



King Township Public Library

Technology Plan

2006- 2010

“Enriching lives...adding value to the community”

King Township Public Library presented the Technology Plan 2006-2010 to Council in 2007.

Council received with positive comments and appreciation.

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King Township Public Library Technology Plan 2006-2010

1. Introduction

The objective of the Library's Technology Plan is to ensure that the system is ready for and adapts to the ever-increasing role information retrieval systems play in assisting patrons with their knowledge needs. The plan is to anticipate the needs of staff and public whilst staying in- step with the technical needs of a modern public library.

The Library works to provide an up-to-date technological environment that: addresses both hardware and software needs of the public and staff; supports life-long learning through electronic databases; offers training to both staff and the public; ensures that access and retrieval of information is efficient, effective and includes all formats: digital, print, video, and audio; and providing public access to a broad spectrum of information.

The Technology Plan encompasses the Vision and Mission statement of the Library. The plan adheres to the **Library's** vision: to **"encourage the spirit of exploration**, joy of reading, and the pursuit of knowledge for people of all ages. Our libraries connect people to **each other, to their communities, and to their hopes and dreams.**" The plan addresses the mission of the library in **"enriching lives...** and adding value to the community and the commitment to accessible and welcoming library staff and spaces, while responding to **and anticipating the community's needs for recreational and educational resources"**.

The Library staff and Board recognize that planning is complicated by rapid changes in technology. This plan is to be reviewed on a regular basis and revised as necessary in response to emerging trends in information technology, changing community needs, new partnership opportunities, and changes in funding. The Library system will continue to look for ways to leverage its technical resources in support of traditional library services, but also the needs of formal community partners.

The plan determines and sets out overall goals and general direction for the library to follow while staying within its financial abilities.

2. Background

King Township Public Library is a four branch system serving a population of 19, 900 (2006). Since 1989 and the introduction of our first automated catalogue system (MultiLis) the library has been active in keeping pace with changes in technology. The timeline below documents the steady and ongoing adoption of new technology and how it has or will enhance service to the public.

Highlights:

1989	Introduction of an in-house automated catalogue system (MultiLis) comprised of 4 dumb terminals connected to a in-library Unix server housed in the King City Library.
1998	Introduction in 1998 of 1 public internet station per branch at King City, Nobleton, Schomberg, Ansnorveldt. These stations were made possible by a Community Access Programme grant courtesy of Industry Canada.
1995 2007	– Through the Community Access Programme – the Library hired a number of CAP Students to assist with electronic projects such as the creation and maintenance of its earliest web site and then the digitization of local history materials. The students also provided training to the public and staff on the use of software - a service of great value.
2000 2001	- The Library Board budgeted for the purchase of personal computers. The PCs replaced all of the old dumb terminals throughout the system. These new computers provided the foundation on which a new online catalogue system would be accessed by the public from beyond the walls of the library, but still managed by staff.
2000	Starting in 2000 the Library hired a series of contract librarians to assist with the maintenance and training needs associated with the ever increasing number of personal computers provided throughout the system.
2001	Following a request for proposals the Library system purchased a new online catalogue from one of the worlds leading vendors of automated library systems, Sirsi.
2003	The library added a selection of information rich databases from EBSCO. The addition increased the Library's online holdings to 2000+ periodicals and magazines. This acquisition greatly enhanced the library's collection and added depth to its information holdings.
2004	The Library Board approved a proposal to upgrade its existing computers, ensuring the Library would meet the technical specifications of a new online catalogue. To meet that need and to avoid the problems associated with older equipment, library management replaced staff stations first and scheduled replacement of the public stations the following year. The staff stations needed to be changed first to meet new computer operating requirements by the catalogue vendor Sirsi.

