



The Urbana Free Library Technology Plan

January 2022 – January 2023

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

James Muckenhirn –Shelver/Barista

Jordan Kahle – Adult & Youth Services Librarian

Drew Kenton – Information Technology Manager

Ann Panthen – Archives Assistant/Information Assistant

Amanda Standerfer – Director of Community Engagement

Matthew Wetherbee – Acquisitions Clerk/Acquisitions Cataloging Clerk

Esther Yi – Adult & Youth Services Librarian

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 2021-2022 Technology Plan



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

WE WELCOME ALL.

- Eleven more hotspots were purchased for the collection to meet high patron demand for initial hotspots purchased.
- A new Chromebook collection was rolled out to meet patron demand for remote work and learning devices. Five Chromebooks were bundled with hotspots to ensure patrons have Internet access for using the devices. Ten Chromebooks are also in circulation without hotspots.
- Two new microfiche machines were purchased for The Champaign County Historical Archives (CCHA) to replace aging equipment.
- Volo installed fiber to UFL to provide a new 1GB Fiber connection that will maximize Internet speeds for patrons and staff.
- Reopening the Library in early 2021 required updating multiple software programs on public computers left dormant during COVID Library closures.
- A Ring doorbell was purchased and installed at the Green Street entrance to facilitate patron entry when the Library was in a “By Appointment Only” service model. Once we reopened, patrons who didn’t feel comfortable entering the Library due to COVID concerns still used the Ring doorbell to request staff assistance.



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

WE SPARK CURIOSITY.

- A digital camera was purchased for the CCHA to expand use of the Omeka platform and provide greater digital access to CCHA resources. This camera also allows for other content creation and immediate documentation of local history.
- IT staff created video editing instructions for staff, which increased staff capacity to create and edit videos for programming and promotional purposes.
- Wireless microphones were purchased to create better-sounding virtual programs for patrons.
- A WiFi hotspot was purchased for programming staff so that they have access to WiFi during patron programs held off-site.



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

WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.

- IT staff and CCHA staff worked together to set up WiFi and workstations that allow for full staff functionality and processing of the *News-Gazette* collection at the Lincoln Square CCHA space.
- Aging RFID equipment in Circulation and Acquisitions was replaced to ensure continuity of staff productivity.
- iPads were purchased to allow staff to register patrons for library cards electronically, reducing paper, increasing patron convenience, and increasing confidentiality of patron data.
- New staff printers in Circulation and Acquisitions increased staff efficiency, and the purchase of additional staff laptops increased staff's ability to work remotely, limited the number of staff in the building, and maximized COVID safety.
- Periodic staff cybersecurity testing and follow-up training continued to ensure staff can recognize emerging types of threats. Training programs are modified regularly to address any vulnerabilities identified by the testing and training.



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.

- Envisionware Branch Manager software was installed at all Circulation workstations to allow staff immediate access to title information and security status when the gate alarms go off, ensuring security of the collection.
- A one-year service agreement was signed with Simplified Computers to provide network and infrastructure support and to provide UFL IT staff with access to software and expertise beyond what is available in-house.
- The service agreement with Simplified Computers also provided the Library with improved remote support capability and high-level trouble-shooting for complex IT issues.
- Microsoft Office app upgrades were begun to allow for multi-factor authentication compatibility and increased cybersecurity.

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: Select a software solution that will help us leverage data about our patrons and community.

- Attend software demos and evaluate capabilities in relation to Library needs.
- Implement and test software.

Activity 2: Select a software solution to enable a fully online library card registration option.

- Attend software demos and evaluate capabilities in relation to Library needs.
- Implement and test software before rollout to patrons.

Activity 3: Implement a tablet solution for Children's Services.

- Investigate solutions for anchoring and wiping devices after each use.



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WE SPARK CURIOSITY.

Activity 1: Increase tech options available to patrons to enhance meeting capabilities.

- Investigate PA system that connects to a microphone to project speakers' voices during meetings.
- Provide a variety of Dongles for public meeting rooms – PC and Mac.
- Provide adapters for Macs to HDMI for meeting rooms.

Activity 2: Upgrade tech options available to patrons and streamline their ability to get work done.

- Update PCRes to MyPC for a smoother printing experience.
- Investigate replacement of public copiers for increased speed and reliability.
- Investigate ways for patrons to download larger executable files to fix or update their machines without compromising security.
- Add reliable mobile printing to give patrons the ability to print from their own devices throughout the Library.
- Update LPT1 printing and Jamex so that printing and payment for printing is a smoother process.
- Investigate ways to increase the Library's upload and download speeds in the building.

Activity 3: Launch a new Library website.

- Migrate website to an open source content management system.

Activity 4: Implement additional digital displays.

- Investigate feasibility of adding digital displays to the lower lobby and 2nd floor.

Activity 5: Add tools that allow Archives patrons to better use the collection.

- Add a large scanner in Archives to accommodate large format books and oversized archival material for patron and staff use.

- Add two 32-inch monitors in Archives to improve patron and staff ability to use existing STimaging devices.



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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.

Activity 2: Increase tech options available to staff to enhance program capabilities.

- Investigate wireless microphone to enhance outdoor programming audio.
- Fix current or upgrade to a new portable speaker/microphone system for outdoor programming.
- Purchase device to suspend staff iPad over crafts to facilitate Zoom craft programs.



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Activity 1: Create infrastructure redundancy to ensure Library can provide continual service to staff and patrons.

- Work with UFL's new Managed Service Provider (Simplified Computers) to complete the following projects in the coming weeks and months:
 - Hyper-V Server storage clustering.
 - Dual Internet Service Provider (ISP) setup, which means if one service ever goes down we will be able to switch for failover.
 - Second firewall for failover purposes.
 - Patch management.

Activity 2: Complete a shelf inventory to aid patrons and staff in finding material.

- Research current tools available as well as best practices in conducting a collection inventory.

Activity 3: Enhance secure staff access in various parts of the building.

- Investigate adding prox card scan pads to locations identified by staff for convenience and staff safety.

Activity 4: Enhance shelving staff efficiency.

- Investigate improving Request to Fill report's sort/print parameters.

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 2022 until January 2023, when it will be updated.