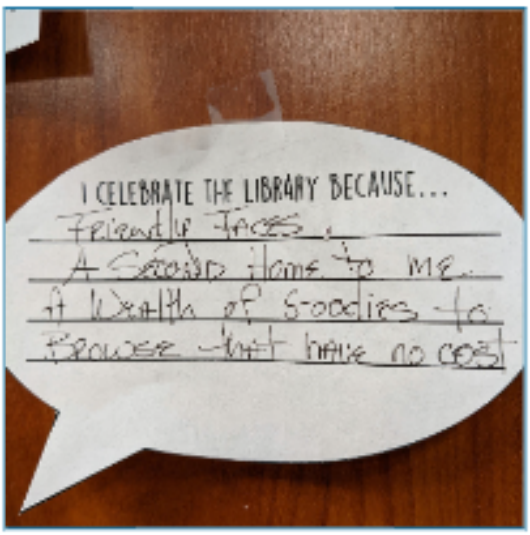
Wyckoff Public Library

CONNECT ▪ DISCOVER ▪ CREATE

STRATEGIC PLAN

2023-2027



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*2023

VISION

To enrich the lives of all residents, encouraging them to connect, discover, learn and create.

MISSION

The Wyckoff Public Library shall provide opportunities for all community members to continue life-long learning, express their creativity, collaborate, forge meaningful connections with information and each other, all while strengthening the fabric of the Township.

WHAT WE VALUE

Our core values are the foundation upon which we perform our work and interact with each other and the residents of our communities.

Exceptional Library Service – We are committed to providing prompt, objective, confidential and knowledgeable service to our patrons in a welcoming, safe and comfortable environment.

Teamwork – The trustees, staff and Friends of the Wyckoff Library collaborate to support the library's mission and vision.

Intellectual Freedom – We are committed to freedom of speech and the need for the library's services and collection to represent different points of view and ideas and to embrace diversity.

Access for All – We are committed to providing library services and collections that are accessible and convenient to our patrons and to serving everyone fairly and equitably.

A Culture of Respect – Mutual respect and trust are honored internally and externally at the library. Patrons and staff are valued and supported.

Partnerships – We develop cooperative relationships with our residents, community agencies and organizations, and other libraries to make the most effective use of the taxpayers' resources.

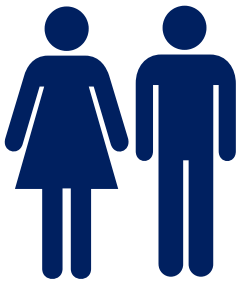
WYCKOFF TOWNSHIP AT A GLANCE

Wyckoff is located in northwest Bergen County, midway between the Saddle River and the Ramapo Valley. Wyckoff is governed by a Township Committee that consists of five members elected at-large. At an annual reorganization meeting, the Township Committee elects a chairperson from among its members who serves as mayor for a one-year term. The Township Committee serves as both the legislative and executive bodies of government in the township.

Between 2010 and 2020, median age in the U.S. grew older due to an increase in the older population. Wyckoff's population over 65 years is higher than that of Bergen County and the country. Interestingly, Wyckoff also has a higher percentage of those under 18.

The population of Wyckoff is more highly educated than the county and nation with 96.3% of adults having a high school degree and 65.1% of the community holding a Bachelor's degree or higher. That compares to 92.9% (Bergen), 88.9 (US) with high school diplomas and 51.2% (Bergen) and 33.7% (US) holding a BA or higher. Wyckoff's median income is also substantially higher than the county or national average.

Towns with libraries bordering Wyckoff that are frequented by Wyckoff residents include Franklin Lakes, Hawthorne, Mahwah, Midland Park, Ramsey and Ridgewood.



