APPENDIX A

Duchesne County Library System
PUBLIC Technology Plan
2026-2028

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Technology vision statement

The library trains staff in, provides, and evaluates technology primarily serving patrons' productivity and information access needs to enrich their knowledge and growth. Technology that creates significant efficiencies in staff workflow is also pursued to better utilize and redistribute limited library resources and staff time.

Primary Guidelines

Staff tech training must be documented.

Whenever possible, the library staff will offer 1:1 assistance to patrons with each of the technologies that the library offers; requiring all staff to become familiar with those patron technologies. They should be trained in the existing patron and related staff technology within the first three months of onboarding. Branch management will train their staff. The library director will verify the training of the branch management, particularly with new technologies, before they train the staff.

Recent budget cycles have shown that the following allocations are needed to support the library's technology offerings:
- $7,000 to upgrade existing technology for the library each year
- $60,000 for digital collections licensing
- $6,000 for telephone services & hotspots for outreach services
- $17,000 for patron digital interfaces/software including:
    - Integrated library system/catalog
    - User interface/discovery layer
    - Patron computer session management software
    - Patron computer drive shield protection
    - NoveList subscription & integration with discovery layer
    - Princh wireless printing cloud-based solution
    - Room reservation & library event calendar
    - Self-checkout kiosks
- A total of $90,000 as of 2026.

Technology Enhancement, Community Library Enhancement Fund, and Library Services and Technology Act grants administered through the Utah State Library Division have also provided important supplemental revenue sources to accomplish these projects and experiment with new technology. Each July, the library board and director initiate the annual budget cycle. They review expenditures and trends from the current and recent years. They will reallocate library funds for technology needs if any of the categories listed are falling behind in meeting the library's technology needs or if new technologies will require a significant increase in long-term funding. Total expenditures will likely increase to ~$95,000 by 2028 as expenditures on software, service providers, and materials inflate. Digital collections, software, and equipment will be evaluated for utilization, return of investment, and cost.

Equipment & Service Goals
The following group of equipment and accompanying services are organized in priority order of the year the service goals and equipment purchases need to be accomplished. **Needs/goals are bolded in each equipment category.**

2026

Patron Wi-Fi Service On-Campus

- The libraries provide internet infrastructure for information access with the following speeds:
  - Roosevelt 2023: 53 Mbps download; 53 Mbps upload
  - Duchesne 2025: 25 Mbps download; 24 Mbps upload (old); 550.6 Download, 819.0 Upload (new)
- Continue to extend service to the parking lots 24/7.
- Duchesne's wireless access point at the entrance was replaced in 2019. Others were added to the manager's office and the parking lot in 2025 through a UEN grant. Roosevelt's WAPs were installed in 2023. A new exterior hotspot was also added in November 2023 through UEN Grant.
- Wi-Fi is filtered by the county's firewalls according to Utah Code and in compliance with the Child Internet Protection Act.
- **Duchesne's WAP near the circ desk is producing half of the speeds as the new WAPs. It needs to be replaced by Spring 2026.**

Meeting Room Presentation TVs

- Meeting room TVs allow patron groups to display digital information for training, work, and teleconferencing; avoiding the need for pricier projectors and screens.
- Continue to provide presentation televisions in Roosevelt Branch meeting rooms with accompanying HDMI connections and adapters. Installed in 2023.
- Duchesne TVs installed in Conference Room in 2024, and in Community Room in 2025.
- **Evaluate connectivity problems for the Roosevelt Conference Room TV and repair or replace hardware as needed by Spring.**

Staff & History Center Computers

- Staff and library volunteers require computers to manage circulation, processing, cataloging, training, communication, preservation, marketing, patron activities, and more.
- **2 staff computers in Duchesne, History Center patron computer, and both library director computers may need replacement, especially for Windows 11 compatibility.**

Roosevelt Cricut Machine

- Maintain a library online Cricut account to make the widest variety of cutting fonts available to patrons.
- Roosevelt's - 2022. Duchesne's Cricut Expressions + 21 font cartridges - pre-2015.
- **Evaluate the feasibility of making the Cricut machines available to the public and estimate the staff time required to train/assist patrons on the machine. Decide by spring 2026.**

Security Cameras

- Cameras are installed to help prevent and follow up on safety and security issues for patrons and staff in public areas of the library.
- **Duchesne Branch needs cameras in the Juvenile Fiction area and overlooking the parking lot.**
- **Roosevelt needs a camera in the children's area.**
- **Installation will occur when Commission approves the project, which is currently in discussion with IT.**

Patron Computer Software

- Basic productivity programs are provided on patron computers to accomplish needed work. They include:
  - Microsoft Office apps
  - Adobe Acrobat Reader
  - Folders to receive scans
  - Google Chrome and Mozilla Firefox Browser
  - Duchesne Cemetery Viewer shortcuts on History Center patron computer.
- **Review software licenses on patron computers with IT. Discuss options. Purchase licenses through TechSoup as needed.**
- **Consider purchasing Adobe Premiere Elements and Photoshop licenses for one patron computer at Roosevelt Branch. These programs will facilitate patron video and image creation that they may not be able to afford at home. As this software is specialized, branch management would select multiple, specific staff members to learn the programs to help patrons with them.**
- **Discuss and evaluate all programs by spring 2026.**

