

November 21, 2014

Introduction:

In the late summer of 2014 the staff began the process of planning for the technology development of the library. Staff would utilize the results from several surveys that the library participated in to better understand the needs of the library and the community. The library was looking to adopt a 3-year plan (2015-2017) that would help it transition through changes both anticipated and unforeseen. Three years was chosen as the ideal span to allow the library to plan strategically but still be able to respond to changing conditions over the next few years.

The two initiatives that the library participated in were the Impact Survey and the Edge Initiative. The Impact survey was a survey taken by the public and it ran for a period of nearly three weeks. The Edge Initiative was a survey that the library took itself to better understand how we stack up to the ideals that other libraries follow. Throughout the tech planning process the committee looked to these two documents for guidance.

This document is a manifestation of our vision for technology related library planning. We intend to review and evaluate how we have done with our implementation of this plan's calls to action on a six month recurring basis.

1. Vision for Technology at Portage County Public Library:

Technology is an integral part of our services and we must continue to expand our offerings while aligning them with community needs.

- A. Tech assets to create Library as third place (examples below)
 - a. Provide access to 3-d printers and other difficult-to-find technologies
 - b. Possess knowledgeable staff to answer patron's questions
- B. Staff training, with special consideration to identifying competencies
 - a. staff training with e-readers, tablets, etc.
 - b. tests/scenarios for staff to train with

2. Strategic Initiatives:

These actions that will require a significant investment from the library and its staff.

- A. Make additional computer resources available to the public
- B. Create or gain access to at least one maker space in the county library system
- C. Increase charging options for patron's numerous electronic devices
 - a. New or modified furniture that will facilitate charging
- D. Increased training for staff to ensure our ability to answer technology related questions
- E. The best possible, measurable, wireless at all branches
- F. Investigate how we might be able to support and leverage the Center for Entrepreneurship and Creativity (CEC) to the County Library's benefit
- G. Investigate the feasibility of digitizing the 2nd floor Microfilm Collection

3. Materials:

To facilitate our goals we will need items both tangible and digital that will enable the library to meet its goals as a 21st century learning organization.

- A. 3-d printer
- B. Computers

- C. Laptops
- D. Tablets
- E. Possibly Chromebooks
- F. RFID (in support of 1st floor remodel)
- G. Self-Check Machines

4. Patron Experience:

We know that the most important thing we can do is provide a positive experience for our patrons.

- A. "Professional" applications available to the public
 - a. Photoshop (full-featured image editing)
 - b. Audacity (audio editing)
 - c. pdf editing capabilities
- B. Investigate online patron program registration
- C. Explore possibilities of additional computer time for patrons
 - a. Would have to be in conjunction with SCLS

5. Space:

We recognize our position as a place that the community uses to fulfill its goals. We hope that the library's goals listed below will enable us to better meet the evolving needs of the community.

- A. Remodel First floor in conjunction with Capital Project to allow for self-check
- B. Investigate possibility of remodel allowing for space for 3-d printer
- C. Reorganize Microfilm space
- D. Investigate possibility of adding a computer lab for educational purposes
- E. Determine how the Center for Creative Entrepreneurship (CCE) will affect the above initiatives
- F. Investigate the possibility of having more defined 'quiet areas' and areas where cell phone use and long conversations are more welcome
- G. Investigate the possibility of additional study rooms in the Stevens Point Library

6. Outreach and Partnerships:

The Library recognizes the opportunities that we have in embracing other community organizations and how those collaborative exercises can benefit the entire community.

- A. Outreach
 - a. University with supportive additional equipment
 - i. Determine how we can support their desire for a second 3-D printer in the community
 - b. MSTC
 - c. CEC
- B. Identify community partners for our initiatives