VISION STATEMENT

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.