



Dream. Discover. Do.



SHREVE MEMORIAL LIBRARY

Shreve Memorial Library Strategic Technology Plan 2025 - 2028

LI We are HUNGRY
Mm for KNOWLEDGE



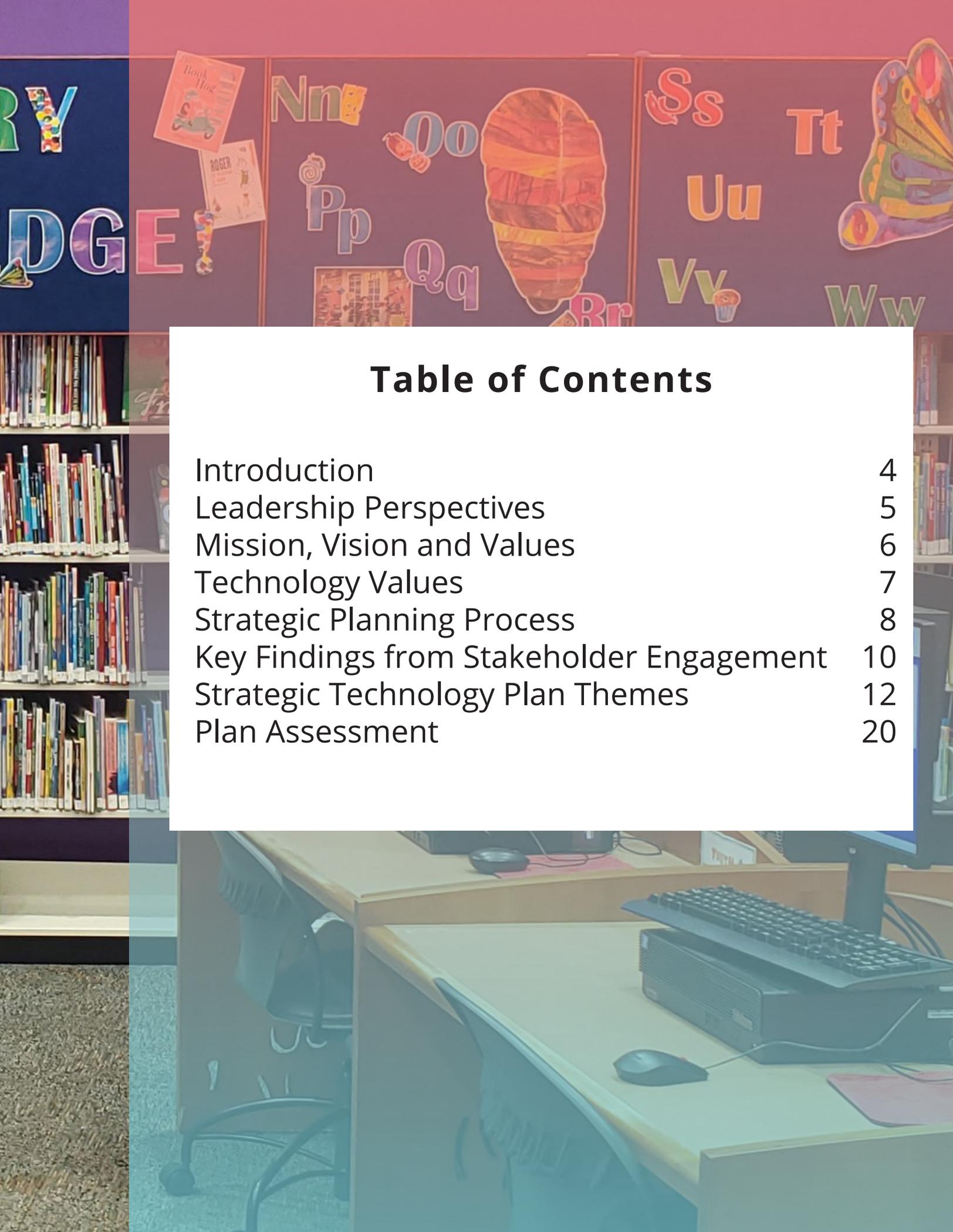


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Introduction

Shreve Memorial Library (SML) is a public entity designed to serve all individuals who live, work, own property, or attend school in Caddo Parish. Maintained by a parish-wide property tax millage, the system supports the informational, educational, and recreational needs of its constituents.