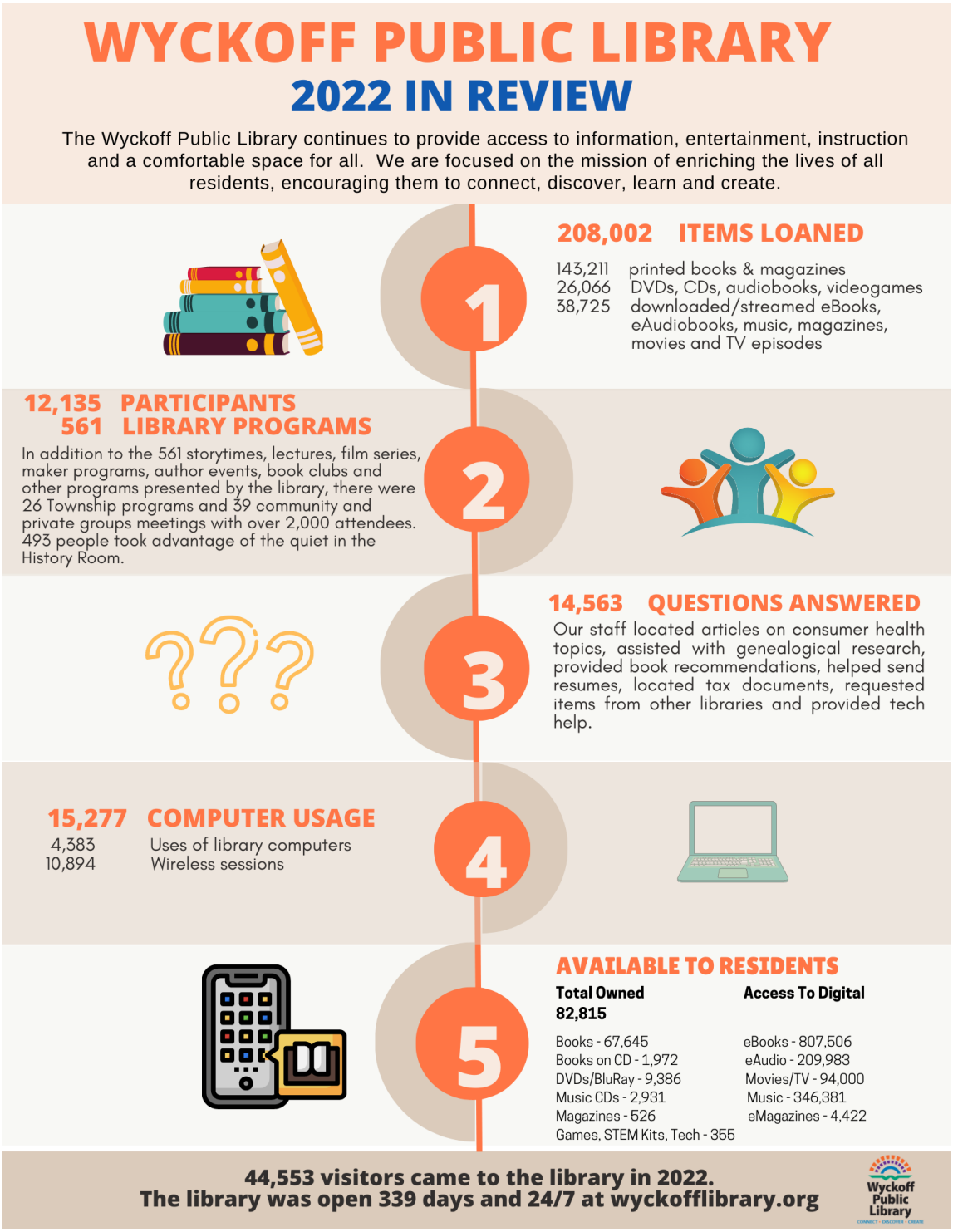
24.7% under 18 years
20.6% over 65 years old
4.4 % under 5 years

Median value of owner occupied housing 803,500
Median household income 167,368

96.9 % own a computer
95.4% have broadband internet

*data from the 2020 census

WYCKOFF LIBRARY IN REVIEW



The library is open 66 hours per week, including 4 evenings and the weekend September - June. The library is open 62 hours per week in July and August (closed Sundays). There are 6 professional librarians (5 FT) and 10.2 FTE paraprofessional staff members including custodians and pages.

Wyckoff Public Library is a member of, BCCLS which includes 78 libraries across four counties serving over a million residents. Membership includes the ILS platform (Integrated Library System); reciprocal borrowing and delivery among the 77 libraries; staff development and training. BCCLS patrons have access to over 3.5 million physical items and nearly 100,000 digital items.

