Technology Planning Worksheet

(updated 7/31/2015)

Technology Plans should be updated due to local changes. The plan may be written for a one-year, two-year, or three-year period.

Library Name: Rising City Community Library

Library Director: Melissa Praught

Street Address: 675 Main Street

City: Rising City

State: Nebraska   Zip: 68656

County: Butler

Telephone number (including area code):   (402)954-0270

Population of city and census year from: 2019 Census showed 615 people in Reading Township.

Population of county and census year from: 2019 Census showed 8,016 people in Butler County.

Technology Plan covers the Fiscal years of (must include month and day)

07/01/2021 - 06/30/2024
(mm/dd/yyyy - mm/dd/yyyy)

Technology Planning Committee for Library and/or Community

List the individuals on your planning team, including community representatives. Include each person's position and organization/business affiliation.

Melissa Praught - Library Director

Diane Duren - Board President, Information Security Officer and IT Director (retired) at Foundation One Bank.

What current technology exists in other entities within your community, such as the school or city offices? For example, are there computer labs available in the community? Do the city offices have access to Internet? Do local businesses have access to the Internet?

Current technology available in the township is limited to Wifi, which is available at Wetlands Bar and Pit Stop convenience store. Feedback indicates these access points are not high quality and may not be beneficial to someone needing to access internet for school, work or finding community resources. If we include what is available to our students, who attend Shelby-Rising City Public Schools, the school library is combined with Shelby Public Library and students have access to wifi and computers as well as other school resources, however, a fee is assessed to Reading Township citizens who do not have a child attending SRCPS, and the school is 7 miles away in Polk County, making this an inconvenient option for many families.

Goals and Strategy

List and describe in the immediate paragraph below the basic goals for the use of technology, both hardware and software, and how these goals will be implemented.

For example, how essential are telephone services and Internet access for the community? Why do you have the telephone? For which services is it essential to have telephone access and how does that fit within the goals of better serving the public?

These goals should cover the use of technology, continuing education, equipment needs/ improvements, maintenance, plus others. Use sections a-d to provide more details to questions such as: Will the library be able to upgrade to a different type of Internet service? Will another phone line be added? Who will assist with these technological changes?

Separate sections of continuing education, technical support, budget assessment, and evaluation are also included in this technology planning worksheet to help better describe the details of any goals related to those areas.

Our current goals for technology focuses on awareness to our patrons. As our technology is all very new to us, much of our community is unaware of updated services we have to offer. We are currently working on a mailer to go out to every family in Reading Township to let them know what is available and how it can benefit them. Included will be information on access to Libby/OverDrive and a search for what is on our shelves at the library. Our phone number will be included, something we have not had for a notable time. This line not only goes to the library but is accessible by the director via phone app. This is essential for our portion of the population that does not use the internet or social media to reach us, as we have implemented a porch delivery/pick up option for our high risk patrons with Covid on the rise again. Internet access and computer stations are also essential with the possibility of remote learning and some students not having access from home for school. Our computers and printer are also available for patrons who need to job search, apply for services, Etc. We are also promoting our "fun" technology. We have purchased a Cricut Maker for both library and public use, giving our patrons a safe environment to get out of the house and be creative.

a. As part of your goals that relate to technology planning, do you anticipate adding any new and/or updated technology for your library within the next three years? If the answer is no, please elaborate why and then go to the section on Continuing Education.

We are looking at the purchase of a new PC for the library director.

We do not currently have plans to update any of the other technology listed, as these systems were all purchased/installed less than 9 months prior to this plan being put in place, with the exception of Wifi being about 18 months.

 If yes, please note which technology.

Wiring? _____   More telephone lines? _____
Computers? _____   Printers? _____
Internet? _____   Router? _____
Server? _____   Hub? _____
Other? _____

b. If you are adding any new type or form of technology (e.g. telephone lines, upgrade in Internet service, computer hardware and software), please be more specific on the details. These details should provide the library with enough information to investigate the type of equipment needed to purchase. Explain why the library is adding this technology and how it would benefit the community as a whole.

With purchasing a new PC for the director, we would be reallocating the director's MacBook to a public use station. Feedback from our community survey, on which technology they would like to see, reflected a strong preference toward Mac vs. PC. It would be much more cost effective for us to purchase a new PC for the director than a new MacBook for public use. We would only need a PC capable of word processing and handling our ILS and a few other systems.

c. For each type of technology, explain who would be responsible for installation. Please include the individual's position and their organization/business affiliation.

Melissa Praught, our director and only employee, is responsible for all set up processes for our technology. Anything outside of her capabilities would be referred to Tech Support for the company in which we purchase the technology from.

d. For each type of new and/or improved technology, explain who would be responsible for maintenance and/or technical support of the hardware, software, or access. Please include the individual's organization/business affiliation.

