

Montville Township Public Library

Technology Plan
2022-2024



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Introduction

The people of Montville and the greater Montville community will have full and ready access to, and know how to use, a wide array of technology-based library services to support their educational and lifelong learning goals, their need for information and research resources, and their interests in community, culture, and popular materials. This document outlines the Technology Plan for 2022-2024.

Current Technology Equipment, Software, and Applications

Catalog

The Library uses Polaris as its integrated library system. It is comprised of the online public access catalog, plus circulation and cataloging modules. The catalog encompasses not only The Montville Township Public Library's catalog records, but also allows searching of the holdings of Morris Automated Information Network (M.A.I.N., Inc.) Library patrons may use the catalog to place holds on items, have items delivered from one location to another library location, check the status of their personal accounts, receive email notifications of overdue items, and renew items.

Public Access to Technology

- 12 Windows 10 desktop PCs that have internet access, Microsoft Office Suite, and other software.
- 10 Windows 10 laptop PCs for use in the Technology Training Center with internet access, Microsoft Office Suite, and other software.
- 3 iMac desktops with Sierra OS
- 1 LDS Document Station and Scanner
- Children's Room: 1 Windows 10 desktop PC, 4 Windows Computers with Educational Games.

Digital Resources and Services

The Library has a number of digital resources and collections available through its own subscriptions. In addition, the Library provides some resources in conjunction with MAIN, and the New Jersey State Library provides resources to all public libraries in NJ. In addition, MTPL cardholders are entitled to access select resources from the Morris County Library (the full list of which can be found at mclib.info)

Resources Available Through MTPL

- Cloud Library for one copy, one user access to eBooks and eAudio (in conjunction with MAIN)
- hoopla flex (one copy, one user access) and instant (simultaneous use) for access to eBooks and eAudio and streaming access to music, eBooks, eAudio, and movies
- Kanopy for streaming movies, documentaries television shows, and academic courses
- Creative Bug - curated online video arts and crafts workshops and techniques.
- Niche Academy - online video tutorials in a variety of software, library resources, and life skills 1

Resources Available Through the MAIN consortium

- Consumer Reports
- Mometrix
- Pressreader
- TumbleBook Library

Resources Available Through the NJ State Library

- Academic Search Premier
- BrainFuse HelpNow
- Business Source Elite
- ERIC (Educational Resource Information Center)
- Explora Primary Schools
- Explora Educator's Edition
- GreenFILE
- Heritage Quest
- Image Collection
- Job and Career Accelerator
- Legal Information Reference Center
- Library, Information Science & Technology Abstracts (LISTA)
- Literary Reference Center
- Magazines & Newspapers (indexed and full text)
- MasterFILE Elite
- MiddleSearch Plus
- Military & Government Collection
- NovelList K-8
- NovelList
- Points of View Reference Center
- Primary Search
- Reference Solutions
- Referencia Latina
- Rosetta Stone
- Small Business Resource Center
- Teacher Reference Center

Library Website

The Library's website is the gateway to information about the collection, online information sources, patron accounts, information about library policies, children's services, public programs and classes, and more.

Through the Website, patrons may link to electronic resources and the online catalog. The catalog page includes links to interlibrary services available to patrons, allowing them to search JerseyCat, the free statewide interlibrary loan program. Patrons may view lists of new titles recently added to the collection.

Upcoming events are posted on the home page. The Web site also links to calendars for children's programs, adult programs and exhibitions, and computer classes.

The Library will continue to modernize the Website to make it contemporary and more dynamic in its presentation of information. The Library will utilize the Website as a key piece of its overall marketing and communication strategy.

Social Media

The Library uses a Facebook account to allow patrons to view photos and information about events, services, and collections. The Facebook page provides program reminders, library news, and information on topics of current public interest. The Library maintains an Instagram account, which allows the library to share photos and information about events, services, and print and digital collections..

The Library also maintains a YouTube channel that contains original content created by the staff as well as content created by third parties. The channel contains curated playlists of virtual story times, crafts, and technology trainings.

Internet Use Policy

The Library embraces the tenets of the Library's Internet Use Policy adopted by the Board of Trustees.

