

# Community Technology Roadmap

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## Introduction

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The Community Technology Roadmap is the outcome of the community technology consultation. During that consultation, we received thousands of pieces of feedback and heard hundreds of suggestions for how to proceed. From that input, we identified key directions – which are reflected in the Roadmap’s five main themes:

- Support technology skills development, resilience and confidence
- Enable residents to digitally preserve their memories, tell their stories and express their perspectives
- Introduce and champion new technology
- Connect people and solve problems through technology
- Build on our strengths and increase our capacity

To identify and prioritize areas of focus, staff applied criteria approved by the Library Board (including community interest, compatibility with library priorities, “doability”, cost and other factors). As part of this work, staff completed an exercise to identify both immediate, highly doable priorities for each theme and “10x”, audacious ideas to aim for. All of this information was then incorporated into the proposed Roadmap.

## Structure and Definitions

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The document is structured so each page begins with one of the five major themes. To illustrate each theme, an **aspiration** follows – a few sentences that characterize the desired outcomes. This is followed by a list of **focus areas** – specific topics, projects, technologies and initiatives identified through the Community Technology Consultation process and prioritization exercise.

Each focus area is accompanied by further information related to timeline, doability, and cost:

- **2017 Initiative:** an “x” means it has been identified in the Library’s 2017 plans
- **Existing resources:** an “x” means it can be carried out with existing staff and financial resources
- **Additional resources:** an “x” means it requires additional resources—staff or otherwise—to move forward
- A **\$ scale** indicates the estimated cost for each focus area:

\$	\$0-5000 0-100 staff hours
\$\$	\$5000-20,000 100-250 staff hours
\$\$\$	\$20,000-50,000 250-875 staff hours
\$\$\$\$	>\$50,000 >875 hrs (>0.5 FTE)
?	Unknown
-	no costs

- **Colour coding** indicates the degree of certainty\* for each focus area

In Progress / Planned	
Reasonably certain	
Possible	
Uncertain	

The final page of this document maps ideas and initiatives from the Roadmap on two axes. The vertical axis extends from focus areas that are “on course” – building on current work – to those that are potential “game changers”. The horizontal axis illustrates the approximate timeline for potential focus areas, given cost, effort and dependencies. A legend familiar to downhill skiers (green circle / blue square / black diamond) reflects the relative “doability” of each area

## Next Steps

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**Many important, compelling, and potentially transformative initiatives** are not identified as 2017 initiatives, or are described as “uncertain”. This does not mean that they are not on our radar, but rather that they are in the pre-planning/research stage and not yet at the project planning/implementation stage. In many cases, **resources will be required to develop these ideas**. Focus areas of greater uncertainty may be of interest to develop in partnership.

**The Roadmap is intended to be a living document** to be updated annually. Because technology is changing so quickly, and because many initiatives are dependent on additional resources, the document only identifies specific initiatives for 2017. And because 2017 is the first year of the Roadmap, and a learning year, we expect to be able to add greater detail on timelines for 2018 and beyond.

The annual review process will ensure that we continue to evaluate and develop ambitious as well as foundational initiatives. It will also provide an opportunity for new ideas, aligned with our five themes, to be proposed and considered.

## Theme 1: Support technology skill development, resilience and confidence

### Aspiration:

Community members will have access to a spectrum of technology learning opportunities and content. Staff support and technology tools will make it possible for them to plan, track and document their progress on learning goals. Curriculum, focused on building resilience, will be levelled where appropriate and will encompass basic skills through to coding, computational thinking and content development; partners and community mentors will provide expertise in areas beyond our scope, and potentially award credentials. Group learning will be progressive and inspired, offered on a variety of schedules and frequently enough to meet demand. Informal learning opportunities and resources for self-directed learning will scaffold and augment group learning and provide opportunities for motivated learners to explore on their own or with like-minded neighbours. A new technology learning space will be flexible, spacious and well-equipped to support an array of learning activities and technologies.

FOCUS AREA	2017 INITIATIVE	EXISTING RESOURCES	ADDITIONAL RESOURCES	RESOURCES – STAFF	RESOURCES – OTHER	RISKS & DEPENDENCIES
<b>New technology learning lab</b>	X		X	-	\$\$\$\$	<ul style="list-style-type: none"> <li>- Funding for new technology learning lab</li> <li>- Infrastructure capacity for new applications</li> <li>- Policy framework for partnerships and volunteers</li> <li>- Funding for staff and other resources</li> </ul>
<b>Revised curriculum, incorporating levels</b>	X	X		-	-	
<b>Expanded all ages programming on coding, computational thinking</b>	X	X		\$	\$	
<b>More resources for self-directed learning</b>	X	X	X	-	\$ / \$\$	
Digital badging	X	X	X	-	\$ / \$\$	
Hosting MOOCs	X	X		\$	-	
Hosting meetups		X		\$	-	
More frequent classes			X	\$\$/\$\$\$	-	
More content areas (e.g. publishing, web development)			X	\$\$/\$\$\$	\$	
Personalized learning platform			X	?	?	
Content delivery through partners			X	\$	?	
Content delivery through mentors			X	\$	?	
Classes in other languages			X	\$\$	\$	
Credentiailling/accreditation			X	\$	?	
One-to-one learning support			X	\$\$/\$\$\$	n/a	

## Theme 2: Enable residents to digitally preserve their memories, tell their stories and express their perspectives

### Aspiration:

*The Library will offer dedicated facilities for preserving, creating, sharing and publishing content, supported by skilled staff and instruction. Space, equipment and software will support digitization and digital conversion, audio and video production and editing, blogging and web development, and potentially digital arts and music. The Library will be a repository for community stories, preserving local history and encouraging collaboration, as well as a platform for sharing or even distributing the creative work of residents.*

