Madison Library
Technology Plan
2014-2016

Library Mission Statement
The mission of the Madison Library is to provide informational, cultural, educational, and recreational resources and services to the people of Madison. (Approved by the Board of Trustees June 18,1997.)

Technology Vision Statement
The Madison Library will be the information hub for its community, utilizing current and emerging technologies and high speed internet access to improve library services. The Madison Library will serve as a learning lab for local residents by providing a space and equipment for exploring new technologies and creating content. Residents will be able to access technology equipment and information in the library building as well as via the library's website and online collections. Library staff will be provided with continuous training and development opportunities so they may better serve the public**.**

Goal 1
The Madison Library will offer public access computers, computer-related equipment, and software that are up-to-date, reliable, and efficient in order to provide children, students, and adults with real-world technology for creative learning and content creation, communication, job skills training, and for access to government and other online services. Technology at the library will be compatible with other commonly used systems.

Action
Computers will be upgraded every three years, either with new operating systems or by purchasing new hardware. Computer-related equipment (printers, scanners, cameras, etc.) and software will be reviewed annually for compatibility with computer systems, and purchased if necessary. Annual appropriations will be included in the library's operating budget so that funds are available to purchase new technology for the library.

Goal 2
The Madison Library will strive to provide and/or locate existing community resources for assistive technology to provide access to computers for residents with special needs.

Action
Community will be surveyed annually about need for specific assistive technologies for public computer access. Survey results and tracking of requests for assistive technology from resident computer users and wider community will be used to determine need for assistive devices or software for public access computers. Once need has been identified, library staff will attempt to find existing community resources that provide the requested/needed assistive technology. If

none are found, and need is recurring, technology will be budgeted for, purchased, and installed. Grant funding will be sought when feasible.

Goal 3
In order to narrow the "digital divide" and to make the library's online collections equally available to local residents, the Madison Library will have digital devices (e.g., ereaders, digital audio players) available for public to use at the library or to check out.

Action
Part of the library's technology budget will be set aside each year to purchase or upgrade devices that are commonly used to access the library's digital collections and selected reference information that is freely available via the web or device-specific applications (apps). The speed at which new devices are being developed and upgraded precludes the library from purchasing every new device; however, careful evaluation will be made when new operating systems and applications make older devices less effective.

Goal 4
Staff will be proficient in using the computers and other technology at the library. Staff will be able to demonstrate basic use of the in-house and circulating technology and software to library members. Staff will be able to use and demonstrate use of library's digital content.

Action
Staff members will attend regular training sessions to keep up with technological developments in library-offered digital content and use of library's technology equipment and software.

Goal 5
Staff will plan and implement technology training for the public based on community interest and need.

Action
Patron training workshops and one-on-one training on basic use of programs for communication, government information and online account access, word processing and spreadsheet programs, and other commonly used computer-based programs will be offered throughout the year. Tech Talk programs will introduce technology topics to beginner and intermediate users. Community members with specific areas of technological expertise will be invited to share their knowledge in workshops and tech talks.

Goal 6
Madison Library will be a community model for sustainable and "green" technology.

Action
When available, technology with favorable "Energy Star" ratings will be purchased for the library. Use of electrical power by library technology will be examined, and changes will be made to mitigate consumption, protect hardware from power surges, and prevent data damage

or corruption. When discarding outdated technology equipment, all efforts will be made to recycle with minimal waste.

Goal 7
The library will ensure that its infrastructure supports use of the library's technology, through upgrades to electrical systems, internet connection (including wireless), and physical space.

Action
With favorable user experience in mind, track technology users' "traffic patterns" inside and outside the library, plan for adequate power sources, and arrange furniture and physical layout to accommodate users safely and comfortably.

Adopted by the Madison Library Board of Trustees: October 16, 2013

2014 Technology Budget

In 2011, a service block for 10 hours of tech support was purchased for $900, balance as of [date] is $xx, which should last through 2014.

Technology upgrades for 2014:

Purchase 10-inch Android tablet, similar to Kuno tablets issued to Madison Elementary School students. Also purchase 2 year extended service plan & case. Use for public access to internet, etc. and for staff and public technology training.	$ 450.00
Purchase laptop, Windows 8 with touchscreen	$700.00
Replacement lamp for digital projector	300.00
Windows 8 upgrade for one or two public computers*	$135.00
Total	**$ 1,770.00**

* Plans are to keep Windows 7 for library's desktop computers for 2014, and Windows 8's preference for individualized cloud-based computing makes anonymous public use difficult. Reevaluate new operating systems during the year, considering public request/preference for public internet access devices and operating systems.

Notes from 2013:
- Opted not to go ahead with planned purchase of WordQ/SpeakQ software, instead we're evaluating speech-to-text apps for tablets, and determining community need.
- Use of library's MP3 players is higher than use of library's Nook ereaders. Opted not to purchase any more of either device since present supply more than meets demand.

Notes for 2014:
- Konica/Minolta BizHub 350 copier/scanner is several years old, and will likely need replacing by 2015. When it does, plan on lease to purchase from local copier company.
- In 2013, a printer/scanner/copier/fax was added to replace a fax-only machine. This provided valuable scan-to-email function and wireless printing. If BizHub breaks, the new HP unit can be used for all copying functions, but it is not intended for big copying jobs. If it becomes only copier, it should be a short-term solution.

Ideas for future development:
- Upgrade Chick Room technology: purchase and install ceiling mounted videoprojector or smartboard, with wireless connection, budget for electrical and carpentry work needed for installation.
- Plan for space and equipment to develop a Digital Media Lab for public use (see http://www.thedigitalshift.com/2011/11/media/build-your-own-digital-media-lab/)

2015 Technology Budget

Projected Technology expenses for 2015:

New wireless digital projector for meeting room, with mounting bracket	$ 900.00
Installation cost for projector; electrician cost	$ 350.00
Website costs	$ 225.00
Antivirus, 10 computers	$140.00
Service Block, should last 3-4 years	$ 900.00
Laptop with touchscreen, Windows 8*	$ 800.00
Total	**$ 3315.00**

*If additional funding from donations becomes available.

Notes from 2014:
- Opted not to purchase an Android tablet. Madison Elementary School loaned one of the school's Kuno tablets to the Madison Library so that we could experiment with apps and library resources, and also to provide parents with instruction on using the Kunos.
- Staff had a number of patron requests for training on use of Windows 8 computers.

Notes for 2015:
- Konica/Minolta BizHub 350 copier/scanner is several years old, and will likely need replacing soon. When it does, plan on lease to purchase from local copier company.

Ideas for future development:
- Plan for space and equipment to develop a Digital Media Lab for public use (see http://www.thedigitalshift.com/2011/11/media/build-your-own-digital-media-lab/)

(2015 Budget approved September 17, 2014 by Board of Trustees)