APPENDIX A

Technology Plan
2023-2026

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Technology vision statement
The library prioritizes, provides, and trains staff in technology primarily serving patrons' productivity and information access needs to enrich their knowledge and growth.

Primary Guidelines
Staff tech training must be documented.

In all cases, the library staff will offer 1:1 assistance to patrons with each of the technologies that the library offers; requiring all staff to be familiar with those patron technologies. They should be trained in the existing patron and related staff technology within the first three months of onboarding. Branch management will train their staff and the library director will verify the training of the branch management, particularly with new technologies, before they train the staff.

Recent budget cycles have shown that the following allocations are needed to support the library's technology offerings:
- $7,000 to upgrade existing technology for the library each year
- $54,000 for digital collections licensing
- $6,000 for patron-circulating hotspot service
- $4,000 for telephone services
- $12,000 for patron digital interfaces/software including:
  - Integrated library system/catalog
  - User interface/discovery layer
  - Patron computer session management software
  - Patron computer drive shield protection
  - NoveList subscription & integration with discovery layer
- A total of $83,000 as of 2023.

Technology Enhancement, Community Library Enhancement Fund, and Library Services and Technology Act grants administered through the Utah State Library Division have also provided important supplemental sources of revenue to accomplish these projects and experiment with new technology. Each July, the library board and director review expenditures and trends from recent years and current expenditures. They will reallocate library funds for technology needs if any of the categories listed are falling behind in meeting the library's technology needs or if new technologies will require a significant increase in long-term funding. Total expenditures will likely increase to $85,000 - $90,000 by 2026 as expenditures on software, service providers, and material costs inflate.

Equipment & Service Goals
The following group of equipment and accompanying services are organized in priority order of the year the service goals and equipment purchases need to be accomplished. **Needs/goals are bolded in each equipment category.**

2023

Radio-frequency Identification & Self-circulation Stations

- RFID tagging and self-circulation stations allow patrons the option of checking out privately, reduce patron wait times at circulation, and allow Duchesne and Uintah County Library collections to circulate on the same RFID system without barcode scanning.
- **Complete the addition of RFID tags on the physical collection of Duchesne County libraries.**
- **Launch 3 circulation stations at Roosevelt Branch by spring 2024.** 2 of the Roosevelt stations double as staff circ desks. Duchesne's are postponed until 2025 due to the building's remodel in 2024.
- **Provide written guidance and staff assistance to patrons at the stations. Gather feedback from surveys by the fall of 2024 in Roosevelt.**
- **2 more barcode scanners with stands will be needed; 1 for each of the self-checkout stations in total.**
- Continue purchasing nearly 3,000 tags annually for incoming items.

2024

Patron Computers

- Patron computers will be provided at both branches and connected to patron printer/scanners:
  - Duchesne Branch - 7
  - Roosevelt Branch
    - 8 – Tech Lab
    - 4 - Teen Space and Mother's Room
- Each will have drive protection and reservation session management software downloaded. All computers will be filtered by the county's firewalls according to Utah Code and in compliance with the Child Internet Protection Act.
- Each branch has a specifically designated patron catalog computer to facilitate the patron's information privacy; however, they are located near the circulation desk and staff should the patron need assistance.
- **Drive shield and reservation software will be reviewed and upgrades considered to improve performance by July.**
- **4 of Roosevelt's patron computers are aging and need to be replaced in 2024; possibly with virtual machines.**

Library Market Online Room Reservation & Event Calendar Program

- Patrons can reserve the various meeting rooms offered by the libraries online. Library sponsored events can also be viewed on the accompanying calendar.
- **Prepare a new room reservation and event calendar on the library's website through Library Market by the end of January.**
- **Train all staff on use of the calendar and the branch management on event approval in February. Library Market will present online training sessions to the staff as scheduled with the library administration.**

- Assist patrons with reservations and finding event information. Prepare written guides in hard copy and digitally.

Meeting Owls & Staff Web Cameras

- Meeting Owls are available to patrons to facilitate teleconferencing in the library's meeting rooms. Staff web cameras are available for training and meetings.
- **Launch patron use of 2 Meeting Owl teleconferencing cameras/speakers at Roosevelt Branch for patron use by February.** Launch Duchesne's in mid-2025.