Melissa Praught, our director and only employee, is responsible for all maintenance and technical support for our technology. Anything outside of her capabilities would be referred to Tech Support for the company in which we purchase the technology from.

Continuing Education Opportunities

What kinds of continuing education opportunities/workshops are available to you locally and/or regionally to assist the staff with continued improvement of current library service through the use of technology? Please name examples of specific classes or workshops.

Where would staff and/or volunteers go to receive this continuing education? What other types of resources would be helpful (i.e. print)? Would staff and/or volunteers attend training through the regional library system, Nebraska Library Commission, or local community college?

Both Diane and Melissa have a strong technology background. Melissa is currently attending Central Community College's Library and Information Technology Certification program. She also takes advantage of the NCompass recordings to stay updated on new opportunities.

<u>We do not currently have volunteers or additional staff, however our board takes advantage of the NCompass recordings as well as in person presentations from the NLA.</u>

 1. What kinds of additional continuing education would be needed to make any new and/or improved technology most beneficial to your community? What specific types of workshops and/or classes would staff and/or volunteers need to attend? Where are these workshops and/or classes available?

<u>Nothing at this time.</u>

2. Who would be responsible for training local library staff and library customers in the use of the new and/or improved technology? How would the training be offered? What training would be offered?

<u>Melissa would be responsible for any public training for our patrons. Training would be as needed and 1 on 1 at this time due to the risks of Covid. The only foreseeable training at this time would be basic use of computers, OverDrive, Cricut or printer.</u>

Technical Support/Maintenance

Who in your community and/or surrounding region has the technology expertise to connect current hardware, load software, and troubleshoot when problems occur? Who is responsible for helping the library when the Internet is down? Please be specific with name of individual, their position, and affiliation.

<u>Melissa is responsible for these issues and would refer to the appropriate company for tech support if the issue is beyond her ability to fix.</u>

Evaluation

What kind of process does the library use to evaluate this technology plan, which includes monitoring the progress toward the specific goals and strategies noted in the first part of the technology plan? How is each goal (area) going to be evaluated for progress? Describe the methods of evaluation for each goal.

What information will the library use to assist with this evaluation? For example, does the library provide surveys to customers about specific technological services? Does the technology planning committee meet on a regular basis?

How often does the library re-evaluate the technology plan? How is the overall plan reviewed? This process should also note how the library addresses any corrections and/or adjustments to the original goals of service. Note any action by the Board of Trustees or Technology Committee.

Please note: The plan should be reviewed at least once a year even if you have written a multiple-year technology plan. You need not submit the annual review to the Commission, but we strongly suggest you file your annual review with your multiple-year technology plan.

Our plan is reviewed and re-evaluated yearly by, minimum, the Director and President of the Board of Directors, others would be included, as needed, as our technology grows. Visitor logs are utilized as well as community feedback and surveys to determine whether needs are being met and if new/different goals are needed. While this is all very new to us, we do not have a specific process nailed down and are looking at other libraries to pick up best practices to find what will work best for us moving forward. Melissa keeps a log of usage, needs and patron requests. We plan to meet yearly, 2 months prior to the new tech fiscal year to review our plan, potentially the following month if the plan needs additional finalization.

Technology Assessment/Inventory

Number of telephone lines in the library: One

Monthly cost of telephone service: Approximately $35.00

Name of telephone service provider: Verizon Wireless

Fax Number: N/A   Does the phone/fax/Internet share the same line?   N/A

Do you have Internet in your library (circle one)?   **yes**   no

Name of Internet service provider Vyve Broadband (Formerly Eagle Communications)

How does the library access the Internet (through dial-up, DSL, or through another type of technology)? Please note the type of access. Also include the speed (i.e. 56k) of access.

DSL 100mbps

Monthly cost of Internet service: $120.00 per month adjusted to a 75% reduction from E-Rate.

Other wiring presently in the library for purposes of Internet (circle one if it applies to the library):   56K line   T-l line   ISDN   **DSL**   Cable

Provide details of all the equipment that is technology-related at your library. These details should include the make/model, date acquired, and other specifications.

You should have enough details written down so that this list could assist you with not only assessing the type of technology that is currently available at the library, but for any insurance-related needs.

Locally, how will the library use this inventory assessment for purposes of technology planning? How will it be used to assess your other technology needs for the library?

MacBook Pro-13-inch, 2019, SN C02Z831ZLVDL
Verizon Yelling Desk phone S/N 2142019101414094
iPad 8gen SN F9FDX4MHQ1GG
HP Office Jet Pro 9015e S/N TH11G261PF
Dell PC DESKTOP-TDA9T3H Device ID A6E9BF88-B3AC-95E7-9D8572169BFE
Router Aris S/N DG2470DG2470A/NA

Library Director Signature _____

Date _____ (mm/dd/yyyy)

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For more information, contact Christa Burns at christa.burns@nebraska.gov or 800-307-2665.