

Yankton Community Library Technology Plan

Library Mission Statement

The mission of the Yankton Community Library is to uphold the public's freedom of access to information by providing a dynamic collection in a variety of formats and technologies, and responding to the needs of the community through timely services and programs.

Technology Vision Statement

The Yankton Community Library (YCL) strives to be a technological leader in the community in order to provide opportunities to bridge the digital divide that is still very present in rural communities. By providing opportunities to utilize technology and receive training, the Library helps provide equitable access to technological opportunities to all citizens of the Yankton area.

Current Technology Assessment

*Indicates items available for patron checkout.

- 11 staff desktop computers
- 5 staff laptop computers
- 10 public access desktop computers with time management software (Envisionware)
- 2 public access printing, scanning, and online catalog computer stations
- 2 dedicated online catalog computer stations
- 1 dedicated print release station computer with coin-op machine
- 1 dedicated self-checkout station computer
- 1 iPad for staff use
- 1 tablet for staff use
- 5 tablets for public/program use
- Telephone and voicemail system with ten staff phones and one patron phone
- Fax machine with scanning/copying/printing capabilities
- 2 staff printers/scanners
- 1 patron printer and copier with print management software
- 2 microfilm readers with printers
- 2 scanners
- 6 receipt printers
- WiFi system with multiple access points
- Large screen television in Meeting Room
- WiiU Gaming System and Wii Gaming System
- Vibe board
- Staff call button
- Bluetooth speaker
- Google calendar for scheduling meeting spaces

- Meeting Owl
- Restroom smoke detectors
- 2 small charging stations and cords
- 4 laptops *
- 5 hotspots *
- 2 LCD video projectors *
- 1 overhead and 1 opaque projector *
- 2 public address systems *
- External CD drive *
- 2 NASA Backpacks that each include a coding mouse and a telescope *
- Light therapy lamps *
- Karaoke machine *

Current Digital Library Resources

- Windows 11 operating system and Microsoft Office on all staff and patron computers
- Atrium Integrated Library System through Booksystems, Inc. including Online Public Access Catalog (OPAC) and Librista App
- eBooks and eAudiobooks for all ages which are accessible through a variety of platforms
- Beanstack online platform for tracking reading programs
- Digitized microfilm database website
- DMV practice tests
- South Dakota State Library databases
- GoToMeeting software for conducting virtual meetings
- Social media pages including Facebook, Instagram
- Website
- Staff email accounts
- Streaming video content via Kanopy

Identified Technologies for Library to Explore in the Future

- **Priorities for the next three years**
 - a. Security Cameras
 - b. Wireless printing
 - c. Overhead mounted projector in Meeting Room
 - d. Credit/debit card payment system
 - e. Additional smoke detectors
 - f. Artificial Intelligence (AI) technology
- RFID Checkout
- Virtual Reality (VR) Technology
- 3D Printing Technology

- Digital Microfilm Reader/Printer
- Overhead scanner for preservation materials
- Additional digitized microfilm/yearbooks/historical library documents
- Portable laptop bank
- Replacement schedule for staff and public computers
- Kid-friendly educational computer programs/software/devices
- Panic Button
- Video gaming system upgrades

Technology Goals and Objectives

- I. People will think of the Library as a technology leader and resource in the community.**
 - a. Actively seek additional funding to meet technology needs not possible through our current budget.
 - b. Actively promote our Digital Library and resources such as free WiFi.
 - c. Continually maintain the Library's website and social media channels.
 - d. Continually evaluate staff and patron needs and satisfaction to plan for hardware or software upgrades to improve productivity and quality of service.

- II. Patrons of the Library will encounter a library technology infrastructure that provides them with the information they need.**
 - a. Maintain reliable high-speed wireless Internet access
 - b. Provide fast and reliable, user-friendly computers for public and staff access to the Internet, the library catalog and other software applications.
 - c. Provide access to non-computer technology needs such as fax machines, microfilm readers, photocopiers, projectors, scanners and more, as needed.

- III. People will encounter staff who are knowledgeable about technology and able to guide them in its use to support life-long learning needs.**
 - a. Assign library staff to troubleshoot issues and act as liaisons to City IT staff. Provide continual training to those staff in order to improve technology experiences for the public.
 - a. Develop tutorials and training materials to facilitate learning of new technologies.
 - b. Foster a positive learning environment for ongoing technological change by maintaining open lines of communication and sharing information and technical skills.
 - c. Continue to offer one-on-one technology assistance from staff and volunteers.
 - d. Provide basic classes for technology training including how to use the library's digital resources, internet/email basics, and how to stay safe online.

- IV. Maintain flexibility and readiness to adapt to new and changing technologies.**
 - a. Review and investigate technology to provide exemplary library services and experiences.
 - b. Stay aware of changing and emerging technologies by reviewing professional publications, attending conferences, and monitoring social media.

Training Needs

The library will encourage staff participation in training workshops, conferences, and webinars related to technological advancement. This knowledge is fundamental in serving our patron base as well as effectively executing other areas of our jobs.

Technology Budget

The library does not purchase its computers as they are included in a line item in the City's IT budget. All computers are replaced on a rotating schedule set up through the IT department.

The library will maintain updated computers in order to meet our vision of being a technological leader in the Yankton community. In addition to this, we will continue to search for additional funding in the form of grants, gifts, and endowments.

Library databases have traditionally been handled through the South Dakota State Library. YCL is beginning to evaluate options that are available at reasonable prices to provide directly to our patrons by absorbing the costs into the Professional Services portion of our operating budget.

Evaluation

We will evaluate this plan by reviewing and revising it regularly with the Board of Trustees. Patron satisfaction with software and other technology provided by the Library will be assessed through library surveys, the annual City community wide survey, usage statistics, and patron comments or suggestions.