

# Technology Plan

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**SHAKER HEIGHTS PUBLIC LIBRARY**

**JANUARY 1, 2025 THROUGH DECEMBER 31, 2027**

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## **1. INTRODUCTION**

The Shaker Heights Public Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information, on the lives of the residents of the Shaker Heights School District. In order to continue to provide a high standard of public service, Shaker Heights Public Library offers a variety of electronic services. This document presents the current and planned technology necessary to deliver these services.

## **2. MISSION STATEMENT**

Shaker Heights Public Library strengthens our diverse community and transforms lives by bringing together people, information, and ideas.

## **3. TECHNOLOGY VISION**

The vision for technology, mirroring the library's mission of transforming lives by "bringing together people, information, and ideas," is to provide effective and equitable access to technology within the library and to the broader world of online resources beyond the library walls.

## **4. GUIDING PRINCIPLES**

Shaker Library strives to be an integral and vibrant center for our community by providing access to computers, high-speed internet, up-to-date online databases, emerging technologies, and software to help users meet their educational, occupational, informational, and entertainment needs. In addition to supporting the library's mission statement above, the following principles are inherent in each of the library's technology goals:

- We ensure that the needs of the community are the driving force in our decision-making processes.
- We use proven, cost-effective methods to maintain, upgrade, and enhance technologies and to introduce new ones.

- We standardize equipment and configurations whenever possible to simplify maintenance and upgrades.
- We comply with state and national standards and encourage vendor compliance with standards.
- We make public access to computers available to all sectors of the population.
- We regularly evaluate and adapt the goals, strategies, and tasks to ensure success of the plan.
- We continually monitor and review installed technologies for relevance and effectiveness.
- We monitor technological trends and implement them if feasible and appropriate.
- We regularly evaluate statistics and services to best answer the needs of our users.
- We provide hands-on, one-on-one, and group learning opportunities to help our customers learn the skills they need to become digitally literate.
- Library staff are provided with the necessary training in order to remain current with the new technologies so they may train our customers to use them and make use of them while at work.
- We strive to cooperate with other libraries, governmental units, schools, and community organizations to improve the quality and efficiency of electronic services.

## **5. TECHNOLOGY COMMITTEE**

The Technology Committee (consisting of the Director, the Deputy Directory, and the Digital Services Manager) will oversee the implementation of technology projects and will assess if the equipment/software actually accomplishes the goals and objectives set forth in this plan.

The Technology Committee regularly evaluates the computer inventory and makes recommendations for replacement and repair. The Technology Committee meets quarterly and reviews progress on all projects on a regular basis.

## 6. TECHNOLOGY ASSESSMENT

### Inventory

	Main Library	Bertram Woods	Storage	TOTAL
Staff Desktop	31	8	27	66
Staff Laptop	24	2	1	27
Public Desktop	36	10	0	46
Public Laptop	15	0	0	15
Public Catalog	4	2	0	6
Wait List Computers	2	1	0	3
Self-Check Station	4	2	0	6
Print Station	1	0	0	1
Staff Tablets/iPads	3	0	0	3
Public Tablets/iPads	2	0	0	2
Digital Display (Marketing)	8	3	0	11
Digital Meeting Room Screens	10	1	0	11
Computers for Digital Screens	18	4	0	22
Staff Printer*	21	7	8	36
Public Printer	1	0	0	1
MFP print/copy/fax/scan	4	1	0	5
Desktop Scanners	4	1	0	5
Security Cameras	75	22	0	97
Webcams	16	2	0	18

<b>Cameras (Passport)</b>	1	1	0	<b>2</b>
<b>Monitors*</b>	109	23	32	<b>164</b>

\*Staff printers include desktop printers, receipt printers, and label printers.

All technology assets are tagged and documented in the Asset Management software. When an item is decommissioned, it will be de-accessioned in the software.

Equipment no longer useful or in use is disposed of in accordance with the Disposal of Surplus Material and Equipment Policy.

