

# Technology Plan

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**SHAKER HEIGHTS PUBLIC LIBRARY**

**JANUARY 1, 2022 THROUGH DECEMBER 31, 2024**

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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, upon the lives of the residents of the Shaker Heights School District. In order to continue to provide a high standard of public service, the 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 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 technology 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 is 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 ASSESSMENT

### Inventory

	Main Library	Bertram Woods	Storage	TOTAL
Staff Desktop*	39	12	28	79
Staff Laptop	19	2	0	21
Public Desktop	36	12	0	48
Public Laptop	18	0	0	18
Public Catalog	3	2	0	5
Self-Check Station	4	1	0	5
Print Station	2	1	0	3
Staff Tablets/iPads	3	0	0	3
Public Tablets/iPads	2	0	0	2
Digital Screen**	18	2	1	21
Staff Printer	9	3	8	21
Public Printer	1	0	0	0

	Main Library	Bertram Woods	Storage	TOTAL
<b>MFP copy/fax/scan</b>	4	1	0	<b>5</b>
<b>Desktop Scanners</b>	5	0	0	<b>5</b>
<b>Security Cameras</b>	68	12	0	<b>80</b>
<b>Webcams</b>	16	3	0	<b>19</b>
<b>Cameras (Passport)</b>	1	1	1	<b>3</b>

\*Desktops in storage increased post-renovation due to consolidation of staff work areas to new shared work-spaces.

\*\*Digital Screens include digital signage, meeting room presentation displays, and meeting room scheduling signs

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**

- 2 Microsoft Windows Server 2012 r2s
- 1 Microsoft Windows Server 2019
- Microsoft Windows 10 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.

100 Mb internet connectivity is provided by OPLIN and the CLEVNET Consortium.

A 100 Mbps fiber connection links Main Library and Bertram Woods Branch.

## **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
- Financial Management Systems
- Security and Access Control systems
- HVAC systems

## **6. BUDGET**

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

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

## **7. 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**

- Update or replace out-of-date intranet theme and necessary components in order to provide uninterrupted internal communication (TARGET: 2nd Quarter 2022)

- Upgrade or replace CISCO phones to maintain support levels required by vendor (TARGET: 2<sup>nd</sup> Quarter 2022)\*
- Replace backup system and server to maintain continuity and support services at the end of the contract (TARGET: 3<sup>rd</sup> Quarter 2022)
- Evaluate the benefits of upgrading to Microsoft Office 2019 (TARGET: 3<sup>rd</sup> Quarter 2022)
- Migrate to Microsoft Office 2019 if justified by assessment (2<sup>nd</sup> Quarter 2023)
- Renegotiate contract with Spectrum for the Fiber network between Main Library and Bertram Woods branch (TARGET: 3<sup>rd</sup> Quarter 2023)\*

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

- Install scheduling panels for the study rooms at Main Library to encourage self-scheduling of the study room spaces (TARGET: 2<sup>nd</sup> Quarter 2022)\*
- Explore options for a facilities maintenance ticketing system (TARGET: 3<sup>rd</sup> Quarter 2022)
- Explore moving Finance server to the Cloud for reduced hardware costs and better disaster recovery solutions (TARGET: 3<sup>rd</sup> Quarter 2023)\*
- Explore virtual server environments for simpler and more efficient infrastructures (TARGET: 4<sup>th</sup> Quarter 2023)\*

### **Objective A3: Implement Technology in support of Renovations**

- Assess and identify the technology requirements in support of renovations at Bertram Woods including the following (TARGET: 3<sup>rd</sup> Quarter 2022)
  - o Updated presentation, collaboration, and AV equipment in meeting room and/or study rooms\*
  - o Installation of IP speakers throughout the library\*
  - o Laptop Lending for convenient on-site public computer use\*
  - o Touchscreens for early literacy and engagement in the Children's area\*
  - o Updated and enhanced security and surveillance cameras throughout the library\*

## **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 training sessions and documentation for tools provided in The Tech Studio and The Workshop (TARGET: 1st Quarter 2022)
- Develop programs and curriculum to be taught online and in person (TARGET: 2<sup>nd</sup> Quarter 2022)
- Develop a method to analyze the effectiveness of training and develop appropriate modification if needed (TARGET: 2<sup>nd</sup> Quarter 2022)
- Conduct customer training needs assessments and develop appropriate classes in response (TARGET: 3<sup>rd</sup> Quarter 2022)
- Explore expanding class offerings by partnering with other community organizations (TARGET: 4<sup>th</sup> Quarter 2022)

