Technology Plan
Oshkosh Public Library
2014-2015

Executive summary

Libraries and individuals face a world where information is increasingly transmitted and accessed electronically. Keeping services technologically relevant is a challenge for all libraries. Oshkosh Public Library is committed to embracing the digital revolution in order to enhance library services to its community. The library staff will continue to review, master and adopt new technology that will help users access information and learn the skills to be digitally literate.

This two-year technology plan provides an assessment of the library and goals for utilizing technology to serve our users' needs.

Existing Technology & Inventory

Today's libraries cannot function without digital technology. All departments rely on networked computer technology to perform their jobs and to provide excellent service to library users.

Public catalogs and Internet stations are located on all floors. Use of Internet stations is controlled by Pharos, a software packages that allows patrons to schedule computer time using their library cards. All public service computers are connected to printers located at the service desks on each floor. Other equipment available for library users are microfilm reader/printer machines and a public fax machine (all located on the 2nd floor). Wireless Internet service is available throughout the library with five routers strategically placed throughout the building.   A technology learning lab is available for training both the public and staff members. The lab contains eight computers for workshop attendees, plus an instructor's computer and big screen television. The Technology Learning Lab computers have Microsoft Office 2010 and other software for training. Patrons are able to check out materials on the first floor with one of five self-service check-out machines. All staff and Internet computers have Microsoft Office 2010 installed. Staff computers also have Workflows – SIRSI Symphony software.

Providers of technology for Oshkosh Public Library
- WALS – server, email accounts, databases, web sites, technical support
- WISCNET – Internet provider
- SirsiDynix – Public Catalog, Workflows
- OCLC – Cataloging, CONTENTdm
- RFID – Biblioteca
- Pharos, patron management system for public Internet computers
- Wisconsin Public Library Consortium – ebooks, audiobooks
- Database Vendors – Mango, Mitchell, Ancestry, Tumblebooks
- City of Oshkosh – phone system

Network Infrastructure

Goal #1: Expand Wi-Fi capacity

>   Strategy: Establish new access points in weak signal areas of the library
>   Measurement: Majority of the library will have strong connections to Wi-Fi
>   Deadline: 2/2014

Goal #2: Investigate laptop lending service

>   Strategy: Determine the feasibility and effectiveness of a service of this type.
>   Measurement: Provide report on if this service should be implemented
>   Deadline: 2015

Goal #3: Implement equipment replacement policy

>   Strategy: Develop a policy on when and which computers and other technology equipment should be replaced.
>   Measurement: Implement policy
>   Deadline: 5/2014

Public Services

Goal #1 Ensure participation in digital technology for people with disabilities (Edge Benchmark 11)

>   Strategy: Identify ways to accommodate users with disabilities via specialized equipment
>   Measurement: Designated computers with programs and equipment
>   Deadline: 2015

Goal #2 Implement new content management software for digital collections (tech or ref goal?)

>   Strategy: Identify new content management software and hosting service and convert digital collections to new software.
>   Measurement: Complete conversion of the most popular collections
>   Deadline: 6/2014

>   Strategy: Move remaining collections to new software
>   Measurement: All digital collections available to public
>   Deadline: 2015

Goal #3 Examine better use of technology in building

>   Strategy: Learn how staff can use our current equipment & electronic devices to more effectively serve our users.
>   Measurement: Find at least two new utilizations of technology.
>   Deadline: 2014

>   Strategy: Train staff on using the equipment more effectively
>   Measurement: Several Youth and RASD staff will use the equipment for programs & story times.
>   Deadline: 2014

Goal #4 Research public scanner for public use

>Strategy: Examine options available: all-in-one copier/scanner or flatbed scanner connected to computer.
>Measurement: Purchase equipment based on cost effectiveness and ease of use for public.
>Deadline: 2015

Technology Assessment

Goal #1 Compliant with Edge Benchmarks (LibraryEdge.org)

>Strategy: Evaluate the library's public technology services and identify opportunities for improvement.
>Measurement: Obtain 100% compliance with benchmarks
>Deadline: 2015

Goal #2 Establish ongoing technology competency assessment of library staff (Edge Benchmark 8)

>Strategy: Compose a set of core technology competencies to give staff a basic foundation   in using computers and technology.
>Measurement: Percentage of staff is able to answer basic, intermediate or advanced technology questions.
>Deadline: 2014

>Strategy: Provide training or opportunities to attend training so staff can improve and maintain competencies.
>Measurement: Periodic review of staff on technology competencies.
>Deadline: 2015