WYCKOFF LIBRARY: A HISTORY

In February 1921, a volunteer organization called the Women's Work Committee passed a resolution to create a Public Library Association in Wyckoff. In just three months there were 228 members who each paid $1 to support the library. The first home of the library was a building not much bigger than a barbershop at Railroad Avenue (later renamed Main Street), and it opened to the public on May 14, 1921, with 1,050 volumes.

In November 1941, the library board rented a storefront on Franklin Avenue to achieve a long-overdue increase in space, tripling its square footage. The first municipal contribution to the library budget came in 1942, 21 years after its founding, and was $300 annually (the total municipal budget at the time was about $75,000).

The library remained in the storefront until the construction of a new facility on Morse Avenue in 1959. It was built with both municipal and private funding. But the need for a larger, more modern facility resurfaced and on November 7, 1967, Wyckoff voters approved a public question to establish a free municipal public library with adequate annual funding for library operations and to construct a new building. The new site was dedicated on October 25, 1970 and was 13,480 square feet. Wyckoff joined the North Bergen Federation of Public Libraries, an interlibrary loan network that was a smaller precursor to the Bergen County Cooperative Library System (BCCLS, usually pronounced "Buckles"). The Friends of the Wyckoff Library was founded by the library board in 1971.

The library received a facelift in 1992, improving the entryway and replacing the carpeting.

Then in May 2012, after operating from a rented facility for 14 months, the library reopened following an extensive renovation and expansion that doubled its square footage to nearly 28,000. To fund the expansion, the Board of Trustees saved the amount needed from its operating budget over a 20-year period. The facility features a separate children's wing, named for former patrons Helen and Evelyn Rizzo, who left a $1.5 million bequest to the library. The Friends of the Wyckoff Library donated $105,000 for service desks and technology. The expansion also includes a larger meeting room, named for former Wyckoff mayor Henry J. Shotmeyer, Jr., whose family made a $30,000 donation toward its construction.

As the population of Wyckoff has grown and technology has broadened, so have the services that the library provides. The Wyckoff Public Library offers a wide array of programs and services to its residents. The following is an overview of the library and its current operations.

SOME RECENT ACCOMPLSIHMENTS

Personnel

Created a part-time Adult Programming position.

Continued professional development for all staff through BCCLS, LLNJ, NJLA and webinars.

Laura Leonard, Veronica Potenza and Susan Valenta served on a variety of BCCLS committees.

Veronica Potenza completed a Supervisor Training course.

Collections

Introduced Vox and Wonderbooks collection to help support early literacy and listening comprehension.

Expanded the Library of Things.

Initiated the digitization of local history materials for preservation of the material and increased access.

Programs/Outreach/Communication

Launched a successful Grab & Go craft program for all ages.

Expanded the themed reading bundles for children.

Introduced two new book clubs for adults, one on-site and one at The Vista.

Resumed deliveries to residents at Christian Health Care.

Increased programming for adults significantly through the addition of a part-time staff member.

Increased the frequency of the e-newsletter to twice monthly adding technology tips, resource highlights and readers advisory suggestions.

Continued support and partnership of numerous scouting events and projects.
Representation at the Chamber of Commerce and on the Stigma Free Committee.

Facilities

Completed the full renovation of 6 bathrooms adding "no touch" fixtures.

Made wireless printing available.

Installed additional exterior cameras and upgraded the interface for improved security.

Completed select interior and complete exterior painting and repairs to wood trim.

Converted the majority of fixtures to LEDs as part of the New Jersey Clean Energy program.

Upgraded the phone system to a VOIP with new hardware and software.

METHODOLOGY

The Strategic Planning Committee employed surveys to research current perceptions of the library, areas of strength and opportunities for improvement. The Board of Trustees also participated in a brainstorming session.

Two surveys were created and administered, one for the public and one for staff.

The survey for the public was made available in print and digital formats. Print copies of the survey were available at each service desk and staff actively encouraged patrons to complete one.