Roosevelt Cricut Machine

- Patrons may borrow the library Cricut machine for their creative projects, while providing their own material to cut.
- Maintain a library online Cricut account to make the widest variety of cutting fonts available to patrons.
- **Train all staff on the use of the machine and launch digital and print notices of the new library service by the Spring.**

Security Cameras

- Cameras are installed to help prevent and follow up on safety and security issues for patrons and staff in public areas of the library.
- **Review Duchesne Branch's current system and add new cameras by February.**

Staff Printers

- Staff printers in color and black/white are needed for regular reports, accounting, training, the creation of patron handouts and materials, marketing, and more.
- **Duchesne Branch Circ Desk printer is next to be replaced, likely by August. Has slowed down a great deal. The library director will vet a new purchase with the county IT department head.**

Patron Computer Software

- Basic productivity programs are provided on patron computers to accomplish needed work. They include:
  - Microsoft Word, Excel, & PowerPoint
  - PDF Readers
  - Scan software
  - Internet browsers
  - Duchesne Cemetery Viewer shortcuts on History Center patron computers
- **Ensure each patron computer in Roosevelt Branch has basic productivity programs installed by May. Purchase licenses through TechSoup as needed.** Follow up with Duchesne's computer's after move in 2025.
- **Purchase Adobe Premiere Elements and Photoshop licenses for one patron computer at Roosevelt Branch in 2025. These programs will facilitate patron video and image creation that they may not be able to afford at home. As this software is specialized, branch management will select multiple, specific staff members to learn the programs to help patrons with them. Install programs by summer of 2025.**

Patron Laptops

- Patron laptops will be offered for in-library use to facilitate technology trainings in meeting rooms, teleconferencing, and other productivity in the library without being limited to the tech lab hardwired computers.
- **The library director was engaged in a grant planning process with the Utah State Library Division and two other libraries. This grant would initiate a patron technology training course, with accompanying funding to purchase patron laptops and charging stations. Changes with cooperating partner's administration has delayed the progress of the grant. If that grant does not materialize, an LSTA grant will instead be sought to initiate the program in 2024.**

Community Room Projectors & Sound Systems

- Community room projectors and sound systems enrich public presentations and learning for large groups.
- Continue to provide functioning, ceiling-mounted presentation projectors in both branches' community rooms with the projector's accompanying mounted speakers in the rooms.
- Patrons generally connect devices to projectors through HDMI wall ports. Roosevelt's may connect through Bluetooth as well. Apple devices often require a Lightning Jack AV/HDMI adapter or a USB-C/HDMI adapter. Each branch has one or two on site along with HDMI cables.
- Roosevelt Branch provides various microphones:
  - 4 corded with stands and cords to wall ports
  - 2 wireless handhelds
  - 2 wireless body mics
- LED touch pad controls in Roosevelt can control audio and visual systems for both sides of the room together or separately.
- Both branches have a Blu-ray player on site.
- **Duchesne's projector bulb may need to be replaced soon. Compare the price of the projector bulb with the cost of replacing the projector entirely.**

Access to digital collections

- Digital collections allow patrons from across the large geographic area of Duchesne County to access information. This can particularly benefit those who have no library facility nearby or have mobility difficulties. The accessibility features allow those with visual impairment to adjust text sizes and contrast. Audiobooks benefit all, but particularly those with visual impairments. These items are never physically lost, releasing patrons from that responsibility.
- Remain an Advantage member of the Beehive Library Consortium, spearheaded by the Utah State Library Division, that provides access to the larger collection of nearly 380,000 eBooks, audiobooks, and other digital publications through OverDrive & the Libby patron platform.
- Purchase only items that Duchesne County patrons are requesting from the OverDrive Marketplace (through the Deep Search/Notify Me feature) that the Beehive Library Consortium is not providing or items that Duchesne County patrons are on hold for at a ratio greater than 5 patrons to 1 item.

