Tampa Hillsborough County Public Library Technology Plan Fiscal Year 2025 to 2030

Executive Summary

The Technology Plan for Tampa-Hillsborough County Public Library supports the Library's Vision, Mission, Values, and Strategic Service Priorities.

Our Focus

Library Technology Services responds directly to initiatives laid out in the Library's Strategic plan. It proactively assists staff and customers in achieving their goals by providing access to needed information, increasing productivity, enhancing experiences, and by providing outlets for creativity and exploration. The following areas exemplify the major thrust of these services now and in the future and include general information on what the service is, what its key features are, how it is maintained, and a roadmap for where it's headed in the next five years.

Integrated Library System

An Integrated Library System provides a powerful, modern foundation and extends the value of the library by streamlining staff workflows, reducing systems overhead, and improving customer services. Polaris is the Integrated Library System that we currently use and will continue to use for the next 3 to 5 years. This system supports the strategic priority Technology & Information through access to local historical and literary collections.

Staff Technology

Staff technology is a customized design and configuration of technology systems composed of hardware, software, and applications used to support staff in their daily operations to meet customer service needs and to improve staff productivity.

Public & Circulating Technology

Hardware and software solutions for public access to the internet that accomplishes specific strategic plan goals by customers. Circulating technology is strategically placed based on requests, desire to spread new technology equitably throughout the county, or desire to increase impact of a program by concentrating technology availability.

Programming & Equipment (Learning Experiences - LEX)

Library programming encompasses classes and events that encourage exploration, innovation, and content creation through varied robust technologies. Library staff utilize a variety of technology when teaching classes to the public. Customers also have an opportunity to directly interact with advanced technological equipment via the library's recording studios and Hive Makerspaces.

Electronic and Reference Information (ERI)

Library ERI is a unique contact center operation that manages day-to-day customer inquiries and concerns that are received by text messaging, telephonically or by email. ERI staff communicate with customers via text, email or phone utilizing iPhones, VoIP phones, and HP computers with Microsoft Office 365 for email requests.

Public Web Presence and Staff Intranet

Customer and staff facing dashboards that provide access to the library's electronic resources both onsite and remotely. The Public Web Presence and Staff Intranet supports strategic priority Technology & Information by enabling access to a wide range of virtual resources through our expansive web and social media presence.

Information and Innovation Office Managed Systems

Information and Innovation Office managed systems are designated enterprise Information Technology core infrastructure requirements and systems that allow Library Services to complete their daily job duties and provide customers access to the network.

Conclusion

In conclusion, the Library Technology Guide provides a 5-year outlook over the library key systems, maintenance plan, current and future goals and plans for those systems. Additionally, this plan will be reviewed annually and revised as necessary when things significantly alter. An annual staff technology survey and public technology survey will be completed to assess and gather feedback on current and future technology systems to ensure we have the latest emerging technology and remain complaint with the Library's Strategic Plan. All library technology systems in this plan are contingent upon available funding to support it.