



# MIDEASTERN MICHIGAN LIBRARY COOPERATIVE

## Technology Plan, 2020-23

1. What is the mission of your cooperative? Please note that the goals and strategies you list to answer the next question should be tied to this mission.

**The mission of Mideastern Michigan Library Cooperative is to advocate for and provide broad services and programs to multi-type libraries within its legal service area.**

2. Provide clear goals and a realistic strategy for using telecommunications and information technology to improve library services. Please use the strategies to provide measurable milestones to meet your mission. This plan should cover a period of three years. If your institution is required by local authorities to operate under a longer planning cycle, this is acceptable.

**Continue to monitor technological developments that would benefit members; share information and/or implement projects to make use of those technologies.**

**Provide grant opportunities that focus on technology and innovation.**

**Provide members with information related to statewide broadband initiatives.**

**Develop relationships with technology vendors who have the expertise to provide service to members; provide referrals when needed.**

**Continue to work through the Cooperative Director's Association to offer discounts on products and services not available through the Midwest Collaborative for Library Services, the Library of Michigan, and the Michigan Library Association.**

3. What is your cooperative's professional development strategy to ensure that staff understands how to use the new technologies to improve library services?

**Provide opportunities for MMLC staff and member library staff to gain professional development through workshops and webinars.**

**Schedule vendor demos, when requested by members, to familiarize staff with new technologies.**

**Use Advisory Council meetings and direct emails to share current trends and technology that can assist libraries in enhancing patron services.**

**Work with MMLC's partners to provide greater access to professional development opportunities.**



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4. Provide an assessment of the telecommunications services, hardware, software, and other services that will be needed to improve cooperative services. Include your plans for replacement of outdated equipment.

### **MMLC Office:**

- **Discontinue Office Fax service by September 2021**
- **Discontinue Office Internet Connection and Telephone services by September 2022.**
- **Secure new Virtual Office capabilities, including secure cloud storage, email gateway services and other technology to support the MMLC Virtual Office model by September 2022.**
- **Purchase new staff computers and cloud gateway software to support the MMLC Virtual Office model by September 2022.**
- **Review website services and protocols.**
- **Update website to maintain relevance and to support communication.**
- **Review existing equipment, services and support annually.**

### **Technology & Innovation Program:**

- **Review the existing program to allow libraries more flexibility in deciding which technologies (equipment, services, and support) are required to provide the best patron experience in their libraries or remotely from work or home.**
- **Conduct an evaluation of use of funding by libraries to determine efficacy and relevance of grant program; revise process if needed.**
- **Require annual library evaluations and provide a summary report to the MMLC Board.**

5. Use this space to provide a budget to acquire and maintain the hardware, software, professional development, and other services that will be needed to implement the strategy for improved library services.

	10/1/ 2020 -9/30/2021	10/1/ 2021-9/30/2022	10/1/ 2022 -9/30/2023
Hardware & Software	430	\$5000	\$500
Web Services (including email)	1570	\$1000	\$500
Telecommunications *phone, cell, internet	\$3407	\$4500	\$2500



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Contract services for information technology	\$3315	\$5000	\$3000
Staff training	\$ 0	\$ 200	\$ 200
Technology Grants to Public Libraries *dependent on SA	\$188,000	\$271,000	\$269,000
<b>Total:</b>	<b>\$196,722</b>	<b>\$286,700</b>	<b>\$275,700</b>

6. Provide an evaluation process that will enable your library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

**Each year, poll members for potential ways to support their technology needs.**

- **Complete annually.**
- **Update plan as needed.**
- **Compile results and choose best options.**