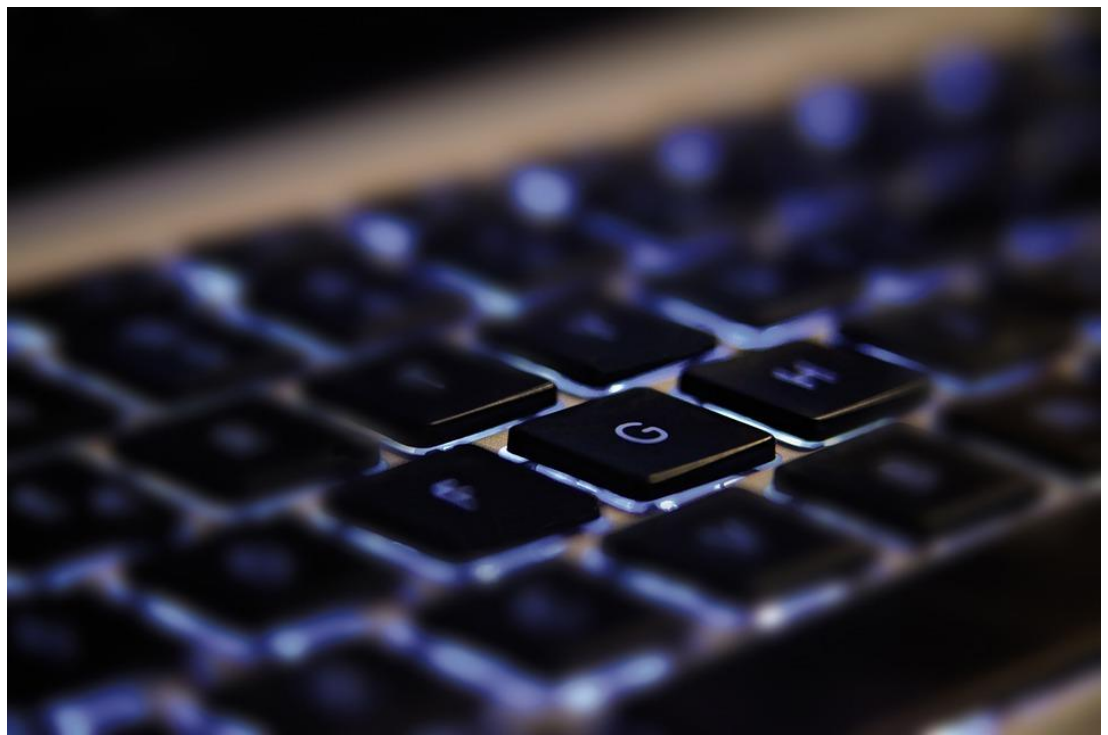# MONTVILLE TOWNSHIP PUBLIC LIBRARY

2018-2020	Technology Plan

The people of Montville and the greater Montville community will have full and ready access to, and know how to use, a wide array of technology-based library services to support their educational and lifelong learning goals, their need for information and research resources, and their interests in community, culture, and popular materials. This document outlines the Technology Plan for 2018-2020.

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Montville Township Public Library

TECHNOLOGY PLAN

CURRENT TECHNOLOGY EQUIPMENT

CATALOG

The Library uses Polaris as its integrated library system. It is comprised of the online public access catalog, plus circulation and cataloging modules. The catalog encompasses not only The Montville Township Public Library's catalog records, but also allows searching of the holdings of M.A.I.N., Inc. Library patrons may use the catalog to place holds on items, have items delivered from one location to another, check the status of their personal accounts, receive email notifications of overdue items, and renew items.

PUBLIC ACCESS TO TECHNOLOGY

- 12 Windows 10 desktop PCs that have internet access, Microsoft Office Suite, and other software.
- 10 Windows 10 laptop PCs for use in the Technology Training Center with internet access, Microsoft Office Suite, and other software.
- 3 iMac desktops with Sierra OS.
- 1 LDS Document Station and Scanner
- J Room: 1 Windows 10 desktop PC, 4 Windows Computers with Educational Games.