Digital copies were made available via the following channels: Library eblast (twice), Township eblast, public school Friday Folders, Library website, Library social media channels (multiple posts and stories). Additionally, the survey was emailed to: The Wyckoff Chamber of Commerce and Activities Unlimited.

Finally, flyers with a QR code for the survey were posted in the lobby and in the lower level meeting rooms.

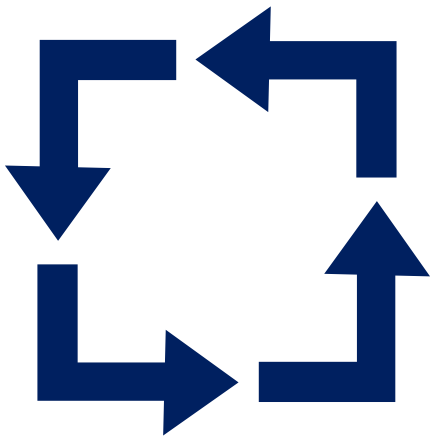
370 responses were received from members of the public.

ACKNOWLEDGEMENTS

The Board of Trustees of the Wyckoff Free Public Library wishes to acknowledge the members of the Strategic Planning Committee for their thoughtful consideration during the strategic planning process and their ability to envision the future of public libraries. We applaud their work in developing this plan to help guide the library through the next five years, providing a road map to implement programs and services that will maximize our first-class facility.

We also wish to thank the members of the staff who provided feedback. Finally, we appreciate the members of the community who contributed to the process by completing surveys.

The initiatives identified and detailed in this Strategic Plan 2023-2027 will form the backbone of the annual work plans to be developed and implemented by the trustees and staff.



SURVEY RESULTS

PUBLIC PARTICIPANTS

The feedback was overwhelmingly positive with over 98% of the 370 respondents giving the library a 4 or 5 rating (5 being the highest). The majority of the surveys were completed by Wyckoff residents (83%) who have library cards (98%). Most surveys were completed by adults. The age breakdown is as follows:

65+	185
31-54	93
55-64	78
19-30	5
prefer not to say	7

WHAT IS MOST APPRECIATED

Survey respondents were overwhelmingly positive about the library overall and the level of customer service. Borrowing items remains the main reason for visiting (348), followed by attending a program (239). Many respondents stated that they visit less or not at all because they access our digital collections from home.

AREAS FOR GROWTH

Spaces for small meetings and phone calls; more varied times for programs including weekends.
Many comments reveal that we need to improve our communication. People requested items or offerings that we already have or suggested improvements that have been recently implemented.

★★★★★

Highest overall rating (1-5)

Customer Service - 98% selected 5 or 4
Interlibrary Loan - 97% selected 5 or 4

Top preference for program times

Weekday afternoons - 185
Weekday evenings - 163
Weekend afternoons - 98

Topics of most interest

Author presentations
Cooking
Music

Selected Comments

The staff is top notch - very friendly and knowledgeable. Good collection of books.

The ease of inter-library loan, ability to request/reserve books online and have then read

I value everything a library has to offer: endless number of books on every topic, peaceful, cozy environment, helpful staff who share a love of reading. Libraries have enriched my life in incalculable ways.

I appreciate the children's programs. It allows my child to learn and interact with other small children.

That it is there for me to use , whether getting books, needing help with one of my devices or attending a club meeting. The staff has always been there for me.

STRATEGIC PRIORITIES

The Strategic Planning Committee developed the following strategic priorities based on the aforementioned research, including the surveys and brainstorming.

Each priority has measurable objectives that will determine the plan's overall success.

1. Acquire and select well-developed collections ensuring access to meet the varied needs and interests of the community.

2. Engage the community through programs and outreach that support and inspire lifelong learning and curiosity

3. Increase Community Awareness of Library Resources

4. Provide an excellent patron experience

5. Create a welcoming, flexible, comfortable, sustainable space

6. Foster staff engagement, retention, and recruitment

OBJECTIVES

STRATEGIC PRIORITY 1

Acquire and select well-developed collections ensuring access to meet the varied needs and interests of the community.