- Continue to provide access to the digital material collection in Midwest Tapes' Hoopla platform at a limit of 5 patron checkouts per month. Their model is simultaneous circulation. Evaluate costs of Hoopla annually. Licenses are not owned by the library and costs can become unmanageable if use gets too high. We will not purchase their one copy/one user licenses as they are not shared with the state as OverDrive's are. Their offerings are usually different from what OverDrive has.
- **Train staff in the databases of the Utah Online Public Library in a staff training day.**

2025

Negative Scanner

- The photo negative scanner converts scans of negatives into positive digital images. This service has primarily been used to digitally preserve the History Center's photo collection; however, the machine will be offered to patrons for personal family history preservation as well.
- **Provide patron access to the photo negative scanner in the History Center.**
- **Train multiple Associate Librarians in the use of the machine by June.**
- **Advertise service across the county, including in a county-wide summer mailer. Also share about the service in radio public service announcements at Evans Family Media stations.**

Street LED Sign & Indoor Ad TV

- Digital ads on the street sign and the in-library TVs help make patrons aware of upcoming library happenings, job opportunities, and services.
- Continue to run simple text, easily readable ads for library events on the library's LED street sign at the 200 W & Lagoon St. intersection and on the TV above the Roosevelt circulation desk.
- **Add a TV above the Duchesne circulation desk to run digital ads. Electrical outlets may also need to be installed.**
- Train staff on how to resize and copy digital ad designs in Canva to fit the various screen sizes. Train branch administration on maintaining, removing, and adding content to the various TVs and LED signs as well.

Library Staff Phones/Voicemail, Patron Courtesy Phone, & PA System

- The library utilizes multi-line phone systems to assist patrons over the phone and employs voice mail to follow up with after-hours inquiries. Patron courtesy phones allow patrons to make needed contacts without blocking the incoming and outgoing library staff calls.
- Roosevelt Branch's phone system has infrastructure installed to use the circ desk phone as a public announcement system in the main library room. **Configuration still needs to be completed.**
- **By January, review Duchesne Branch's phone system for an upgrade to county standards and integration.**
- Roosevelt has a patron courtesy phone in the lobby on a separate phone line that only dials out.

Meeting Room Presentation TVs
- Meeting room TVs allow patron groups to display digital information for training, work, and teleconferencing; avoiding the need for projectors and screens.   - Continue to provide large presentation televisions in Roosevelt Branch meeting rooms with accompanying HDMI connections and adapters.   **Add this equipment in the new Duchesne Branch meeting room upon completion of the building remodel in 2025.**

2026

Routers, Firewalls, UETN Network
- The libraries provide internet infrastructure for information access. Speeds are throttled below 1 GB, but above 25 Mbps download speed, at each computer so one computer can't pull so much data that it slows all the other patrons and staff computers' access down.   - Utah Education Telehealth Network recently updated the library's routers.   - The Federal Communications Commission E-Rate Program for Category 2 (infrastructure) purchases was utilized for the new Roosevelt Library internet infrastructure - $33,000. That exhausts Duchesne County Library's allotment until 2028 for Category 2 purchase reimbursements.   **Duchesne Branch cabling and firewalls need to be assessed for age and improvement. This could be a Library Services and Technology Act grant purchase.**

Ongoing Services, Equipment, & Maintenance

Koha ILS/Aspen Discovery
- The integrated library system/catalog and user interface are the backbones of library circulation services in-library, online, and across the consortium. It is the primary portal to the library's collections for patrons and the staff. It facilitates holds, reporting, fee tracking, circulation rules and limitations and more. The user interface integrates the library consortium's physical and digital collections in one convenient website for patron-friendly use.   - Provide staff assistance to patrons as well as written guidance in pamphlets and on the library's tutorial webpage, including a video tutorial of the basic patron circulation functions of the user interface.

3D Printing
- The library provides access to a 3D print machine which many patrons likely cannot afford to purchase at home; facilitating patron creativity at just the cost of materials.   - Continue to provide and maintain dual-extruder 3D printers at both branches to allow for patron designs requiring dissolvable support material to be produced.   - Provide a wide selection of PLA filament colors for patron projects. Patrons will pay the cost of filament for their projects at $0.10/gram.

- Assist patrons in finding designs on Thingiverse and other open source design websites.
- Maintain an efficient first-come, first-served patron project printing queue while following the guidelines of the library's 3D printing policy.

Patron Copier/Scanner & Printers

- Daily, patrons need access to office machines that print, scan, or copy to facilitate documentation, work, studying, personal enrichment, and more.
- Continue to provide and maintain large color/black & white copiers with multi-page scanning capabilities at both branches.
- Continue to provide smaller color/black & white copiers with multi-page scanning capabilities that connect to the patron computers and also provide wireless printing from patron devices.
- Patrons pay for copies according to the county approved fee schedule.
- Assist patrons with wireless printing services.

