

MONTGOMERY CITY-COUNTY PUBLIC LIBRARY

2026 - 2030 TECHNOLOGY PLAN



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I. MISSION AND VISION

The mission of the Montgomery City-County Public Library System (MCCPL) is to make readily available to all residents of Montgomery County access to materials, information, and services to meet their personal, educational, cultural, occupational, and technological needs.

It is the vision of MCCPL to enhance the quality of life for Montgomery County citizens by serving as central Alabama's premier repository for a broad-based and comprehensive collection of books and data and its most accessible site for Internet and digital services. The library also aims to respond programmatically to the personal interests, educational imperatives, and research needs of Montgomery County citizens.

As our society continues to rely heavily on providing and receiving information through electronic formats, our libraries must keep pace with technological changes. MCCPL will provide access and opportunity for users to familiarize and educate themselves on this new technology with guidance from staff through classes and individual help as time permits. MCCPL must provide an adequate information infrastructure that keeps pace with changing technology in order to prevent our citizens from becoming disenfranchised from the digital world.

MCCPL will be a leader in helping to close the digital divide by becoming an information hub granting access to computers, electronic information, and the Internet to the members of the Montgomery community. MCCPL will continue to work towards developing a staff that is capable of selecting appropriate electronic information for posting on MCCPL's website and various social media sites. MCCPL will remain committed to providing highly trained staff that can assist patrons in using the Internet, computers, and electronic information. MCCPL will also provide access to databases and electronic resources both in-house and through remote access. Goals and objectives will be reviewed and updated to ensure that MCCPL is equipped to meet its mission and vision through this Technology Plan. This plan shall serve as MCCPL's technology plan through 2029 and will be re-evaluated and updated at the end of that period.

HISTORY AND BACKGROUND

MCCPL has one main library and nine branches that serve the informational, recreational, and reading needs of Montgomery County. MCCPL serves approximately 224,980 citizens of Montgomery County (based on the US Census Bureau 2023 estimate) and another 150,783 persons residing in counties that border Montgomery County. Patrons from the Montgomery County area use electronic resources through MCCPL's website, mobile applications, and in-house use of public computers. Patrons residing outside of Montgomery County may gain remote access to electronic resources by purchasing a non-resident library card. Residents of Montgomery County and the surrounding area also use MCCPL as a research center and to attend educational and cultural programs. MCCPL's mission statement sets forth the purpose and role MCCPL plays in the community. MCCPL's primary role is to provide access to the world's information through print and electronic formats, and to provide a forum for healthy debate of the issues of the day.

In 1995, MCCPL undertook a self-evaluation of its technology for the purpose of determining the need to replace its CLSI automation system and move to a wide area network (WAN) environment. The findings prompted the introduction of personal computers to the MCCPL setting. MCCPL

undertook a massive automation project to network all locations into one automation system. In 1997, Data Research Associates (DRA) became the automation system chosen for MCCPL. Since that time, MCCPL's technology has become an evolving resource for many citizens who may or may not have a computer in their home. In 1998, MCCPL received financial support from the Gates Library Foundation to enhance its workstations and add additional workstations to the network. Since then, MCCPL has continued to update its equipment and software in order to keep pace with technological advances.

In 2003, the Sirsi Corporation became the integrated library automation system vendor of choice. Sirsi was chosen as a result of a request for purchase that received over five bids. In 2005, Sirsi officially became SirsiDynix after merging with the Dynix Corporation. MCCPL used Sirsi/Dynix's Unicorn system until 2009 when the system was upgraded to the Symphony system.

In late 2016, Newly added technology included digital signage, smartboards throughout the system, document cameras, iMac computers, digital projectors, and a recording studio.

II. CURRENT TECHNOLOGY IN USE AT MCCPL

MCCPL currently uses a cloud-based UNIX automation Integrated Library System (ILS) by the SirsiDynix Corporation. The ILS is used to manage patron information, circulation and item information, statistics of users, catalogs, and digital resource management. Symphony 4.1.1 is the current ILS version; MCCPL utilizes the following modules from the Symphony system: Circulation, Acquisitions, Cataloging, Serials Control, Requests, and Reports. An additional module called Enterprise, which serves as the online public access catalog (OPAC) for patrons, provides summaries of the content of the item, library location, and a picture of the book cover. In addition, Enterprise enables patrons to search MCCPL's collection in easily accessed categories. Symphony also provides patrons with the ability to access their patron record over the Internet from MCCPL's website. It allows patrons to renew materials, place a hold on materials, and check for late fees, among other functions.