In late 2023, Shreve Memorial Library contracted with Carson Block Consulting to perform a technology assessment of Shreve Memorial Library.

Shreve Memorial Library's IT Department is well-regarded by the general library staff and administration. The IT department has done an excellent job creating infrastructure and services, especially SML's internet connection and hardware replacement schedule.

The goal for the technology planning process was to assess the current state, explore cutting-edge technology experiences for patrons, explore opportunities for technology collaboration among all staff levels, and create a technology plan to guide the implementation of improvements.



Leadership Perspectives

From John Tuggle, former Director:

"The lack of internet access for school-age children to use for homework was one of Mayor Perkins' first concerns when he took office. Since the digital divide has been one of my biggest professional concerns over the last two decades, I jumped at the chance to help the Mayor make a difference for schoolchildren. My research led me to white space Wi-Fi as a way to provide internet access through SML to all children that don't have it. When that idea wasn't feasible, I began researching wide-area Wi-Fi."

(2020)

Technology Statement from SML Strategic Plan:

Library patrons will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

Shreve Memorial Library will:

- Increase digital access to online resources, services and information.
- Provide more opportunities to increase digital skills and digital literacy through programming and outreach.
- Increase access to the Internet through expanded services.
- Educate the community on available resources both online and in-branch at the library.

From Greg Frith, Area Manager of Information Technology:

Throughout my Information Technology career, the consensus is that technology changes faster than most are prepared to accept. As our digital world continues to evolve, so does the need for technology and adaptation to navigate the changing landscape. While the nostalgia for traditional library offerings will always be present, it is our goal to expand our offerings to present ideas, concepts, and technologies that enrich our lives. My focus is to innovate and promote these concepts and principles at the Shreve Memorial Library while providing a safe environment in pursuit of a better world.

Mission

Shreve Memorial Library transforms Caddo Parish lives with resources, services and support to create a better world.

Dream. Discover. Do.
Shreve Memorial Library and You!

Vision

Values

S.E.R.V.I.C.E.

Support: Shreve Memorial Library staff work together to accomplish library goals, and these goals in turn support our community as it fulfills its dreams.

Empowerment: Knowledge is power. Shreve Memorial Library finds, organizes, and makes that knowledge accessible to everyone.

Resources: Beach read for relaxation? Technology to bridge the digital divide? Photocopy of census records from the 1880s? Shreve Memorial Library provides what patrons need when they need it.

Vision: Shreve Memorial Library's programs and materials furnish a clear vision of the future and an unobstructed view of the past.

Innovation: Shreve Memorial Library seeks both to use innovative practices and to encourage the innovative spirit in our patrons.

Customer Satisfaction: The most important measure of Shreve Memorial Library's success is the favorable opinion of our patrons.

Ethics: Shreve Memorial Library strives to be an organization that both embodies the best ethical practices and assists patrons in making sound ethical choices in a complicated world.

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From Shreve Memorial Library Strategic Plan 2024-2028.

