

**PLAINEDGE PUBLIC LIBRARY
TECHNOLOGY PLAN
JULY 1, 2021 - JUNE 30, 2024
ADOPTED BY THE BOARD OF TRUSTEES
April 19, 2021**

Note: Coronavirus arrived in March of 2020. We have had to curtail or suspend some of our services, add services that were accessible from home, and are continually reevaluating what is safe to offer.

Technology Vision Statement

It is through technology and telecommunications that the residents of the community will have continual, convenient access to electronic resources, products and services. The role of the library is to provide products and services which guide and direct patrons to excellent sources of information. Patrons will be assisted as needed in the use of technology. Staff will be supported by up-to-date technology to ensure quality services that are efficient and cost-effective. The Technology Plan is meant to be a guide for continued updating and implementing changes to support, promote and enhance the mission of the library.

Technology is an integral part of library service, and will continue to grow ever more important. It has expanded our services outside of our building, as well as inside, and permitted us to offer services and resources that we hadn't in the past. The Plainedge Public Library's Technology Plan will serve as a framework to expand, promote and evaluate library service through the use of technology.

Goal #1 - Assessment

Provide, update and evaluate library computers and other electronic devices used to access information for educational, informational and recreational use.

Activities:

- A. Periodically evaluate all computers and other electronic equipment, and replace outdated devices or those not working with newer, more efficient equipment or components.
- B. Continue to monitor the time allotted to use public computers to ensure fair and equal access.
- C. Add new software as needed to the public computers as it is developed to keep the most current programs available to our patrons and staff.
- D. Continue to provide the most efficient and high speed connection, as needed by patrons and staff.

Goal #2 – IT Security and Infrastructure

Our goal is to implement procedures and practices that can maximize end-user usability and minimize vulnerabilities.

Activities:

- A. Continue to physically secure the Library's data communications equipment to prevent unauthorized access tampering.
- B. Increase the Library's backup plan to include offsite backups, using third party cloud services.
- C. Provide the community with a contactless payment system, to enable both remote payment of services, and safe transfer of monies.
- D. provides a circulation system that facilitates access to the local library collection and other library catalogs; and provides equipment, technology, and internet connectivity to address community needs and facilitate access to information.

Goal #3 - Patron Training

Provide residents with instruction and training in using current technologies.

Activities:

- A. Continue to provide education through classes in specific computer skills and specialized software programs as needed or requested by patrons.
- B. Provide instruction in using electronic devices and technology.
- C. Add to the variety of computer related materials and information.
- D. Providing ongoing support to the school district by planning for library based STEAM programming.

Goal #4 - Professional Development

Provide library staff with ongoing technology training.

Activities:

- A. Require staff participation in workshops and on-line webinars, and encourage attendance at library conferences.
- B. Provide in-house technology training sessions for staff.
- C. Use of technology to assist in hybrid, work from home model – zoom, laptops, Google Drive, etc.
- D. Use of email, department, and staff meetings for internal communication.

Goal #5 - Publicity

Promote traditional and new library services to the community.

Activities:

- A. Continue to maintain and update library website. The website will provide links to databases, forms to request services, suggestion forms, library staff contact information and will also serve to promote library materials, programs and services.
- B. Use social media to promote library programs and services, i.e. Facebook, Twitter, Instagram, etc.

- C. Continue to produce promotional material publicizing electronic devices and resources available at the library.
- D. Create and maintain a current and active email list, for the purpose of monthly email blasts, publicizing our programs and distribution of the newsletter.

Goal #6 – Digital Access and Resources

Continue to provide web-based, subscription databases, as well as other resources and equipment to support the mission of the library and provide up to date information.

Activities:

- A. Subscription databases and statistics will be reviewed and evaluated twice a year, eliminating those no longer needed or useful and adding those that “will meet the mission” of the library to efficiently and effectively serve patrons.
- B. Increase the reach of the library WiFi area to include outdoor access, and the bandwidth to support that goal.
- C. Maintain budget to support partnership with ILS, NLS, and cost saving partnerships, maintaining physical and electronic collections.

Goal #7 - Budget

Provide sufficient funding to maintain and support expanding technology resources.

Activities

- A. Maintain adequate funding in the annual library operating budget for the maintenance of all technology systems.
- B. Continue to provide funding in the annual library budget to purchase new database subscriptions, ereaders and other electronic devices

Goal #8 - Evaluation

The ongoing goals of the 2021-2024 Plainedge Library Technology Plan will be continually evaluated through the 3 years of this plan.

Activities

- A. The staff will communicate feedback from patrons
- B. The Reference and Children’s staff will periodically review statistics on use of the subscription databases and suggest the necessary changes by eliminating or adding others as needed to meet the needs of the patrons
- C. The Library Director, and support staff will periodically review this data and suggest necessary changes as needed to enhance communication, assist patrons, deliver information, and manage Circulation, Children’s and Reference services in an efficient and effective manner.