2005	<p>Wireless technology was added to each branch reducing, if not eliminating, the need for cabling. The technology increased access for patrons having their own laptop computers – some of whom use this service from the comfort of their cars.</p> <p>A subscription to Tumblebooks, a children’s story book database, was started allowing patrons to access electronic versions of the books online from library or home.</p> <p>The Library purchased Sirsi’s Hyperion archival database through the Ontario Library Consortium. The new product allowed the library to digitized and display valuable local history materials and offer the same benefits to the new King Township Archives. The Library renamed the product to Timeless King to more aptly describe the contents that would soon be digitized and loaded on this new database.</p> <p>Customer Service Survey purchased to gather patron feedback.</p>
2005 -06	<p>Digital cameras were purchased for each library along with one digital video recorder. These cameras have been used in conjunction with library promotion and capturing images for the Hyperion /Timeless King database.</p> <p>The Digital projector was purchased with a donation from the two Chambers’ of Commerce. Additional projectors have been added since to meet public need.</p>
2006	<p>The Library hired its first full-time Electronic Services Librarian.</p> <p>The remaining personal computers were replaced in the public areas of the library.</p> <p>A Mac Apple computer was added to the public service area so that patrons could gain experience with a different software foundation.</p> <p>Computers and power point software were used to advertise library events in the main foyers of the libraries.</p> <p>An acquisitions module was added for the Technical Services staff to use while ordering and processing new materials to the system.</p> <p>The Library’s website was completely revamped to strengthen its capabilities and method of access for patrons.</p>
2007	<p>The Library provided access to the newly launched Knowledge Ontario suite of information databases. This addition increased the Library’s electronic holdings to about 30 online databases that can be accessed from any Internet station by patrons holding a library membership.</p> <p>A digital Powerpoint presentation of the Library programmes and some community events will be featured on computers in the foyers of the libraries.</p> <p>iPods/MP3s will be introduced to the system. The devices will be employed to support local history tours of the village of Schomberg and assessed for further system- wide use.</p> <p>Library/Community Events calendar added to the library website- allowing community groups the ability to add events online.</p> <p>Wireless speaker systems were purchased to enhance and complement the digital projectors.</p> <p>2007 projects t will be implemented based on approval of the budget. The proposed projects include an upgrade to the library’s telephone system allowing for voicemail.</p>

Technology Strategic Plan

Training: Staff and Public

Objective 1:

To provide training opportunities to enhance services provided to library staff and patrons.

Goals: Staff Training

The library will provide continuous technological support and training for the staff .

- ✚ In January of each year, survey the staff to determine their technological training needs for the year.
- ✚ Schedule staff training on a regular basis or as needed in the following areas: Internet searching, electronic databases, library website, Microsoft Office, Workflows, basic computer troubleshooting, and areas noted in the staff technology survey.
- ✚ Incorporate staff training into staff meetings using in-house and external expertise.
- ✚ Evaluate the effectiveness of the staff training program annually. (December)
- ✚ Provide training and support to the student pages that assist with the delivery of basic internet training to the public. The students are given hands-on training and are also, provided with an Internet training manual, ensuring that King City, Nobleton, and Schomberg Branches are providing the same level of training. (Continuous)
- ✚ Provide training opportunities for the Electronic Services Librarian, Deputy Chief Librarian and others who maintain and plan for the electronic needs of the Library.

Goals: Public Training

Develop and implement a training program for library patrons.

- ✚ Adapted new open space in the lower level of the King City Branch for computer training workshops (October 2006)
- ✚ Schedule public training workshops for all ages and abilities in the following areas: basic computer skills, email, Internet searching, library electronic databases, and Microsoft Office software. (King City October 2006)
- ✚ Expand Microsoft Office Workshops to Nobleton and Schomberg. (January 2008)
- ✚ Provide instructional brochures and handouts to the public on how to use our electronic resources. (Continuous)
- ✚ Provide on-going basic internet training to the public at King City, Nobleton, and Schomberg.
- ✚ Implement basic internet training workshops at Ansnorveldt. (January 2008)
- ✚ Implement new training opportunities for the public – adult, seniors, children and youth, on an as needed basis. (Continuous)



Staffing and Training:

The Library employs a number of staff, outside technical experts, and partnership agreements to ensure it can deliver training, appropriate technology, technical support, and maintenance for all of its computer needs.

Key library staff:

- ✚ Deputy Chief Librarian
 - ✚ Provides oversight **of the Library's electronic** and training needs in consultation with the CEO/Chief Librarian.

- ✚ Electronic Services Librarian
 - ✚ provides day-to-day computer maintenance
 - ✚ oversees and delivers training to staff on the use of electronic software and information databases
 - ✚ oversees training of student pages in the provision of public internet training. The Librarian also attends various **professional meetings and consults with the Library's catalogue vendor and technical staff of the Ontario Library Consortium** through which the Library accesses its online catalogue.