Interlibrary Services

Interlibrary Services participates in the JerseyCat system for interlibrary loan. These arrangements benefit the Montville community by providing access to additional items either not currently in the Library or MAIN collections. The JerseyCat system is linked through the Library's Web site, allowing patrons to search for items they need. Library staff monitors and completes all steps for requests to be fulfilled. Patrons are notified via email or phone that their requested materials have arrived to ensure that items are received quickly.

Other Software

Email provided through Gmail is used for internal and external communication. All staff members and Library Trustees have email accounts, as well as access to Google Calendar, Google Drive, and the Google Suite of productivity apps. The Polaris ILS also allows patrons to receive email notification when their circulating items are about to be due, or have been automatically renewed. The staff uses the web based LEAP program to link new items for checkout and to perform other circulation functions. The library uses Edmunds software for accounting and A/P and for generating financial reports. Constant Contact software is used to create and disseminate the email newsletters and to maintain a list of email subscribers. TixKeeper allows staff to create museum pass reservations for patrons, track requests and monitor reports. Engaged Patrons is an online calendar, linked to the website, and used to inform the public about, and register for, our upcoming events. The library utilizes Envisionware software for time and print management on the public computers. Deep Freeze is utilized to maintain security on the public computers. The Library uses Library Connect to assist in managing the RFID system and security gates.

Goals

1) Add and Upgrade Infrastructure, PCs, and Mobile Devices.

The Library will evaluate and update the computer replacement schedule and future needs assessment for adding equipment. This includes, but is not limited to, adding or replacing desktop PCs, tablets, laptops, and wireless access points.

a) The technology will be sustainable, and up to date

b) The library will monitor local and server backups on a regular basis.

- Maintain the computer replacement schedule for the entire library.
- Maintain software updates and evaluate new software releases.
- Improve internet access and wireless network.
- Expand the wireless network to extend to the library's parking lot and outdoor seating areas
- Acquire personal hotspots to provide library customers with a lendable resource for mobile Internet access.
- Add additional access points where needed.
- Continue to monitor the bandwidth of the internet to keep up with staff and customer usage.
- Continue to Monitor and make improvements to our back-ups and computer security.

2) Enhance Communications

The Library will follow industry standards to keep up with the latest and most convenient way to communicate with customers.

a) Continue to embrace established and emerging social media platforms to reach library customers in all demographic groups effectively.

b) Utilize the library's internal and external electronic signs to inform the public of news, services, and events.

c) Keep abreast of advancements in augmented and virtual reality technologies and how they might enhance customers' experiences at the library.

d) Continue to explore the potential to offer programming on a virtual and/or hybrid basis

e) Utilize the library's newsletters to drive engagement with new digital content created by the Library.

3) Support Growth of Digital Content

The Library will review digital services to ensure they are relevant to the communities' needs and increase usage of these services.

a) Expand and review current digital content.

- The Library will review its current digital content offering monthly and add new content based on customer request or needs.
- The digital content will be easily accessible and obtainable by customers by providing guides or training as necessary.

b) Monitor and evaluate the rapidly changing business models of digital content distribution.

- Keep abreast of the continuing shift of premium video and audio content to streaming services (Disney+, HBO Max, Netflix, Spotify, Apple Music etc) from physical formats (CD, DVD, Blu-Ray), how this will affect users' access to this type of content, and what role the Library can play in addressing any access issues.
- Continue to evaluate existing and new library-centric services such as Kanopy and Hoopla, to support the transition of the library's A/V collection from physical formats to digital streaming services.

4) Innovate and Cultivate the 21st Century Library

The Library will constantly look for new ways to further fulfill its Mission by being an innovative technological leader.

a) Stay on top of changes with technology

- The library will monitor library journals and publications and online news for relevant technology news.
- Staff will visit and network with other libraries.
- Staff will attend conferences and workshops to obtain new knowledge and ideas.
- The library will encourage new ideas from customers and staff.

b) Create a Discovery Center to give access and training to new technology products

- The library will acquire equipment to allow customers to digitize their personal archives that exist in analog formats (pictures, slides, film, analogy audio, videotape). Collectively, this equipment will be known as the Memory Lab, and will be phase 1 of the Discovery Center.
- The library staff will provide the customers with documentation on how to use the Memory Lab.
- The library staff will provide hands-on introductory sessions to the public to demonstrate how to use the digitizing equipment
- The library will provide programming centered on the Memory Lab to promote and inform the customers about the Lab
- The library will add production, robotics, or other new or pertinent technologies to the Discovery Center in years 2 and 3.

