North Scituate Public Library
Technology Plan 2014 – 2018

Mission Statement

The mission of the North Scituate Public Library is to act as a focal point in the community providing informational, educational, recreational, and cultural services and material to all age groups.

Discussion

Although it is possible to plan many things in advance, changes in technology, particularly in the area of electronic access to information, continue to move at a lively pace. While the library staff will try to accomplish the objectives listed below, some may be superseded by an entirely different approach or technology. It is the task of the Director to continually "scan the horizon" of electronic library services and to shift course quickly in order to ensure the best service to our community.

Technology Assessment

The library currently has eight computers dedicated as public web stations connected to two network printers. There are also eight laptops available for use inside the building and can also be used for the purpose of teaching computer classes. Three computers are available as library PACs only. Wireless access is available throughout the building, and patrons may use their own laptops and handheld devices to access the wireless network.

The library has created and maintains its own web site at www.scituatelibrary.org. The Reference Librarian has primary responsibility for maintaining site content, and the library has outsourced its technical support to a local vendor.

Staff has use of eight computers and six printers. Three computers are located at circulation, which is their primary function. All three are equipped with bar code scanners, RFID pads and receipt printers. A fourth computer is located at the desk of the Circulation Supervisor and is also equipped with a bar code scanner, RFID pad and label printer. The remaining staff computers are located in the Director's office, the Administrative Assistant's office, the Reference Librarian's desk and the Youth Services Librarian's desk. All staff computers are connected to the Internet.

All staff have been trained to provide help to patrons using all publicly available technology. Training is ongoing with each new piece of equipment, service, database, or software. Monthly staff meetings provide a venue for further training. Most staff have some troubleshooting expertise, however, the library depends on Ocean State Libraries staff for higher-level hardware/software support.

Goal:

Promote the mission of the library through the strategic use of information technology.

Objectives:

By June 2014:

- Prepare for installation of first VDI machines.
  Action: Consult with OSL technical support staff. Ensure the physical areas are prepared for computer replacement and that necessary cabling is in place.
  Evaluation: Has the transition gone smoothly and without interruption of service for patrons?

- Offer computer classes to the public.
  Action: Reference staff will create a schedule of classes on varied topics. These classes are to be taught by reference librarians during normal business hours.
  Evaluation: Staff will track registration rates and feedback from students to determine whether to add/subtract classes, change times, etc.

By February 2015:

- Complete the installation of all VDI machines.
  Action: Consult with OSL technical support staff.
  Evaluation: Has the transition resulted in no interruption of service for patrons and no significant staff time for troubleshooting?

By December 2015:

- Assess availability and variety of handheld devices / e-readers for patron use.
  Action: Evaluate usage of existing devices and gather information about patron requests.
  Evaluation: Do we need to purchase additional / different devices?

By December 2016:

- Evaluate age of staff computers and all printers.
  Action: Purchase or reallocate new computers as needed. Purchase new printers if needed.
  Evaluation: Track age of computers and replacements.

By December 2017:

- Continue to evaluate age and efficiency of all staff computers and printers.
  Action: Purchase or reallocate new computers as needed. Purchase new printers if needed.
  Evaluation: Track age of computers and replacements.

- Assess availability and variety of handheld devices / e-readers for patron use.
  Action: Evaluate usage of existing devices and gather information about patron requests.
  Evaluation: Do we need to purchase additional / different devices?

By December 2018:

- Evaluate age of VDI machines.
  Action: Consult with OSL technical support staff regarding replacements.
  Evaluation: Have the machines been running efficiently for patrons?