- ✚ Librarians and Library Assistants
 - ✚ **assist in training the public on the use of the library's computers** and associated software.

- ✚ Student pages
 - ✚ Provide introductory sessions on the use of the Internet to members of the public.

Outside Technical Assistance:

- ✚ The Ontario Library Consortium (OLC) **provides technical assistance with most aspects of the Library's online catalogue and associated software such as "Timeless King". The Executive of the Consortium negotiates pricing and contracts for service with Sirsi and Lanscapes Network Management.**

- ✚ Lanscapes Network Management provides the Library with its Internet Service connection through ADSL lines. They are also contracted by the Ontario Library Consortium to host the Sirsi catalogue for 20+ member libraries on an independent server.

- ✚ Zing Networks Inc. hosts and supports the staff library email accounts and provides an Internet Service connection for Ansnorveldt.

- ✚ Verus hosts and provides support for the Library's website.

- ✚ TekDesk –provides free consultation services to Ontario public libraries that are experiencing problems with their computers both hardware and software troubleshooting.

- ✚ Southern Ontario Library Service provides support for products sold through their **group purchase programme "COOL"** (Consortium of Ontario Libraries). **Currently this is limited to the Library's subscription of NetLibrary** e-books.
 - Knowledge Ontario (KO) – new in 2007 provides free access to 26 information rich electronic databases in addition to other web based resources . KO coordinates the licensed access to these databases.

- ✚ E'vanced Solutions provides support for our Library/Community Online Events Calendar. (May 2007)

Training:

Working within the Library's financial abilities, the Deputy Chief, in consultation with the CEO/Chief Librarian seeks out and approves appropriate training opportunities for all levels of staff related to technology. Funding for professional development meets or exceeds the recommended guidelines of 1% of operating budget recommended by ARUPLO/ Ontario Library Guidelines. The following is an estimate of training hours associated with this service area.

Approximate number of hours of training for 2007: provided by the library or self-initiated (eg. staff exploring the library databases on their own)

CEO/Chief Librarian	30 hours
Deputy Chief	30 hours
Electronic Services Librarian	35 hours
Managerial staff	25 hours
Library Assistants	22 hours
Student Pages	5 hours



Regular Training initiatives include:

1. In-house training for staff on the use of electronic databases.
 - + conducted and/or planned by the Electronic Services Librarian.
 - + assistance at times provided by other qualified staff that may include other managers or specialized contract staff. This in-house training takes place during staff meetings and in one-on-one sessions as needed.

2. Information sessions and workshops.
 - + provided through the Ontario Library Association, Southern Ontario Library Service, and the Ontario Library Consortium.
 - + growing reliance on Webinars – **Web-based seminars**, a presentation, lecture, workshop or seminar that is transmitted over the Web. Key feature is its interactive elements – ability to give, receive, and discuss information.

3. Service Contracts:
 - + Community Access Programme,
 - + Service Ontario: the government of Ontario has recently contracted with the Library to promote its online services and teach both staff and the public how to access government information online. The Library has leveraged the grant to pay a librarian to take train staff and the general public.

4. Training of community partners:
 - + The Electronic Services Librarian provides hands-on **training for groups that use the library's databases such as the King Township Archives.**

Anticipating training needs:

The Library is proactive in the area of training, with the Deputy Chief and Electronic Services Librarian providing, at the very least, an introduction to new software or computer processes before product implementation takes place. Examples:

Example: When upgrades to the circulation software are announced by the Ontario Library Consortium, an implementation plan is agreed to by the Deputy Chief Librarian; subsequent training for staff is delivered prior to upgrades. The goal is to train sufficient staff at each branch so that there is always someone working that has informed knowledge about the product.

Example: Launch of electronic databases – staff are provided with as much background material as possible about the databases and how they can be used to enhance service. This includes promotional material and information sessions. The goal is to provide a foundation of skills that will allow staff to navigate most information products.

Outcome measures:

Training outcomes are constantly monitored through staff feedback and patron comments. Staff are surveyed throughout the year through a variety of methods including online surveys (Survey Monkey), direct interaction with the staff, and manual surveys completed immediately after staff meeting trainings. The surveys determine the effectiveness of the training exercise and provide the staff with an opportunity to express areas that they require additional training.