RESOURCES AND SERVICES

Through the NJ State Library and MAIN
- Academic Search Premier
- Business Source Elite
- ERIC (Educational Resource Information Center)
- GreenFILE
- Image Collection
- Job and Career Accelerator
- Legal Information Reference Center
- Library, Information Science & Technology Abstracts (LISTA)
- Literary Reference Center
- MasterFILE Elite
- MiddleSearch Plus
- Military & Government Collection

- NoveList K-
- NoveList
- Points of View Reference Center
- Primary Search
- Reference USA
- Referencia Latina
- Rosetta Stone
- Small Business Resource Center
- Teacher Reference Center
- EBSCO Host databases
- Magazines & Newspapers (indexed and full text)
- Literary Reference Center Health Source (magazines, pamphlets and books)
- Explora Primary Schools
- Explora Educator's Edition
- MyHeritage Library Edition (available through MAIN)
- Pronunciator (available through MAIN)

LIBRARY WEBSITE

The Library's Web site is the gateway to information about the collection, online information sources, patron accounts, information about library policies, children's services, public programs and classes, and more.

Through the Web site, patrons may link to electronic resources and the online catalog. The catalog page includes links to interlibrary services available to patrons, allowing them to search JerseyCat. Patrons may view lists of new titles recently added to the collection.

Upcoming events are posted on the home page. The Web site also links to calendars for children's programs, adult programs and exhibitions, and computer classes.

SOCIAL MEDIA

The Library uses a Facebook Account to allow patrons to view photos and information about events they may have missed. The Facebook page provides program reminders, library news, and information on topics of current public interest. The Library also has an Instagram account. However, the Instagram account is not easily findable just by searching Montville Public Library or Montville Township Public Library. The Library will update their Instagram account name to make it easier for customers to find and to see what is happening at the Library.

INTERNET USE POLICY

The Library embraces the tenets of the Library's Internet Use Policy adopted by the Board of Trustees.

INTERLIBRARY SERVICES

Interlibrary Services participates in the online JerseyCat system for interlibrary loan. These arrangements benefit the Montville community by providing access to additional items either not

currently in the Library or MAIN collections. The JerseyCat system is linked through the Library's Web site, allowing patrons to search for items they need, and to place their own requests if desired. Library staff monitors and completes all steps for requests to be fulfilled. Whenever possible, patrons are notified via email that their   requested materials have arrived to ensure that items are received quickly.

OTHER SOFTWARE

Email is used for internal and external communication. All staff members and Library Trustees have email accounts. The Polaris ILS also allows patrons to receive email notification when their circulating items are about to be due.

GOALS

1) Add and Upgrade Infrastructure, PCs, and Mobile Devices.

The Library will develop an official computer replacement schedule and future needs assessment for adding equipment. This includes, but is not limited to, adding or replacing desktop PCs, tablets, laptops, and wireless access points.

a) **The technology will be sustainable, redundant, and up to date.**
- Create a computer replacement schedule for the entire library.
- Maintain software updates and evaluate new software releases.
- Expand number of current PCs through use of laptops and/or tablets.

b) **Improve internet access and wireless network.**
- Add additional access points where customers and staff are heavily concentrated.
- Increase the bandwidth of the internet to keep up with staff and customer usage.
- Ensure that planned overall bandwidth expansion and availability keeps pace with demand.
- Deploy and utilize monitoring and maintenance tools to manage the wireless network and overall bandwidth demand.

2) Enhance Communications

The Library will follow industry standards to keep up with the latest and most convenient way to communicate with customers.

a) **Migrate the website to a new content management system.**
- Redesign the website to make it easier to navigate.
- Create a mobile-friendly website and app.
- Reassess the online calendar and find a more flexible and user-friendly option to provide information about library programming.
- The website will be updated frequently, at minimum on a weekly basis.

b) **Expand the Email Newsletter with meaningful content.**
- Increase the number of customers who receive the email newsletter.
- Make it easy for new customers to opt-in.

- Cater the newsletter to targeted groups such as adults with children and seniors.

   c) Utilize other forms of social media to communicate with segments of the population

3) Support Growth of Digital Content

The Library will review digital services to ensure they are relevant to the communities' needs and increase usage of these services.

   a) Expand and review current digital content.