PUBLIC COMPUTERS

MCCPL currently has 209 computers available for use by the public across all branches including a mixture of Windows, Macs, and ChromeOS for its patrons. For general use the Windows based computers are for internet surfing, checking emails, and researching, while our Macs are geared toward but not limited to creative designs such as photo and video editing, creating flyers and much more.

The staff is able to monitor time spent on the computer so that patrons are kept to a strict one-hour time period during peak usage. Each patron is provided a six-minute warning of impending shutdown to that user. A countdown timer is also provided on the patron computer so that the patron may monitor their allotted time. The Control Center, located on the staff's workstation, enables the staff to better monitor time being used so as to inform waiting patrons as to how long

it may take before the next computer becomes available. If no patron is waiting, the staff is able to allot additional time to patrons who have already used their hour.

PRINTING CAPABILITIES

MCCPL currently uses the print management software to control print usage at all locations. This software allows patrons to login using either their library card number or a temporary guest pass provided by MCCPL for computer use. Patrons must pay for printing before prints are released from a release station or digital queue. The print management software provides the staff with the ability to control printing and time usage, keeping the cost of printing and paper waste to a minimum.

Patrons with personal wireless devices are able to print their documents by simply connecting to MCCPL's wireless network. Patrons are able to print in both black and white or color.

INTERNET SERVICE

MCCPL locations are provided with dedicated Fiber services, with the ingress located within Morgan Library. The network consists of 10 point-to-point Fiber connections forming the WAN; each connection can reach speeds of up to 1 Gbps with 99.9% uptime of service. The use of point-to-point Fiber has enabled MCCPL to enjoy higher bandwidth at all locations, allowing for potential increases in speeds and the number of connected devices in the future if demand requires it.

The Distribution Layer 3 Switch which connects all MCCPL locations is located at the Morgan Library datacenter. This Multilayer Switch not only enables locations to connect to shared library resources and the Internet, it also helps with connecting MCCPL to other resources provided by the City and County of Montgomery.

FILTERING

All workstations on MCCPL's network are filtered according to the City of Montgomery's Computer Use Policy, MCCPL Board's Use Policy, and the Children's Internet Protection Act (CIPA). Web filtering is provided through high availability firewalls. All traffic coming and going out of MCCPL's network is monitored and compared to selected parameters established through a policy created by the MCCPL Administrator. This predetermined policy regulates whether traffic to a website should be allowed or blocked.

All workstations and wireless devices, regardless of their physical location, are subject to traffic filtering while connected to the MCCPL network. Websites are filtered by predetermined parameters according to subject and/or written content on the web pages and will block access to websites that are questionable or do not meet the predetermined parameters as selected by library

policy. The use of filtering technology is an important component of MCCPL's efforts to limit minors' access and exposure to inappropriate, harmful, and illegal matter on the Internet. This filtering software prevents access to pornographic or obscene materials as defined by CIPA.

On occasion, the filtering service blocks access to information and specific websites beneficial to patron research. When this occurs, the librarians are trained to provide successful searches for information through alternative sources. Staff and adult patrons can make a request to unblock a website if it is determined that the site does not contain obscene materials or images.

In addition to filtering, MCCPL employs a policy to control children's use of the Internet on Library workstations. In an effort to protect children from inappropriate Internet materials, parents are required to sign a permission form in order for children under 14 to have access to the Internet. Children under the age of 12 must be accompanied by an adult when using the Internet in MCCPL.

WIRELESS ACCESS

All locations of MCCPL provide wireless Internet access to patrons with enabled devices such as laptops, tablets, smartphones, etc. While the Morgan Library has upgraded its wireless infrastructure, the other locations have wireless access points (APs) that work on the MCCPL network. These APs provide open wireless connections to devices within radio frequency range. For example, some of our patrons take advantage of wireless access while sitting in the parking lot. MCCPL filtering software monitors the incoming and outgoing traffic from these wireless devices to determine whether to block or allow requests for access to websites.

INTERNET HOTSPOTS AND MOBILE DEVICE LENDING PROGRAM

MCCPL offers mobile Internet hotspots, iPads and Google ChromeBooks for checkout through a device lending program. Patrons check out devices for one week and then return to the library so that staff may ensure that the devices are in good condition. At that point, patrons may check out the devices for another week. The process continues until such time as a device is placed on hold by another patron.