1.1 Ensure access to reliable, timely, varied and inclusive materials in multiple formats

1.2 Promote the physical and digital collections leveraging staff expertise in readers' advisory, working to reduce wait times for bestsellers

1.3 Utilize displays, booklists and newsletters to highlight resources

1.4 Provide access to digital versions of local history material

1.5 Expand non-traditional circulating collections

OBJECTIVES

STRATEGIC PRIORITY 2

Engage the community through programs that support and inspire lifelong learning and curiosity

2.1 Offer programs at a variety of times to accommodate patron schedules

2.2 Develop a method for gathering program interests from the community

2.3 Connect learners of all ages with materials, resources and activities addressing a broad range of topics

2.4 Present programs related to practical life skills that foster empowerment and continued knowledge acquisition

2.5 Facilitate technical awareness and proficiency by presenting informational programs and opportunities for exploration

OBJECTIVES

STRATEGIC PRIORITY 3

Increase community awareness of library resources

3.1 Host an open house meet and greet event to welcome new residents

3.2 Strengthen school connection by visiting each public school (K-12) at least once per year

3.3 Participate in at least 4 off-site events in order to increase awareness of the library's collections and services

3.4 Review and strengthen partnerships with schools, businesses and town organizations

3.5 Consider direct mailing as a way to inform residents of the many resources available to them

OBJECTIVES

STRATEGIC PRIORITY 4

Provide an excellent patron experience

4.1 Evaluate internal and external library policies and procedures; revising and eliminating as needed

4.2 Encourage sustained library visits by providing "passive" program opportunities

4.3 Continue to explore and adopt technologies that enhance the user experience

4.4 Adopt a patron-centered approach empowering staff to provide patrons with an optimal experience

OBJECTIVES

STRATEGIC PRIORITY 5

Create a welcoming, flexible, comfortable, sustainable space

5.1 Retain professionals to provide a plan to create private and semi-private study/work spaces

5.2 Reallocate space as media collections are reduced

5.3 Evaluate the outdoor space and consider furniture and landscaping needs

5.4 Update furniture as necessary in both the public and staff spaces

5.5 Investigate the possibility of incorporating green technologies such as solar panels and electric vehicle charging stations

5.6 Develop a tutoring policy

OBJECTIVES

STRATEGIC PRIORITY 6

Foster staff engagement, retention, and recruitment

6.1 Maintain competitive levels of compensation

6.2 Schedule no less than two full staff meetings per year and two additional departmental meetings so that staff are informed and empowered

6.3 Encourage all staff to contribute to displays, articles, program ideas

6.4 Support staff participation in BCCLS, LLNJ, and NJLA training, as well as webinars

6.5 Regularly inform library staff of the purpose of committees and availability of participation

6.6 Complete performance reviews on an annual basis allowing for feedback and goal setting

APPENDIX: TECHNOLOGY PLAN

MISSION STATEMENT FOR TECHNOLOGY

The people of Wyckoff will have full and ready access to, and know how to use, a wide array of technology-based library services to support their educational and lifelong learning goals, their need for information and research resources, and their interests in community, culture, and popular materials.

As technology continues to evolve, the Wyckoff Public Library will upgrade systems, hardware, software and training to ensure that the Wyckoff community has access to the latest technologies.

APPENDIX: TECHNOLOGY PLAN

CURRENT TECHNOLOGY BASED SERVICES

LIBRARY CATALOG

The catalog (provided through the library's membership in BCCLS, the Bergen County Cooperative Library System) encompasses not only the Wyckoff Public Library's catalog records, but also allows searching of the catalogs of 77 other members of BCCLS. Patrons may borrow directly from any of the members of BCCLS. Library patrons may use the catalog to place holds on items, have items delivered from one location to another, check the status of their personal accounts, receive email notifications of overdue items and soon due items, and renew items. The BCCLS catalog is being upgraded in 2023. There are 4 computers dedicated to accessing the catalog.

Patrons now have access to a BCCLS app which allows them to access the catalog, their library card record, and digital resources offered by the library.

This supports the following Strategic Priorities: 1.1, 1.2, 4.3, 4.4

PUBLIC ACCESS TO TECHNOLOGY

Currently, the Wyckoff Public Library offers 8 public computers in the adult section of the library. Each has Internet access as well as Microsoft Office. In the Rizzo Children's Room there are 4 computers with Internet access. The Teen Area has 1 additional public computer with Internet access. The library has 4 laptops, 2 Chromebooks and 4 iPads that can be borrowed for in-house use by patrons.

