

**Lawton Public Library
2022-2024 TECHNOLOGY PLAN**

MISSION STATEMENT

Provide opportunities to engage in life-long learning.

VISION STATEMENT

All people in our community value & use the Lawton Public Library.

TECHNOLOGY VISION STATEMENT

The technology vision of the Lawton Public Library is to support and enhance the efforts of library staff to provide high quality customer service to all customers and to provide easy, equitable access to multiple sources of information. LPL believes that technology will:

- Bridge the digital divide that exists within the community
- Maintain the library as the central source for information within the community and
- Foster enhanced communication and collaboration among staff

TECHNOLOGY BENCHMARKS

The library's computers, peripherals, and networks will meet the needs of staff and customers. [Page 3]

The library will facilitate increased digital literacy in our community. [Page 4]

The library will provide access to relevant digital content. [Page 4]

The library will proactively maintain and advocate customer and staff digital security. [Page 5]

The library will actively monitor technology for peak performance. [Page 6]

Library staff will work with City Departments to address technology concerns. [Page 7]

Non-computer technologies will be utilized effectively and efficiently. [Page 7]

THE LIBRARY'S COMPUTERS, PERIPHERALS, AND NETWORKS WILL MEET THE NEEDS OF STAFF AND CUSTOMERS.

1. The Library Technology Specialist will maintain all computers and related equipment in working order to provide access to software and internet as needed and fix all critical failures within 24 hours. (ongoing)
2. Library staff will work towards having standardized and up-to-date software on all staff and public computers (Microsoft Office, Adobe, etc.). (ongoing)
3. The Library will install radio frequency identification (RFID) tags and related equipment for self-checkout, inventory, security gates to efficiently and effectively operate the library. (2022)
4. The Library Technology Specialist will investigate additional options for wireless printing. (ongoing)
5. The Library Technology Specialist will configure at least two self-checkout stations for customers. (2022)
6. The Library Technology Specialist will review accessibility settings and provide at least one public terminal that can be converted with equipment or programs to facilitate usage by people with motor and dexterity impairments (e.g. touch screens, trackballs, switches, voice-recognition software). (2022)
7. Library staff will research, evaluate and purchase additional software to meet customer needs (web design, code building, graphic design, video and audio projects, web interviews, web appointments, vlogging, etc.). (ongoing)
8. The Library Technology Specialist will repair, replace, and improve underperforming equipment including the black and white printer, color printer, and the black and white copier. (ongoing)
9. The Library Director will develop plans for study rooms so customers can conduct video chat including video interviews in private. (2023)
10. The Library Director will explore upgrading electrical outlets to include USB charging and provide better resources for charging and connecting equipment. (2023)
11. User Services staff will conduct a needs assessment survey of technology needs of the community to determine the community's public technology needs. (2024)
12. The Library Technology Specialist will explore multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) for in-library public use and for Library of Things. (2022)
13. User Services staff will investigate taking credit cards for copy machines. (2023)
14. User Services staff will explore additional specialty printing options for the Professional Development Center. (2022)

15. The Library Technology Specialist will upgrade the catalog computer operating systems. (ongoing)

16. The Library Technology Specialist will continue to explore thin clients, cloned computers, and network configurations for the computer lab to best meet the needs of customers. (ongoing)

THE LIBRARY WILL FACILITATE INCREASED DIGITAL LITERACY IN OUR COMMUNITY.

1. User Services staff will provide up to 10 minutes on-demand, one-on-one technology training to customers. (ongoing)
2. User Services staff will provide up to 60 minutes scheduled, one-on-one technology training to customers. (ongoing)
3. User Services staff will identify perceived technology needs and provide at least four technology classes per year (3-D printing, online safety, social media, basic computer skills, Microsoft Office, multi-media, specialized software, e-reader, etc.). (ongoing)
4. The User Services Staff will create library-specific videos to educate and promote unique Lawton Public Library technology services. (ongoing)
5. Library staff will offer computer training classes as needed to other library and City employees. (ongoing)
6. The Library will provide telehealth assistance via a kiosk. (2022)
7. User Services Librarian will network with community agencies to develop a better approach to customer needs. This includes Oklahoma Workforce, IRS, and popular businesses seeking new employees. (ongoing)
8. Library staff will reach out to each local school yearly with technology guides, marketing material and training as allowed. (ongoing)
9. Library staff will promote technology resources and training classes in-library, online, with handouts, and through word of mouth. (ongoing)

THE LIBRARY WILL PROVIDE ACCESS TO RELEVANT DIGITAL CONTENT.

