MIDDLETOWN PUBLIC LIBRARY TECHNOLOGY PLAN, FY2023-FY2025

<mark>VISION STATEMENT</mark>

The Middletown Public Library (MPL) Library Board of Trustees and the library staff are committed to providing state of the art technology for library services. The purpose of this forward thinking technology plan is to build upon the MPL's technological achievements.

Evaluation of the FY2020-FY2022 Technology Plan

All goals were completed except for the following:

Customer service

FY2021: Investigate the feasibility of adding online chat to reference service and technical support. Reason: Online chat was researched but determined to be redundant to the services currently provided in person, by phone and email.

Research options for providing mobile hot spots.

Reason: Options were researched. It was decided that the purchase would wait until the Covid-19 pandemic subsided and tablets were again available for loan.

Library operations

FY2021: Replace the administration photocopier/scanner Reason: The copier is serviced by a cost effective preventative maintenance agreement with the vendor and is still working satisfactorily.

FY2022: Research RFID; project pricing

Develop staged implementation plan if practical

Develop supply budget in preparation for implementation

Reason: Pricing and functionality were researched however an opportunity to have implementation fully funded through the RI Office of Library and Information Services with one-time funding from an ARPA grant was discussed at Ocean State Libraries with all public library directors but did not proceed as anticipated.

CUSTOMER SERVICE INITIATIVES

8 Dell laptops were purchased with grant funds to teach technology classes

8 dedicated phone charging stations for in library use were purchased

6 Roku devices purchased for circulation, preloaded with digital movies owned by the library

4 ipads purchased for in library use; 3 equipped with age-appropriate apps for youth; 1 used for staff training and demonstrations

38 circulating STEM and nature based kits assembled for adults, teens, and children; 25 were funded by RI Office of Library and Information Services grants; 13 were assembled with funds from the operating budget as well as STEM equipment donated by the local Barnes & Noble bookstore.

Website functionality enhanced to allow online program registrations and online requests to use the community meeting room

Circulation department Gmail added to the library's website to streamline public requests for curbside pickup during the Covid-19 pandemic

Staff created story time videos posted online to continue early literacy programming during the Covid-19 pandemic shut down.

Online library newsletter published monthly.

LIBRARY OPERATIONS

Video conferencing equipment acquired, including two Zoom licenses, one provided by the Middletown IT Dept and one acquired by a RI Legislative grant

Adobe Pro Office Suite purchased and installed on ipads and 1 workstation to create videos

Library YouTube channel set up to post staff created videos

Library Instagram account created to enhance the library's social media presence

Library website upgraded for additional security and memory

Digital resources budget increased to $41,000

Comprehensive equipment inventory maintained

Second Wireless people counter installed in the lobby ceiling and at the entrance to the children's department, funded by Ocean State Libraries with a Champlin Grant

Additional WIFI added to the library parking lot, funded by Ocean State Libraries with a federal ARPA grant

Cricut equipment purchased to create promotional and program materials, funded by a RI Legislative grant

STAFF DEVELOPMENT

Online cyber security training provided monthly by the Middletown IT Department for all staff

SECURITY

Online cyber security training provided monthly by the Middletown IT Department for all staff

2023 TECHNOLOGY SCAN OF INVENTORY AND SERVICES

Inventory

Servers: 2

Computers	staff use	public use	total
Desktop	14	22	36
Laptop	1	18	19
Tablets	5	7	12
Total	20	47	67

Public service equipment

3D printers: 2

Photocopiers capable of color printing and scanning: 2

Self check out stations: 2

3D bar code scanners: 8; additional 4 used by staff for cataloging new titles.

Wall mounted large screen television, HDMI enabled: 1

Apple TV: 1

Digital camera: 1

Vinyl cutter: 1

Heat press: 1

GOALS AND OBJECTIVES, 2023-2025
2023

Customer Service Initiatives

Install a touch screen monitor for the OPAC in the children's department

Upgrade the self check equipment

Add 2 computer connection drops and 2 electrical outlets in the community room

Purchase circulating hot spots

Purchase multi-function power strips for use by patrons upon request

Purchase head sets

Purchase a pod casting station

Schedule monthly tech programs for youth

Library Operations

Schedule quarterly staff training dates

2024

Customer Service Initiatives

Evaluate the circulating hot spot initiative to determine the benefit of expanding it

Purchase an interactive digital table for the children's department

Expand the library's WI-FI capability

Install a smart screen in the children's department

Install a wall mounted TV in the lobby

Library Operations

 Schedule quarterly staff training dates

2025

 Customer Service Initiatives

Evaluate the streaming services

Evaluate the library's website

Evaluate technology programming

Library Operations

Research RFID; project pricing

Develop staged implementation plan if practical

Develop supply budget in preparation for implementation

Research the cost and installation requirements of an exterior LED sign, installed street side

BUDGET

EXPENSES	FY2023	FY2024	FY2025	SOURCE
Ocean State Libraries Annual Fee	$24,052	$24,533	$25,024	RI State Grant in Aid

EXPENSES	FY2023	FY2024	FY2025	SOURCE
RI Reasearch Database Access Fee	$1,465	$1,494	$1,524	RI State Grant in Aid
Overdrive License Fee	$6,803	$6,939	$7,078	RI State Grant in Aid
2 Self-Check license fees	$212	$363	$370	MPL Operating Budget
Envisinoware license'fee	$647	$660	$673	MPL Operating Budget
Wireless Printing license fee	$450	$450	$450	MPL Operating Budget
Online Survey license fee	$384	$384	$384	MPL Operating Budget
Website annual fees	$1,037	$1,037	$1,037	MPL Operating Budget
Database fees	$3,831	$3,908	$3,986	MPL operating Budget
Streaming Services license fees	$30,168	$30,771	$31,387	MPL Operating Budget
Digital Postage Meter lease	$475	$475	$475	MPL Operating Budget
6 hot-spots		$870		MPL Operating Budget
Interactive Digital Table		$9,345		Grant funded
Phone Lines	$840	$840	$840	MPL Operating Budget
public photocopier maintenance	$947	$947	$947	MPL Operating Budget
admin/staff copier maintenance	$1,001	$1,001	$1,001	MPL Operating Budget
Headsets	$124		$126	MPL Operating Budget
4 power-surge stips with USB	$60			MPL Operating Budget
projection screen and stand	$350			MPL Operating Budget
expand Wi-fi		$8,000		MPL Operating Budget
wall-mounted tv in lobby		$1,000		MPL Operating Budget
podcasting station		$70		MPL Operating Budget
RFID Hardware and supplies			TBD	Grant funded
LED Exterior sign			TBD	Construction Budget
Totals	**$72,916**	**$93.017**	**$75,302**	

EVALUATION

The MPL staff will evaluate all online systems and services.

The ongoing annual staff self evaluations will provide opportunities for staff to report on their technological competencies.

The Library's webpage will be consistently monitored and updated.

Digital resources will be purchased according to the MPL's collection development policy.

Training will be an ongoing goal.