- The Library will review its current digital content offering and add new content based on customer request or needs.
- The digital content will be easily accessible and obtainable by customers by providing guides or training as necessary.

4) Innovate and Cultivate the 21ˢᵗ Century Library

The Library will constantly look for new ways to further fulfill its Mission by being an innovative technological leader.

   a) Keep on top of changes with technology

- The library will monitor library journals and publications and online news for relevant technology news.
- Staff will visit and network with other libraries.
- Staff will attend conferences to obtain new knowledge and ideas.
- The library will encourage new ideas from customers and staff.
- The Library Staff will constantly think of "what's next".

5) Training for Customers

The Library will provide instruction for patrons to assist them in achieving personal goals, as well as professional and educational advancement, and to allow them to pursue personal information needs both inside the Library and remotely. This includes providing outcome based classes.

   a) Increase the number of technology classes with a variety of subject matter.

- The Library will provide more technology classes to customers.
- The classes will range from beginner to advanced with subjects that also range from PC basics, job searching skills, and Microsoft Office Suite.
- The Library will continue to expand their offering of classes related to library-based technology and services
- The classes will be outcome based so that customers can obtain valuable skills they can use outside the Library.
- Provide one-on-one training sessions for customers as needed.
- Develop a marketing plan to advertise new classes.

6) Training for Staff

The Library will provide training to staff to improve their ability to assist users in location of information and improving their technology skills. Satisfy professional development needs by assessing staff's individual job functions and ensuring that appropriate training for current and future growth is provided. In addition, all staff will be trained on core technology competencies.

   a) Increase the number of technology classes with a variety of subject matter.

- Create a schedule of training classes for staff to ensure core knowledge of new software, electronic databases, and the integrated online library system and collection development tools (ongoing).
- Improve customer service by ensuring that staff members are afforded training to increase expertise. Utilize training to improve knowledge of county, state and federal government Web sites in order to better assist patrons accessing these services.
- Provide training to all staff working with public access computers to ensure that filtering software is working appropriately to satisfy patrons' needs, library policy, and the Library's responsibilities under CIPA.
- Make greater use of webinar offerings for all staff.
- Ensure that all staff has appropriate job aids for quick reference.
- Ensure that library staff is informed and encouraged to participate in outside training opportunities that will expand their skill base.

PROFESSIONAL DEVELOPMENT STRATEGY

The Library will provide training to staff through the professional development strategy plan which will be revised yearly and reviewed quarterly. This plan will include, but not limited to requests for, conference attendance, organization membership fees, project lead ideas, and ongoing formal training through one-on-one, group, or webinar training.

- At the start of Q4 of the year the Director will request each department submit their requests for training for the following year.

- From these requests and working in tandem with the budget, the Director and Department Managers will develop a schedule for training staff for the following year.

- The Library will have core technology competencies that all staff will know such as use of the ILS, online resources, and the current Windows and iOS operating systems.

- New staff will be trained on the core technology competencies when they first start in addition to peer lead training on the Library systems necessary for their job.

- Staff will attend training with one-on-one, group, or webinar sessions.

- A Library based intranet will host information that all staff can access - guides, resources, and frequently asked questions.

- Staff will receive ongoing review and assessment of the effectiveness of the training sessions attended.

- Provide opportunities for the staff to visit other libraries or facilities to gain new perspectives on technology and how it is applied.

EVALUATION

The Library's formal Technology Plan will be updated on a three-year cycle. Due to the rapid changes in technology, goals and implementation schedules will be continuously evaluated and adapted. The Management team will meet at yearly intervals to evaluate progress and to update the plan as necessary.

- The Director will make regular reports to be given to the Board of Trustees on the progress and development and the Board will provide feedback.
- The Library will obtain wireless access point and firewall statistic to evaluate current bandwidth usage. The reports will be gathered monthly and assessment will be made and, if necessary, bandwidth will be increased.
- The number of email newsletter will increase to get close to matching the current number of library cardholders.
- Surveys will be conducted to find the usefulness of the current databases and provide changes as needed.
- Usability test will be conducted to find the best navigation of the website before moving to a new content management system and after the migration another test will be completed.
- Surveys will be completed by customers after each Technology Class to see if the customer found the class valuable.

