

**The Urbana Free Library  
Technology Plan**

**FY2008 – FY2010**

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## **A. Introduction**

This Technology Plan is the fourth three-year plan prepared by Board of Trustees and staff of The Urbana Free Library. The plan covers FY 2008 through FY2010, the period from July 2007 through June 2010.

## **B. Library Mission Statement**

The mission of The Urbana Free Library is:

- to select, acquire, organize, and promote the use of a wide range of books and other communications media in order to meet the informational, educational, and recreational needs of the citizens within its taxing jurisdiction.
- to provide the physical space necessary for citizens to consult library materials in comfort and to meet with one another as part of the Urbana community.
- to provide unusually friendly and personal service to all library users.

*(Urbana Free Library Long-Range Plan, 2006-2011)*

### **C. Technology Vision Statement**

In keeping with this mission, The Urbana Free Library is committed to the use of technology to improve the quality, scope, and efficiency of library services. The library continually reviews and adopts new technology to enhance the library experience of its users, to help library users achieve their goals, to improve access to information, and to improve employees' ability to perform their duties.

### **D. History**

The Urbana Free Library was an early adopter of community connectivity, offering in 1984 the first off-campus public access terminal to the University of Illinois LCS online catalog, in 1994 the first public access terminal to Champaign County's CCNet, and in 1994 public Internet access through Prairienet.

The library has been a participant in the Lincoln Trail Libraries System automation system and online public access catalog from its inception in 1981 with CLSI. The system migrated to Dynix in 1993, installed a major Dynix upgrade in 1998, and migrated to the company's Horizon product in 2004.

The library has experienced the explosion in public use of computers, the Internet, and online resources, from the early days with just a few public Internet computers and a few electronic resources available on CD-ROM to its present day with nearly seventy public computers providing service in all departments and over fifty databases available in-house and remotely.

The library's Local History Online database went online in 2004, greatly expanding the library's provision of its unique resources to any individual with internet access. As of October 2008, the overall size of Local History Online was 613,221 documents and 3,563,230 indexing attributes. Champaign County Historical Archives staff and volunteers continue to add to the index, averaging more than 2,000 new items and 10,000 new index entries each month.

Following the building expansion of 2002 – 2005, the library improved its building technology, including a sophisticated programmable HVAC system, a more efficient PRI phone system, and security cameras and doors.

In 2006 – 2008 the library began to focus on telecommunications and infrastructure upgrades, including bandwidth adequacy, network structure and equipment, wireless hotspot service, and efficient and consistent configuration of public computers through ghosting and volume licensing.

## **E. Timeline of Routine Responsibilities**

Board tech committee:

- Review and revise Tech Plan. Forward tech budget needs to finance committee. (January)
- Review tech needs of LINC automation system and create list of desired features. (July)

Staff tech committee: (each July, November, and March unless specified):

- Review unmet technology needs of staff and library users.
- Review software / hardware configurations of all public computers, including review needs of students and needs for applications to employment or government programs.
- Review equipment requests for public checkout, in-house public use, and programming.
- Review tech needs in light of developments at partnering agencies.
- Review Tech Plan progress and emerging technologies.
- Review computer / Internet handouts for the public.
- Create list of desired features for LINC automation system. (July)
- Review the Public Computer and Internet Access Policy. (July)

IT manager:

- Inventory of network equipment. (January)
- Inventory of end-user equipment. (January, July)
- Bandwidth report. (July, November, January, March)
- Implement changes to public computers. (July, November, March)

## **F. Community and Staff Needs**

**Goal:** The library will meet the technology needs of its community and staff and will routinely solicit feedback to this end.

### **Objectives:**

- O1 The library will complete a community-wide survey of its users by December 2008 and will integrate public feedback into the Technology Plan. FY2009.
- O2 The library will create a public technology feedback form and a technology wish list on the web. FY2010.
- O3 The library will request technology feedback when it conducts non-user focus groups. FY2010.
- O4 Staff will forward unmet technology needs of both staff and library users to the staff technology committee, which will meet to review requests in July, November, and March. Ongoing.
- O5 The library will conduct an annual survey of staff technology needs. The first such survey will be created by fall 2009.
- O6 The staff technology committee will annually review the library's technology planning in light of developments at partnering agencies such as Lincoln Trail Libraries System, Champaign Public Library, and the Illinois State Library (July); Parkland College and various units at the University of Illinois including the Library, Graduate School of Library and Information Science, CITES, Illinois Harvest, etc. (November); and the City of Urbana and Urbana School District (March). Ongoing.

**G. Infrastructure (backend)**

**Goal:** The library will maintain a robust, reliable network infrastructure with sufficient throughput to stay ahead of demand for library services.