2027

Access to digital collections

- Digital collections allow patrons from across the large geographic area of Duchesne County to access information. This can particularly benefit those who have no library facility nearby or have mobility difficulties. The accessibility features allow those with visual impairment to adjust text sizes and contrast. Audiobooks benefit all, but particularly those with visual impairments. These items are never physically lost, sparing patrons any fiscal responsibility.
- OverDrive/Libby
  - Remain an Advantage member of the Beehive Library Consortium, spearheaded by the Utah State Library Division, that provides access to the larger collection of nearly 480,000 eBooks, audiobooks, digital magazines, and other digital publications through OverDrive & the Libby patron platform. (There are 150,000 titles available. Duchesne's Advantage collection is 6,500 items/5,800 titles in 2025.)
  - A Memorandum of Understanding is required annually by Utah State Library to pay our portion of the consortium fees. (A high return of investment as most of the circulation by our patrons is on the state collection, which we couldn't provide on our own.)

- Purchase only items that 3 or more Duchesne County resident patrons are on hold for. Titles that are only available as expensive metered access titles (we lose access in 2 years and have to buy it again) will be avoided as much as possible due to their poor return of investment.
- Items that multiple Duchesne County patrons are requesting from the OverDrive Marketplace (through the Deep Search/Notify Me feature) are sent as a purchase request to the USL designee.
- Patrons may utilize content controls to filter search results on a device. It can be locked with a PIN code, but it is only for that device.
- Hoopla
  - Continue to provide access to the digital material collection in Midwest Tapes' Hoopla platform at a limit of 5 patron checkouts per month. Their model is simultaneous circulation. Evaluate costs of Hoopla annually. Licenses are not owned by the library and costs can become unmanageable if use gets too high. We will not purchase their one copy/one user licenses as they are not shared with the state as OverDrive's are. Their offerings are usually different from what OverDrive has. Only available to Duchesne County resident patrons. Circulation averages about $2.50/checkout.
  - There is a children's mode, but it is not lockable.
- Blackstone Unlimited
  - Launched in 2025 and a 3-year contract was signed at $5,500/annually. Service is only available to Duchesne County residents. Costs are based on total physical and digital circulation (roughly $0.40/checkout). Collection is 7,500 adult titles and 1,500 young adult/children titles. Hundreds will be added every 3 months. Costs are cheaper than Hoopla and it is hoped that some demand will be redirected to this collection over the costlier Libby and Hoopla collections.
  - Patrons may checkout as many titles as they would like to their shelf, with no due dates. They can return them to declutter their digital shelf. Only 10 may be downloaded for offline listening at a time so as not to take too much space on a device.
  - Blackstone currently does not have an API connection for Aspen like Libby and Hoopla do so that patrons can see all digital and physical collections in the Aspen patron catalog.
- **Evaluate costs of Hoopla and determine if the checkout limit needs to be reduced to 4/month.**

Patron Computers

- Patron computers will be provided at both branches and connected to patron printer/scanners.
- Each has drive protection and reservation session management software downloaded.
- All computers will be filtered by the county's firewalls according to Utah Code and in compliance with the Child Internet Protection Act.

- Each branch has a specifically designated patron catalog computer to facilitate the independent searching; however, they are located near the circulation desk should the patron need assistance.
- **Evaluate functionality of Duchesne Branch's aging computers and consider replacements if needed.**

2028

Routers, Firewalls, UETN Network

- The libraries provide internet infrastructure for information access with the following speeds on library devices:
  - Duchesne 2023: 93 Mbps download; 83 Mbps upload
  - Roosevelt 2023: 51 Mbps download; 54 Mbps upload
  - Speeds are throttled below 1 GB at each computer so one computer can't pull so much data that it slows all the other patron and staff computers' access down.
- Utah state funding through UETN is covering the cost of our internet service that isn't covered by E-Rate Category 1 (service) discounts.
- **Category 2 E-Rate will be available again for Duchesne County Library (5 years from 2023). Evaluate needs for replacement of internal connections at any library site and begin preparing Universal Service Administrative Company profile in Fall. Prepare RFP for late winter 2029.**

Library Staff Phones/Voicemail, Patron Courtesy Phone, & PA System

- The library utilizes multi-line phone systems to assist patrons over the phone and employs voice mail to follow up with after-hours inquiries. Patron courtesy phones are available in library lobbies.
- **Evaluate aging phones at Roosevelt circ desk. Consider upgrading.**

Ongoing Services, Equipment, & Maintenance

Street LED Sign & Indoor Ad TVs

- Digital ads on the street sign and the in-library TVs help make patrons aware of upcoming library happenings, job opportunities, and services.