FOCUS AREA	2017 INITIATIVE	EXISTING RESOURCES	ADDITIONAL RESOURCES	RESOURCES – STAFF	RESOURCES – OTHER	RISKS & DEPENDENCIES
<b>Digitization– 2D, audiovisual</b>	<b>X (2D)</b>	<b>X (2D)</b>	<b>X</b>	<b>\$</b>	<b>\$</b>	<ul style="list-style-type: none"> <li>- Staffing capacity to support access, use</li> <li>- Space and equipment for digital content creation</li> <li>- Infrastructure capacity for new applications</li> <li>- Staff technical skills</li> </ul>
Dedicated digital content creation space, equipment	X (plan)		X	-	\$\$\$\$	
Digital conversion			X	\$	\$	
Audio/video production and editing		X	X	\$\$/\$\$\$	\$\$/\$\$\$	
Content hosting			X	-	?	
Display or celebration of community stories		X		\$	?	
Community history project(s)		X	X	\$	?	
Content distribution			X	?	?	
Digital arts and music			X	?	?	

### Theme 3: Introduce and champion new technology

**Aspiration:**

*The Library will be a place where community members expect to encounter, engage and experiment with emerging technology. Community members will look to the library to signal and ease change so they can readily adapt to changing technology. We will inspire people to put technology to use and help them see where and how technology can improve their lives and solve their problems.*

FOCUS AREA	2017 INITIATIVE	EXISTING RESOURCES	ADDITIONAL RESOURCES	RESOURCES – STAFF	RESOURCES –OTHER	RISKS & DEPENDENCIES
<b>Expand and improve profile for Tech Talks</b>	<b>X</b>	<b>X</b>		\$	-	- New technology learning lab to host activities - Availability and cost of suitable candidates for residencies, mentor/expert programs - Funding for equipment and programming - Ability to access skills/capacity through partners or develop in staff
<b>Expand technology lending</b>	<b>X (kits)</b>	<b>X</b>		\$	\$	
<b>Maker in Residence</b>	<b>X</b>		<b>X</b>	\$	\$\$	
Technology Fair			X	\$\$	-	
Community mentors/experts		X		\$	\$	
3D printing – programming			X	-	\$\$	
Loan MakerSpace passes			X	-	\$	
3D printing – equipment			X	\$\$/\$\$\$	\$\$/\$\$\$	
Partner with local tech industry on projects, events		X		\$	?	
Digital artist or data scientist in residence		X		\$	?	
Library MakerSpace			X	\$\$\$	\$\$\$\$	

## Theme 4: Connect people and solve problems through technology

### Aspiration:

*Technology spaces and programs at the library will promote intergenerational and intercultural collaboration, connecting people through opportunities to learn together and work on technology projects to benefit the community. Working in partnership and networks with other technology-focused organizations, the Library will also promote innovation in our community.*

FOCUS AREA	2017 INITIATIVE	EXISTING RESOURCES	ADDITIONAL RESOURCES	RESOURCES – STAFF	RESOURCES – OTHER	RISKS & DEPENDENCIES
<b>Community coding program/club</b>	X	X		\$	-	- Staff capacity to develop programs - Ability to attract, collaborate with community partners - Availability and cost of suitable candidates for residencies - Funding
<b>Relationships with local tech organizations</b>	X	X		\$	-	
<b>Innovator in residence</b>	X		X	\$	\$\$	
Design challenges		X		\$	?	
Hackfest		X		\$	?	
West Vancouver app development			X	?	?	
Community technology council		X		\$	-	
Test bed for new technology			X	?	?	
Community X-Prize			X	?	?	
Community eco lab			X	?	\$\$\$\$	

## Theme 5: Build on our strengths and increase our capacity

### Aspiration:

*The Library will have strong fundamentals and the technical capacity to proactively, creatively and effectively embrace, implement and support new technologies. Building on our strengths, we will offer digital library services and content that meet or exceed the expectations of our community, with a focus on “push” and personalizing the library experience. We will have the necessary staffing and contractors to fully support public technology and instruction on the front-end, and to manage and develop applications on the back-end. Internal programs for staff development will promote innovation, experimentation and agile development.*

FOCUS AREA	2017 INITIATIVE	EXISTING RESOURCES	ADDITIONAL RESOURCES	RESOURCES – STAFF	RESOURCES – OTHER	RISKS & DEPENDENCIES
Establish Technology Roadmap Implementation Team (staff)	X	X		\$	-	<ul style="list-style-type: none"> <li>- New technology learning lab for drop-in activities</li> <li>- Policy framework for volunteers</li> <li>- Availability/qualifications of volunteers</li> <li>- Infrastructure capacity for new applications</li> <li>- Customization capacity in existing applications</li> <li>- Availability/suitability of digital content</li> <li>- Availability/suitability of applications</li> <li>- Staff capacity</li> <li>- District IT support</li> <li>- Funding</li> </ul>
Pilot “innovation grants” for staff-initiated projects	X	X		\$	\$	
Expand volunteer programs	X	X		\$	-	
Increase digital content	X	X	X	\$	\$\$/\$\$\$	
Service journey mapping to improve website (UX)	X	X		\$	-	
Push (personalization, data mining)	X (research)	X	X	\$/?	?	
Multilingual digital content			X	-	\$/\$\$	
Drop-in public technology assistance		X	X	\$\$\$	-	
Single sign on		X		-	\$	
Library chatbot			X	?	?	
Municipal fibre			X	?	\$\$\$\$	
Virtual reality, augmented reality applications			X	?	?	
Remote/home tech support service		X	X	?	-	
Artificial intelligence applications			X	?	?	
Community Wi-Fi			X	-	\$\$\$\$	

# At a Glance

● Easy   
 ■ More Difficult   
 ◆ Difficult

