This plan identifies a realistic and tangible vision of how the Rapid City Public Libraries will use telecommunication and information technology is used for continued improvements to library services, and in support of the library's mission: Exploring ideas, expanding knowledge, and enriching community. 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.

Goals:
1. Support early childhood education, lifelong learning, career opportunities, and quality of life.Maintain a level of technology compatible with current patron expectations, but constrained by available resources.
2. Train the public to use technology and act as a resource guide. technology up to a level which is necessary to maintain a career in today's society and enjoy a basic quality of life.
3. Reduce or remove barriers to service when feasible.
4. All front-line staff is capable of demonstrating the use of technology relevant to their position. within the library.

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

Budget:
The library's technology is budgeted annually based on a replacement schedule, evolving technologies as identified and approved by library administration, review from supervisors and city IT, and the efficient operation of library services.

Inventory:
An inventory of all library technology is maintained and includes asset identification, last replacement date, anticipated replacement date, and estimated replacement cost.

Training & Implementation:
- Staff training includes self-paced discovery, use of an in-house resource contact, peer-to-peer training, and group instruction.
  - Front-line staff are expected to demonstrate competence troubleshooting library and consumer technologies and software.
  - Supervisory staff are expected to demonstrate competence troubleshooting proprietary library software and backend environments.
- Public training includes one-on-one assistance on a walk-in or scheduled basis
- When introducing new technology to staff or the public, an implementation plan will be created to include dissemination of information, training, timelines and evaluation.

Maintenance & Replacement
- Computers are replaced based on the warranty period at the time of purchase. Replaced computers are assessed for possible re-use in other capacities – for example, as laptops for checkout.
- Tablet devices, 3D printers, robotics, etc. are on a 2- or 3-year replacement cycle, depending on functionality and wear and tear.
- Servers and network equipment (infrastructure) are replaced every 3 years or as recommended by city IT.
- General productivity software is updated and managed by the city IT department.

- Proprietary library software is updated and managed by library staff in cooperation with city IT and the associated vendors.
- Internet bandwidth is regularly evaluated by City IT.

Equipment and software replacement schedule
Hardware is on a 3 year replacement cycle
Replaced equipment isassessed for possible re-use for another library function, or is distributed for use by other city departments
- Software is updated as needed
- License renewals allow for continued use of proprietary software

- Broadband access at all library facilities
- Allows access to libraries' digital resources: databases, eBooks, downloadable audios and videos
  Broadband use is evaluated bi-annually to determine capacities of public use
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- Staff training
  Staff training includes self-paced discovery, use of an in-house resource contact, peer to peer training, and group instruction

- Patron training and publications
  - Hands-on clinics forassistance with the patron's eReaders, or tablet devices

Assessment & Evaluation:
- Individual one on one technology training on an as-needed basis
- Help sheets for various devices
- Help sheets for eBook downloading, database explanations, use of the patrons' account, and other online services

Assessment is an ongoing process which involves feedback from the public and staff, monitoring societal trends and examining use statistics. When such information indicates either an opportunity or an issue exists, the associated technology is reviewed by management and supervisors before determining the appropriate next steps. This may include early replacement of existing technology, changes to policy, additional training, or any other actions necessary to support the library's mission.Assessment and evaluation of technologies
Existing technology is reviewed as part of the 3 year replacement cycle to determine if changes are required
- New technology is reviewed on an ongoing basis as library staff become aware of possible enhancements to the library's service

Transition to new formats and devices, and transition away from outdated formats and devices

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