CYBERSECURITY

MCCPL secures its network and computer systems with multilayered security. The recent increase in global security threats has made it mandatory to secure every device on MCCPL's network. In 2023, MCCPL upgraded its firewall to support the increase in bandwidth and to block suspicious traffic from the Internet. Traffic is monitored through specialized software and trained personnel to identify and eliminate threats as they occur.

OTHER SERVICES

SMARTBOARDS

Smartboards and overhead projectors enhance the environment for our patrons and staff by providing interactive and informative experiences. Younger patrons become more engaged during programs by interacting with the touchscreen capabilities of the smartboards. Similarly, overhead projectors are invaluable for meetings or group functions, offering greater visibility and engagement for all attendees.

EARLY LITERACY AND AFTER SCHOOL EDGE STATIONS

MCCPL provides access to a safe digital learning experience in the children's and teen areas of each location. Early Literacy Station™ (ELS) for ages 2-7 and AfterSchool Edge™ for ages 6-14 are networked workstations that provide access to over 60 top-rated educational software programs spanning seven curricular areas. ELS and Edge tap into intrinsic learning. Kids are captivated by the interface and start to explore immediately. ELS and Edge provide fun and effective ways to learn through digital content.

RADIO FREQUENCY IDENTIFICATION TECHNOLOGY

MCCPL uses Radio Frequency Identification (RFID) technology to efficiently manage some of its physical resources. RFID devices communicate with our ILS in real time, updating the database with changes. Items such as print materials and media are assigned RFID tags which are used for identification and tracking purposes similar to the way items are tagged in a grocery store. The RFID technology MCCPL uses consists of four parts: detection gates, Self-check stations, workstation pads, and software. The tags are programmed by software when placed on a workstation pad which assigns identification and activates security. Workstation pads enable the software and tags to communicate and give instructions. Workstation pads are readily available at each library to identify a tagged item and to secure or unsecure when a patron borrows or returns that item. Detection gates are placed at the entrance of each library allowing staff to know which items are entering and leaving but also alerting staff of material that has not been checked out properly. The detection gates send a message to the staff computers giving them the name of the item and item type, resulting in recovering the item and preventing theft. Self-check stations consist of a computer, monitor, and workstation pad in a free-standing kiosk. They allow patrons to check materials in or out, review their accounts, and make reading suggestions based on a patron's reading history.

In addition, the RFID technology will enable MCCPL to perform better collection control and inventory management. RFID scanners use one directional antenna to read tags inside of tagged material, storing the results which can be uploaded to our database during inventory. MCCPL is set to perform an inventory of its physical resources every four years.

PAGING SYSTEM

During its renovation, the Morgan Library was outfitted with a TOA paging system and Atlas sound amplifier. The system consists of a range of speakers installed throughout the building for

maximum coverage. The paging system gives staff the ability to make announcements or page a person in the building when necessary. Additional automated voice capabilities were added to the system, such as end of day closing announcements.

VIDEO SURVEILLANCE

MCCPL currently has video surveillance at Juliette Hampton Morgan Memorial Library, E.L. Lowder Regional Library, Rufus A. Lewis Regional Library, Bertha Pleasant Williams Library, Coliseum Library, and Governor Square Library using the latest industry leading Network Video Recorder. Live viewing of the cameras can be accessed via web browser or client software. In the event of an emergency, staff is able to view recorded video footage and export footage for authorities upon request. MCCPL is working to outfit all locations with video surveillance systems in the near future. Access to video footage can only be released at the discretion of the City of Montgomery Legal Department through the Library Director.

PEOPLE COUNTERS

The detection gate at every MCCPL location has the ability to count patrons entering and exiting each location and reports the data to Library Connect, a cloud-based software. Library Connect enables branch heads and authorized staff to analyze data and build reports that are used to determine trends in patrons' behaviors. Branch heads can use the reports to determine peak hours and schedule staff accordingly to meet demand.

WIRELESS STATISTICS

The wireless network at each MCCPL location has been configured to count the number of times a wireless device connects to the network using specialized software. This software is revolutionizing how data is captured by providing real-time and accurate wireless data. Statistics are recorded to determine the wireless needs of the patrons in order to make changes, such as increasing bandwidth or the number of users who can connect concurrently.

SOCIAL MEDIA

Every location of MCCPL may utilize any number of social media platforms but uses Facebook as its primary platform to create awareness of programs and services to the public. In recognizing that social media is a constantly changing technology, staff will investigate new platforms and bring them to the attention of their supervisors for consideration. MCCPL welcomes feedback from the community on any social media platform currently utilized including Facebook, Twitter, Instagram and Pinterest. In an effort to maintain transparency as to how MCCPL uses social media, a Social Media Comments Policy may be viewed on MCCPL's website.

