

This plan ~~identifies a realistic and tangible vision of~~ describes how technology is used ~~for continued~~ to improvements to library services, and ~~to~~ in support of the library's strategic plan and mission: Exploring ideas, expanding knowledge, and enriching community.

Goals:

1. Support early childhood education, lifelong learning, career opportunities, and quality of life.
2. Train the public to use technology and act as a resource guide.
3. Reduce or remove barriers to technology access service when feasible.
4. All ~~front-line~~ staff are ~~is~~ capable of demonstrating the use of technology relevant to their position.

Budget:

The library's technology is budgeted annually based on a replacement schedule and ~~evolving technologies~~ the implementation of new technology as identified, reviewed and approved by supervisors, city IT and 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 through Book-a-Librarian
- When introducing new technology ~~to staff or the public,~~ implementation will include staff communication, training, testing, marketing to the public, and feedback, and revision. ~~an implementation plan will be created to include dissemination of information, training, timelines and evaluation.~~

Maintenance & Replacement

- Computers, servers, and other network infrastructure are replaced by city IT based on the warranty period or defined lifespan at the time of purchase. ~~Replaced~~ Some replaced computers are assessed for possible re-use in other capacities – for example, as laptops for checkout.
- ~~Tablet devices, 3D printers, robotics, etc.~~ Makerspace equipment is generally on a 2 or 3-year replacement cycle, depending on functionality and wear and tear. New services, such as laser engraving, may initially have an indeterminate life span based on equipment durability and service popularity. ~~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.

Assessment & Evaluation:

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.

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