



# **The Urbana Free Library Technology Plan**

**January 2023 – January 2024**

## **Acknowledgments**

The following *Technology Plan* has been aligned with 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*.

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

Kirstin Gebhart – Communications & Development Manager

Jordan Kahle – Adult & Youth Services Librarian

Ann Panthen – Archives Assistant/Information Assistant

Matthew Wetherbee – Acquisitions Clerk/Acquisitions Cataloging Clerk

Leon Wilson – Information Technology Manager

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 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 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 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.
- Present the draft *Technology Plan* to the Library Board in December.
- The Board votes on the *Technology Plan* in January.
- Post the Board-approved *Technology Plan* in January.

## D. Budget

The Library will commit a 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 January 2022-January 2023 *Technology Plan*



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

***WE WELCOME ALL.***

- Two more staff hotspots were purchased to meet high staff demand.
- New Chromebooks were added for on-site public use to meet the demands for mobility within our Library.
- TBS management system was installed to replace Envisionware. This change provided patrons with more reliable printing and enabled mobile printing. Additionally, staff can better support patrons with an easier way to manage patron reservations.
- This year, the Library created a QR code linked to the programming survey, making it easier for patrons to access it. The code was printed on signs displayed at October programs, and the Library saw an increase in the number of community members who responded.



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

***WE SPARK CURIOSITY.***

- A new website was launched for [urbanafreelibrary.org](http://urbanafreelibrary.org).
- A large scanner was added in Archives to accommodate large format books and oversized archival material for patron and staff use.
- Two 32-inch monitors were added in Archives to improve patron and staff ability to use existing STimaging devices.
- A variety of dongles were provided for public meeting rooms – PC and Mac, along with adapters for Macs to HDMI.
- Production workstations were installed for patron use, providing access to more robust software such as the Adobe Suite. The Urbana Free Library Foundation provided the funds for the equipment.



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

***WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.***

- 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.***

- Multi-factor authentication was implemented for all staff for Microsoft apps, increasing cybersecurity.
- Multi-factor authentication for our VPN was enabled to increase cybersecurity.
- A loaner program was launched so staff can reserve commonly shared devices.
- IT staff configured Hyper-V Server storage clustering.
- IT staff configured dual Internet Service Provider (ISP) setup, which means if one service ever goes down, the Library will be able to switch to the other service for failover.
- IT staff added a second firewall for failover purposes.
- IT staff installed CrowdStrike on all workstations for increased cybersecurity.
- Adding QR codes to staff business cards was piloted for more targeted link sharing.

## **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, which will be updated after the Strategic Plan refresh occurs.



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***WE WELCOME ALL.***

**Activity 1: Add Gaming Café for youth.**

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

**Activity 2: Implement a tablet solution for Children's Services.**

- Attend software demos and evaluate capabilities in relation to Library needs.
- Investigate solutions for anchoring and wiping information from devices after each use.

**Activity 3: Implement kiosks for patrons to register for a library card.**

- Develop a kiosk for patrons to register for library cards leveraging Patron Point software.

**Activity 4: Consider some type of stand-alone satisfaction kiosk for patron feedback.**

- Investigate solutions for collecting feedback.



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**Activity 1: Increase software options available to patrons to enhance creation capabilities.**

- Investigate software that patrons are requesting.

**Activity 2: Add technology for meeting rooms.**

- Investigate technology that would enhance the meeting spaces.

**Activity 3: Implement additional digital displays.**

- Investigate the feasibility of adding digital displays to the second floor and to the renovated Circulation/AV area.



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**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 microphones to enhance outdoor programming audio.

**Activity 3: Teach Foundation Board members how to use reference databases to enhance their ability to connect with Library donors.**

- Investigate ways to leverage current resources.



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**Activity 1: Enhance staff collaboration via Microsoft products.**

- Leverage Teams, SharePoint, etc., to enable a more cloud-based infrastructure.

**Activity 2: Enable better Active Directory management.**

- Investigate best practices for managing Active Directory for public libraries.

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

- Investigate new vendors to better serve our needs.
- Investigate adding ProxCard scan pads to locations identified by staff for convenience and staff safety.

**Activity 4: Convert to Voice Over Internet Protocol (VOIP) phones.**

- Investigate vendors that can provide the service while fitting Library needs.

## **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 2023 until January 2024, when it will be updated.