MOBILE DEVICES AND APPLICATIONS

MCCPL has adopted services such as CloudLibrary, Hoopla and TumbleBooks in an effort to meet the educational and entertainment needs of an increasing number of patrons who access books and other media on electronic devices.

	Hoopla	Cloud Library	TumbleBooks
Ebooks	X	X	X
Audio Books	X	X	X
Movies	X		
TV Shows	X		
Magazines	X	X	
Comics	X		
Music	X		

Most patrons access these services on mobile devices, such as smartphones and tablets. In an effort to provide technical help to those patrons, MCCPL has acquired tablets and other devices so that the staff can become familiar with how these services work on each device.

MICROFILM ACCESSIBILITY

MCCPL has improved access to its physical microfilm collections via a ScanPro 3000 Microfilm Reader/Printer. ScanPro 3000 is a computerized system with expanded searching capabilities, optimized imaging options, data storage, and manipulation options.

RECORDING STUDIO

MCCPL has established a sound recording and mixing facility, specially designed for optimal acoustic properties. The studio is equipped with a professional-grade microphone, a LaunchKey MIDI keyboard, and software such as Logic Pro, Pro Tools, and Ableton. Patrons can access the recording studio during library hours. Additionally, the facility provides video recording and video conferencing capabilities.

Meta Quest VR Headset

MCCPL has one Meta Quest VR Headset available for programming and patron use at each location. Patrons with a current MCCPL library card can schedule one session per day. Only

designated library staff have direct access to the VR Headsets. This access includes setting up the equipment, assisting with game and program selection, and ensuring the headset is properly maintained and sanitized after each use

BOOKEYE 5 BOOK SCANNER

In order to help with the preservation of materials, MCCPL has one Bookeye 5 book scanner located in the Rare Books Room at the Morgan Library. The Bookeye scanner has a cradle specifically made to hold a book open so the spine is not bent while scanning. The Bookeye has a built-in operating system and touchscreen monitor, making it a stand alone system that is easy for patron and staff use.

III. SERVICE IMPROVEMENTS WITH THE WAN

MCCPL utilizes a point to point (P2P) network to connect its locations. This P2P is a direct connection to all locations via Fiber with a total speed of 1 Gbps designed to provide data communications over a WAN. The P2P is designed to emulate private line networks and can provide end-to-end connectivity through the establishment of Fiber Circuits between all locations. The Fiber connection provides a reliable facility that is scalable for meeting present and future bandwidth demands.

Network monitoring, surveillance, and troubleshooting duties can be performed by two network operation centers and provide MCCPL with fewer single points of failure and fewer frame delays. In addition, MCCPL utilizes fiber optic to provide additional support by the City of Montgomery's IT Department. The IT Department and SirsiDynix have the capability to remotely access the system to troubleshoot and make necessary updates and repairs.

The WAN has been used to improve the efficiency of the staff and to provide better service by reducing difficulties and delays in accessing needed information. The P2P WAN system gives MCCPL the opportunity to bring all locations of MCCPL together, enabling each location to query the system and respond to patron needs in real-time. This system has reduced the amount of staff time spent on the telephone trying to track an item's location. It has also enabled the staff to locate needed books and materials available through interlibrary loan at libraries outside of Montgomery County. The combination of cataloging and acquisitions on one system enables the staff to know, in a timely manner, when a book is ordered, cataloged, and when to expect it at its designated location.

IV. NEW INITIATIVES

GAMING

MCCPL has acquired 8 PlayStation 5's in an effort to provide opportunities for individuals who may not otherwise have access to gaming technology or services.

Assistive Technology: Offer tools and software to support patrons with disabilities, such as screen readers, magnification devices, and speech-to-text programs.

STAFF INTRANET

Going forward MCCPL may consider it prudent to invest in a system wide Intranet: a restricted access webpage, blog or wiki that will warehouse system wide information.

Contents recommended for staff intranet:

<ul style="list-style-type: none">○ Reproducible forms○ Social media and publicity tools○ Library logos○ Document templates○ Banned patron records○ Tech tips○ Paper writing tips	<ul style="list-style-type: none">○ Archived staff meeting notes○ Library policy○ Open access information repositories○ Repository of archived professional training○ Book talks
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DIGITIZATION OF RARE COLLECTIONS

MCCPL will create and maintain an electronic collection of digitized resources from our Rare Book Collection (within copyright compliance), as well as other endangered or otherwise inaccessible collections (for in-house use). Once created, MCCPL will encourage the use of this collection via various electronic connection points, including the website and social media.

