LEWISTON CITY LIBRARY TECHNOLOGY PLAN
2015 – 2018

Library Mission

This Technology Plan is designed to support the Lewiston City Library mission "to provide the people of Lewiston with free and open access to knowledge, ideas and information and to support them in their pursuit of learning."

The Technology Plan provides guidelines for the use of technology in support of the Library Vision, Strategic Plan and Building Plan.

Technology Vision

The integration of technology in Lewiston City Library programs and services is an integral library function, contributing to opportunities for all people. Technology increases our ability to serve patrons at any location or in whichever manner they choose, leverages our resources and supports the Library's mission.

The Library is both a physical place as well as an information portal. It is accessible 24 hours each day, 7 days a week, through its website and electronic resources.

The library creates and provides programs and services aimed at targeted audiences, including preschoolers, teens and active older adults. Because the Lewiston City Library serves a significant aging population, technology offerings must be appropriately suited to meet the needs of this large audience.

Community needs exceed the capacity of the first floor of the current library building and its technology. A 21st century destination public library requires 1 square foot of space per capita, based on nationally recognized benchmarks. These standards require an additional 15,000 square feet of library space and double the current number of computers available for public use.

The Lewiston City Library is a participant in the national EDGE Initiative, a management and leadership tool helping libraries create a path for the continuous growth and development of their public technology services. EDGE was developed by a national coalition of leading library and local government organizations, funded by the Bill and Melinda Gates Foundation, and led by the Urban Libraries Council. Results of the library's baseline EDGE assessment are incorporated into this technology plan.

This plan identifies six service areas driven by technology. Objectives for technology implementation are outlined below and include current needs as well as positioning the library for future growth.

1) <u>On-Demand Service</u>
   Today's information seekers demand easy, reliable, straightforward and accurate information. The library strives to create or provide resources which are easy to use and informative. Library materials are available 24 hours per day through the VALNet online catalog, the library's webpage, and multiple premium subscription based services.

   i. Continually focus on meeting the increasing desires and needs of our digital community
   ii. Promote library material and services through web and social media
   iii. Promote public trust by providing reliable internet and electronic services
   iv. Support access to materials and services using a variety of popular computing devices
   v. Assist patrons on the second floor through effective staff presence and equipment
   vi. Provide workspace and technology to accommodate the needs of patrons with disabilities
   vii. Add mobile computing devices and eReaders for public use and increase support for patron-owned devices
   viii. Increase education programs concerning online resources, digital literacy and eReaders
   ix. Encourage age-appropriate development of digital skills in children and teens

2) <u>Collection</u>
   The library's diverse collection includes print materials, electronic and audiobooks, DVDs, periodicals, reference materials, genealogy and local history materials, and globally accessible information through premium subscription based services.

   Patron demand for materials in multiple and varied formats continue to rise, and enhancing the collection continues to be a priority.

   The Lewiston City Library currently provides approximately 57,000 books, audio books, and DVD's on the shelves with additional access to 3,044 books and 1,509 audios digitally through Overdrive.

   i. Add additional stack space for printed materials on the 2nd floor
   ii. Provide dedicated, accessible space for the genealogy and local history collection, microfilm archive and document scanning station
   iii. Continue to provide support for readers and build the library's digital collection
   iv. Explore digital vendor options for additional materials and services

3) Integrated Library System (Koha)
An integrated library system (ILS) is an enterprise resource planning system for a library, used to manage acquisitions (ordering, receiving, and invoicing materials), cataloging (classifying and indexing materials), circulation (lending materials to patrons and receiving them back) and the OPAC (public interface for users). As a member of the VALNet consortium the Lewiston City Library uses the Koha ILS. Koha has shortcomings, which limit our service to patrons, including weak fiscal management tools, vendor connectivity, batch record processing and collection management tools and reports.

    i. Continue collaboration with VALNet in upgrading and maintaining KOHA
    ii. Share knowledge and provide feedback through participation of consortia committees and meetings
    iii. Explore options for improvement or replacement of the Integrated Library System (Koha) to improve staff efficiency, inventory tracking capabilities and customer service

4) Self-Service
Self-service options aim to provide patrons with convenient choices, empowering them to help themselves, self-direct and streamline their library experience. These options also help to maintain privacy and increase staff efficiency. High quality support of self-service options includes removing physical and policy barriers, and providing staff to assist patrons when needed.

    i. Redesign the library website to improve access to library materials and online resources, for patron account management, and for managing meeting room reservations
    ii. Provide secure methods for credit and/or debit payments, online or in the library
    iii. Provide printing services for all patrons using all types of computing devices
    iv. Add self-checkout and computer catalog stations on the second floor of the library
    v. Demonstrate and promote ease of self-checkout stations to significantly increase self-checkout rates
    vi. Provide convenient access to government resources such as work force, healthcare and tax information
    vii. Use data including web page hits, social media interaction, internet connections and patron satisfaction to drive offerings and evaluate service

5) Collaboration and Creativity
The library supports collaborative efforts. Completion of the second floor of the library will provide public areas for the use of creative tools and library resources.

    i. Design flexible mixed-use space to support small and large groups and mobile computing devices
    ii. Model 'play literacy' and other early learning best practices for families and care providers
    iii. Support regional non-profit organizations with a workforce training classroom and access to specialized business-related materials
    iv. Design flexible spaces for demonstrations and sharing knowledge
    v. Provide workstations with audio, video and photo production and editing capabilities
    vi. Support virtual meeting rooms with video conferencing

     vii.   Support and participate in statewide technical initiatives available through the Idaho Commission for Libraries and other organizations

6) <u>Staff Development</u>
   Ongoing staff development and training is essential to help library patrons achieve their goals. The library Administration Team will continue to identify key development initiatives and the Board of Trustees will ensure an adequate staff development budget.

     iv.   Select key staff will provide in-house technology and resource training to all staff
     v.   Keep staff informed of technology developments and resources provided by Lewiston City Library, other VALNet libraries, and the Idaho Commission for Libraries
     vi.   Encourage communication from front line staff to the administration team
     vii.   Take advantage of continuing education resources provided by the Idaho Commission for Libraries, grant opportunities and applicable conferences
     viii.   Incorporate a review of technology competencies and technology related performance in annual staff evaluations
     ix.   Staff will ensure continued Children's Internet Protection Act (CIPA) compliance via internet filtering of certain types of material
     x.   Staff will protect the community's investment in the library through improved building, patron and staff security including expanding the security camera system