**Objectives:**

- O1 The library will replace the network router and switches and will improve the connection between the auxiliary closet and the server room. FY2008.
- O2 The library will address building security options, including CCTV monitoring, after-hours intrusion alarms, panic buttons at service points, and prox-card security doors. FY2008.
- O3 The library will install ghosting software and volume licensing for public computers. FY2009.
- O4 The library will improve bandwidth by moving from T1 to fiber for its connection to the City and to ICN. FY2009.
- O5 The library will solicit monthly reports from its wireless provider on the average number of daily users and percent of users who reach the library's contracted hotspot ceiling. The library will maintain a wireless capacity that meets the needs of 90% of its users. Ongoing.
- O6 The IT manager will track monthly the average and peak bandwidth use for each telecommunication method (T1, microwave, wireless, fiber) and will submit a written summary report at staff technology committee meetings each July, November, and March and at the Board technology committee meeting each January.
- O7 The IT manager will provide an inventory of network equipment for annual review by the Board technology committee each January. Ongoing.
- O8 The staff and Board will create a replacement cycle for network equipment. FY2009.
- O9 The library will investigate and recommend a new Local History Online platform. FY2009.
- O10 The staff and Board will assess the server room environment, including HVAC monitoring, temperature and humidity fluctuations, and uninterrupted power supply. FY2009.
- O11 The staff and Board will review server hosting options and potential economies of scale available by partnering with the City of Urbana or other agencies. FY2010.

## **H. Equipment (end user)**

**Goal:** The library will provide easy-to-use hardware and software to meet the needs of library users and staff.

### **Objectives:**

- O1 The library will acquire gaming equipment for programming. FY2008.
- O2 The library will provide public scanners in all departments. FY2009.
- O3 The library will install CD/DVD drives and upgrade memory to at least 1.25Gb on all public computers. FY2009.
- O4 All public computers in a given area will have identical software configuration. The staff technology committee will review the software configuration for possible changes within each department each July, November, and March. Ongoing.
- O5 The IT manager will maintain a library-wide inventory of end-user computers, including equipment age/warranty, model, processor, RAM, HD, and location within the library for all public and staff computers. The IT manager will submit this inventory to the Board technology committee for planning each January and to the administrative staff for State reports each July. Ongoing.
- O6 The staff and Board will create a replacement cycle for each type of equipment. FY2009.
- O7 The staff technology committee will review equipment requests for public checkout, for in-house public use, or for programming each July, November, and March. Ongoing.
- O8 The library will investigate options for the public to create Urbana Public Television programming onsite. FY2010.

## **I. LTLS Shared Automation System**

**Goal:** The library will participate in a shared automation system and will advocate for enhanced features to improve staff efficiency and service to library users.

### **Objectives:**

- O1 The library director will remain informed about LTLS automation developments, will attend LINC Policy Council meetings, and will seek Urbana staff appointment to critical committees. Ongoing.
- O2 In order to maintain a presence on the LTLS Board, the library will nominate one of its own Board members whenever an LTLS vacancy is available and Urbana is not represented. Ongoing.
- O3 The library will develop a plan for accumulating future migration costs. FY2010.
- O4 The staff and Board will review the technology needs of the shared automation system each July. The staff and Board will create a list of desired features and will communicate that list as an addendum to the LTLS Annual Profile Summary submitted each October. Ongoing.
- O5 The IT manager will improve screen icons for the OPACs. FY2009.
- O6 The IT manager will provide access on the OPACs to selected databases. FY2009.

## **J. Public Services**

**Goal:** The library staff will help library users take advantage of technology to meet their informational, educational, and recreational goals.

### **Objectives:**

- O1 Each July the staff technology committee will review the Public Computer and Internet Access Policy. Ongoing.
- O2 The staff and Board will review the public fees for printing and copying. FY2008.
- O3 Staff will compile information about technology classes available in the community in order to provide the public with information on available resources, to develop needed resources at The Urbana Free Library, and to partner with other agencies as appropriate. FY2010.
- O4 The library will provide software to support adult learners and students at Urbana Adult Education and Parkland Community College, and distance education participants of Illinois colleges. The staff technology committee will review such needs each July, November, and March. Ongoing.
- O5 The library will provide software to facilitate access to online applications for employment and government programs. The staff technology committee will review such needs each July, November, and March. Ongoing.
- O6 The library will implement credit card payment in-house and online. FY2009.
- O7 Staff will explore opportunities to provide mobile, off-site technology instruction in order to provide convenience to library users and to broaden the library's technology reach to the non-user community. FY2010.
- O8 Staff will identify the technology interests of teen library users. FY2010.
- O9 Staff will review library handouts on basic computer/Internet activities to update, to add topics, or to create lists of additional resources. The staff technology committee will review such needs each July, November, and March. Ongoing.
- O10 Staff will investigate the development of basic courses for social networking, computer literacy, and information literacy. FY2010.
- O11 Staff will explore options for technology volunteers for the lab. FY2009.
- O12 Staff will investigate printing capabilities for our wireless users. FY2009.

