Writing a technology plan

Prior to writing your Technology Plan
- Consider a Technology planning committee
    - It should be made up of a variety or members, e.g. IT, Circulation, Manager, Shelver
- Determine roles for each member.
- Establish a timeline for completing writing the plan and implementing it.
- Review your library's mission statement and determine how technology will assist in meeting your library's goals and community needs.

What should your plan contain or aim to achieve?
- Establish clear goals that align with your library mission
- Contain a sufficient level of detail
    - Your tech plan should not be a supply list.
    - Write it as a plan for incorporating technology that aligns with your library's mission and how that will improve providing services to your patrons
- Create a professional development strategy for staff
    - Ensure that staff are able to use technologies to improve library services
- Create a way to assess your technologies (hardware and software)
    - What are your strengths and where do you see the need for improvement?
- Budget
    - What does a sufficient budget look like?
- Evaluation
    - Monitor progress towards the goals your plan has set.
    - Allow for changes. Be adaptable
- Revise and reevaluate
    - Your tech plan should be viable for three years. After that time, revise and reevaluate your plan.

Example Technology Plan and Needs Assessment

Cover Sheet
Used this cover sheet as a professional introduction to your Technology Plan and Needs Assessment.
If your plan needs library board approval, add a library board approval date at the bottom of the cover sheet..

Utah State Library Division
250 North 1950 West Suite A
Salt Lake City, UT 84115

Technology Plan
Month Day, Year - Month Day, Year +3

Name(s) of preparers of the Technology Plan

Technology Plan Committee
Committee member names

Written Date
Approval Date

Introduction
Use this introduction as a general overview of what your Technology plan wants to accomplish. Use the introduction to also introduce your community, services and programs, your collection and what your future community trends are going to be.

Library mission
This will be where you state your library mission statement.

Technology vision statement
Use this section to describe how the use of technology will help accomplish your library mission and set the tone of this technology plan and needs assessment.

Goals and strategies
(using clear goals and objectives will help you make a more impactful technology plan)
- Your goals and strategies should reflect items that are not discounted or funded alongside things that are.
    - Ex: increasing the number of computers, while also including computers that were already funded for a technology refresh cycle.
- Each goal should have a set of strategies and use a project management sheet with timeline to complete the goals you have set
- Include future improvements to technology.
    - This should include hardware and software
    - Include specifics as to why these technologies are needed
- Include changes and additions to staff equipment.
    - Relate back to organizational goals
- Include a professional development and training component into your goals and strategies

Professional development
Your tech plan should include a professional development strategy to train staff on how to use the technology that is outlined in your technology plan. You should also incorporate how the use of these technologies will improve education and library services
- Describe how professional development will support your library mission
- Describe and list the professional development opportunities that are available to the staff so they are able to use the technologies that are in your library.
- Set a time frame
- Document sign ups, either through the use of electronic forms or sign up sheets

Needs assessment
Your technology plan must include a needs assessment of the technology in your library. This will include telecommunication services (internet, phone, etc.), hardware, software, and services needed for improving library services.
- Write a narrative introducing the existing technology and infrastructure of your library.
    - Telephone services and internet access

- - ○ Physical building space
    - ○ Computer hardware and software
    - ○ Other technologies
  - ● Include your needs for technology with your current technologies in mind
    - ○ Firewalls
    - ○ Servers
    - ○ Phone upgrades
    - ○ Network switches
    - ○ New network installation
    - ○ Computer replacement
  - ● Describe maintenance needed for new and old equipment
    - ○ How is it maintained
    - ○ How will it be serviced?

Budget

Your technology plan should provide a sufficient budget to acquire and support your hardware, software, and professional development needs. We will discuss more specifics about budgeting for technology in the next section.

Evaluation

The evaluation process of your technology plan must include a process that enables for you to monitor progress towards your goals that you have set. This should also allow for opportunities to adjust and take new opportunities
  - ● The evaluation process should describe
    - ○ How frequently your technology plan should be evaluated
    - ○ The staff member(s) responsible for updating the plan
    - ○ How progress toward the goals will be measured
      - ■ if/how goals are met
      - ■ Unexpected outcomes
      - ■ New and emergent needs
      - ■ Non-relevant goals that should no longer be pursued

Proposed timeline

Your proposed timeline should always be included with your technology plan. It will help with setting realistic and timely goals.