

## **TECHNOLOGY PLAN**

This plan describes how technology is used to enhance the Independence Public Library's services and to support the library's strategic plan and mission.

### **Budget**

The library's technology equipment, software and online subscriptions are reviewed annually by the Library Director and Assistant Director with input from library staff members. A technology equipment replacement plan is used to deem the replacement of various equipment and the implementation of new technology as needed.

### **Inventory**

An inventory containing all the library's technology equipment is kept and updated as necessary by the Assistant Library Director and Library Director. The inventory includes asset identification, last replacement date, anticipated replacement date, and estimated replacement cost.

### **Training & Implementation**

Staff training includes self-paced discovery, peer-to-peer training, and group instruction.

- All library staff are encouraged to develop skills to aid in troubleshooting library and consumer technologies and software.
- Designated staff are expected to demonstrate competence in troubleshooting proprietary library software and backend environment.

Public training includes one-on-one assistance on preferably a scheduled basis; however, walk-in assistance can be provided as staff time allows.

When introducing new technology, implementation will include staff communication, training, testing, marketing to the public, feedback, and revision.

### **Maintenance & Replacement**

Proprietary library software is updated and managed by library staff in cooperation with the current City IT company, City Manager and the associated software and hardware vendors. Internet bandwidth is regularly evaluated by the current City IT company.

### **Security**

A distinct separation between the library's staff network and the public access network is maintained by the City's IT company.

All library computers and devices that are available to the public will have lock-down applications installed, to ensure that public information cannot be permanently stored on library computers.

## **Assessment & Evaluation**

Assessment is an ongoing process involving feedback from the public and staff, monitoring societal trends and examining use statistics. When opportunities or issues are identified, the relevant technology is reviewed by library staff before determining the appropriate next steps. This may include early replacement of existing technology, changes to policy, additional training, or any other actions necessary to support the library's strategic plan and mission.

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