

Novi Public Library Technology Plan 2016-2019

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Motto and Mission Statement



Inform. Inspire. Include.

“Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.”

The goal of this plan is to detail how technology can contribute to fulfilling the library's motto and mission statement.

The Novi Public Library is a center of community activity and a source of local pride. It is a library that fulfills the needs of the community in a comfortable, user-friendly, well-staffed facility that is capable of adapting to change.

Increasingly, new technology offers the means to meet these varied needs. As technology continues to play a vital role in providing access to information, our library patrons' expectations continue to demand increased access to technology. An integral part of fulfilling our mission and motto includes providing materials, resources and services in an online format. Successful integration of technology into our library environment requires ongoing training for all staff.

Technology Goals

Goals for Public Service

- Objective 1: Continue to improve methods for accessing a patron's accounts online.
 - ◆ Investigate online library card registration.

Objective 2: Enhance and improve methods for accessing online resources.

- ◆ Review new technology for tools to improve access to online resources by mobile devices.
- ◆ Update and maintain a robust and reliable wireless network for the library and Fuerst Park properties.

Objective 3: Maintain and upgrade computer equipment and supplies to provide consistent and efficient access to online training, products and services.

- ◆ Maintain up-to-date software to manage public computers and printing.
- ◆ Investigate additional hardware/software for public computers as requested in the annual patron technology survey.

Objective 4: Improve access to library services for patrons who do not visit the library on a regular basis.

- ◆ Continue to evaluate the user interface and make changes as necessary to simplify access to online resources.
- ◆ In conjunction with the Information Services Staff continue to offer internet, mobile device and general technology training sessions to the public.

Objective 5: Continually improve web site functionality and the user interface.

- ◆ Assist in evaluating the user interface and making changes to provide straightforward access to online resources.
- ◆ Investigate live streaming video platforms such as Twitch to highlight library staff or programming that feature the creation of artistic or creative works.
- ◆ Investigate creating training content for Google+.

II. Goals for Collection Development

Objective 1: Provide and maximize technology, programs, services and collections that meet the changing needs of our community.

- ◆ Investigate offering on-site patrons tablets to access online magazines.

Objective 2: Expand and enhance the library's multimedia computer offerings.

- ◆ Investigate granting access to our Minecraft servers to patrons outside the building.

Objective 3: Collect statistics on usage of the library's resources.

- ◆ Monitor web site usage in order to analyze web page effectiveness.
- ◆ Monitor statistics of online databases to analyze product use.
- ◆ Provide statistical reports as needed.

III. Goals for Staff Development and Training

Objective 1: Provide a well-trained staff that is engaged in the Novi community and within the library profession.

- ◆ Develop a new staff member "technology" orientation/training
- ◆ Provide specialized training for individuals, if necessary, so staff members are able to meet the Basic Competencies adopted by the TLN Steering Committee.

Objective 2: Implement technology solutions that improve staff efficiency and productivity.

- ◆ Maintain most current version of Microsoft Office suite software.
- ◆ Maintain most current version of Microsoft operating system.

Objective 3: Implement a formalized Internet Volunteer program to help alleviate staffing concerns at the Information Desk.

- ◆ Recruit and train volunteers to assist with basic Internet/troubleshooting questions.

IV. Goals for Community

Objective 1: In conjunction with Information Services and Marketing, increase the promotion of our marketing plan.

- ◆ Highlight online resources on our web site and in library publications.
- ◆ Continue providing remote library programs at schools, community club houses and City buildings/parks.

Objective 2: Use technology to promote library events and services.

- ◆ Investigate technology that can be used to help promote the library (social media, Pinterest, Twitch, Google+, RSS feeds, etc.).

V. Goals for Facilities and Equipment

Objective 1: Maintain and upgrade the library's network technology to provide optimal performance and service for staff and public.

- ◆ Monitor the library's WAN/internet connection bandwidth to determine if upgrades are necessary.
- ◆ Expand/update data center capabilities as necessary to support optimal performance.

Objective 2: Investigate improved methods for network operations.

- ◆ Investigate options to use the cloud for backup services.
- ◆ Investigate cost advantages of using Google mail.