needed while less used pages are retired.

Technology Team and others scan for and evaluate the possible effectiveness of new technology and recommend its purchase, provide education on use and work with public to teach them the skills necessary to use and integrate new technology into their lives.

Evaluating the Plan
The goals set forth in this plan will be met by continually evaluating and upgrading equipment and software, offering new and improved patron access to electronic resources, increasing our commitment to staff and patron training and education, and actively promoting the Library's electronic resources to our patrons and the community as funding allows.

GOALS, OBJECTIVES AND ACTIVITIES

Goal One for Public Services

Provide and improve patron access to the Library's electronic resources.

Objective 1: Improve access to electronic resources and emerging technologies

> **Activity 1:** Monitor emerging technologies and implement them into library services whenever appropriate.
> **Activity 2:** Maintain a web site that is useful and navigable to patrons, staff, and the community.
> **Activity 3:** Investigate creating or purchasing library-specific apps for mobile users.
> **Activity 4:** Investigate the purchase and circulation of e-book readers, iPads, etc.
> **Activity 5:** Strive to provide high mbps speed to the Internet as funds provides.
> **Activity 6:** After the Innovation Studios Grant is completed, actively analyze and search for ways to purchase similar or additional equipment for permanent use in the library.

Objective 2: **Provide basic & advanced computer and electronic resources instruction.**

> **Activity 1**: Offer at least two new computer program workshops for adults each year. Offerings could include skill building, Basic MS Word, Excel, Photoshop, cloud applications.
> **Activity 2:** Provide at least two computer classes per year on the use of new technology. (Ex.: iPads, iPhones, 3-D printer classes.
> **Activity 3:** Provide technology camps to youth during summer and school breaks
> **Activity 4:** Evaluate eReaders services and equipment
> **Activity 5:** Provide classes to teach to assist with business or hobby promotions (Ex.: Utilize blogging sites/software and publicize customers' blogs).
> **Activity 6:** Provide classes to teach the use of equipment purchased along the lines of the Innovation Studio

Goal Two for Community Outreach & In-reach

Increase the community's awareness of the Library's electronic resources.

Objective 1: Inform, educate and train Kimball residents and students on the use of the Library's electronic resources.

> **Activity 1**: Give a minimum of one library tour to students per year which include demonstrations of the Library's subscription databases, website and statewide catalog.
> **Activity 2:** Offer at least one class per year on using the Online Public Access Catalog.
> **Activity 3:** Offer at least one class per year on using the library's subscription databases.

Objective 2: **Promote awareness of the Library's electronic resources to local community groups, organizations and the general public.**

> **Activity 1**: Publish at least two original press releases, articles, or advertisements per year detailing the Library's electronic tools and resources.
> **Activity 2**: Create and distribute promotional materials that feature the Library's website and computer resources.
> **Activity 3:** Utilize the Library's teleconferencing equipment to bring educational and/or entertainment programs into the Library from remote locations.
> **Activity 4:** Engage the community to evaluate library services via an online survey tool.
> **Activity 5:** Increase digital communication with patrons utilizing email, blogs, Facebook, Public Access TV and other social media.

Objective 3: Provide electronic and digital content

> **Activity 1:** Continue to offer eBooks and electronic databases by investigating vendors and options
> **Activity 2:** Investigate providing electronic/digital magazines
> **Activity 3:** Continue to provide Integrated catalog
> **Activity 4:** Provide scanning capability for patrons.

Goal Three for Staff Productivity
To provide the Library staff with adequate time, training and equipment to learn both current and future technology.

Objective 1: **Provide staff with computer training and educational**

opportunities.

> **Activity 1**: Provide staff with opportunities each year to attend classes, practice with the aid of printed or online manuals, or receive peer tutoring on using computer software and/or hardware.
>
> **Activity 2**: Develop and offer computer workshops per year for all staff of various skill levels on a wide range of job-specific topics.

Objective 2: **Provide staff with the necessary equipment to perform, enhance or increase the quality of their work and/or service to patrons.**

> **Activity 1:** Consider purchase of at least one E-reader device for staff and patron training.
>
> **Activity 2:** Replace staff computers every 4 years
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> **Activity 3:** Replace Library printers as needed
>
> **Activity 4:** Keep copier lease agreements in place as needed.

Goal Four for the Library's Computer Network

Maintain, ensure and continually improve the overall quality and performance of the Library's local area network.

Objective 1: **Establish and secure an adequate budget and seek additional funds to support this plan.**

> **Activity 1:** Apply to at least one grant source every year to fund the purchase of new technology.
>
> **Activity 2**: Maintain an adequate budget for the purchase of new and replacement computer equipment.

Objective 2: **Purchase the equipment and software necessary to maintain and improve overall system performance.**

> **Activity 1:** Replace 15% of the library computers each year.
>
> **Activity 2:** Upgrade all staff computers to the most current Windows operating system.
>
> **Activity 3:** Replace all outdated wireless access point boxes**.**

The Library will actively seek additional funding to develop and sustain new technologies and apply for Grants for Public Libraries each funding year through the Plan cycle.

Disaster Recovery Plan
The Disaster Recovery Plan for the Library catalog encompasses all servers, hardware, and software related to the Library automation component of the Library. The Recovery Plan contains sensitive information such as login ID's and passwords and is kept in an offsite facility.

Backup and Maintenance
Backup of the Library Integration servers is performed daily with full weekly backups by Companion Corporation in Salt Lake City, Utah.

The staff computers will be backed up on flash drives every Friday afternoon. Off-site storage will be utilized.

In the event of a disaster IT person and Library employees will work with appropriate vendors and insurance company to get the Library up and running as soon as possible. Recovery plans will be reviewed and preventative measures updated yearly.

APPROVED BY THE BOARD   8/10/15

DRAFT REVIEWED AND APPROVED 9/10/18

FINAL REVIEW AND APPROVAL 11/12/18