

The Urbana Free Library Technology Plan

January 2020 – January 2021

A. Library Mission Statement

We encourage learning and enrich lives by providing access to diverse resources and programs.

B. Technology Vision Statement

The Urbana Free Library is committed to the use of technology to improve the quality, scope, and efficiency of Library services. The Library will continually review and adopt new technology to improve the Library experience of its users, increase access to information, and enhance employees' ability to perform their duties.

C. Timeline of Routine Responsibilities

Tech Committee:

An appointed group of staff members, one from each area, who represent the viewpoints and ideas of all Library employees.

- Review unmet technology needs of staff and Library users.
- Review software / hardware configurations of all public computers.
- Review equipment requests for public checkout, in-house public use, and programming.
- Review technology needs in light of developments at partnering agencies.
- Review Technology Plan progress and emerging technologies.
- Review and revise Technology Plan to forward to Administration and Board. (December).

Library Board:

- Review the Technology Plan. (January)

D. Budget

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

Each January the Technology Committee will formulate technology recommendations and will forward them to administration for consideration.

E. Future Projects Being Explored

(NEW) The following pages highlight starting points and exciting ideas for technology advancements under each of the strategic pillars over the next year. Decisions about whether to or how to execute them will be informed by and shaped by the strategic plan and departmental activity plans.



We cultivate equity, mutual respect, and belonging by learning about and responding to our community.

WE WELCOME ALL.

Activity 1: Continue our digital signage expansion.

- The two digital signs are very popular and there are several other highly visible areas in the building that make sense for a digital sign. For example, the Champaign County Historical Archives could use a sign to inform patrons about upcoming events in the Archives and to use for presentations.

Possible Activity 2: Refresh technology in the Circulation/Checkout area.

- We are looking into replacement of our aging self-check kiosks and Circulation equipment.



We connect people with tools and resources for learning and leading fruitful lives.

WE SPARK CURIOSITY.

Activity 1: Roll out a new website.

- We do plan to migrate the TUFL website to a new platform. How to revamp the look, content, functionality, and structure will be an ongoing and exciting collaboration with other departments.

Possible Activity 2: Install assistive technology to help staff with real-time translation.

- We will explore technology that will be able to translate speech in real time on screen so that staff can better help patrons who do not speak English as their first language.

Possible Activity 3: Improve online catalog computer functionality and visibility.

- We will explore options to more strategically place updated online catalog computers to enrich patron experience at the Library.

Possible Activity 4: Facilitate remote library card registration.

- We will investigate doing remote library card registration at outreach events and will explore new portable technology that could be used for remote checkout.



We help our community thrive by creating connections and working with partners.

WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.

Possible Activity 1: Install collaborative technology in the 2nd-floor study rooms.

- We would like to investigate ways patrons and staff can hook up their laptops and collaborate in these spaces.



We are mindful of the wide array of resources needed to serve evolving community needs and are transparent with our operations.

WE ARE A STRONG ORGANIZATION.

Activity 1: Revise cybersecurity plan and provide staff training.

- We plan to formalize and expand our cybersecurity plan and be more proactive about training staff to identify threats.

Activity 2: Support future activity plans.

- In addition, IT will evaluate all activity plans once they are developed to see how we can support new and expanded department and Library initiatives. This evaluation would result in a robust and thorough Technology Plan for 2021.

Possible Activity 3: Allow self-checkout of tablets for patrons.

- New technology exists that can make tablets unusable if they leave the building, wipe themselves clean when they are returned, and allow configurations for adults or children. We will investigate the feasibility of using this technology in our setting.