Technology Values

The guiding value for the library's technology efforts is stated in SML's Connection priority: *Library patrons will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.*

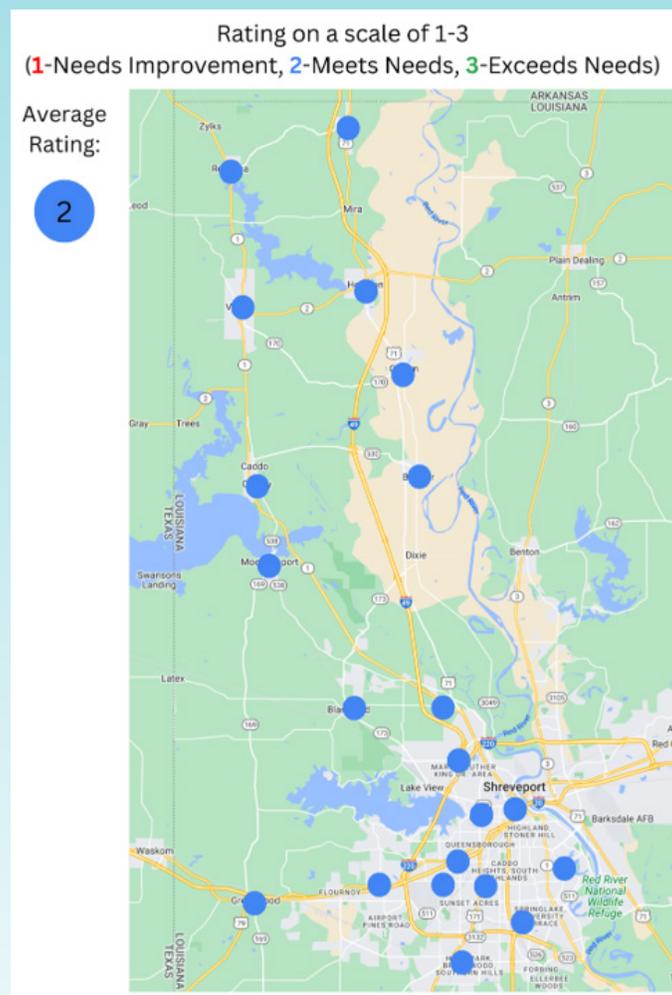
In addition, the library places a high value on being **good stewards of resources dedicated to technology**, including funding, staff hours, and, most of all, **maximizing the impact of all technology investment through patron and staff use, and the impacts of technology-assisted and technology-powered library services.**



Strategic Planning Process

The initial steps in the planning process were focused on assessment activities, including:

- A site visit from the consultant to tour library locations and meet with library staff to learn about the strengths and challenges of the library's technology efforts.
- A survey of SML technology staff to assess the technical conditions for each library location. Overall rankings show that each branch in the system meets current needs



Overall rankings show that each branch in the system “meets needs”.

Examples of the Planning Process

Shreve Memorial Library Staff Visioning
Fall 2024

If you would like to receive a copy of your completed worksheet, please share your email address: librarylandtech@gmail.com

It's 3 years into the future and Shreve Memorial Library is thriving. One day, a patron walks into the library with a new need. Based on possible trends from the survey results, what might that new need be?

What trends are happening now (from the survey results and discussion) that could lead to a new need?

Describe your need:

What challenge is this patron attempting to solve?

Name the new need:

Carson Block Consulting Inc. <http://www.carsonblock.com/>

Example of worksheets from visioning sessions, explained on page 11

Shreve Memorial Library Staff Visioning
Fall 2024

If you would like to receive a copy of your completed worksheet, please share your email address: librarylandtech@gmail.com

Idea		Concerns/Worries	Opportunities
Purpose or Goal		<ul style="list-style-type: none"> Training specialist Staff training and development Specialized staff Specialized facility Specialized equipment Specialized software Specialized services 	
How is this idea tied to current library goal or objective?			
Estimated Startup Cost High Neutral Low ↑ - ↓	Estimated Cost to Maintain High Neutral Low ↑ - ↓	What are indicators of success? Participation, user satisfaction	How would success or failure be measured? User satisfaction, participation, usage
Specialized staffing needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Specialized facility needs? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	What are indicators of failure? No user participation, no participation	