Patron Laptops

- Patron laptops are available for in-library use to facilitate technology trainings in meeting rooms, teleconferencing, and other productivity in the library without being limited to the tech lab hardwired computers.
- Roosevelt – 14 laptops & charging cart - 2024. Purchased with 2024 LSTA grant. Another laptop is in use at Duchesne long-term.

Online Catalog

- The catalog is the backbone of library circulation services in-library, online, and across the consortium. It is the primary portal to the library's collections for patrons and the staff. The user interface integrates the library consortium's physical and digital collections in one convenient website for patron-friendly use.

- Continue to maintain the current version of the shared catalog with Uintah County Library.
- Provide staff assistance to patrons as well as written guidance in pamphlets and on the library's tutorial webpage, including a video tutorial of the basic patron circulation functions.

Radio-frequency Identification & Self-circulation Stations

- RFID tagging and self-circulation stations allow patrons the option of checking out privately, reduce patron wait times at circulation, and allow Duchesne and Uintah County Library collections to circulate on the same RFID system without barcode scanning.

Online Room Reservation & Event Calendar Program

- Patrons can reserve the various meeting rooms offered by the libraries online. Library sponsored events can also be viewed on the accompanying calendar.

Community Room Projectors & Sound Systems

- Community room projectors and sound systems enrich public presentations and learning for large groups.
- Continue to provide functioning, ceiling-mounted presentation projectors in both branches' community rooms with the projector's accompanying mounted speakers in the rooms.
- Roosevelt Branch provides various microphones.
- Both branches have a Blu-ray player on site.

Patron Copier/Scanner & Printers

- Patrons need daily access to office machines that print, scan, or copy to facilitate documentation, work, studying, personal enrichment, and more.
- Continue to provide and maintain large color/black & white copiers with multi-page scanning capabilities at both branches.
- Continue to provide smaller color/black & white copiers with multi-page scanning capabilities that connect to the patron computers.
- A wireless printing solution is utilized at both branches to allow patrons to print from their own devices.
- Patrons pay for copies according to the county approved fee schedule.

Fax Machines

- Daily, patrons still have a need to interact with entities that require or offer the option to fax documents.
- Continue to provide fax service at both branches' circulation desk.
- Patrons are charged approved county fee schedule rates; discounting cover pages and toll-free numbers.
- Staff assist patrons with the service and ensure the documents are successfully delivered.

Staff Printers

- Staff printers in color and black/white are needed for regular reports, accounting, training, the creation of patron handouts and materials, marketing, and more.

Patron Headphones

- Patron headphones are available for those who don't have their own devices when using library computers. These devices help reduce disruption to other patrons and preserve patrons' audio privacy.

Meeting Owls & Staff Web Cameras

- Meeting Owls are available to patrons to facilitate teleconferencing in the library's meeting rooms.

Outreach Hotspot & Computers

- Outreach library service at Fruitland, Altamont, and Tabiona brings circulation services much closer to residents who live 20 or more miles away from a physical library.

Launchpad Tablets

- Launchpad tablets are pre-loaded with a variety of educational apps and activities for young learners.
- Duchesne Branch provides 30+ Launchpad tablets from the Findaway company. Roosevelt provides 20+. Circulation history indicates that the Pre-K tablets circulate best.
- Only circulates to non-homeless adults that are not on probation. 2 at a time max.

Circulation Scanners & Receipt Printers

- Barcode scanners are needed for scanning items and cards in a variety of circulation processes. Receipt printers are used to tag holds and provide patrons with lists of checkouts as requested.

Cash Register

- Cash registers manage the financial transactions occurring at the circulation desk and provide an auditable record for the county clerk-auditor.

Shredders

- Shredders allow library staff to dispose of private/confidential staff and patron information.

Book Repair & Disc Cleaning Machines

- Book repair and disc repair machines significantly increase the longevity of the library's collection and saves money on buying many replacement items.

Patron Counters

- Local and regional stakeholders need this important data to evaluate this aspect of library services.

Power Supplies and Backups

- Each branch has a battery backup that serves as a power failure stop gap. Protects the electrical circuits in the server room.

Duchesne ASL Videophone

- This service allows a patron to place a phone or video call through the video phone with an American Sign Language translator as the mediator.

Evaluation

As the technology plan is an appendix of the strategic plan, both are reviewed by the library board and progress is evaluated at the November board meeting. Within the month before that meeting, the library director and branch management review progress on the strategic and technology plan goals at their respective branches. Discussions with each administrator and board member about what goals were accomplished, are in progress, and have not been initiated will be tabulated as part of the annual strategic plan progress table. Factors outside of the library's control that may be affecting the progress of goals will be considered and goals will be modified accordingly. The feedback and suggestions of library staff and administration will help inform the board's decisions to modify the goals. This plan will be updated to reflect those changes. Adequate progress on these goals are an expected piece of the library administration's evaluation. Staff performance goals may also be tied to these efforts, especially if they are assigned to manage and assist with specific technologies in the plan. Library administration should review the plan by early August, as summer reading programs are wrapping up, to verify that the library is on-track to meet goals set for the year, and take focused efforts to move forward with library staff if progress is not yet adequate.