Fax Machines

- Daily, patrons still have a need to interact with entities that require or offer the option to fax important documentation.
- Continue to provide fax service at both branches' circulation desk.
- Patrons are charged approved county fee schedule rates; discounting cover pages and toll-free numbers.
- Staff assist patrons with the service and ensure the documents are successfully delivered.

Patron Wi-Fi Service On-Campus

- Continue to extend service to the parking lots every day from 6:00 AM – 10:00 PM.
- Wi-Fi will be filtered by the county's firewalls according to Utah Code and in compliance with the Child Internet Protection Act.

Hotspots

- The library provides some hotspots for patron circulation to temporarily provide internet at home for those who may not be able to afford it or do not have access to service provider's infrastructure. This need is greatest for those who may need to accomplish work, study, or other critical communication online.
- Maintain and pay for unlimited service to 4 hotspots at the Duchesne Branch and 6 hotspots at the Roosevelt Branch for patron circulation. Covers, chargers, and written directions are also provided.
- One hotspot may be lent to county-resident households that are not on probation.
- Library administration will follow up with overdue hotspots and alert the library director concerning long overdue hotspots. The library director will contact the service provider to shut service down until the hotspot is returned.
- Hotspots must not be left plugged in except to bring the battery to a full charge, otherwise the batteries overheat and bloat.

Patron Headphones

- Patron headphones are available for those who don't have their own devices when using library computers. These devices help reduce disruption to other patrons and preserve patrons' audio privacy.

Staff & History Center Computers
● Staff and library volunteers require computers and some laptops to manage circulation, processing, cataloging, training, communication, preservation, marketing, patron activities, and more.

Outreach Hotspot & Computers
● Outreach library service at Fruitland, Altamont, and Tabiona brings circulation services much closer to residents who live 20 or more miles away from a physical library. ● The laptops previously mentioned double as outreach circ stations and the library provides hotspots for the offsite service.

Launchpad Tablets
● Launchpad tablets are pre-loaded with a variety of educational apps and activities for young learners. ● Duchesne Branch provides 30+ Launchpad tablets. Circulation history indicates that the Pre-K tablets circulate best. ● Only circulates to county-resident adults that are not on probation. 2 at a time max.

Circulation Scanners & Receipt Printers
● Barcode scanners are needed for the efficient processing of new materials, scanning patron cards, and other circulation processes. Receipt printers are used to tag holds and provide patrons with lists of checkouts as requested.

Cash Register
● Cash registers manage the financial transactions occurring at the circulation desk and provide an auditable record for the county clerk-auditor.

Shredders
● Shredders allow library staff to dispose of private/confidential staff and patron information.

Book Repair & Disc Cleaning Machines
● Book repair and disc repair machines significantly increase the longevity of the library's collection and saves money on buying as many replacement items. ○ Book Repair machines re-melt the spine's glue binding. ○ Disc repair machines re-buffer video and audio discs.

Patron Counters
● Local and regional stakeholders need this important data to evaluate this aspect of library services.

Duchesne ASL Videophone
● This service allows a patron to place a phone or video call through the video phone with an American Sign Language translator as the mediator.

Evaluation

As the technology plan is an appendix of the strategic plan, both are reviewed by the library board and progress is evaluated at the November board meeting. Within the month before that meeting, the library director and branch management review progress on the strategic and technology plan goals at their respective branches. Discussions with each administrator and board member about what goals were accomplished, are in progress, and have not been initiated will be tabulated as part of the annual strategic plan progress table. Factors outside of

the library's control that may be affecting the progress of goals will be considered and goals will be modified accordingly. The feedback and suggestions of library staff and administration will help inform the board's decisions to modify the goals. This plan will be updated to reflect those changes. Adequate progress on these goals are an expected piece of the library administration's evaluation. Staff performance goals may also be tied to these efforts, especially if they are assigned to manage and assist with specific technologies in the plan. Library administration should review the plan by early August, as summer reading programs are wrapping up, to verify that the library is on-track to meet goals set for the year, and take focused efforts to move forward with library staff if progress is not yet adequate.