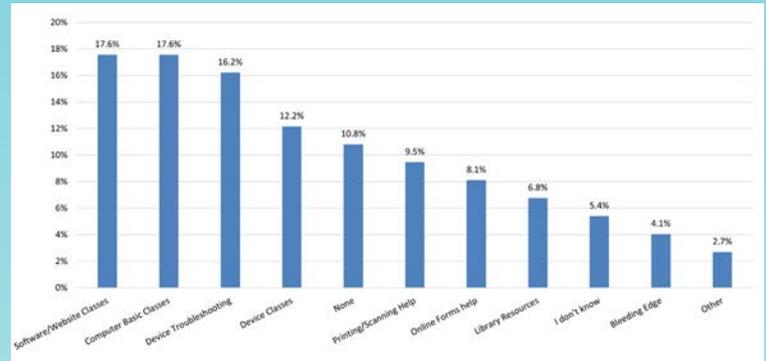
Carson Block Consulting Inc. <http://www.carsonblock.com/>

Example of worksheets from visioning sessions, explained on page 11

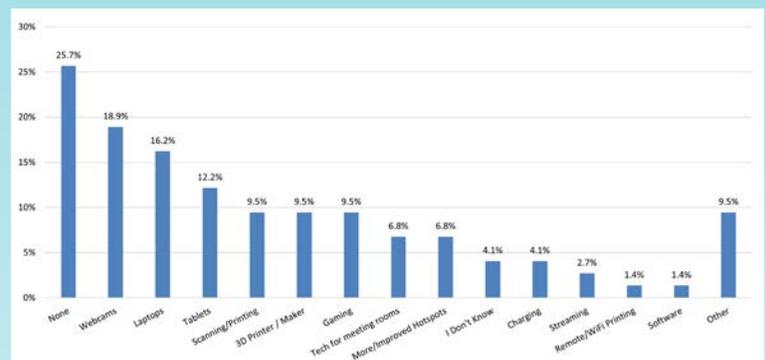
Key Findings from Stakeholder Engagement

From April 30, 2024, to May 13, 2024, the consultant hosted a survey for SML staff to express their thoughts and feelings about technology to help prepare the consultant for staff technology visioning. The topics focused on patron technology needs, staff feelings about technology and staff technology needs. There were ninety-four (94) respondents total to the survey, which is just under 50% of staff at SML.

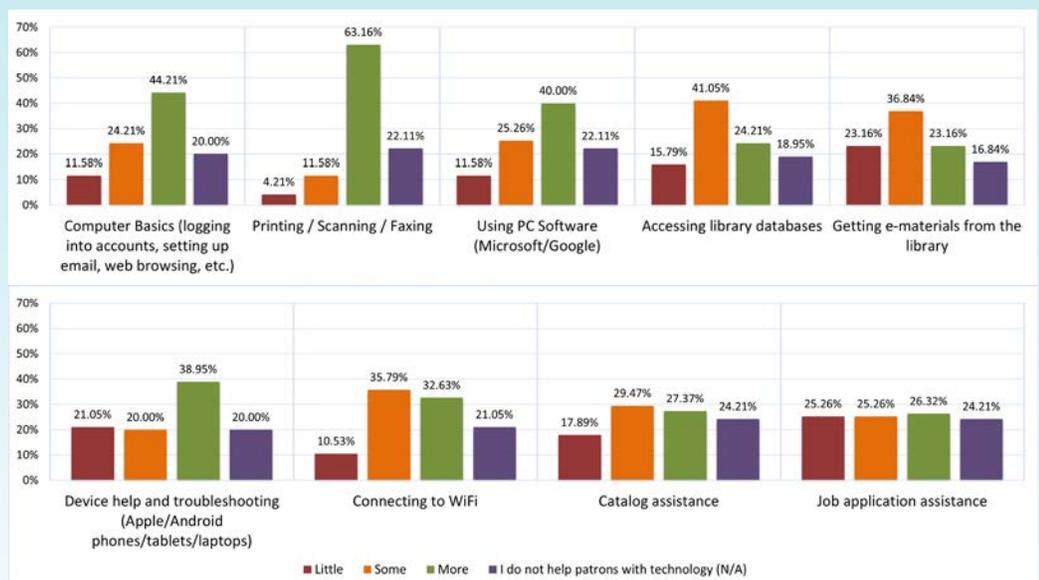
The survey findings underlined the strong technology services provided by all levels of staff at SML. The findings also offered suggestions for improvements to technology for library patrons and staff, including new devices and training opportunities.



