

REDFIELD CARNEGIE LIBRARY TECHNOLOGY POLICY

Section I: Mission Statement

The people of Redfield and the surrounding community will have convenient access to electronic information resources through proven technology. In the virtual and physical libraries, our role will be to provide value-added products and services which guide and direct customers to excellent sources of electronic information. Patrons will be assisted as needed by a number of knowledgeable, trained staff who can help them make the best use of both new and traditional information resources. Staff will be supported by up-to-date technology to ensure quality services that are efficient and cost-effective.

Section II: Goals and Strategies

GOAL 1: Provide resources to support the improved delivery of services

OBJECTIVE 1A: Upgrade software and hardware for staff

- Upgrade or replace staff computer equipment in compliance with the Library's standard that all computer equipment is no more than five years old
- Audit current security cameras to ensure older cameras are replaced/repaired as needed.

OBJECTIVE 1B: Upgrade software and hardware for public

- Upgrade public computer equipment in compliance with the Library's standard that all computer equipment is no more than five years old.
- Assess customer needs and add additional software to help meet those needs.

OBJECTIVE 1C: Implement new technology in support of the community

- Assess need for new technologies in the library as well as for lending

GOAL 2: Provide free public access to Internet information sources.

OBJECTIVE 2A: Provide patron access to the Internet on at least three workstations.

- Ensure the workstations are working properly on a weekly basis.

OBJECTIVE 2B: Provide free WiFi to the public 24/7 that can be accessed inside and outside the building

- Ensure the WiFi is working properly on a weekly basis.
- Assess customer needs and add additional software to help meet those needs.

GOAL 3: Use technology to communicate more effectively with the public

OBJECTIVE 3A: Ensure the library website is current and convenient for customers

- Develop a new personalized library website for an enhanced user experience and improved communications
- Perform a content inventory of the library's personalized website and the library's city page at least annually

- Monitor and update website links and content at least monthly.

OBJECTIVE 3B: Ensure the library social media presence helps the library communicate with and effectively engage our community.

- Develop measurement tools to assess the library's social media reach and engagement
- Re-assess social media opportunities including social media platforms to develop a social media plan
- Evaluate opportunities and options for live and recorded video sharing online.
- Implement social media plan to effectively engage our community.

Section III: Assessment of Current Status

The library has 7 computers - 6 desktop computers and one chromebook. Four desktops have internet connectivity accessible by patrons. Two desktops and the chromebook are for staff use. All desktops have access to the color printer. The library provides 24/7 access to free WiFi for its patrons. The WiFi is accessible inside the building and outside the building. The library has been automated. The library uses Destiny Follet as its ILS. The library has a website as part of the city of Redfield's website. The library also has a Facebook page and a Twitter account.

Section IV: Plan Evaluation

The Library Director and the Library Board will oversee implementation of technology projects and will assess if equipment/software actually accomplishes the goals and objectives set forth in this plan.

The Library Director and the Library Board will regularly evaluate the computer inventory and make recommendations for replacement and repair. They will review progress on all projects on a regular basis.

The following evaluation process will be done annually:

- Review equipment exceeding 5 years in age.
- Review software on public and staff computers to ensure they are still effective.