## **K. Public Communication**

**Goal:** The library will provide its public with information about the library and its services through engaging and varied points of access including web, phone, and public access media.

### **Objectives:**

- O1 The library will make accessible the email addresses of all public service units and their directors. FY2008.
- O2 Staff will create a library Facebook page. FY2008.
- O3 Staff will implement an event calendar on the website, and provide RSS / email reminders for events. FY2009.
- O4 The library will move the monthly newsletter away from the event focus and toward the highlighting of services. FY2009.
- O5 The library will provide an electronic newsletter and will promote the ability to subscribe to it. FY2010.
- O6 The library will provide access on its website to Board agendas and minutes, monthly statistics, budgets, policies, and other public information. FY2009.
- O7 The library will hire a consultant for website redevelopment; the staff and Board will develop a desired scope of work. FY2009.
- O8 Staff will review the adequacy of the library phone system. During open hours, the public should receive no pre-recorded menus and no busy signals. FY2010.
- O9 Staff will investigate the feasibility of library programming for public access television. FY2010.

## **L. Training and Competency**

**Goal:** The library will enable its staff to grow professionally and to acquire technology skill sets which help them better serve library users.

### **Objectives:**

- O1 Staff in each department will create a list of departmental technology competencies. FY2009.
- O2 Each staff member will assess (with a supervisor) his/her own proficiencies in relation to the departmental tech competencies. FY2009.
- O3 In annual employee evaluations, supervisors will create individualized technology training goals for staff with more marked deficiencies. FY2009 / Ongoing.
- O4 Administrative staff will review library-wide technology training needs and will set priorities for meeting those needs. FY2009 / Ongoing.
- O5 The library will identify particular technology knowledge and expertise available in-house. To optimize staff recognition and professional growth, the library will utilize staff to teach co-workers whenever possible. FY2009 / Ongoing.
- O6 The library will establish a plan for the routine provision of identified library-wide or department-wide technology training. FY2010.

## **M. Budget**

**Goal:** The library will commit sufficient budget to acquire and maintain hardware, software, and professional development necessary for improved technology services to library users.

### **Objectives:**

- O1 The library will maintain an IT staff of at least 1.0 FTE. FY2008.
- O2 The library will provide at least 10 hours/week of staff dedicated to the website. FY2009.
- O3 The Board will authorize additional funds to hire a consultant for the library's website redevelopment. FY2009.
- O4 The library will reassess the FTE and competencies, and resulting wages, needed for web maintenance staff after the website redevelopment. FY2010.
- O5 The library will augment the budget to increase staff time allocated to service on the staff technology committee. FY2010.
- O6 The library will augment the budget to support staff training to meet technology competencies, including time for staff attendance and time for in-house staff to develop staff training curriculum. FY2010.
- O7 Staff will compare the annual allocation for equipment purchase to the lifecycle pattern of hardware and software upgrades. Staff will report on the assessed technology budget adequacy as part of FY2010 budget process. FY2009.
- O8 The staff and Board will create an equipment replacement fund for long-term, large expenses which cannot be met by the annual budget allocation. FY2010.
- O9 Staff will review e-rate cost-benefit early in FY2009, in time to apply during the December/January window if desired. FY2009.
- O10 The library will apply for the *Gates Opportunity Online Hardware Grant* and seek the required matching funds. FY2009-FY2011.

## **N. Evaluation**

**Goal:** The library will regularly evaluate its technology goals and objectives in order to monitor progress and to respond to new developments.

### **Objectives:**

- O1 The library will create a staff technology committee with representatives from every department. FY2009.
- O2 The staff technology committee will meet each July, November, and March to review the Technology Plan for progress and to evaluate emerging technologies. Ongoing.
- O3 The Board technology committee will meet each January to review and revise the Technology Plan. The committee will add notes to the plan to document outcomes, including completed objectives and objectives which are no longer desired. The documented plan will be saved. A newly revised and renamed plan with updated objectives will be forwarded to the Board for approval. Ongoing.
- O4 Each January the Board technology committee will formulate technology planning recommendations for the budget and will forward those recommendations to the Board finance committee. Ongoing.

Adopted: December 09, 2008