Responses to: "What technology-related services are patrons asking for that we don't currently have?"



Responses to "What technology devices are patrons asking for that we don't currently have?"



Responses to "What tech skills do you help patrons with the most?"

Visioning Sessions

In October, 2024, the consultant performed in-person visioning sessions with library staff. These visioning sessions took place October 21-23, and were well attended with over 60 participants across all sessions. The goals for the visioning sessions were:

- Empower staff to feel strong in the technical skills and abilities they already possess by highlighting positive aspects of survey results/group interviews
- Surface ideas already present among staff members and allow space for new ideas to come together during the workshop
- Chart a course for achieving these goals by creating a roadmap that addresses any obstacles and helps staff feel accomplished as they work toward achieving their plan

Shreve Memorial Library
Staff Visioning
 Fall 2024

If you would like to receive a copy of your completed worksheet, please share your email address: _____


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Idea Idea: To create a digital literacy program for seniors.		Concerns/Worries Lack of staff training for digital literacy. Limited budget for program materials.	Opportunities Partner with local community center for space. Offer classes during off-peak hours.
Purpose or Goal To provide digital literacy training for seniors to improve their ability to use technology.			
How is this idea tied to current library goal or objective? Aligns with the library's goal of providing digital literacy training.			
Estimated Startup Cost High Neutral Low ↑ - ↓	Estimated Cost to Maintain High Neutral Low ↑ - ↓	What are indicators of success? Increased number of seniors attending classes.	How would success or failure be measured? -
Specialized staffing needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Specialized facility needs? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	What are indicators of failure? Low attendance at classes.	

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After the site visit and visioning sessions, the findings were synthesized into strategic technology themes and the goals for this plan.

Strategic Technology Plan Themes

The Shreve Memorial Library's strategic planning process revealed several key themes. There is a focus on engaged and creative staff interactions and active outreach and innovation efforts. The library has an excellent foundation in both its physical and staffing structures. However, there is a noted need for attention to A/V systems throughout the library system. Staff expressed a desire for closer connection to patron needs and increased collaboration around technology. They also want more circulating tech, like hotspots and games, and an exploration of "make" spaces. Furthermore, there is a desire for cutting-edge tech-supported library services and a need for ensuring manageability and stewardship of technology, including high availability, high equity, and theft prevention.

The process also revealed challenges addressed in this plan. Library staff voiced a strong desire for more technology learning opportunities (for both staff and patrons), although attendance for patron training programs has been uneven in the past. Second is the demand for more equipment for patron use (for use at the library and at home) but there have been difficulties in the past with retaining equipment after checkout.

Library IT Roadmap

This plan addresses strategic technology needs, and as such is written with firm destinations but with flexibility for the library to achieve its goals. The library has a strong IT Department that provides leadership and meets ongoing needs in an ongoing fashion. The library's tactical IT roadmap includes the following items:

Scheduled IT (and related) Projects

- Assist: Capital Improvement Site Visits/Plans (IT Aspects)
- Assist/integrate: Learning Management System - LMS (HR System)
- Planned infrastructure replacements (e.g., standard replacement schedule items)
- Planned device replacements (e.g., standard replacement schedule items)
- Others as they emerge



Goal 1: Maintain high confidence in the Shreve Memorial IT department.

Throughout stakeholder engagement, it was clear the majority of SML staff view the IT department favorably. Maintaining confidence in IT will be a high priority moving forward.

Action 1.1: Continue to provide high-quality IT support and services to all library staff.

