The Urbana Free Library Technology Plan

January 2024 – January 2025

Acknowledgments

The following *Technology Plan* has been aligned with The Urbana Free Library *Strategic Plan* adopted as of November 2023.

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*.

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 using 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 patrons, 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 who represent the viewpoints and ideas of Library employees.

- Review unmet technology needs of staff and Library patrons.
- Review tech competencies for all staff and 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 to a sufficient budget to acquire and maintain hardware, software, and professional development necessary for improved technology services to Library patrons and staff.

E. Progress on the 2023-2024 Technology Plan

EMBRACE

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

WE WELCOME ALL.

- Used OPACs for patrons to sign themselves up for library cards leveraging Patron Point software.
- Partnered with UIUC Physics Department to provide the public with the first publicly available quantum computing network node.
- We were not able to allocate time to investigate the gaming cafe for youth, a tablet solution for Children's Services, or a stand-alone kiosk for collecting patron feedback.

ENRICH

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

WE SPARK CURIOSITY.

- Increased our software offerings to include the entire Adobe CC Suite, 3D modeling, and rendering programs.
- Expanded our advertising capabilities by installing a high-resolution monitor on the second floor to showcase our promotions.
- We moved investigation of technology to enhance meeting rooms to next year's plan.

EMPOWER

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

WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.

- Enhanced our staff laptops to facilitate remote checkout and access to Polaris.
- Continued periodic staff cybersecurity testing and follow-up training to ensure staff can recognize emerging types of threats. Training programs are modified regularly to address any vulnerabilities identified by the testing and training.
- Purchased a new portable speaker and microphone for programming.
- We were not able to allocate time to Foundation Board training on reference databases.

ENHANCE

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.

- Rolled out Teams, SharePoint, and other cloud-based resources to facilitate staff collaboration, enhance security, and increase flexibility.
- Reorganized Active Directory to follow best practices for our organization, which has increased security and allowed more efficient management of resources.
- We are still investigating the best way to enhance staff access in various parts of the building.
- We moved conversion to Voice-Over Internet Protocol (VOIP) phones to next year's plan.

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.

ENHANCE

We steward our physical and financial resources to serve evolving community needs that support growth and sustainability.

WE ARE A STRONG ORGANIZATION.

Activity 1: Developing a new inventory database.
- Investigate an inventory database for better inventory management.

Activity 2: Developing new WIKI.
- Investigate a new WIKI platform to meet the needs of the Library.

Activity 3: Enhancing Multi-Factor Authentication (MFA) for staff.
- Investigate new vendors for better MFA protections across the Library's tools.

Activity 4: Converting to Voice-Over Internet Protocol (VOIP) phones.
- Investigate vendors that can provide the service and meet the Library's specific needs.

Activity 5: Enhancing digital preservation.
- Investigate new software to improve the Archive's digital preservation management and automation, such as Preservica and ArchiveSpace.

Activity 6: Migrating to a new Incident Report Database.
- Update the Incident Report Database tool for better incident reporting management.

EMBRACE

We learn about and respond to our community in order to create a welcoming environment that cultivates equity, mutual respect, and belonging.

WE WELCOME ALL.

Activity 1: Improving hotspot and Chromebook offerings.
- Investigate options to improve and replace our current hotspot and Chromebook offerings to patrons.

Activity 2: Implementing docking stations for the Adult Computer Lab.
- Attend software demos and evaluate capabilities in relation to Library needs.
- Investigate any concerns about this solution and also security configurations that would allow this solution to be possible.

Activity 3: Adding technology for study rooms.
- Investigate technology that would enhance the study rooms on the second floor.

Activity 4: Implementing improved streaming capabilities for online events.
- Investigate methods to improve programming staff's ability to host and stream events online.

We connect people with tools and resources for learning, knowledge exchange, and personal growth that leads to greater fulfillment.

WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.

Activity 1: Increasing Internet speeds.

- Work with Volo to investigate the possibility of increased bandwidth to the Library.

Activity 2: Improving usability for the public in accessing the public quantum computing network.

- Work with the UIUC Physics Department to help improve patrons' use of the access terminal.

Activity 3: Adding technology to the auditorium.

- Work with vendors to investigate technology that would enhance the auditorium, such as a way to project wirelessly.

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 2024 until January 2025, when it will be updated.