C) Upgrade the technology for patrons in the Children's Area

- The library will purchase 5 iPads for the children's area, and equip them with rubberized cases
- The library will purchase Jamf Pro management software to manage and maintain the iPads.

5) Training for Customers

The Library will provide instruction for patrons to assist them in achieving personal goals, as well as professional and educational advancement, and to allow them to pursue personal information needs both inside the Library and remotely. This includes providing outcome-based classes.

a) Increase the number of technology classes with a variety of subject matter.

- The Library will provide more technology classes to customers ranging from beginner to advanced.
- The Library will continue to expand their offering of classes related to library digital service technology and resources
- The classes will be outcome based so that customers can obtain valuable skills they can use outside the Library.
- Increase capacity to provide training and classes.
- Develop a marketing plan to advertise new classes.

6) Training for Staff

The Library will provide training to staff to improve their ability to assist users in location of information and improving their technology skills. Satisfy professional development needs by assessing staff's individual job functions and ensuring that appropriate training for current and future growth is provided. In addition, all staff will be trained on core technology competencies.

a) Increase the number of technology classes with a variety of subject matter.

- Create a schedule of training classes for staff to ensure core knowledge of new software, electronic databases, and the integrated online library system and collection development tools (ongoing).
- Improve customer service by ensuring that staff members are afforded training to increase expertise. Utilize training to improve knowledge of county, state and federal government Web sites in order to better assist patrons accessing these services.
- Provide training to all staff working with public access computers to ensure that filtering software is working appropriately to satisfy patrons' needs, library policy, and the Library's responsibilities under CIPA.
- Make greater use of webinar offerings for all staff.
- Ensure that all staff has appropriate job aids for quick reference.
- Ensure that library staff is informed and encouraged to participate in outside training opportunities that will expand their skill base.

Professional Development Strategy

The Library will provide training to staff through the professional development strategy plan which will be revised yearly and reviewed quarterly. This plan will include, but not limited to requests for, conference attendance, organization membership fees, project lead ideas, and ongoing formal training through one-on-one, group, or webinar training.

- Working in tandem with the management and the staff the Director will develop a schedule for training staff for the following year.
- The Library will have core technology competencies that all staff will know such as use of the ILS, online resources, and the current Windows and iOS operating systems.
- New staff will be trained on the core technology competencies when they first start in addition to peer lead training on the Library systems necessary for their job.
- Staff will attend training with one-on-one, group, or webinar sessions.
- Staff will receive ongoing review and assessment of the effectiveness of the training sessions attended.
- Provide opportunities for the staff to visit other libraries or facilities to gain new perspectives on technology and how it is applied.

Evaluation

The Library's formal Technology Plan will be updated on a three-year cycle. Due to the rapid changes in technology, goals and implementation schedules will be continuously evaluated and adapted. The Management team will meet regularly and report to the Board to evaluate progress and to update the plan as necessary.

- The Director will make regular reports to be given to the Board of Trustees on the progress and development and the Board will provide feedback and update this plan
- The first phase of the Discovery Center, the Memory Lab will be in place by end of 2022. Subsequent technologies for production and/or robotics will be in place by year 3.
- The Library will continue to monitor wireless access points and firewall statistic to evaluate current bandwidth usage and, if necessary, bandwidth will be increased.
- The Library will evaluate outdoor wireless access to determine methods for expanding access farther for use by the public, and at outdoor library sponsored events.
- The number of email newsletter subscribers will increase to 6500 getting them closer to matching the current number of library cardholders.
- Surveys will be completed by customers after each Technology Class to see if the customer found the class valuable.

Budget

The following chart shows our proposed budget for FY2022 and projected budgets for the following two fiscal years.