BUDGET

The following chart shows our proposed budget for FY2017-18 and projected budgets for the following three fiscal years.

Category	FY2018	FY2019	FY2020
Equipment	$12,500	$15,000	$17,500
Software	$3,000	$3,500	$4,000
ILS/MAIN	$50,000	$52,000	$54,000
Maintenance	$15,000	$16,000	$17,000
Internet	$2,500	$2,500	$2,500
Telephone	$7,000	$7,500	$8,000
Website	$1,000	$2,500	$2,500
Training	$4,000	$5,000	$6,000
Total	$95,000	$104,000	$111,500

Equipment

For the FY2018 the following are proposed costs:
- New Windows 10 PCs for the Public using an average cost of $700 plus extended warranty
- New Apple iMacs for the Public using an average cost of $1,300 plus extended warranty
- New Apple MacBook Airs for the Teens use using an average cost of $1,000 plus extended warranty
- 3 Additional Linksys wireless access points using an average cost of $200
- 3 Mersive Solstice Pods and 46" HD TV's for collaboration rooms =$6,000
- Maintenance and Repair (M&R) of existing equipment is

For the FY2019 the following proposed costs were in this calculation
- New Windows 10 PCs for the Staff using an average cost of $700 plus extended warranty
    - *This cost is staggered with the public PC cycle so that two large costs do not occur within the same year.
- Printers replacement

For the FY2020 the following costs were in this calculation
- Reserve of additional needed equipment after completed assessment $10,000
- **Total= $10,000**

Software

For the FY2018 the following costs were in this calculation
- Total cost for Microsoft Office, Adobe Creative Cloud, and others =$3,000
- **Total= $3,000**

For the FY2019 the following costs were in this calculation
- Total cost for Microsoft Office, Adobe Creative Cloud, and others =$3,500
- **Total= $3,500**

For the FY2020 the following costs were in this calculation
- Total cost for Microsoft Office, Adobe Creative Cloud, and others =$4,000
- **Total= $4,000**

ILS

For the FY2018 the following costs were in this calculation
- Total Cost Here
- **Total= $50,000**

For the FY2019 the following costs were in this calculation
- Total Cost Here
- **Total= $52,000**

For the FY2020 the following costs were in this calculation
- Total Cost Here

- **Total= $54,000**

Maintenance

For the FY2018 the following costs were in this calculation
- Maintenance and Repair (M&R) of existing equipment is $15,000
- **Total=$15,000**

For the FY2019 the following costs were in this calculation
- Maintenance and Repair (M&R) of existing equipment is $16,000
- **Total=$16,000**

For the FY2020 the following costs were in this calculation
- Maintenance and Repair (M&R) of existing equipment is $7,500
- **Total=$17,000**

Internet

For the FY2018 the following costs were in this calculation
- Total cost of 250mbps internet from Optimum is $2,500
- **Total=$2,500**

For the FY2019 the following costs were in this calculation
- Total cost of 400mbps internet from Optimum is $2,500
- **Total=$2,500**

For the FY2020 the following costs were in this calculation
- Total cost of 400mbps internet from Optimum is $2,500
- **Total=$2,500**

Telephone

For the FY2018 the following costs were in this calculation
- **Total=$7,000**

For the FY2019 the following costs were in this calculation
- **Total=$7,500**

For the FY2020 the following costs were in this calculation
- **Total=$8,000**

Website

For the FY2018 the following costs were in this calculation
- Total cost of hiring expert to update website
- **Total=$1,000**

For the FY2019 the following costs were in this calculation
- Total cost of ongoing maintenance and support is $2,500

- **Total=$2,500**

For the FY2020 the following costs were in this calculation
- Total cost of ongoing maintenance and support is $2,500 average
- **Total=$2,500**

Training

For the FY2018 the following costs were in this calculation
- **Total=$4,000**

For the FY2019 the following costs were in this calculation
- **Total=$5,000**

For the FY2020 the following costs were in this calculation
- **Total=$6,000**