*Note: Materials outside of the Rare Collection may become available under the direction of authorized staff. Outside material must be scanned and the digital copy along with metadata provided to the staff. We do not handle archival material directly.

V. ONGOING IMPROVEMENTS

VOICE OVER INTERNET PROTOCOL (VOIP) ENHANCEMENT

Since the improvement of the WAN, MCCPL is now able to extend voice capabilities by eliminating traditional POT (Plain Old Telephone) lines that currently carry telephonic and fax signals from their locations. POTs are dated and more expensive to maintain than Fiber. The City of Montgomery and MCCPL will transition MCCPL locations' POTs to use the newly installed Fiber based WAN. Such improvements would enable VOIP at each location for better call quality, voicemail services, and would allow for faxes to be sent over the Internet in less time.

VI. TECHNOLOGY ASSESSMENT

MCCPL uses Office 365 in conjunction with Microsoft Outlook as its email service. This email client ensures that staff is able to receive and send attachments, such as pictures, video, graphics, documents, and other files from anywhere in the world. Microsoft Office 365 also allows for collaborative online work, similar to Google Drive. Upgrades from Windows 10 to Windows 11 are projected to start by the end of 2025.

VII. STAFF DEVELOPMENT

MCCPL offers various opportunities for continuous staff training through in-house sessions, online courses, and statewide events such as library conventions, conferences, webinars, and workshops. MCCPL will continue to support and permit staff participation in affordable workshops that enhance their knowledge of current and emerging software and hardware, as well as their ability to teach others how to use these technologies.

Since MCCPL's network began in 1997, the City of Montgomery developed an IT Department responsible for managing all IT personnel within the city government. In 2014, the management of library technology personnel returned exclusively to MCCPL. However, the City of Montgomery IT Department still provides IT training and consultation when needed. Additionally, MCCPL offers opportunities for key technology staff to receive advanced training in computer classes tailored to MCCPL's specific needs.

VIII. EVALUATION

MCCPL performs ongoing assessments of its progress towards meeting the goals of both its Technology Plan and its Long-Range Plan. MCCPL solicits and receives, throughout the year, comments and suggestions on the effect of MCCPL's technology on the community. Additional data is retrieved from sources such as door counts and computer sign-in sheets that are accumulated at each location. Patrons, on an annual basis, are encouraged to complete the Patron Satisfaction Survey to further monitor, analyze, evaluate and plan for improvements to technology in the MCCPL. On an annual basis, patrons will share with Library Administration and the Library Board their satisfaction of the services offered and make recommendations for improvements.

Location of PC	Quantity	With Internet	Servers	Bandwidth
LIBRARY ADMINISTRATION DATACENTER	6 2	6 2	8 Servers	1.0 Gbps
TECHNICAL SERVICES STAFF	5	5		1.0 Gbps
MORGAN LIBRARY STAFF PUBLIC COMPUTER LAB LAPTOPS	16 45 30 11	16 45 30 11		1.0 Gbps
COLISEUM BRANCH STAFF PUBLIC LAPTOPS	4 13 7	4 13 7		1.0 Gbps
E.L. LOWDER REGIONAL STAFF PUBLIC LAPTOPS	4 12 7	4 12 7		1.0 Gbps
RUFUS A. LEWIS REGIONAL STAFF PUBLIC LAPTOPS	4 14 7	4 14 7		1.0 Gbps
BERTHA P. WILLIAMS STAFF PUBLIC LAPTOPS	2 4 4	2 4 4		1.0 Gbps

GOVERNORS SQUARE	STAFF	3	3		1.0 Gbps
	PUBLIC	15	15		
EXTENSION & OUTREACH		2	2		
LAPTOPS		7	7		
RAMER BRANCH	STAFF	2	2		1.0 Gbps
	PUBLIC	6	6		
PIKE ROAD BRANCH	STAFF	3	3		1.0 Gbps
	PUBLIC	10	10		
PINTLALA BRANCH	STAFF	2	2		1.0 Gbps
	PUBLIC	9	9		
HAMPSTEAD BRANCH	STAFF	2	2		1.0 Gbps
	PUBLIC	8	8		
TOTAL		266	266		

Software support includes toll-free telephone consultation service with 24-hour, 7 day emergency support and all future enhancements released by SirsiDynix for Symphony Workflow modules.