The Wyckoff Public Library offers wireless access in all public areas of the library. Additional access points have been added, bringing the total number of access points to 6 (4 on the main level and 2 on the lower level). Staff is able to monitor the health and use of the wireless network through the Meraki Dashboard.

The Wyckoff Public Library offers a multi-function machine that allows for copying (B&W and color), scanning and wireless printing. The library also has a large format poster printer that the public can utilize. In the MakerSpace we have an additional computer with a full Adobe suite, a Ultimaker 2 3D printer and a Cricut Cutter.

Total: 13 public workstations

This supports the following Strategic Priorities: 1.1, 1.4, 1.5, 2.3, 2.5, 4.3, 5.1, 5.4

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

RESOURCES AND SERVICES

REFERENCE AND RESEARCH

Patrons have access to multiple electronic databases, ranging from highly specialized subject resources to general news and magazine article searches through JerseyClicks. The Wyckoff Library also provides access to additional databases including: Ancestry, Morningstar, New York Times (online), Mango Languages, Wall Street Journal (online).

This supports the following Strategic Priorities: 1.1, 1.4, 2.3, 2.5

LIBRARY WEBSITE

The Library's Website provides a gateway to the collections, online information sources, patron accounts, information about library policies, children's and teens' services, program information and registration, readers advisory and more.

Through the Website, patrons may link to electronic resources and the online catalog. The catalog page includes links to interlibrary services available to patrons, allowing them to search JerseyCat.

This supports the following Strategic Priorities: 1.1, 1.2, 1.3, 1.4, 2.3

INTERLIBRARY SERVICES

The Wyckoff Public Library participates in interlibrary loan through BCCLS and JerseyCat. This benefits the Wyckoff community by providing access to additional items either not currently in the collection or being used by other patrons. The JerseyCat system is linked through the Library's Website, allowing patrons to search for items they need, and place their own requests if desired. Library staff monitors and completes all steps for requests to be fulfilled. Whenever possible, patrons are notified via email that their requested materials have arrived to ensure that items are received quickly. The staff promotes the registering of patron emails so that patrons will receive their notices quickly and, thereby eliminating staff phone calls.

This supports the following Strategic Priorities: 1.1, 2.3, 4.1, 4.4, 6.4

DIGITAL COLLECTIONS

The Wyckoff Library offers patrons the ability to borrow digital books, audiobooks, magazines, movies, music and television shows through 3 vendors. Through Libby/Overdrive patrons can borrow ebooks, audiobooks, and emagazines.

This supports the following Strategic Priorities: 1.1, 1.2, 2.3, 2.5, 6.5, 6.4

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

There is a shared BCCLS collection for which our library is billed annually. In addition, Wyckoff has an Overdrive Advantage Collection. This allows our library to purchase access to additional titles or more copies of titles already in the shared collection in order to meet the demands of our local patrons. Wyckoff patrons have priority borrowing privileges for items purchased as part of our Advantage Collection.

The Wyckoff Library also provides access to ebooks, audiobooks, music, movies and television through Hoopla. Borrowing from our Hoopla collection is limited to Wyckoff residents because it is a cost per use model. Our library can set the limit of monthly borrows as a way to balance budget and demand. Finally, resident cardholders of Wyckoff can stream movies through Kanopy, which is also a cost per circ use model..

Information and links to each of these services is on our library's website and included in the customized BCCLS app. We provide in-person training, have instructional handouts and created online tutorials to help patrons learn how to utilize these resources.

SOCIAL MEDIA

The Wyckoff Library understands the importance of social media networks in disseminating information. We currently have active Facebook, Instagram, Twitter and YouTube accounts. These accounts are used to engage with the community as well as promote our collections, resources and services.

This supports the following Strategic Priorities: 1.1, 1.2, 1.3, 2.3, 4.2, 4.3, 4.4

EMAIL AND OTHER SERVICES

Email is used extensively for internal and external communication. All staff members have individual Gmail accounts through BCCLS. Our staff utilizes distribution lists for each department. Staff utilize Google Drive to facilitate the creating and sharing of documents, collaboration and auto-saving.

