

Yankton Community Library Technology Plan

Adopted by the Yankton Community Library Board of Trustees on August 12, 2020

Library Mission Statement

The mission of the Yankton Community Library is to uphold the public's freedom of access to information by providing a dynamic collection in a variety of formats and technologies, and responding to the needs of the community through timely services and programs.

Technology Vision Statement

The Yankton Community Library (YCL) strives to be a technological leader in the community of Yankton in order to provide opportunities to bridge the digital divide that is still very present in rural communities. By providing opportunities to utilize technology and receive training, the Library helps provide equitable access to technological opportunities to all citizens of the Yankton area.

Current Technology Assessment

- 10 staff desktop computers
- 2 staff laptop computers
- 10 public access desktop computers with time management software (Envisionware)
- 2 public access printing, scanning, and online catalog computer stations
- 2 dedicated online catalog computer stations
- 1 dedicated print release station computer with coin-op machine
- 1 dedicated self-checkout station computer
- Windows 10 operating system and Microsoft Office on all staff and patron computers
- 2 iPads for staff use
- 1 tablet for staff use
- 1 camera for staff use
- Telephone and voicemail system with nine staff phones and one patron phone
- Fax machine with sending and receiving capabilities for staff and patrons
- 2 staff printers/scanners
- 1 patron printer and copier with print management software
- Atrium Integrated Library System through Booksystems, Inc.
- 2 microfilm readers with printers for staff and patron use
- 3 scanners available for patron use
- 5 receipt printers
- WiFi system with multiple access points
- 2 LCD video projectors available for staff use and patron rental
- 1 overhead and 1 opaque projectors available for staff use and patron rental
- 1 public address system which includes a microphone and speakers for staff use and patron rental
- Large screen television in Meeting Room for use in presentations and programs
- WiiU Gaming System and Wii Gaming System for use in library programs
- DVD cleaning system for library and patron use
- 2 NASA Backpacks available for checkout that each include a coding mouse and a telescope

Current Digital Library Resources

- eBooks and eAudiobooks for all ages which are downloadable through a variety of platforms
- Back issues of eMagazines available for download
- Online platform for tracking programs such as Summer Reading and logging books
- DMV practice tests
- Dozens of State Library databases including newspaper access, genealogy resources, car repair manuals, language instruction courses, and much more
- GoToMeeting software for conducting virtual meetings
- Social media pages for library information including Facebook, Pinterest, Instagram & Twitter
- Website
- Online Public Access Catalog (OPAC)
- Staff email accounts

Identified Technologies for Library to Explore in the Future

- RFID Checkout
- Virtual Reality Technology
- 3D Printing Technology
- Digital Microfilm Reader/Printer
- Digitized microfilm/yearbooks/historical library documents
- Charging Station(s)
- Security Cameras
- Large Computer Lab
- Portable laptop bank
- Downloadable/Streaming Movies
- Newer Computers for Patron Access
- Presentation Capabilities in Director's Office
- WiFi Hotspot Lending
- WiFi Printing
- Smart Board
- Overhead mounted projector
- Kid-friendly educational computer programs/software/devices
- Smoke Detector
- Panic Button
- Credit Card Machine
- Tablets for in-house use
- Online meeting room reservation system
- Virtual meeting equipment (cameras, microphones, speakers)
- Blue Tooth Speakers

Technology Goals and Objectives

- I. People will think of the Library as a technology leader and resource in the community.**
 - a. Actively seek additional funding to meet technology needs not possible through our current budget.
 - b. Actively promote our Digital Library and resources such as free WiFi.
 - c. Stay on top of maintaining the Library's website and social media channels.
 - d. Continually evaluate staff and patron needs and satisfaction to plan for hardware or software upgrades to improve productivity and quality of service.

- II. Patrons of the Library will encounter a library technology infrastructure that provides them with the information they need.**
 - a. Maintain technology and support teams and add staff if needed
 - b. Maintain reliable high speed wireless Internet access
 - c. Provide fast and reliable, user-friendly computers for public and staff access to the Internet, the library catalog and other software applications.
 - d. Provide access to non-computer technology needs such as fax machines, microfilm readers, photocopiers, projectors, and more, as needed.

- III. People will encounter staff who are knowledgeable about technology and able to guide them in its use to support life-long learning needs.**
 - a. Improve technology training for the public either by utilizing staff time and abilities, attending technology conferences/trainings or contracting with a database that can provide training opportunities.
 - b. Empower staff by improving their technology skills and encouraging continual training and learning of new technologies for all levels of library staff by providing time and direction.
 - c. Develop tutorials and training materials to facilitate learning of new technologies.
 - d. Foster a positive learning environment for ongoing technological change by maintaining open lines of communication and sharing information and technical skills.
 - e. Enhance one-on-one technology assistance from staff and volunteers.
 - f. Provide basic classes for technology training including how to use the library's digital resources, internet/email basics, and how to stay safe online.

- IV. Maintain flexibility and readiness to adapt to new and changing technologies.**
 - a. Review and investigate technology to improve library services, which may include research and reference databases.
 - b. Stay aware of changing and emerging technologies by reviewing professional publications, attending conferences, and monitoring social media.

Training Needs

The Library will encourage staff participation in training workshops, conferences, and webinars related to technological advancement. This knowledge is fundamental in serving our patron base as well as effectively executing other areas of our jobs.

Technology Budget

The library does not purchase its computers as they are included in a line item in the City's IT budget. All computers are replaced on a rotating schedule set up through the IT department.

The library will maintain updated computers in order to meet our vision of being a technological leader in the Yankton community. In addition to this, we will continue to search for additional funding in the form of grants, gifts, and endowments.

Library databases have typically been handled through the State Library, but YCL is beginning to evaluate important options that are available at reasonable prices to provide directly to our patrons but absorbing the costs into the Professional Services portion of our operating budget. When we've had success with new databases, we will advocate for their purchases at the State Library level.

Evaluation

We will evaluate this plan by reviewing and revising it annually with the Board of Trustees. Patron satisfaction with software and other technology provided by the Library will be assessed through library surveys, the annual City community wide survey, usage statistics, and patron comments or suggestions.