



The Urbana Free Library Technology Plan

January 2021 – January 2022

Acknowledgements

The following *Technology Plan* has been aligned to The Urbana Free Library *Strategic Plan* adopted as of December 2019.

Many individuals participated in and contributed directly to the development of this *Technology Plan* document.

Stakeholders participated in group Tech Committee meetings and led departmental discussions to gather information for this year's *Technology Plan*.

Key contributors include:

Rebecca Brown – Office Manager

Derek Henderson –Shelver/Barista

Jordan Kahle – Adult & Youth Services Librarian

Drew Kenton – Information Technology Manager

Ann Panthen – Archives Assistant/Information Assistant

Jacob Roden – Circulation Clerk/Information Assistant

Amanda Standerfer – Director of Development & Promotion

Matthew Wetherbee – Acquisitions Clerk/Acquisitions Cataloging Clerk

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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 (TUFL) 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 tech competencies for all staff and for individual departments.

- 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 the Library Board in December.
- Post the Board-approved Technology Plan in 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 and staff.

E. Progress on the 2020-2021 Technology Plan

Adapting to the COVID-19 Pandemic – EMBRACE, ENRICH, EMPOWER, ENHANCE – In response to the COVID-19 pandemic, many of the Library’s technology needs rapidly evolved to meet the needs of our staff and community. TUFL staff across all departments engaged with technology in new ways, and we are so proud of them. TUFL went from no staff working from home to all staff working from home in a matter of days. A bulk laptop purchase was made to increase productivity of our staff working from home and many new software platforms were deployed to help us meet the changing needs of this new environment. IT staff purchased, received, loaded software, and deployed devices all during the stay-at-home order. Staff across all departments began using Microsoft Teams and Zoom for the first time or in new ways and began submitting timesheets electronically. Staff learned to navigate multiple platforms in order to participate in the many online professional development opportunities.

With new technology, TUFL pivoted during the stay-at-home order from offering no programs at all to providing a variety of virtual programs to our patrons. Virtual programming continued after TUFL opened. Also, the Champaign County Historical Archives worked with Library staff across departments to transcribe and digitize over 50 oral histories by utilizing Microsoft Teams, the Library's digital repository, and VPN capabilities. Staff also used oral history transcription software and cassette to MP3 technology to convert oral histories to new, accessible media formats. Patrons benefited by having access to archival materials in new ways.

IT helped implement temperature-sensing devices to help Circulation monitor the temperature of the Zappbug room for heat-treating returns. IT and Circulation also collaborated on setup and implementation of new software and procedures for our new Curbside Pickup service. When the Hold Shelf was moved to a self-service model, the patron hold slip printing process was reconfigured to provide patron privacy.

Many other changes were made throughout the Library to promote the safety and wellness of our patrons and staff, including moving PCs for social distancing, adding touchscreens on print release stations and self-checkout machines, and installing new software for socially distant tech support in the computer lab.

Circulation Hardware Refresh – EMBRACE - Our Circulation PCs were 12 years old and in desperate need of replacing. All Circulation PCs and peripherals have been replaced.

Self-Checkout Systems – EMBRACE & ENHANCE - We replaced our aging self-check kiosks with new software that allowed us to use our own hardware for the kiosks, which allows us to fix our own equipment without a service call to the vendor.

Remote Library Card Registration – ENRICH - We investigated ways to facilitate remote library card registration. We have also discussed using our new USB RFID pads for remote checkout.

Online Catalog Hardware Refresh and Visibility – ENRICH - Our online catalog PCs were 12 years old and in need of replacement. Some of the new catalog PCs are wireless, which has allowed us to place them in more prominent locations. Signage has also been improved for visibility.

Revise Cybersecurity Plan and Staff Training – ENHANCE - Our Cybersecurity Plan has been revised and we have provided staff and the Library Board training on password integrity, data security, phishing attacks, and social engineering.

Development of New TUFL Website – ENRICH - IT assisted Development & Promotion with the development of the new website. We are working with the vendor to build a new homepage and determine our file storage needs.

F. Future Projects Being Explored

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 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: Increase accessibility at public workstations.

- Install mouse alternative for patrons with dexterity and mobility impairments.
- Install an ergonomic mouse and keyboard in at least one public workspace.

Activity 2: Develop additional digital program promotion areas.

- Investigate locations for digital signage on the 2nd floor.

Activity 3: Develop and launch additional circulating technology collections that expand community access to technology.

- Deploy new Wifi hotspots.
- Investigate management of Chromebooks as a circulating collection.



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

WE SPARK CURIOSITY.

Activity 1: Improve digital content creation to enhance patron experience.

- Expand use of Omeka platform to provide greater digital access to Champaign County Historical Archives (CCHA) resources.
- Create even better social media posts with documentation of local history as it happens.
- Produce videos to promote CCHA events and local history.

Activity 2: Increase staff capacity to create virtual programming.

- Purchase new wireless microphones to help create better-sounding virtual programs for our patrons.

Activity 3: Launch a new Library website.

- Migrate Web data to Communico and coordinate the launch of our new website.

Activity 4: Increase staff capacity to create and edit videos for programming and promotional purposes.

- Purchase Adobe Premiere Pro licenses to enable staff to create better digital content.
- Provide staff training for video editing capabilities.



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

WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.

Activity 1: Expand staff ability to check out Library materials off-site.

- Test new USB RFID pads for remote checkout over VPN on staff laptops for use during future in-person outreach events.



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: Enhance collection security.

- Install Envisionware Branch Manager software on all 1st floor service desk PCs.

Activity 2: Review departmental activity plans to support activities through technology.

- Evaluate all activity plans and support new and expanded initiatives.

Activity 3: Provide centralized staff printing at the 1st floor service desk.

- Replace the two aging printers located on each end of the 1st floor service desk with a new, more efficient, centrally-located printer.

Activity 4: Set up and support technology for Lincoln Square CCHA space.

- Set up Library staff network access with Volo Broadband.
- Install staff workstation, laptop, and scanners.

Activity 5: Replace all Library RFID readers with updated equipment.

- Install and test new RFID readers in Acquisitions.
- Replace all RFID readers at the Circulation Desk.

Activity 6: Expand staff ability to serve patrons through new technology tools.

- Use iPads for remote temperature sensing of sanitizing oven.
- Use iPads for library card registration to reduce paper and provide added patron safety and convenience.

Activity 7: Equip staff and Board members to use technology and the Internet safely.

- Continue to provide training and recommend best practices to staff and Board members to help protect the Library from cybercriminals.

E. Conclusion

Since technology is constantly evolving, this plan will be considered a framework that will guide, but not limit, the Library's use of technology. The Tech Committee will review the progress of these goals annually. This plan will be in place from January 2021 until January 2022, when it will be updated.