1. User Services staff will provide access to information resources through its website. (ongoing)
2. The Library Technology Specialist will ensure customers have the ability to retrieve data from and store data to portable devices (e.g.), thumb drives, external hard drives, PDAs) while using public computers. (ongoing)

3. The Library Technology Specialist will explore installing digital end caps to assist individuals with book information. (2024)
4. User Services staff will evaluate current and potential databases yearly and request additional funding as appropriate. (ongoing)
5. Library staff will evaluate current and potential library software yearly and request additional funding as appropriate. Specifically, integrated library system and meeting room software options will be monitored. (ongoing)
6. The Family History Librarian will identify unique local history that is not readily available to the public and is not being maintained by other agencies (i.e. the museum, state library, courthouse) and explore how to digitize this information. (ongoing)
7. The Library Technology Specialist will work towards having video/audio recording and editing software and web development software available in the professional development center. (2022)
8. User Services staff will explore off-site lending programs for current and emerging technologies as a way of bridging the digital divide. (2022)
9. User Services staff will identify and maintain timely and needed community information online. (ongoing) One specific project is a list of local transportation options. (ongoing)
10. Library staff will explore becoming a designated community access point for health and human services information assistance (211 service) to promote the library as a resource for health and wellness information. (2023)

THE LIBRARY WILL PROACTIVELY MAINTAIN AND ADVOCATE CUSTOMER AND STAFF DIGITAL SECURITY.

1. The Library Technology Specialist will maintain protocols for public computers to restrict data through the use of MyPC, Clean Slate, and operating settings like auto-fill. (ongoing)
2. The Library Technology Specialist will implement a software upgrade procedure to ensure that the library periodically evaluates and updates its network. (ongoing)
3. The Library Technology Specialist will include network security practices for timely application of updates and patches in a technology management plan. (ongoing)
4. The Library Director will work to ensure the library has sufficient staff with technology expertise to help customers achieve their goals. (ongoing)
5. Library staff will comply with CIPA while striving to provide maximum access to information. (ongoing)

6. Library staff will promote user awareness with customers whenever possible. (ongoing)
7. Library staff will monitor network activity and communicate with customers and providers to ensure that suspicious activity is recorded and remedied.
 - a. Reset computers that are accessed by the public after each use.
 - b. Keep security software updated on all computers.
 - c. Restore computers that have gotten a virus. (ongoing)

THE LIBRARY WILL ACTIVELY MONITOR TECHNOLOGY FOR PEAK PERFORMANCE.

1. Library staff will actively manage Internet connectivity. (ongoing)
2. The Library Technology Specialist will investigate options for real time alerts about connectivity problems. (ongoing)
3. The Library Technology Specialist will explore traffic shaping to optimize or guarantee performance, improve latency and increase usable bandwidth. (2022)
4. The Library Technology Specialist will monitor connectivity (up/down/ping) at the network level for all locations. (ongoing)
5. The User Services staff will provide library staff with access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information. (ongoing)
6. The Library Technology Specialist will maintain a disaster recovery system to back up and restore hard drives for all public computers. (ongoing)
7. The Library Technology Specialist will develop a hardware maintenance plan including sorting and organizing replacement parts and keeping cold spares on hand to use in place of devices that become non-operational. (2022)
8. User Services staff will track customer computer usage, bandwidth usage, and statistics to monitor user demand. (ongoing)
9. The Library Technology Specialist will implement an equipment replacement procedure to insure that the library periodically evaluates and updates its computer equipment capabilities. (ongoing)
10. The Library Director will ensure the library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems. (ongoing)
11. The Library Technology Specialist will implement cable management tools to make the equipment safe and attractive. (ongoing)

LIBRARY STAFF WILL WORK WITH CITY DEPARTMENTS TO ADDRESS TECHNOLOGY CONCERNS.

1. Library staff will document login/logout issues for multiple users on each computer. (ongoing)
2. Library staff will work with the Information Technology Department to fix barcode scanner and printer failures. (ongoing)
3. Library staff will work with the City webmaster to fix interface issues on library web pages. (ongoing)
4. Library staff will work with the City's Communications and Marketing Manager for new social media opportunities. (ongoing)
5. The Customer Service Manager will work with the Information Technology Department to take credit cards at the desk and online. (2022)
6. The Library Director will work with City IT to get video surveillance monitoring on specific staff workstations. (2022)
7. The Library Director will work with the City to ensure that adequate library staff are technology savvy. (ongoing)
8. The Library Director will work with IT to create standardized software between staff and public computers. (ongoing)
9. The Library Director will work with the City to ensure the library has access to personnel with sufficient IT expertise to maintain the library's network and public technology systems. (ongoing)
10. The User Services staff will work with City IT to maintain all barcode scanners omnidirectional. (ongoing)
11. The Library Director will work with City IT to get card key access to staff doors. (2023)

NON-COMPUTER TECHNOLOGIES WILL BE UTILIZED EFFECTIVELY AND EFFICIENTLY.