MONTGOMERY CITY-COUNTY PUBLIC LIBRARY

GENERAL GOALS AND OBJECTIVES 2025-2029

1. IMPROVE THE PRODUCTIVITY OF OFFICE WORK.

- Develop and follow a timetable to upgrade and/or replace office computers with new and improved software and office hardware.
- Include the research and use of open-source software to supplement paid products and to extend the available function of computers.
- Provide technology training for new employees and ongoing training for all employees.
- Transition from paper to electronic forms within the next four years.
- Develop MCCPL intranet/ftp server for sharing and storing of incident/accident reports, trespassed patron information, rules and procedures, and standard forms.

2. EVALUATE AND EXPAND ACCESS TO RELIABLE REFERENCE RESOURCES AVAILABLE TO PATRONS.

- Under the direction of the Collection Development Librarian, with the assistance of Reference Department staff and selected librarians, continue to evaluate and review new electronic databases and resources to be added to MCCPL's collection.
- Ensure ongoing access to the Alabama Virtual Library (AVL) through advocacy.
- Authenticate all electronic databases for access over <https://www.mccpl.lib.al.us>.
- Develop and present programs and flyers to inform and educate patrons on how to access electronic databases from home.
- Review and update MCCPL's Internet Use Policy and ensure compliance with the City of Montgomery's Computer Use Policy.
- Develop and follow a timetable for replacing IT equipment to ensure patrons have access to devices that will quickly connect them with electronic resources.
- Develop a timetable for evaluating the accuracy of our online catalog including removing old E-book links and catalog entries.

3. PARTICIPATE IN FUNDING OPPORTUNITIES TO ENHANCE TECHNOLOGY AND TELECOMMUNICATION WITHIN MCCPL.

- Make application to the Universal Service Fund Program (E-rate) to provide funding to cover allowed telecommunication and Internet services of MCCPL such as:
 - Maintaining centralized Internet filtering and monitoring of user activities to ensure compliance with the Internet Acceptable Use Policy.
 - Implement video conferencing to enable distance learning for employees and patrons.

- Maintaining basic network maintenance to ensure all deployed networks and systems remain operational.
- Make application to APLS to secure funding to cover improved and enhanced technology changes allowed under the federal Library Service and Technology Act (LSTA) such as:
 - Additional tablet computers for circulation and reference service
- Seek additional outside funding sources to include foundations and corporate giving programs.
- Explore the possibility of providing electronic methods for paying fines and fees as well as donating funds to MCCPL.

4. PROMOTE COMPUTER LITERACY BY OFFERING CONTINUOUS EDUCATIONAL OPPORTUNITIES FOR THE STAFF AND THE PUBLIC.

- Provide staff in-house training on SirsiDynix automation software, MCCPL databases, AVL databases, mobile device applications, and web-based searching skills.
- Provide staff with access to webinars explaining use of various resources and programming opportunities.
- Provide monthly classes to the general public on how to use MCCPL's online public access catalog, word processing software, graphics software, MCCPL databases, AVL databases, and the Internet.
- Send key staff to workshops outside of MCCPL that provide additional training on library related issues, including those offered by Alabama Public Library Service, the Alabama Library Association, local colleges, etc.

EVALUATION PROCESS

The successful implementation of technology at MCCPL will be evaluated through several criteria including analysis of statistical data and qualitative surveys regarding patron and staff awareness, usage of, and experience with:

- Physical resources include, but not limited to, MCCPL's computers, self-checkout stations, dedicated OPAC computers, printers, smartphones, iPads, tablets, and e-readers.
- Internet resources including, but not limited to, MCCPL's website, online database platforms, and social media sites. (Some of this data may need to be procured from outside sources.)

- Outside resources include, but not limited to, assistance on library apps and services through patron-owned computers, tablets, smartphones, and other technology.

Data should be recorded electronically through automation whenever possible. However, MCCPL will provide paper surveys, as well.

Upon acceptance of this Technology Plan by the MCCPL Board, the Plan will be made available to the public through MCCPL's website and posted for staff through MCCPL intranet.

MCCPL's Long Range Technology Planning Committee shall meet at least once per year to assess progress toward goals and refinement of the Technology Plan. These meetings will provide timely adjustment to a quickly changing technological world. The LRTP Chair will meet with the MCCPL Director bi-annually to review the plan and report progress to the MCCPL Board.