Some training sessions require staff to use their newly acquired skills to answer typical reference questions in group exercises. These exercises are intended to build the confidence and capabilities of staff. It also allows staff to share their abilities, with their colleagues, in a welcoming environment. Feedback from staff is sought following these sessions to ensure skills are being taught in the most effective manner. Lessons learned by the trainers are carried forward to the next session. Managers discuss the outcome of these training sessions.

Observing staff interaction with library patrons by trained staff also allows management to gauge the breadth of skill sets among staff and highlight areas for further training.

Contract grants such as the previous Community Access Programme and the Library Strategic Development Fund normally require the Library to write reports attesting to the accomplishments of various technology related programmes and projects. Many of these programmes require weekly, if not monthly, documentation. This reporting structure ensures a review of programme accomplishments.

Schedule of planned training events: 2007

- ✚ Ontario Library Association “Super Conference”:
 - ✚ staff were able to explore new library technologies at the conference and better see how the face of libraries are changing in the area of technology.

- ✚ Community Access Programme:
 - ✚ The Electronic Services Librarian worked with a CAP student to offer the public training on Microsoft Office Programmes. At the end of the CAP contract, the student continued on in the position of student page and continues to provide instructional classes for the public. (2007)

- ✚ Ontario Library Consortium:
 - ✚ “Techies day out” **seminar and a** site visit by OLC technical consultant. Both events connect the technical staff in the 20 OLC libraries with each other for training purposes.
 - ✚ The Chief Librarian also attends a number of OLC executive meetings throughout the year to review and vote on the purchase of new Sirsi products and learn about forthcoming technical standards that will affect the library. On occasion the Deputy Chief and Electronic Services Librarian attend.

- ✚ Knowledge Ontario:
 - ✚ KO offers workshops to library trainers. The training of King Township library staff is conducted by the Electronic Services Librarian.

- ✚ Staff meeting:
 - ✚ Spring and Fall – Knowledge Ontario products to be showcased by the Deputy Chief and Electronic Services Librarian, including hands-on reference workshops demonstrating our electronic databases.

- ✚ Webinars: **Web-based seminars**
 - ✚ The Deputy Chief Librarian and Electronic Services Librarian participate in Webinars provided through Sirsi/Dynix and OLA – Education Institute. The knowledge gained through the webinars is filtered down to the staff level. May 2007: Webinar hosted by Sirsi/Dynix on *Teen Second Life: library service in a 3D world.*

Schedule of planned training events: 2007.....

+ Circulation Manual:

- + By the end of May 2007 the Manager of Administrative Services and the Nobleton Branch Head will have created a brief how-to manual to explain circulation processes, policies and technical how-to's.
- + The creation of the manual will be done in consultation with the Library Assistants who do almost all of the work at public service desks.

+ Technical Services Manual:

- + By September 2007, Technical Services staff will create a brief technical how-to manual to explain the creation and importing of Marc records and the intricacies of cataloguing books and non-book material.

+ Service Ontario:

- + The government of Ontario has contracted with the Library to promote its online services. Using the grant monies provided by the government, the library will hire a librarian to take the lead in training a select group of staff and the general public.

+ Events Calendar:

- + The Electronic Services Librarian and Deputy Chief Librarian will provide hands-on training to non-profit community groups in the procedure of adding events /meetings to the online Library/Community events calendar.

+ Page Internet training:

- + The Electronic Services Librarian offers on-going training to the student pages on basic internet skills and in turn, the pages provide in-library training to the public.

Training – Strengths and Weaknesses

Regardless of position, the Library hires people for their ability to serve the public and who can excel in a team environment. The continued positive feedback from patrons demonstrates that the Library continues to hire well. Staff in the King system have taken changes in technology in stride and have always been willing to learn new ways of retrieving information for patrons. This helpful attitude contributes to the high praise the community has for the system.

The Library's information systems are modern and dependable. However, with the plethora of electronic database resources now available and with the growing level of public confidence in using these software products, the Library is racing to keep the abilities of staff in line with the expectations of the public. In the past, the Library's training model was broad based and kept pace with slow changes in information technology. Interpreted, this meant "try and train everyone on staff to at least a functional level." But this has become an increasingly difficult and costly model to maintain. Almost everyday patrons are walking in with knowledge of the latest website or software application and either want help with or direction on how to use these new applications.

