

Technology Plan

SHAKER HEIGHTS PUBLIC LIBRARY

JANUARY 1, 2023 THROUGH DECEMBER 31, 2025

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, 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 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*	40	12	28	80
Staff Laptop	19	2	0	21
Public Desktop	30	12	0	42
Public Laptop	18	0	0	18
Public Catalog	4	2	0	6
Self-Check Station	4	1	0	5
Print Station	2	1	0	3
Staff Tablets/iPads	4	0	0	4
Public Tablets/iPads	2	0	0	2
Digital Screen**	20	3	1	24
Computers for Digital Screens	15	2	0	17
Staff Printer*	9	3	4	16
Public Printer	1	0	0	1
MFP copy/fax/scan	4	1	0	5
Desktop Scanners	5	0	0	5
Security Cameras	70	12	1	83
Webcams	16	3	0	19
Cameras (Passport)	1	1	1	3
Monitors*	97	28	19	144

*Desktops, printers, and monitors in storage increased post-renovation due to consolidation of staff work areas to new shared workspaces.

**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 Monterey

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
- 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

- Update or replace out-of-date intranet theme and necessary components in order to provide uninterrupted internal communication (TARGET: 1st Quarter 2023)
- Upgrade three meeting rooms (Boulevard, Malvern, and Mercer) with video conference technology (TARGET: 2nd Quarter 2023) *
- Upgrade Microsoft Office software on all staff and public computers to Office 2021 or appropriate Microsoft 365 version (TARGET: 3rd Quarter 2023) *
- Work with CLEVNET and OPLIN to obtain a new fiber connection between Bertram Woods branch and the SOCC in Columbus (TARGET: 3rd Quarter 2023) *
- Assume ownership of Microsoft Tenant due to vendor restrictions and changes to Microsoft discount policies (TARGET: 4th Quarter 2023)
- Improve video surveillance and security by upgrading remaining legacy cameras and adding cameras in blind spots (TARGET: 4th Quarter 2023) *

Objective A2: Leverage new Technology

- Implement a ticketing system for easy management of internal service requests by staff (TARGET: 1st Quarter 2023) *
- Move Finance server to the Cloud for reduced hardware costs and better disaster recovery solutions (TARGET: 3rd Quarter 2023) *
- Assess solutions provided by CLEVNET to improve Circulation Services including, self-checkout via the CLEVNET app and payments via SIRSI (TARGET: 4th Quarter, 2023)
- Explore virtual server environments for simpler and more efficient infrastructures (TARGET: 4th Quarter 2024) *

Objective A3: Implement Technology in support of Bertram Woods Renovations

- Upgrade digital signage for improved communication to the public (TARGET: 4th Quarter 2023)
- Replace Bertram Woods' basement wiring rack to enable better flexibility for cable management and expanded networking capacity (TARGET: 4th Quarter 2023)
- Coordinate with vendor and contractors for installation of updated presentation, collaboration, and AV equipment in meeting room (TARGET: 4th Quarter 2023) *
- Purchase and install touchscreen system for early literacy in the Children's area (TARGET: 4th Quarter 2023) *

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: 3rd Quarter 2023)
- Conduct customer training needs assessments and create appropriate classes in response (TARGET: 3rd Quarter 2023)
- Explore expanding class offerings by partnering with community organizations (TARGET: 4th Quarter 2024)

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

- Formulate assessments for technology competencies and training specific to each department and job classification (TARGET: 2nd Quarter 2023)
- Implement plans for ongoing staff technology competencies and training specific to each department and job classification (TARGET: 4th Quarter 2023)

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

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

- Design a new library website for an enhanced user experience and improved communications (TARGET: 4th Quarter 2023) *
- Develop a process for evaluating website analytics including specific page hits and statistics to determine usage and viewership (TARGET: 4th Quarter 2023)

Identify and implement appropriate tools to monitor and evaluate website links and content at least monthly (TARGET: 4th Quarter 2023)

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: 2nd Quarter 2023)
- Create a cohesive vision for social media including updated guidelines and processes concluding with a Social Media Strategy (TARGET: 4th Quarter 2023)

Objective C3: Assess opportunities and options available for using SMS to communicate with the community

- Evaluate the available options and potential uses for using SMS marketing and communications (TARGET: 1st Quarter 2023)

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. 2022 TECHNOLOGY PLAN ACCOMPLISHMENTS

- Evaluated ticketing systems to manage service requests and selected an appropriate tool for implementation
- Added digital displays to the Information Desks to provide visible and immediate communication about daily events
- Upgraded CISCO phones to maintain support levels required by vendor
- Evaluated the benefits of upgrading to Microsoft Office 2019 and identified the appropriate plan for distribution of the software to all computers
- Assessed and identified the technology requirements in support of renovations at Bertram Woods
- Created training plans and documentation for tools provided in the Tech Studio and The Workshop
- Created programs and curriculum for technology learning both online and in person
- Conducted customer training needs assessments and developed appropriate classes in response
- Provided staff training and documentation for tools offered in the Creation Spaces to help staff provide appropriate support to customers
- Planned for ongoing staff training and development

Approved by the SHPL Board of Trustees December 19, 2022