Patrons may elect to receive notifications from the ILS via email or text. These notifications include hold pick-up notifications, pre-overdue notices, overdue notices and auto-renew notices.

This supports the following Strategic Priorities: 4.3, 4.4, 6.2, 6.4

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

CURRENT PROGRAM FOR PATRON TRAINING

The Wyckoff Public Library offers monthly technology classes, as well as one-on-one instruction. Librarians offer brief individualized instruction and orientation in the use of the catalog, Internet, and electronic resources, daily as time permits.

This supports the following Strategic Priorities: 2.1, 2.2, 2.3, 2.4, 2.5

CURRENT PROGRAM FOR STAFF TRAINING

Staff members take advantage of training opportunities offered by BCCLS, LLNJ, NJLA. Sessions by guest presenters and vendors and other institutions all contribute to the training opportunities for staff. Staff also participate in webinars - topics and presenters have increased dramatically since the Covid Pandemic.

This supports the following Strategic Priorities: 6.2, 6.4, 6.5, 6.6

CURRENT EQUIPMENT, SOFTWARE, AND TELECOMMUNICATIONS LINES

BCCLS provides computer service to the Wyckoff Public Library for all OPACS and designated staff computers (those at service desks). BCCLS ILS is Polaris LEAP by Innovative.

The Library also has a wireless network utilized by some staff and the public. The following technology/AV is available in our meeting rooms:

- James Monroe Room - Projector with HDMI and VGA connection; BluRay player; three televisions; PS4, Wii and WiiU, XBOX 360 and XBOX ONE.
- Henry Shotmeyer Room - Projector with HDMI and VGA connection; microphones; BluRay player; cable television.
- Rizzo Children's Program Room - Smartboard with HDMI connection.
- History Room - Large TV with HDMI and VGA connections. Cable television.

The Library has 16 computers for patron use and 18 computers for staff use. All the computers except for the 4 OPACs are connected to a full color printer. All staff computers can access the ILS (non-BCCLS network laptops must use a VPN) and Google Drive. 10 of the staff computers also have Microsoft Office. 12 patron computers have access to the Internet and 8 have Microsoft Office.

This supports the following Strategic Priorities: 1.1, 2.3, 2.5, 4.3, 4.4, 6.2

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

GOALS FOR SERVICES

The goals listed below are current findings, based on the present environment.

1. **Resources/collections/reference service**

Continue to grow collections, with a particular focus on increasing access to information via electronic and multimedia formats, in order to provide a wide range of materials to satisfy users' needs for information, education/lifelong learning, recreation, and personal interests.
a. Continue to assess and augment the electronic resources available to the public by evaluating the content of new databases, comparing them to current subscriptions, and seeking to fill any gaps in the Library's electronic holdings.
b. Continue strong investment in digital collections based on usage and percentage of total circulation.

This supports the following Strategic Priorities: 1.1, 1.2, 1.3, 1.4, 1.5, 2.3, 2.5, 3.1, 4.3, 6.4

2. **Technology applications for patrons**

Provide necessary software and services to users, both within the general population and special services areas to improve patrons' access to information for satisfying educational, informational, and personal needs.
a. Investigate transitioning to BCCLS hosted WiFi which would allow for a more regular and robust replacement and upgrading of equipment along with possible discounts through group purchasing.
b. Upgrade equipment and software as necessary. This will be monitored by the Head of Technology & Reference.
c. Investigate providing accessibility equipment and software for patrons with low vision and learning disabilities, as appropriate.

This supports the following Strategic Priorities: 2.5, 4.3

3. **Training for patrons**

Provide technology training to patrons to assist them in achieving personal goals, as well as professional and educational advancement, and to allow them to pursue personal information needs both inside the Library and remotely.
a. Provide public classes on a variety of technology topics. These will be offered on a rotating basis.
b. Create or provide links to online tutorials and dynamic research guides to assist patrons working remotely.
c. Staff will present instruction in the use of the library catalog, app, digital collections, databases, plus everyday topics such as email and Internet searching, as needed.
d. The website will show a schedule and descriptions of upcoming classes and will have online registration for classes.

