Madison Library
Technology Plan
2012-2013

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 technologies and high speed Internet access to improve library services for the community including links to schools, Town agencies, businesses and organizations. The Library will be both a physical place as well as an information portal, where residents will be able to access the library 24 hours a day, 7 days a week, through its website and electronic resources. 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, communication, job skills training, 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.) will be reviewed annually for compatibility with computer systems, and purchased if necessary. Annual appropriations will be requested for the Madison Library's Computer Equipment Expendable Trust Fund so that funds are available to purchase 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 and expected to serve more than one community

member, technology will be budgeted for, purchased, and installed. Grant funding will be sought when feasible.

Goal 3
In order to narrow the "digital divide," the Madison Library will offer circulating digital devices to make the library's online collections (i.e. Downloadable Books) available to the public.

Action
Part of the library's technology budget will be set aside each year to purchase or upgrade devices that are commonly used with the library's digital collections. The speed at which new devices are being developed and upgraded precludes the library from purchasing every new device that comes along, 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.

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 users.

Goal 6
Madison Library will commit to use and 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.

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 power sources, and arrange furniture that accommodates users safely and comfortably.

Adopted by the Madison Library Board of Trustees, December 21, 2011

2012 Technology Budget

In 2011, a service block for 10 hours of tech support was purchased for $900, which should last through 2012.

NOTE: There is $156.88 (not including any interest) left in Library Equipment Expendable Trust as of December 2011. Pending 2012 warrant article appropriation, additional $2,000 will be available by 12/31/2012.

Technology upgrades for 2012:

Upgrade office software on 4 public and 2 staff desktop computers, and 2 laptop computers to Office 2010 (TechSoup)	$ 192.00
Purchase one laptop for public and staff use, bringing number of laptops up to 3 – Lenovo (GovConnection)	$ 700.00
Purchase and install assistive technology for low-vision computer users on one public computer – High-contrast keyboard, Zoom Text Magnifier/Reader software (aisquared.com) *	$ 698.00
Purchase and install writing assistance and speech recognition software on one public computer – WordQ+SpeakQ (TechSoup)	$15.00
Purchase a digital video camera for library and public use -- Flip Video 8GB	$129.00
Track ebook use and use of library's ebook reader devices, and if it increases, purchase more ereader devices	$ 99.00
Total	**$ 1,833.00**

*If limited funding, purchase $49.99 Zoom Text Express software—but note that it is less useful; only zooms 200% and has less options for customization.

Budget any remaining funds toward replacing catalog search computer with a computer with touchscreen interface (or a tablet computer) in 2013. Designate this computer to be used also as a demonstration station for library's digital offerings, including downloadable books. Watch for Windows 8 release, and consider waiting until then to make this purchase.

Ideas for future development:

- Copier/scanner is several years old. All attempts to keep it in good repair will be made. When time comes, consider adding color printing/copying/scanning function.
- Upgrade Chick Room technology for public meetings: purchase and install ceiling mounted videoprojector with wireless connection, include in budget any electrical and carpentry work needed for installation.
- Digital Media Lab for public use (see http://www.thedigitalshift.com/2011/11/media/build-your-own-digital-media-lab/)