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

- Develop staff training and documentation for tools provided in the Tech Studio and the Workshop to help staff provide appropriate support to customers (TARGET: 1<sup>st</sup> Quarter 2022)
- Formulate assessments for technology competencies and training specific to each department and job classification (TARGET: 3<sup>rd</sup> Quarter 2022)
- Develop plans for ongoing staff training and development (TARGET: 3<sup>rd</sup> Quarter 2022)

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

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

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- Implement Patron Point software to automate patron marketing and engagement (TARGET: 1<sup>st</sup> Quarter 2022)
- Assess the benefits of migrating the Shaker Buildings database and site to a WordPress platform and migrate ownership to the library. (TARGET: 3<sup>rd</sup> Quarter 2022)\*
- Design a new library website for an enhanced user experience and improved communications (TARGET: 4<sup>th</sup> Quarter 2022)\*

- Develop a process for evaluating website analytics including specific page hits and statistics to determine usage and viewership (TARGET: 4<sup>th</sup> Quarter 2022)
- Identify and implement appropriate tools to monitor and evaluate website links and content at least monthly (TARGET: 4<sup>th</sup> Quarter 2022)

**Objective C2: Ensure the library’s social media presence is timely and effectively engaging to the community**

- Re-evaluate all social media platforms to assess community reach and develop a plan of engagement (TARGET: 3<sup>rd</sup> Quarter 2022)
- Update and implement social media guidelines and processes (TARGET: 3<sup>rd</sup> Quarter 2022)

## **8. TRAINING**

### **Staff Training**

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 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.

## **9. TECHNOLOGY MAINTENANCE**

### **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.

## Disaster Recovery

The Library's 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.

### 10. 2021 TECHNOLOGY PLAN ACCOMPLISHMENTS

- Moved the Domain Controller to a virtual server located in the SOCC in Columbus to ensure security and reliability.
- Replaced the HR/Payroll system to ensure reliability and ease of use.
- Assessed options for new meeting room software and migrated to LibCal for library calendaring software that allows for more flexible and convenient event scheduling, meeting room booking, and appointment scheduling.
- Implemented Technology in support of Main Library Renovations:
  - o Replaced digital signage for improved communication to the public.
  - o Provided expanded, flexible printing services by incorporating multi-function printers/copiers/scanners/faxes for the public and staff that accommodate printing from mobile devices as well as remote printing.
  - o Implemented the Papercut print management software, kiosks, and pay stations to provide flexible and simple wireless printing.
  - o Replaced and relocated basement wiring rack to enable better flexibility for cable management and expanded networking capacity.
  - o Installed a laptop vending kiosk and provided laptops for lending for flexible and convenient on-site public computer use.
  - o Installed updated self-check system replacements.
  - o Coordinated with vendor and contractors for the installation of updated AV and presentation equipment in meeting rooms including mobile displays, wireless presentation systems, and audio and video conferencing capabilities.
  - o Installed IP speakers in meeting rooms and throughout the library.
  - o Installed the interactive Touch2Play touch screen system and iPads for early literacy development in the Children's area.
  - o Replaced analog security cameras with IP cameras throughout the renovated building.
  - o Expanded the physical access controls throughout the renovated building.
  - o Created a mobile training lab with a mobile display, laptops, and relevant storage and accessories.
  - o Outfitted The Tech Studio with a Memory Studio to digitize audio, video, photographic, and ephemeral materials.
  - o Outfitted the Tech Studio with a Recording Studio, sound booth, and relevant recording equipment.



- o Outfitted the Tech Studio with computer equipment and software for graphic design, video, photo, and music editing.
- o Introduced Cricut machines, tools, and materials for crafting, designing, and making into The Workshop
- o Introduced STEAM learning tools for kids including the Sphero, to engage learners in programming and coding, and 3-D Pens to boost creativity, enhance fine motor skills, and develop an elementary awareness of 3-D technologies.
- o Replaced the elevator phone security system for updated and improved service.
- o Replaced the antiquated fire and burglar system for better safety and service.
- Expanding Bertram Woods building access controls to provide a secure environment.
- Managed the community project to address issues with the ShakerBuildings.com site and ensured technical issues were adequately resolved.

Approved by the SHPL Board of Trustees December 20, 2021