

Hope Library Technology Plan 2011-2014

Vision Statement

Hope Library, in accordance with its mission, will anticipate and respond to the community's needs, which will meet the interest of all ages and enrich the quality of life.

To accomplish this vision, it will be necessary for the library to stay current with changes in technology, and provide the public with the necessary equipment and training to truly utilize technology and electronic resources.

Goals and Objectives

Goal 1: To stay abreast of new technology and materials, along with their uses, and implications, in a library setting.

Objectives: Update computer hardware and software as needed.

Actions:

Purchase and/or renew software licenses as required, yearly.

Purchase new computers yearly on a rotating schedule based on the age and/or condition of the system. Computers should be replaced every four years.

Consult Ocean State Libraries technical support for input and advice bi-annually.

Objectives: Train staff as needed to provide technology support to patrons.

Year 1

Actions:

Include hands-on technology training in staff meetings.

Encourage staff to attend OLIS and OSL classes and training.

Utilize trainings offered through the OSL BTOP grant.

Year 2

Actions:

Develop technology competency levels for staff, and provide a yearly review, including goals, for staff members.

Offer staff individualized training, if necessary, to help develop confidence in their computer skills.

Train staff on basic computer troubleshooting.

Objectives: Help the public to learn and/or improve their computer skills.

Actions:

Offer classes to the public on various applications, such as Microsoft Word, Access, Excel, and Powerpoint on an ongoing basis, either through Hope Library or Ocean State Libraries through the BTOP grant.

Offer classes to the public on ereader and tablet devices to teach how to download ebooks.

Provide classes on basic internet skills weekly in classes and one-on-one training.

Offer computer training for senior citizens within the library and at the Senior Citizen Center.

Offer classes on starting an email account.

Teach basic internet search skills for job-hunters.

Objective: Increase the number of internet stations available to patrons.

Actions:

Purchase one laptop per year with wireless internet connection for the next three years.

Goal 2: Ensure access to library materials via the internet to remote and in-house users.

Objective: Increase and enhance access to the library website and databases.

Year 1

Actions:

Ongoing instructions to inform and teach patrons on using the online catalog to search for materials.

Ongoing instruction to patrons regarding online renewals and how to place holds.

Evaluate the electronic resources offered through the library by surveying staff and users.

Better publicize the library website and its contents.

Offer electronic formats and databases as provided through Ocean State Libraries membership.

Offer access to tax documents for income tax purposes.

Year 2

Actions:

Digitize historical information and photos on Hope Village and the Town of Scituate and make available on the library website.

Provide online reader advisory service.

Year 3

Actions:

Evaluate past actions on their effectiveness, and re-formulate action plan in response to needs and objectives.

Goal 3: Redesign the library website for ease of use.

Objective: Increase use of library website by making the site more user-friendly.

Year 1

Actions:

Study successful websites for ease of use and web design.

Take advantage of OLIS programs geared toward web design and management.

Survey the public for input on web design.

Year 2

Actions:

Redesign website based on user feedback and other successful websites.

Incorporate technology such as RSS feeds, blogs, podcasts, etc. on the website.

Year 3

Actions:

Evaluate website based on user survey and make changes based on survey results.

Goal 4: To promote Hope Library's mission by allowing users access to library information twenty-four hours a day.

Objective: To make information available to users twenty four hours a day, seven days a week.

Actions: (ongoing)

Maintain a reliable and user friendly website.

Maintain computer equipment in proper working order, with OSL support.

Continue to offer Wi-Fi for internet access.

Offer database access remotely and in-house.

Evaluation

Some of the indicators that will be used to help determine the plan's effectiveness are as follows:

- Statistics on use.
- Statistics on training sessions, both staff and public.
- Annual staff evaluations.
- Annual review of databases and other electronic resources.
- Public surveys.

Budget

The library will continually strive to secure adequate funding to finance technology, by seeking grants from local organizations, fundraising activities, and through the library's operating budget.

Approved by Board of Trustees, September 2011