

Technology Plan

Westfield Memorial Library

January 1, 2022 through December 31 2023

INTRODUCTION

The Westfield Memorial Library Board of Trustees and staff recognizes the role of technology, specifically electronic communications and information, in the lives of the residents of the Town of Westfield. In order to continue to provide a high standard of public service, the Westfield Memorial Library offers a variety of electronic services. This document presents the current and planned technology necessary to deliver these services.

MISSION STATEMENT

The Westfield Memorial Library connects and engages all residents to make our community a better place to live.

TECHNOLOGY VISION

Aligned with the library's overall mission, the vision for technology is to provide effective and equitable access to technology within the library and to the broader world of online resources beyond the library walls.

GUIDING PRINCIPLES

Westfield Memorial Library strives to be an integral and vibrant center for our community by providing access to computers and other technological equipment, high-speed Internet, up-to-date electronic resources, and software to help users meet their educational, occupational, informational, and entertainment needs.

In addition to supporting the library's mission statement above, the following principles are inherent in each of the library's technology goals:

- We ensure the needs of the community are the driving force in our decision-making processes.
- We use proven, cost-effective methods to maintain, upgrade, and enhance existing technologies and introduce new ones.
- We standardize equipment and configurations, and utilize remote tools whenever possible to simplify and add flexibility to maintenance and upgrades.
- We comply with state and national standards and encourage vendor compliance with standards.
- We make public access computers available to all sectors of the population.

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- We regularly evaluate and adapt the goals, strategies, and tasks to ensure success of the plan.
- We continually monitor and review installed technologies for relevance and effectiveness.
- We monitor technology trends and implement them if feasible and appropriate.
- We regularly evaluate statistics and services to best answer the needs of our users.
- We provide hands-on, one-on-one, and group learning opportunities to help our customers learn the skills they need to become digitally literate.
- Library staff is provided with the necessary training in order to remain current with the new technologies so they may train our customers to use them.
- We strive to cooperate with other libraries, governmental units, schools, and community organizations to improve the quality and efficiency of electronic services.

Technology Assessment

Inventory

Equipment

Staff Desktop Computer	40
Staff Laptop Computer	6
Public Desktop Computer	20
Public Laptop	0
Public Catalog	4
Self-Checkout Kiosk	1
Tablets/iPads	8
Digital Screen	2
Printing Station	2
Staff Printer	15
Public Printer	2
Copiers	6
Fax/Scan Station	1
Security Cameras	16
Webcams	5
DSLR Camera	2

Software

Network and Infrastructure

Wired Internet

100 Mbps internet is provided by Verizon for wired Internet access.

Wireless Internet

150 Mbps internet is provided by Comcast for wireless Internet access.

WiFi Hotspots

(16) hotspots are provided by T-Mobile and are available to be borrowed.

Phone

The library maintains (2) business phone lines, which are provided by Verizon via the Town of Westfield.

Phone and voicemail maintenance is provided by Johnston Communications.

Servers

The library maintains servers for TLC and Envisionware products. TLC provides the library's ILS and public catalog, and Envisionware provides products related to the self-checkout kiosk, eCommerce, public computer printing and reservation system.

Backups

Primary and secondary backups of the TLC database are run on a daily basis at 3:00 AM and monitored by TLC. These backups are stored both on the server, and off the server on tapes.

Budget

Westfield Memorial Library Board of Trustees approves annual appropriations, which include funding for both telecommunications and technology. Currently, the library is operating on a 5-year replacement cycle for computer related equipment. In addition to yearly expenditures, the Library Board has the option of appropriating funds from library reserves or requesting capital funds from the Town of Westfield for large-scale technology projects.

Technology Goals and Objectives

Westfield Memorial Library will use technology to help meet the library's standards and organized goals. This section of the Technology Plan sets forth specific action steps, which are defined and measurable, to ensure successful implementation. Objectives outlined in the library's current strategic plan are marked with an asterisk (*).

GOAL A: Provide resources to support the improved delivery of services

Objective A1: Upgrade Hardware and Software

- Upgrade Verizon Internet line for wired Internet to 1Gbps
- Upgrade Comcast Internet line for wireless Internet to 1Gbps
- Acquire new computer hardware on an annual basis to ensure 5-year replacement cycle for computer equipment.

Objective A2: Leverage New Technology

- Implement platform to allow residents to reserve museum passes online
- Review options for hold pickups via outdoor lockers and consider implementation
- Evaluate benefits of implementing software to track employee leave balances
- Explore options for a new more useful state of the art Integrated Library System (ILS) including shared services through a local automation consortium
- Explore options for expanding self-checkout services
- Explore options for a facilities maintenance ticketing system
- Explore options for upgrading item barcodes to RFID tags, and related equipment including RFID checkout pads.

GOAL B: Promote Digital Literacy Through Educational Programs and Services

Objective B1: Provide computer/technology learning opportunities for customers of all ages on a variety of topics

- Explore the possibility of offering a regular tech bar program to provide in-person, on-demand assistant to residents with their technology questions.
- Conduct a library technology survey to determine the technological interests and needs of residents
- Develop plan to implement new technology and equipment based on the results of the library technology survey through a mobile or dedicated makerspace
- Develop training sessions and documentation for all library technology and equipment
- Explore expanding class offerings by partnering with other organizations such as small business, schools, colleges, and other community partners

Objective B2: Provide staff development opportunities to ensure all staff meet expected technology competencies

- Formulate assessments for technology competencies and training specific to each department and job classification
- Develop staff training and documentation for all technology tools and equipment to help staff provide appropriate support to customers
- Develop plans for ongoing staff technology training and development

TRAINING

Staff Training

Staff receive training on an ongoing basis by attending workshops from a variety of providers, including the New Jersey Library Association, LibraryLinkNJ, and Libraries of Union County (LUCC). The library also provides self-paced on-demand training on technology topics through Niche Academy.