

Technology

Library technology is a critical factor in providing high quality library service, and technology should be integrated at all levels of the library organization. Technology continues to change and improve cooperative efforts among libraries, including their ability to share resources and increase efficiency of service delivery to patrons. Electronic information systems complement traditional materials; it is critical that libraries provide online connectivity to a variety of data sources.

Technology integrates with and supports every other Standard featured in this document. Investments in technology should be thought of in the same way as investments in facilities, collections and staff. Changing technologies will lead to changing services, with a consistent goal of maintaining relevance to the user population and needs of the community.

Standards

1. The library district includes technology in its strategic planning, maintains a board-approved three-year technology plan, and regularly reviews technology needs. Technology includes, but is not limited to, hardware, software, networking, and peripheral devices.
2. The library district provides public access computers, internet access, wireless access, software, and hardware appropriate to the community's informational, educational, and recreational needs.
3. The library district maintains an up-to-date, universally accessible web presence and uses that web presence to provide information to its user community.
4. The library district uses an integrated library system to store collection and materials data and makes that data available in a shared bibliographic database.
5. The library district provides an online public access catalog (OPAC) that is available both at the library and remotely.
6. The library district has or contracts for personnel to provide technological support and troubleshooting in a timely manner and with minimal interruption to patron or library services.
7. The library district engages in practices to preserve the confidentiality, safety, and integrity of data collected by the library.

Guidelines

- ___ 1. The library district's strategic plan provides for technology provision and maintenance. *Standard #1*
- ___ 2. The library district's technology plan is reviewed annually by staff. The technology plan addresses technology to support library district operations, staff, services, and programs. *Standard #1*
- ___ 3. The library district assesses its network and technology infrastructures annually and upgrades resources as needed. *Standard #1*
- ___ 4. The library district maintains board-approved written technology policies on topics including internet use, privacy and confidentiality, internet filtering, virus protection, ADA compliance, and other topics as appropriate to the community. *Standard #1, #7*
- ___ 5. The library district's disaster recovery plan includes provisions for dealing with technology and data. *Standard #1, #7*
- ___ 6. The library district's collection development plan includes access to databases, electronic materials, and other electronic media as appropriate to the community. *Standard #1*
- ___ 7. The library district establishes service targets for public use technology and electronic materials, and collects statistics on availability and use of technology and electronic materials . *Standard #1*
- ___ 8. Library district personnel study changing technology needs and implement changes for emerging technologies. *Standard #1*
- ___ 9. Adequate budgetary provision is made to provide, sustain, and refresh library district technology for staff and public use. *Standard #1*
- ___ 10. Adequate budgetary provision is made for staff training to maintain and upgrade technology and to teach patrons how to make the best use of technology. *Standard #1*
- ___ 11. The library district provides public access computers with a suite of productivity software (e.g. word processing, spreadsheets) and a printer. *Standard #2*
- ___ 12. The library district provides public access internet terminals with access to web browser and social media, in accordance with federal, state and local laws. *Standard #2*

- ___ 13. The library district provides accessible computers for patrons with differing disabilities, and staff know how to change computer system settings to use accessibility features in the operating system. *Standard #2*
- ___ 14. The library district offers instruction on the library's online resources, eBooks, or other services using technology. *Standard #2, #3*
- ___ 15. Where possible, the library has a separate computing area for children. In libraries where a separate computing area is not possible, libraries have the means to ensure that children's computer access can be limited in compliance with federal law or local ordinance. *Standard #2*
- ___ 16. The library provides easy access to electrical outlets in the library building. *Standard #2*
- ___ 17. In remodeling or new construction of a library building, technological needs and potential advances are taken into consideration. *Standard #2*
- ___ 18. The library provides dedicated high-speed wired and wireless internet access for patrons and staff. *Standard #2*
- ___ 19. If internet access is filtered, the library district has a policy and procedure to allow patrons unfiltered access to information. *Standard #2*
- ___ 20. The library district provides access to communication and online learning tools such as e-mail, chat rooms, and social media. *Standard #2*
- ___ 21. The library district provides digital educational programs for children (e.g., *TumbleBooks*, links to age-appropriate online games). *Standard #2*
- ___ 22. The library district maintains an up-to-date, universally accessible web presence with basic information about the library, including hours, locations, and catalog access. *Standard #3*
- ___ 23. The library district provides a web page with links to reliable local and/or informational resources. *Standard #3*
- ___ 24. The library district's web presence is used for marketing library services and programs as appropriate. *Standard #3*

- ___ 25. The library district provides 24/7 access to online resources such as the web site, catalog, and online databases. *Standard #3, #5*
- ___ 26. The library district provides some form of electronic reference and reader advisory services (e.g., e-mail, virtual reference). *Standard #3*
- ___ 27. The library district participates in appropriate telecommunications initiatives, networks, and consortia for shared services and resources. *Standard #4*
- ___ 28. The OPAC has a graphical user interface that is universally accessible in design. *Standard #5*
- ___ 29. The OPAC provides online patron accounts with the ability to renew materials and place hold requests online. *Standard #5*
- ___ 30. The library district allows patrons to place interlibrary loan requests online. *Standard #5*
- ___ 31. The library district has at least one staff member who is trained in system maintenance and troubleshooting, or contracts for such services, to resolve technological problems in a timely manner. *Standard #6*
- ___ 32. The library district has at least one staff member who is trained to maintain the library's web presence and/or promote the library using web-based promotional tools, or contracts for such services. *Standard #6*
- ___ 33. Public services library staff are available to offer assistance to library patrons using library-provided technology (computers, printers, library-purchased e-readers) during all open hours. *Standard #2, #6*
- ___ 34. The library district provides technological tools and resources for the professional development of staff. *Standard #2, #6*
- ___ 35. The library district adopts industry standards for physical and wireless networking in remodeling or new construction of libraries. *Standard #7*
- ___ 36. The library district follows best practices for PC, server, and network security, engaging in ongoing and overlapping security practices. *Standard #7*
- ___ 37. Networking equipment is monitored for disruption or unauthorized intrusion, and library staff are alerted to disruption or intrusion. *Standard #7*

- ___ 38. If the library district's ILS accepts online payments, the library follows industry standards for secure online payment processing. *Standard #7*
- ___ 39. The library district follows current and standard practices with regard to licensing and digital rights management of electronic media. *Standard #7*
- ___ 40. The library district has a process and plans for maintenance of data backups and conducts routine tests of its data backup measures. *Standard #7*