### **Operating Systems**

- 1 Microsoft Windows Server 2019
- 1 Microsoft Windows Server 2022
- Microsoft Windows 10 and Microsoft Windows 11 on the workstations
- Mac OS Big Sur

### **Network and Infrastructure**

Shaker Heights Public Library is a member of the CLEVNET Consortium which provides all network connectivity and additional technical services including library automation, catalog services, security software, telephony (VoIP), and wireless internet access.

1Gbps internet circuit is provided by OPLIN and the CLEVNET Consortium.

1Gbps fiber circuit links the Bertram Woods Branch to the OPLIN network in the SOCC

### **Servers and Backups**

CLEVNET provides and maintains virtual servers in the State of Ohio Computer Center (SOCC) managed by OPLIN for Domain Controllers, Backup Domain Controllers, and application servers.

CLEVNET also provides backup and recovery for most files, systems, and servers. In the instances when CLEVNET does not support backup and recovery, the library maintains backup systems.

The library maintains additional servers in support of the following services:

- Self-check systems
- Surveillance and Access Control systems
- HVAC systems

## 7. BUDGET

The Shaker Heights Public Library Board of Trustees approves annual appropriations, which include funding for both telecommunications and technology. Currently, the library is operating on a four-to-five-year replacement cycle for computer-related equipment. In addition to yearly expenditures, the Library Board has the option of appropriating additional money for large-scale technology projects.

The library participates in the Federal Communication Commission's Universal Service Discount (E-rate) Program for affordable access to advanced telecommunication services where applicable.

The library also pays yearly CLEVNET consortium fees to the Cleveland Public Library for automation services.

## 8. TECHNOLOGY GOALS AND OBJECTIVES

The Shaker Heights Public Library will use technology to help meet the library's standards and organizational goals. This section of the Technology Plan sets forth specific action steps, which are defined and measurable, to ensure successful implementation. Objectives with significant budgetary implications will be marked with an asterisk (\*).

### GOAL A: Provide resources to support the improved delivery of services

#### Objective A1: Upgrade Hardware and Software

- Work directly with security systems vendor to create a replacement plan for security cameras (TARGET: 1<sup>st</sup> Quarter 2025)
- Evaluate and purchase assistive technology to provide accessible public computing (TARGET: 1<sup>st</sup> Quarter 2025)
- Replace laptop lending kiosk and associated laptops that have reached end-of-life (TARGET: 2<sup>nd</sup> Quarter 2025)\*
- Replace computers, servers, and associated hardware as identified in the Technology Management Plan (TARGET: 2<sup>nd</sup> Quarter 2025)\*
- Update all Windows operating systems to Windows 11 (TARGET: 4<sup>th</sup> Quarter 2025)
- Assess ongoing need to update or replace out-of-date intranet theme and necessary components in order to provide uninterrupted internal communication (TARGET: 4<sup>th</sup> Quarter 2025)
- Update or replace out-of-date intranet theme and components as determined necessary by assessment (TARGET: 1<sup>st</sup> Quarter 2026)\*

## **Objective A2: Leverage new Technology**

- Evaluate current usage of Creation Spaces (Tech Studio and The Workshop) and identify equipment and programming that is useful to residents (TARGET: 2<sup>nd</sup> Quarter 2025)
- Move Local History databases to a new platform for easier and more centralized management of the data (TARGET: 3<sup>rd</sup> Quarter 2025)\*
- Identify and implement mass communication software to send time-sensitive messages in emergency situations (TARGET: 3<sup>rd</sup> Quarter 2025)\*
- Purchase and install equipment identified via research and strategic planning for the Creation spaces (TARGET: 4<sup>th</sup> Quarter 2025)
- Develop a plan for and administer programming around new Creation Space equipment that is useful to residents (TARGET: 2<sup>nd</sup> Quarter 2026)

## **GOAL B: Promote Digital Literacy through educational programs and/or assistance to the community and staff on the use of information technology**

### **Objective B1: Provide computer/technology learning opportunities for customers of all ages on a variety of topics**

- Develop a method to analyze the effectiveness of training and implement appropriate improvements, if needed (TARGET: 2<sup>nd</sup> Quarter 2025)

### **Objective B2: Provide staff development opportunities to ensure all staff meet expected technology competency levels**