Category	FY2022	FY2023	FY2024
Equipment	\$30,100	\$ 14,800	\$ 16,800
Software	\$20,300	\$20,700	\$21,100
ILS/MAIN	\$52,500	\$52,500	\$52,500
Maintenance	\$18,500	\$18,900	\$19,300
Internet	\$2,600	\$2,600	\$2,700
Telephone	\$6,200	\$6,300	\$6,400
Website	\$1,000	\$1,000	\$1,000
Staff Training	\$900	\$900	\$1,000
Patron Training	\$3,600	\$3,600	\$3,700
	\$135,700	\$121,300	\$124,500

Technology Costs, FY2022-FY2024

Replacement of 17 computers between FY2022-FY2024

- 3 PCs in the Programs & Services office
- 1 Mac in the Programs & Services office
- 3 PCs in the Public PC area
- 3 PCs at the Circulation desk
- 7 PCs in Circulation office

Addition of 5 iPads with rugged cases in Children's Room in FY2022

- 5 iPad units @ \$500 per unit
- 5 Rugged Cases @ \$100 per unit

For the FY2022 the following are proposed costs:

- New computer equipment with extended warranties, - PC's, Apple iMacs \$13,000
- Addition of 5 iPads with rugged cases in Children's Room in FY 2022 \$3,000
- Discovery Center Phase 1 Memory Lab \$11,000
- Pio Costa Projector Connection & AVR Upgrade \$3000

For the FY2023 the following costs were in this calculation:

- New computer equipment with extended warranties - PC's, Apple iMacs \$12,800
- Discovery Center production equipment \$2000

For the FY2024 the following costs were in this calculation

- New computer equipment with extended warranties, - PC's, Apple iMacs \$12,800
- Discovery Center production equipment \$4000

Existing software renewals plus:

- Updated MS Office 2019 licenses from TechSoup
- Subscription to Jamf Pro iPad management software – 5 licenses at a cost of \$10 dollars per month (\$120 per year for 3 years)
- New Cloud back-up server software

Software

For the FY2022 the following costs were in this calculation:

- Total cost for Microsoft Office, Edmunds, and others = \$20,300
- Total= \$20,300

For the FY2023 the following costs were in this calculation

- Total cost for Microsoft Office, Edmunds, and others = \$20,700
- Total= \$20,700

For the FY2024 the following costs were in this calculation

- Total cost for Microsoft Office, Edmunds, and others = \$21,100
- Total= \$21,100

ILS

For the FY2022 the following costs were in this calculation: Total= \$52,500

For the FY2023 the following costs were in this calculation: Total= \$52,500

For the FY2024 the following costs were in this calculation: Total= \$52,500

Maintenance

For the FY2022 the following costs were in this calculation:

- Maintenance and Repair (M&R) of existing equipment \$18,500
- Total=\$18,500

For the FY2023 the following costs were in this calculation

- Maintenance and Repair (M&R) of existing equipment \$18,900
- Total=\$18,900

For the FY2024 the following costs were in this calculation

- Maintenance and Repair (M&R) of existing equipment \$19,300
- Total=\$ \$19,300

Internet

For the FY2022 the following costs were in this calculation:

- Total cost of 250mbps internet from Optimum is \$2600
- Total=\$2,600

For the FY2023 the following costs were in this calculation:

- Total cost of 250mbps internet from Optimum is \$2,600
- Total= \$2,600

For the FY2024 the following costs were in this calculation:

- Total cost of 250mbps internet from Optimum is \$2,700
- Total= \$2,700

Telephone

For the FY2022 the following costs were in this calculation:

- Total=\$6,200

For the FY2023 the following costs were in this calculation:

- Total=\$6,300

For the FY2024 the following costs were in this calculation:

- Total=\$6,400

Training

For the FY2022 the following costs were in this calculation:

- Staff \$900
- Public \$3,600

For the FY2023 the following costs were in this calculation:

- Staff \$2,000
- Public \$3,600

For the FY2024 the following costs were in this calculation:

- Staff \$900
- Public \$3,700

Website

For the FY2022 the following costs were in this calculation:

- Total cost of hiring expert to update website
- Total=\$1,000

For the FY2023 the following costs were in this calculation:

- Total cost of ongoing maintenance and support is \$2,500
- Total=\$1,000

For the FY2024 the following costs were in this calculation:

- Total cost of ongoing maintenance and support is \$2,500 average
- Total=\$1,000