Action 1.2: Regularly assess staff satisfaction with IT services and address any areas for improvement.

Action 1.3: Ensure IT staff have opportunities for professional development to stay current with technology trends.



Goal 2: Improve AV systems in all library locations

There is a strong need to modernize Audio-Visual (AV) systems in all locations at Shreve Memorial Library.

Action 2.1: Implement a tiered approach to AV upgrades, providing portable AV carts for small spaces and more advanced systems for medium and large rooms.

Action 2.2: Ensure AV equipment is user-friendly and easily movable by staff.

Action 2.3: Allocate funding for AV system improvements in the capital budget.



Goal 3: Develop a collaborative technology services model

Staff on the front lines of library service are often the first to see emerging needs, and staff are eager to collaborate and harness creativity and knowledge from all levels to innovate technology services at SML.

Action 3.1: Establish regular collaboration opportunities among libraries/ library staff and IT and library staff to identify emerging technology needs and innovative solutions.

Action 3.2: Leverage staff expertise, such as those with media production skills, to provide training and support to other employees.

Action 3.3: Empower branch staff to provide input on technology solutions tailored to their specific needs.



Goal 4: Enhance staff technology confidence, competence and mastery

During this process, staff expressed their desire for increased learning opportunities in technology-focused skills.

Action 4.1: Expand baseline technology training to ensure all staff meet minimum competency standards.

Action 4.2: Offer ongoing technology learning opportunities, including training on emerging tools and software.

Action 4.3: Provide resources and support to help staff feel comfortable using technology in their daily work.



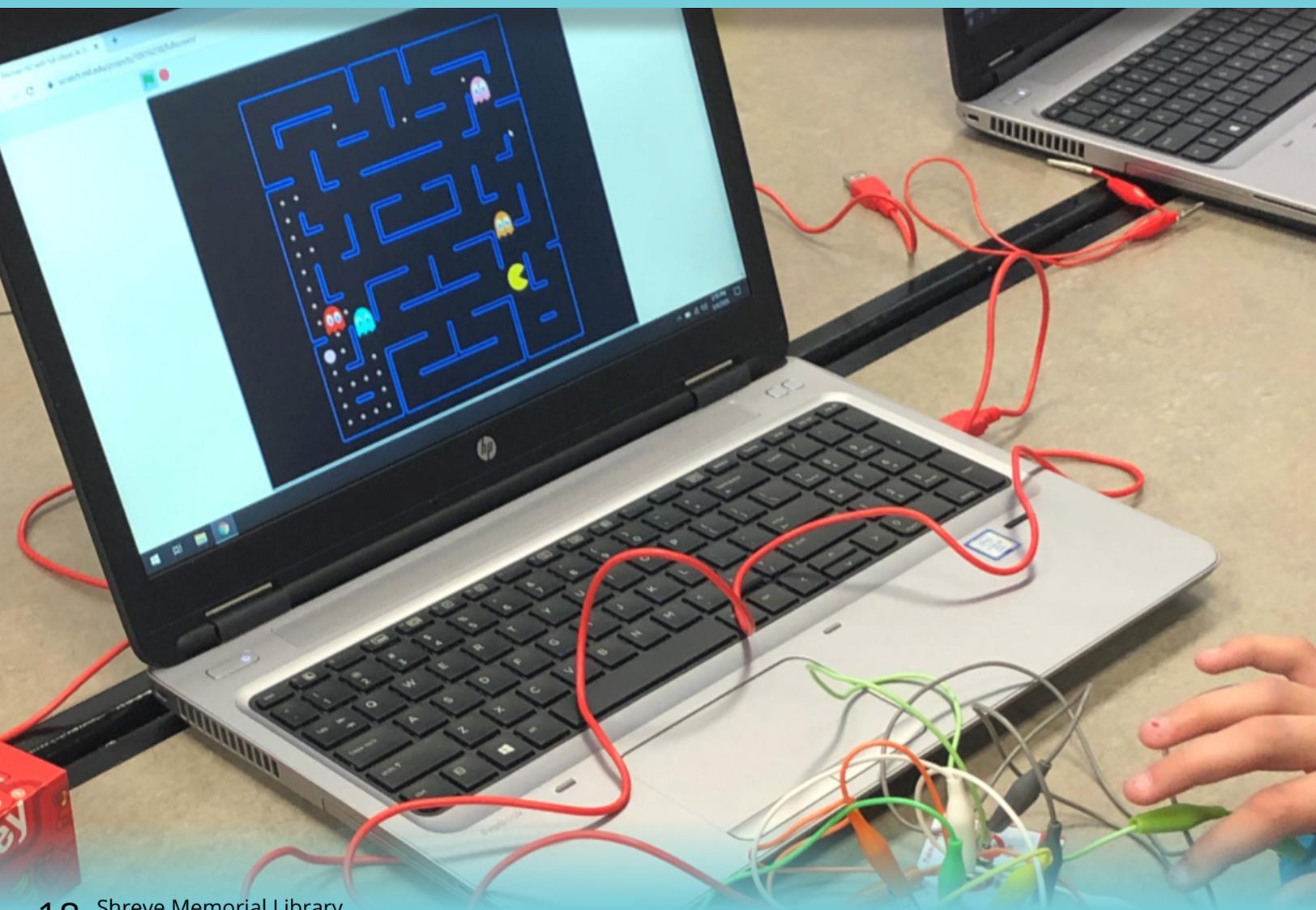
Goal 5: Optimize technology investments through strategic planning

