Version 1.0

MPL Technology Plan 2017-2018

Executive Summary / Overview

This technology plan by the MPL Trustees' Technology Committee describes library initiatives to increase and enhance how technology assists the library in meeting its mission for the entire community.

Mission

To primarily serve the people of Moultonborough as a center of information and to promote knowledge, culture, enjoyment and education for all residents and users of the library.

Public Input

The Technology Committee solicited public input for this plan from four groups.

- Adults: A focus group was held where patrons were asked to brainstorm how the "coolest library in NH" might use technology. The group of older patrons was somewhat intimidated by technology. They highly valued technology classes, exposure to new technology, and the kinds of interactive programs that are enabled by technology.

- High School Students: A focus group was held with high school students at Moultonborough Academy. With respect to technology, the kids expressed interest in forming video gaming clubs. In addition, they would like to have video recording equipment and software available, including Adobe Elements, Premier and Photoshop. The kids need space to work and collaborate where they don't need to worry about making noise. The kids would like the library to make announcements via the school email system.

- Class of 2024: A focus group was held with young students at the Moultonborough Central School. The kids completed a school project in which they each wrote PowerPoint presentations describing their ideas of NH's coolest library. The presentations showed exotic libraries with lots of books, animals, cushions and snacks. The kids see libraries as a place to socialize, create, relax and be stimulated with colors, architecture, electronics, and all kinds of media.

- Businesses: A survey was sent to over eighty Moultonborough businesses. In the eleven responses received, there was high interest in computer training and programs in digital marketing.

Makerspace

MPL will continue to embrace the maker movement, providing programs that enable creativity in a social environment. Although the library does not have a dedicated makerspace, areas of the library are used as a virtual or "pop-up" makerspaces when patrons engage in hands-on activities. Going forward, skills learned can involve electronics, 3-D printing, coding, robotics, etc., in addition to non-technological creative exploration.

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Technology Inventory

In 2016, a library technology inventory was completed and will be kept current. The inventory includes the estimated lifecycle of each piece of equipment which will be used to plan for upgrades and replacements.

Strategic Opportunities

The technology committee developed the following four strategic goals for the next two years.

- Continue and expand technology education: MPL recognizes the importance of digital literacy. We will continue to offer a variety of programs, materials and services in response to our patrons' ongoing technology needs.

- Establish a staff development plan: A "procedures" notebook that will include information on MPL systems will be developed for staff reference. MPL will also encourage staff to enhance their knowledge in their areas of interest via available on-line courses.

- Make the MPL website more interactive: The MPL website extends the reach of the library to those at home or wherever there is internet access.

- Establish technology initiatives with outside groups: MPL will serve patrons using outside groups to offer technology training and services. Our program room equipment provides opportunities for virtual collaboration.

Measurements

Tasks to support the strategic goals are detailed in the chart below. The technology committee plans to review how the library has performed in one year. For 2019, the technology plan will be updated with revised goals and tasks which will include specific measurements as applicable.

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Chart (MPL Two-Year Technology Plan/ Strategic Opportunities)

G O A L S	Public Access & Services: Continue and Expand Technology Education	Staff Work Efficiency: Establish Staff Development Plan	Website as Virtual Library: Make Website more interactive	Collaborate: Establish Technology Initiatives with outside groups

T A S K S	1. Maintain existing network and infrastructure with current equipment per defined schedule (see appendix)
	2. Offer basic classes and one-on-one training to meet demand, and offer specialized training
	  - Training for patrons on using library website interactive services such as card catalog, E-books and Audio books, EBSCO
	  - Training for patrons on using new Apple TV equipment, having meetings with SKYPE, teleconferencing
	3. Equipment – continue to acquire new technology for patron and staff use
	4. Introduce two software apps and services such as Photoshop and Ancestry and develop introductory program with training
	5. Obtain video games and game systems for kids.
		1. Develop and Implement Technology "What we need to know" staff training, including:
		  - Atriuum
		  - Copier
		  - Printers
		  - Public computers
		  - Program Room
		  - New Website
		  - Overdrive
		  - Wi-Fi
		2. Make available on-line courses and webinars in technology to facilitate staff interest and need
			1. Emphasize E-books and Audiobooks on website
			2. Continue to optimize website for mobile devices
			3. Consider implementing on-line museum pass reservations
			4. Add interactive features for community
			5. Implement analytics on website
				1. Promote and host technology Clubs such as "Photography with Photo shop," including gaming clubs specifically for high school kids.
				2. Coordinate activities between MCS and MA libraries and MPL such as:
				  a. Robotics
				  b. Gaming
				  c. Coding
				3. Collaborate with local businesses organizations on new technology programs such as "Marketing with social media" , QuickBooks
				4. Implement NHSL Programs such as borrowing a 3-D printer
				5. Continue training for town departments
				6. Get a "Schoology" email account for better communication between the library and Moultonborough Academy
				7. Maintain and improve email list of local businesses in order to announce programs

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Existing Technology Block Diagram

MPL 5-04-17 GG

STAFF TECHNOLOGY

Program Room

Audio Visual PC

Microphone, Projector, Apple TV, Bose sound system

PATRON TECHNOLOGY

WIFI
Internet

SERVER

Staff | Patron

FAX
Color Printer

Scanner
B&W Printer

Card Catalog - ATRIUUM
Thin Client
Thin Client
Chromebook

Monitor
Monitor

B&W Printer

Copier Scan email

Wireless Printer | Wireless Printer

Circulation Desk - ATRIUM
Thin Client
Thin Client
Thin Client
Thin Client

Microsoft Office, PTouch, QUICKBOOKS, InfraView, EasyCat, OCR, MediaImpressions
Web-based Apps:
  NHUPAC interlibrary loan
ATRIUM

PC | PC

Thin Client
Thin Client
Thin Client

Thin Client | Thin Client
Thin Client | Thin Client
Thin Client | Thin Client
Thin Client | Thin Client
Thin Client | Thin Client/Oversize Monitor

PC | PC | PC | PC

Available to use: 3 IPADS, 2 Androids, 4 Kindle Fire, 2 MAC laptops, 2 Microsoft laptops

Web browsing, email, Microsoft office, First Class