This supports the following Strategic Priorities: 2.4, 2.5, 4.3

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

4. **Training for staff**

Improve staff's ability to assist users in locating information and improving their technology skills by providing ongoing staff training. Satisfy professional development needs by assessing staff's individual job functions and ensuring that appropriate training for current and future growth is provided.

a. Encourage staff to participate in training provided by BCCLS. Allow for scheduling changes as needed.

b. Allow for additional in-depth training offered by LLNJ, NJLA and others to appropriate staff.

c. As new electronic resources and technology are added to the Library's collection, notices and instructions will be distributed and classes will be found for staff when possible.

This supports the following Strategic Priorities: 6.2, 6.4, 6.5, 6.6

5. **Computer replacement schedule**

Develop an official computer replacement schedule to ensure that hardware is continually assessed and upgraded as appropriate.

a. Maintain a computer inventory, particularly with respect to age of equipment and current performance levels.

b. Analyze expected lives of hardware to discover the best schedule for replacement. Compare these findings to the library budget to create an achievable replacement schedule.

c. BCCLS computers are replaced on BCCLS' schedule.

This supports the following Strategic Priorities: 4.3, 6.4

6. **Administrative goals**

Employ technology so the Library will run efficiently, as well as streamline administrative procedures to improve service to the public.

a. Review all policies and procedures at least annually and revise as necessary to promote access and reflect the Library's mission.

This supports the following Strategic Priorities: 4.1, 4.3

7. **Building services goals**

Create a safe physical environment by assessing and installing appropriate equipment to ensure that the Library building is secure and that public notification systems are functioning effectively.

a. Ensure that all public warning systems are functioning properly in all public and staff areas.

This supports the following Strategic Priorities: 4.3, 4.4, 5.4, 6.2

8. **Equipment, software, telecom (including cabling and electrical support)**

Improve and upgrade the Library's equipment and technology infrastructure.

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

a. Consider extra screens to "mirror" staff screens for patron instruction.
b. Increase functionality of all meeting spaces by acquiring upgrading technology. In 2023 upgrades to the AV/technology in the following meeting rooms are scheduled: History, James Monroe and Henry Shotmeyer. The current equipment was installed in 2012 and is starting to fail. The new system will allow for wireless connections, along with HDMI which is in alignment with current equipment and should meet the expectations of our users.

This supports the following Strategic Priorities: 4.3, 4.4

9. **Digitization**

Focus staff and resources on developing digitization projects to showcase and improve access to the Library's unique collections. Digitization of images and documents, as well as complete online digital exhibitions, will work together to allow remote access to the wide variety of historical and visual materials.
a. Work in partnership with the Friends of the Wyckoff Library to digitize local history materials.

This supports the following Strategic Priorities: 1.4

BUDGET

Budget allocations reflect current and future needs. The library has already designated funding for the AV/Technology upgrade in the meeting rooms. This funding is a combination of a donation and monies earmarked in the Capital Plan. No significant budgetary needs are present at this time other than regular replacement and the migration to the BCCLS Hosted WiFi.

YEAR 1

AV/Technology upgrade in meeting rooms	$90,686
Staff computers	$2,000

YEAR 2

Public computers	$4,000
Public printer	$1,000
Access point upgrade and maintenance	$3,000

YEAR 3

Staff computers	$2,000
Access point maintenance	$575

APPENDIX: TECHNOLOGY PLAN (CONTINUED)

EVALUATION

The Library's formal Technology Plan will be updated on a three-year cycle. Due to the rapid changes in technology, goals and implementation schedules will be continuously evaluated and adapted.

The following specific evaluative processes will be implemented:

- The Library will utilize statistics provided by proprietary databases and electronic resources to assess usefulness of current holdings and make future collection development decisions.
- Feedback from patrons, whether in person or via email to the Library's Director, a specific department, or the Webmaster will be utilized to assess services and collections.
- Attendance at public classes will continue to be recorded to provide the basis for assessing the usefulness of specific course offerings to the community.
- Attendance at staff classes and other training will continue to be recorded. A database of staff technology skills will be created in order to find opportunities to share knowledge.