Cumberland Public Library

Your window to Information, Entertainment, Community

Technology Plan

2023-2025

SUMMARY

The Technology Plan is a roadmap towards meeting the information technology needs of the Cumberland Public Library, library staff, and the community at large. The plan identifies achievable objectives to meet a two-year period, with all roads leading towards the ultimate goal of providing consistently outstanding library service to the community and ensuring library staff are equipped with the necessary technology tools and resources required for their roles. The plan focuses on the key objectives detailed below while also allowing for flexibility due to the constantly evolving nature of technology and library service.

MISSION STATEMENT

The Cumberland Public Library is committed to serving the changing the needs of the community by providing a gateway to free sources of knowledge, information, and entertainment—both within and beyond library walls. Maintaining up-to-date, functional, and user-friendly information technology is essential for achieving this mission. The library's Assistant Director/Technology Coordinator facilitates the success of this mission through the lens of information technology and seeks to do so in collaboration with all library staff and with guidance from the Ocean State Libraries technology team.

OBJECTIVES FOR 2023-2025

The following objectives and their approximate timelines are priorities for the next two years. These are based on a combination of planned changes from Ocean State Libraries (i.e. new ILS software), the general upkeep of current library technology, plans for improvements and changes discussed by library staff, plus safety and operational needs as recommended by the Facilities Manager.

➢ **Implement Koha Integrated Library System**
   Spring 2023: OSL and ByWater Solutions lead the implementation of Koha ILS
   Spring & Summer: Conduct staff training and complete successful transition to Koha
   Spring 2024: Review implementation after one year and conduct staff check-ins
   Winter 2024: Review staff training needs and remain informed on Koha software developments

   Ocean State Libraries (OSL) voted to switch from the Sierra Integrated Library System (ILS) to the open source Koha ILS, with support provided by ByWater Library Solutions. May of 2023 is OSL's estimated timeline for going live with Koha. OSL and ByWater will oversee the process, including the migration of data and the installation of the software. The Assistant Director/Technology Coordinator will help facilitate this transition and likely be responsible for aspects of staff training and remaining in communication with OSL and ByWater Solutions after the initial launch period.

➢ **Explore new options for managed print services**
   Winter 2023: Solidify contract with new service provider and finalize severance from previous company
   Spring 2023: Fully transition to INNOVEX printing technology and services
   Winter 2024: Review with staff new printing technology and consider feedback

   The library has had a contract with Conway/CIT, a Xerox-based company, for print management services of our networked printers. This includes tracking print usage, restoring printer supplies, and the repair of the printers. This company, however, has become increasingly difficult to work with and their customer service and responsiveness to our needs has not been acceptable. As of the plan final's draft in December 2022, the library has signed a contract with INNOVEX, a company based in Lincoln, RI. INNOVEX is facilitating the termination of the library contract with Conway/CIT and plans to begin our transition to their services with a streamlined roster of Sharp printers ASAP, with a deferred payment plan for the printers and services beginning in March 2023. INNOVEX provides managed print services for the City of Cranston and the Cranston Public Library system.

➢ **Assess the library security cameras and consider improvements**
Summer 2023: Complete internal assessment and identify specific goals
Fall 2023: Create a plan for improvements and explore associated costs and vendors
Spring 2024: Implement recommended changes/improvements
Winter 2024: Reassess security cameras and review to see if internal goals were met

Feedback from staff and especially from the Facilities Manager indicates that the library security
cameras do not currently have an optimal setup. Some cameras are not positioned to capture necessary
information while others are disconnected or no longer in use but still register on the server. The
Facilities Manager and Assistant Director/Technology Coordinator will collaborate on ways to maximize
the effectiveness of the security cameras and possibly seek an outside opinion how to best utilize and
organize the security cameras.

➢ **Evaluate speaker systems and make necessary safety improvements**
Spring 2023: Complete internal assessment and identify specific goals
Fall 2023: Research available speaker system technology and identify best fit for the library
Winter 2024: Review budget and associated costs of improved speaker system
Spring 2024: Implement plan for new/improved speaker system

The Facilities Manager and other staff recommended improvements to our current speaker systems.
The second floor cannot hear alarms on the first floor. An alarm annunciator should be installed to
address this issue. Staff also report that closing announcements are difficult to hear from many areas of
the library. The Assistant Director/Technology Coordinator and Facilities Manager will work on a plan
ensure speaker system announcements are heard throughout the library.

➢ **Consider purchasing new technology for public programming and events**
Winter 2023: Conduct full review of library technology used for programs and events
Spring 2023: Assess technology budget for FY 24 and 25 and prioritize spending
Summer 2023: If applicable, purchase and implement use of new technologies
Winter 2024: Review with staff program and event technology changes and consider feedback

Various technology tools are essential for successful library programs and events. LCD projectors are an
essential tool—slideshows and visual components are key for many presenters and performers. Staff
have reported issues with the current projectors and it is possible newer models are needed for full
compatibility with newer laptops and software. In addition to projectors, the library's assistive
technology for the hearing impaired is outdated, though technically functional. The device is an FM
system created in 1991. The Assistant Director/Technology Coordinator will research newer technology,
possibly Bluetooth based, available for speaking events to be more accessible for the hearing impaired.
The library will also consider any other arising technology needs for programs a high priority.

➢ **Assess and inventory the mobile laptop lab and identify areas of improvement**
Spring 2023: Review laptop inventory and user test each computer for functionality
Summer 2023: Collect staff feedback on uses for and importance of laptop collection
Fall 2023: Make purchasing decisions and review available technology budget
Spring 2024: Finalize the new laptop collection and clarify the uses of the collection

The library has a collection of laptops housed in a mobile charging cart that was previously used for
programs and classes. These laptops have not been used recently due to COVID-19 related closures and
lack of in-person programs. Staff report these laptops are outdated. The Assistant Director/Technology
Coordinator will discuss future uses of these laptops with staff departments, assess the viability of each
computer, and consider next steps for this collection and its uses.