With the every increasing change in computer technology, the Library needs to focus its more in-depth training opportunities on a fewer number of staff. This will allow the system to better meet public expectations for technical assistance when retrieving information and navigating multiple information resources. It will also ensure that patrons get the most out of the information products we have available. In 2007 and beyond the Deputy Chief and Electronic Services Librarian will institute a more formal train-the-trainer approach among the many Library Assistants on staff, building on the abilities of a few to guide the others less comfortable with new technologies.

Delivery of Service

Objective 2

To provide resources to support improved delivery of public services.

Goals: Delivery of Service

The library will investigate and pursue new technology with full knowledge of changes in technology and based on public demand and interest.

- ✚ The library will investigate and implement access to new technologies such as PDAs, MP3s, IPODS, Tablet PCs and other emerging technology when the situation warrants. The Library will implement the creation of a walking tour of Schomberg and loaning of MP3s or Ipods containing the walking tour. (September 2007)
- ✚ The library will purchase wireless speakers to complement and enhance our digital projector. (May 2007)
- ✚ The library will monitor cost and functionality of downloadable books through COOL (Consortium of Ontario Libraries) (Overdrive) and other independent vendors – NetLibrary, Playback, etc., with the idea of expanding service in this area when sufficient funding is available.
- ✚ The library will investigate video streaming and audio downloads beyond the current capabilities of Timeless King.
- ✚ The library will implement e-mail notification of overdue and holds through our catalogue system Workflows and “Next reads” through Novelist. This will be a service option for the patrons. (July 2007)
- ✚ The library has an ongoing Customer Service Survey to gather feedback from patrons.

Goals: Delivery of Service.....

- ✚ The library will offer patrons with visual disabilities equal access to e-information with the installation of adaptive tools – Zoomtext, Browsealoud or similar tools on at least one computer workstation per branch. (July 2007)
- ✚ The library provides wheelchair accessibility to at least one workstation in each branch.
- ✚ The library currently has touch screen capability on **the children’s workstation in King City and will** investigate expanding this service to the other branches. (October 2007)
- ✚ The library will investigate the use of digital photo frames and other technology as a method of advertising library services and collections. (September 2007)
- ✚ **The library will be open to the circulation of “non traditional” library technology that assists patrons with their information needs.**

Delivery of Service- Strengths and Weaknesses

The library is open to exploring new and inventive ways of delivering service to the public and keeps abreast of the development of new technology in the library world, including suggestions from the public and staff on emerging technology. Training opportunities are now abundant.

Technology is constantly in a flux of change and the library faces the challenge of keeping up-to-date on new technology and software, while facing budgetary constraints. Downloadable music, talking books, and video streaming are now considered mainstream, yet due to the financial cost of subscribing to these systems, some remain **beyond the library’s grasp**. **Today’s** children and youth are extremely computer savvy and have high expectations when it comes to the delivery of computer services. The Library needs to continue to meet the expectations of the patrons of today and library users of the future if it is to stay relevant as a community resource and dependable source of information.

Circulation, Reference, Technical Services

Objective 3

Enhance staff services and technology

Goals: Circulation

- ✦ The library will investigate and create a plan for phasing in RFID technology (Radio-Frequency Identification) and its security abilities over the next 3 years and with implementation of readers within the next 5 years, based on technology and budgets.
- ✦ The library will replace staff workstations on a 3 year basis to maintain reliability and readiness to support new software upgrades.
- ✦ The library will replace barcode readers in 2009 or as technology demands.
- ✦ The library will replace circulation printers over a period of two years. Printers in King City and Schomberg were replaced in 2006 and Nobleton and Ansnorveldts will be replaced in 2008.
- ✦ The library will replace receipt printers in 2010 or as technology /maintenance demands.
- ✦ The library will update Workflows and Hyperion [Timeless King] as per Sirsi/OLC (Ontario Library Consortium) schedule.
- ✦ The library will create a circulation Workflows manual in both print and electronic format in 2007. (May 2007)
- ✦ The library will continue to purchase and investigate learning tools/formats such as Leapfrog notebooks and CD ROMs for **Children's Services** to enhance the literacy and learning experience.
- ✦ The library will ensure that all staff workstations have up-to-date software and antivirus software installed.