1. The Customer Service Manager will investigate a new door counter for the branch library. (2022)
2. The Library Director will explore getting a panic button at each service desk. (2024)
3. The Library Technology Specialist will explore and implement an improved sound system for closing announcements. (2023)
4. The Library Technology Specialist will update presentation equipment and software in the meeting room. (2022)

5. The Library Director will install keyless entry for the branch library and explore keyless entry options for the south side of the main library. (2022)

EVALUATION

The effectiveness of technology in the Lawton Public Library will be evaluated in the following ways:

- Relevance of services to the public will be measured by increased usage of Library services, new registrations, needs assessment survey, and in-library use. (ongoing)
- Internet usage will be monitored by calculating amounts of computer time used. (ongoing)
- Customer feedback will be collected anecdotally and through feedback forms. (ongoing)
- Equipment functionality will be gauged by how many times equipment was down. (ongoing)
- Overall usage will be measured by a survey form which queries customers on what they were looking for and whether they find it. (ongoing)
- Automation will be measured through statistical reports generated by Apollo, increased usage of the OPAC, number of holds placed, and number of inter-library loans requested. (ongoing)
- The Technology Plan will be reviewed by staff and library board members annually. (ongoing)

Appendix A: Network Assessment

Our current network	Community/Staff		
	Security	Medium	Usage
“Public Network” Provider: OneNet 100 Mbps (fiberoptic delivery into the building and Ethernet delivery to each PC)	Clean Slate 10 Fortres Security, Windows Defender	Fiber optics, Ethernet	Used by some staff but mainly community members in the computer lab
Access points	Filter via OneNet (provider)	Wireless	Used by individuals who have brought their own devices
“City Network”	City of Lawton IT department restrictions	Ethernet	Used by staff
Branch Network Provider: Fidelity Communications (City and Public Network)	Filter via OpenDNS on public network, Restriction by City of Lawton IT on City Network	Ethernet, Wireless	Used by staff and community members

Appendix B: Computer Hardware Assessment

Our current hardware	Projected 2022	Community/Staff Usage		
		Low (Less than 3 times per week)	Medium (3-5 times per week)	High (More than 5 times per week)
22 staff computers	22 staff computers			X

2 staff laptops	5 staff laptops		X	
24 lab computers	24 lab computers			X
3 PDC computers	3 PDC computers		X	
1 wireless kiosk	2 wireless kiosk	X		
1 seismograph display	1 seismograph display		X	
5 catalog kiosks	5 catalog kiosks			X
1 reservation station laptop	1 reservation station laptop			X
1 print station	1 print station			X
4 family history computers	6 family history computers		X	
1 family history laptop	3 family history laptop		X	
1 user manager computer	1 user manager computer			X
1 children's area computer	3 children's area computer	X		
5 Windows 7 computers (not in use)	8 Windows 7 computers (not in use)	X		
3 laptops (not in use)	1 laptops (not in use)	X		
2 copiers	2 copiers			X
1 color printer	1 color printer			X
1 black and white printer	1 black and white printer			X
1 staff copier	1 staff copier			X
6 staff printers	6 staff printers			X
1 large lamination machine	1 large lamination machine		X	
2 small lamination machines	2 small lamination machines	X		
1 shredder	1 shredder		X	
1 Cricut machine	1 Cricut machine	X		
3 3D printers	2 3D printers	X		
2 2TB External Drives	2 2TB External Drives, 1 PB External Drive			X
1 staff computer branch	1 staff computer branch			X
1 public computer branch	1 public computer branch			X
1 ATM machine	1 ATM machine			X
1 Change making machine	1 Change making machine			X
3 print payment machines	3 print payment machines			X

Appendix C: Software Assessment

Our current software and operating systems	Community/Staff Usage		
	Low (Less than 3 times per week)	Medium (3-5 times per week)	High (More than 5 times per week)
Windows 10			X
Microsoft Office 2016			X
Microsoft Office 2019			X
Adobe DC Reader			X
Clean Slate			X
MyPC/TBS			X
Adobe Pro	X		
Adobe Photoshop Elements	X		
Acronis (Backup)			X
Cura	X		