

This plan identifies a realistic and tangible vision of how the Rapid City Public Libraries will use telecommunication and information technology for continued improvements to library services. Because of the ongoing evolutions in technology that are not always predictable, this plan is a guide rather than a concrete prescription for action.

This plan is included in the Policy Review Schedule, set for at least an annual review.

## TECHNOLOGY PLAN

The Rapid City Public Libraries have several components which comprise a viable technology plan:

1. Equipment and software replacement schedule
  - a. Hardware is on a 3 year replacement cycle
    - i. Replaced equipment is assessed for possible re-use for another library function, or is distributed for use by other city departments
  - b. Software is updated as needed
  - c. License renewals allow for continued use of proprietary software
2. Broadband access at all library facilities
  - a. Allows access to libraries' digital resources: databases, eBooks, downloadable audios and videos
  - b. Broadband use is evaluated bi-annually to determine capacities of public use
3. Staff training
  - a. Staff training includes self-paced discovery, use of an in-house resource contact, peer to peer training, and group instruction
4. Patron training and publications
  - a. Hands-on clinics for assistance with the patron's eReaders or tablet devices
  - b. Individual one on one technology training on an as-needed basis
  - c. Help sheets for various devices
  - d. Help sheets for eBook downloading, database explanations, use of the patrons' account, and other online services
5. Assessment and evaluation of technologies
  - a. Existing technology is reviewed as part of the 3 year replacement cycle to determine if changes are required
  - b. New technology is reviewed on an ongoing basis as library staff become aware of possible enhancements to the library's service
6. Transition to new formats and devices, and transition away from outdated formats and devices
  - a. Patron as well as staff technology is reviewed; examples are tablet devices for patron use, RFID for inventory control, downloadable formats instead of physical items, etc.

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