Goals: Technical Services

- ✚ The library will work with the Technical Services staff to make maximum use of the Acquisition modules (Workflows) to assist with the tracking of material purchases. (September 2007)
- ✚ The library will create a Technical Services Manual in both print and electronic format. (September 2007)

Goals: Reference

- ✚ The library will evaluate annually in October our purchase/subscriptions to electronic databases that enhance or replace print reference materials. (October)
- ✚ The library will monitor the use of electronic databases and add/ delete products as needed. Electronic databases will be advertised through library pamphlets and the website.
- ✚ The library will monitor the cost of **Sirsi's Director's Station, EPS Rooms**, Central Search and purchase as budgets allow.
- ✚ The library will investigate and implement, if feasible, the features of Web2 environment including social networking software, wikis and folksonomies.

Technology, Software, Hardware & Telecommunications

Objective 4

To ensure that the library computers, software, peripherals, and telecommunications meet the needs of the staff and public.

Goals:

- ✚ The library maintains a monthly maintenance schedule of all public and staff computers. Updating software and peripherals as needed, checking the functionality of printers, monitors, keyboards, mice, modems, gateways and ensuring links to website and electronic databases. (Monthly)
- ✚ The library maintains on-site at each branch backup public and staff workstations, extra mice, keyboards, power cords, Ethernet cords and other equipment.
- ✚ The library will replace all staff and public stations every 3 years as budgets allow.
- ✚ The library will replace gateways, routers, modems, and wireless in 2009 or as need or technology demands.
- ✚ The library purchases and repairs, as needed, digital cameras, overhead, video projectors, and wireless speakers.
- ✚ The library maintains an up-to-date inventory & repair record of all computer equipment, projectors, cameras, and other equipment. (Monthly)
- ✚ The library will investigate RSS (Really Simple Syndication) a format for delivering regularly changing web content and determine how it could be utilized to promote library service.
- ✚ The library will investigate social networking software and its application to the youth market of the library. (May 2007)

Website

Objective 5

The library will maintain and enhance the Library's website to meet present and future needs.

Goals:

- ✚ The library redesigned the website in May of 2006.
- ✚ The library will annually in September evaluate the effectiveness and appearance of the website and make changes as needed. (September)
- ✚
- ✚ The library worked with Verus Interactive to create an administrative tool that allows the library to update programs and newsletters on the website. (October 2006)
- ✚ The library initiated an online library/community events calendar that allows community groups to enter online their events and meetings. (May 2007)
- ✚ The library will continue to enhance and update the website on a regular basis.
- ✚ Every January the library will develop a schedule of changes to the front page banner to provide adequate lead time for Verus Interactive to make the changes. (January)
- ✚ The library will investigate with Verus the possibility of adding on-line training information, downloadable historical walking tour and videos on the website. (2007)
- ✚ The library will ensure that the information and links on the website are active and up-to-date.

Website: Strengths and Weaknesses

The library website has undergone a number of significant changes since its conception in the mid 1990s. The most noteworthy change was in 2006 when the entire website was redesigned and the Library contracted with Verus Interactive, a local website design company, to host the site. The tradeoff in this instance was some loss of control with managing the site on a daily basis. This has forced more up front planning for changes to the site and work to maintain the integrity of the sites design ensuring ongoing navigation and welcoming look.

After going through a few growing pains we asked Verus, in the Fall of 2006, to create an administrative tool that would allow us to update the calendar portion of the website in-house. This was very successful as it allowed us up to make changes as necessary on timely basis. In our effort to move forward and to respond to community needs, in May of 2007, we purchased an online library/community events calendar. The calendar allows, through a password, Township community and non-profit groups to enter their own events directly onto the calendar. The Events calendar on the library website will provide community and non-profit groups a venue to advertise their events and for the community to view all township events on one calendar.

Recommendation: Technology Plan 2006-2010

Recommendation that the Library Board to accept the Technology Plan with the understanding that the Plan will be evaluated on an annual basis, with input from all stakeholders.

Submitted May 15, 2007

**Sharon Bentley
Deputy Chief Librarian**