- Update and improve technology competencies specific to each department and job classification (TARGET: 2<sup>nd</sup> Quarter 2025)
- Employ Security Awareness Tools for all staff to help mitigate the risk of cyber-attacks (TARGET: 3<sup>rd</sup> Quarter 2025)\*

- Formulate assessments for technology competencies and training specific to each department and job classification (TARGET: 4<sup>th</sup> Quarter 2025)
- Implement plans for ongoing staff technology competencies and training specific to each department and job classification (TARGET: 2nd Quarter 2026)

## **GOAL C: Use technology to communicate more effectively with the public**

### **Objective C1: Ensure the library website is current and convenient for the public**

- Work closely with selected design firm to create a new library website for an enhanced user experience and improved communications (TARGET: 3rd Quarter 2025)\*
- Develop a process for evaluating website analytics including specific page hits and statistics to determine usage and viewership (TARGET: 1st Quarter 2026)
- Identify and implement appropriate tools to monitor and evaluate website links and content at least monthly (TARGET: 1st Quarter 2026)

### **Objective C2: Assess opportunities and options available for using SMS to communicate with the community**

- Work with CLEVNET to identify the available options and potential uses for SMS marketing and communications via MessageBee (TARGET: 2<sup>nd</sup> Quarter 2025)
- Evaluate new opportunities to use SMS communications to share program and event reminders (TARGET: 2<sup>nd</sup> Quarter 2024)

## **9. TRAINING**

### **Staff Training**

Technology Competencies are a set of observable and measurable skills, knowledge and performance behaviors that contribute to successful employee performance and the effective and efficient function of the organization. Technology competencies are defined for every department and job classification.

Staff receive training on an ongoing basis by attending workshops from a variety of providers. All staff members will receive ongoing training on enhancements to the SirsiDynix automation system as CLEVNET provides upgrades. Ongoing training is also provided on topics including productivity software, information security, and emerging technologies.

### **Public Classes**

Public Classes and One-on-One appointments include the following topics: basic computer skills, internet browsing and searching, Microsoft Office applications, digital creation, cloud computing, library databases, and using eBooks, e-readers, and other downloaded or streaming media. Software classes are developed and conducted by the Library's Technology Experience Specialist. Classes may also be offered by library partner organizations.

## **10. TECHNOLOGY MAINTENANCE**

The following plans detail sensitive operational information and are therefore not considered public documents.

### **Technology Management Plan**

Ongoing and routine maintenance of technology will be documented and managed based on the Technology Management Plan which will be administered by the Digital Services Manager, in consultation with the Technology Committee. The Technology Management Plan will be updated as necessary and reviewed on an annual basis.

### **Incident Response Planning**

The Incident Response Plan focuses on the library's preparations for cyber-security incidents. The Incident Response Plan is reviewed and updated as necessary and on an annual basis by the Technology Committee.



## **Business Continuity and Disaster Recovery Planning**

The Library's Business Continuity and Disaster Recovery Plan outlines disaster preparedness and recovery for library technology. The Disaster Recovery Plan is reviewed and updated as necessary and on an annual basis by the Technology Committee.

### **11. 2024 TECHNOLOGY PLAN ACCOMPLISHMENTS**

- Due to age, wear, and tear, we evaluated options for new receipt printers and purchased replacements for Circulation department.
- Due to an end-of-life cycle for the equipment, options were assessed and replaced label printers for Technical Services Department.
- Installed a new Point of Sale system at both Main and Woods allowing for easy credit card tap-to-pay options as well as inventory management for saleable material.
- Replaced Password Management software with a more reliable application.
- Selected a company to develop a new website that is responsive and secure and better reflects the library's brand and culture.
- Built a Microsoft Deployment Server to automate computer deployment across the organization.
- Improved security at Bertram Woods by adding and moving cameras for better surveillance.
- Integrated Niche Academy into the library's website for added training and support for digital content.
- Supported the implementation of the new CLEVNET public catalog by ensuring staff were trained, working with Marketing to configure the "look and feel" of Shaker Library's screens, building new catalog computers, and developing the browsing categories.

Approved by the SHPL Board of Trustees