➢ **Implement Radio Frequency ID (RFID) tagging to materials circulation process**
Winter 2023: Secure grant and Friends funding that will goes towards the RFID project
Spring 2023: Select vendor for RFID materials and support; begin security gate installation
Summer 2023: Fully transition materials to RFID tags and checkout process to support RFID scanning
Winter 2024: Staff review of RFID process, assess and identify further staff training needs

This objective is a continuation of an item from the 2020-2022 Technology Plan. The library is looking at converting from the current magnetic tattletape system to RFID tagging for circulating library materials. The current system is becoming obsolete and results in a slower check out process. RFID tags are small tags placed in materials that codes information into the library software. Items can be scanned quickly and efficiently, and in stacks for multiple scans at once. Ocean State Charities Trust has awarded the library a grant for $20,000. The money was received in early December and the library is moving forward with Biblioteca as the vendor of the RFID technology. The tentative timeline is to install RFID by spring of 2023 before the switch to Koha ILS. Along with RFID tags, there will be a new door gate that picks up RFID the signal. The Friends of the Cumberland Public Library have agreed to contribute $14,000 to the purchase of the new security gate.

➢ **Explore options for updating the library website and consider a larger scale redesign**
Winter 2023: Complete Drupal 9 update and ensure basic website function continues
Summer 2023: Collaborate with Daedal Creations on a website redesign plan; assess costs
Fall 2023: Review website redesign plan with staff and finalize next steps
Spring 2024: Make feasible improvements to the website and assess further needs

The library website runs on the Drupal content management system. Staff are able to make basic changes, such as updating hours and posting about upcoming events. More in-depth maintenance is done by Daedal Creations, at the request of the Assistant Director/Technology Coordinator. Staff have expressed interest in the website becoming more responsive, dynamic, and user friendly. Daedal Creations indicated that starting in January 2023 they could have capacity to assist the library with a required Drupal 9 update and then begin conversations with library staff about a redesign project.

➢ **Support professional development to ensure staff make the best use of library technology**
Winter 2023: Review technology plan with each library department and identify training needs
Spring 2023: Work with staff to schedule time for conferences, trainings, and classes
Winter 2024: Evaluate effectiveness of professional development activities and plan for next cycle

With technology constantly evolving, the library be proactive with connecting staff with professional development opportunities that ensure they have the skills and knowledge needed for their positions. This goal will include the Assistant Director/Technology Coordinator exploring new resources for the library, such as scheduling software (i.e. LibCal), human resources software, password management software, and other possibilities. Should any changes occur the Assistant Director/Technology Coordinator will also facilitate staff training. The library will also seek out and connect staff with trainings, conferences, working groups, and other opportunities that may enhance skills or open doors to new prospects and services.

➢ **Continue ongoing maintenance and upkeep of staff and public PCs**
Winter 2023: Review computer inventory and identify timelines for maintenance and replacement
Spring 2023: User test all public PCs; examine out of order PCs; assess how many PCs are needed
Fall 2023: Implement staff-suggested improvements and reorganize public PCs if needed
Winter 2024: Reassess inventory for staff and public PCs and plan for next technology cycle

The continued monitoring and upkeep of staff and public PCs remains a high priority. The Assistant Director/Technology Coordinator will continuously assess these PCs, remain aware of their replacement timelines, and be responsive to immediate staff and patron troubleshooting needs. Public use of PCs has declined recently, so part of this objective is to assess whether there is need to replace outdated PCs or if that service can be streamlined to having fewer, but fully functional and updated, PCs for the public. Other miscellaneous items will fall under this objective as well – for instance, Reference staff have also requested we reorganized the public PC plug setup to avoid recurring issues with patrons accidentally knocking plugs out with their feet.

➢ **Relaunch technology education programs for the public**
Winter 2023: Work with reference staff to identify most in-demand topics and skills
Spring 2023: Conduct a "soft" relaunch of programs led by Assistant Director/Tech Coordinator
Fall 2023: Assess success of programs offered in the library and create a plan for future offerings
Winter 2024: Work with Outreach Coordinator to identify opportunities beyond the library walls

The library previously offered classes teaching key technology skills to patrons. These programs were suspended during the COVID-19 pandemic and have yet to be fully relaunched. Reference staff report public inquiries about technology classes returning. Much of the current technology education is done on the spot by reference staff as patrons drop in with questions. Still, the library is considering the relaunch of technology classes and will likely schedule them in early 2023 and assess their reach and effectiveness. The library could also explore outreach options. The new full-time Outreach Coordinator will be working on expanding homebound services, and may also add a technology education component to this work.

OCEAN STATE LIBRARIES TECHNOLOGY WORKING GROUP
The Assistant Director/Technology Coordinator will be an active participant in the Ocean State Libraries Technology Working Group, which meets monthly to discuss an array of technology developments. Through these meetings and regular communications with the OSL group, the Assistant Director/Technology Coordinator will ensure the library is following OSL recommendations and will facilitate communications between OSL and staff regarding any technology issues and developments.

TECHNOLOGY PLAN REVIEW AND ASSESSMENT
The 2023-2025 Technology Plan will at minimum be reviewed quarterly to assess progress on the primary objectives and also to review for possible changes or addendums. Any changes, new developments, or additional objectives will documented in an addendum section as the plan is reviewed. The Assistant Director/Technology Coordinator will conduct a full review of the plan's goals and objectives at the end of this cycle and include the findings in the 2025-2027 Technology Plan.