To help maximize the impact of technology investments, SML IT will schedule regular review and strategic planning sessions to explore technology possibilities.

Action 5.1: Establish a regular review cycle to evaluate the functionality and replacement needs of key software systems.

Action 5.2: Develop a technology roadmap that includes both scheduled IT projects and potential future initiatives.

Action 5.3: Explore strategies to address challenges like low class attendance and equipment theft to maximize the impact of technology investments.



Goal 6: Explore modern technologies for everyday efficiency.

Wise use of technology resources is a key competency for IT Management; current efforts are effective, and this is a concept that will remain a focus into the future.

Action 6.1: Migrating to e-Fax technologies

Action 6.2: Upgrade telephony/communication platforms



Plan Assessment

The Shreve Memorial Library's Chief of Administration, Business & Technology and the Area Manager of Information Technology will review progress on this plan annually and assess progress in the following manner:

- Periodic user surveys to garner satisfaction ratings and suggestions from staff
- Annual coordination with the Leadership Team to report and review:
 - Progress on Goals and Actions
 - Discussion of any additions or emerging needs
- Annual communication of progress to all library staff via email or recorded presentation.



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Thank you to everyone who participated and collaborated with us during this process!

Planning Team/Leadership Team Members

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Wayne Lupo, *Superintendent of Facilities and Projects*

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Donald R. Howard, *President*

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Josephine Babers Wade, *Parliamentarian*

Reginald Abrams, *Board Member*

Dottie Howard Bell, *Board Member*

Margaret "Maggie" Martin, *Board Member*

Deborah Yarbrough, *Board Member*

Branch List

Support Services Center	Main Branch
Atkins Branch	Means Branch
Belcher-Wyche Branch	Mooretown Branch
Blanchard Branch	Mooringsport Branch
Broadmoor Branch	North Caddo Branch
Cedar Grove/Line Ave. Branch	North Shreveport Branch
David Raines Branch	Oil City Branch
Gilliam Branch	Rodessa Branch
Hamilton/South Caddo Branch	Walette Branch
Higginbotham-Bryson Branch	West Shreveport Branch
Hollywood/Union Ave. Branch	
Hosston Branch	

Photography

Thank you to Samantha Bonnette, Marketing & Development Manager, for providing us with fantastic photos for this report!

Strategic Plan Consultant





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