

Technology Plan

SHAKER HEIGHTS PUBLIC LIBRARY SHAKER HEIGHTS, OHIO

JANUARY 1, 2016 THROUGH DECEMBER 31, 2018

1. MISSION STATEMENT

Shaker Heights Public Library builds community and enriches lives by bringing together people, information, and ideas.

2. PLAN JUSTIFICATION

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.

3. TECHNOLOGY STRATEGIES

The Shaker Heights Public Library will use technology to help meet the long-range goals and objectives outlined in the Library's Strategic Plan. This section of the Technology Plan sets forth specific action steps, which are defined and measurable, to ensure successful implementation.

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

Objective A1: Ensure the library website is current and convenient for customers

- Update website to prepare for CLEVNET switch from BiblioCommons to Enterprise in 2016
(TARGET: June 2016)
- Work with web designer on a photo shoot to update select images on the website
(TARGET: Fall 2016)

- Perform a content inventory of the library's website at least annually
(TARGET: June of each year)
- Continue to add self-service features that add convenience for customers
(TARGET: ongoing)
- Monitor and update website links and content at least monthly
(TARGET: ongoing)

Objective A2: Upgrade software and hardware for staff

- Make a VoIP speaker phone available for staff conference calls in the meeting rooms
(TARGET: Spring 2016)
- Add barcode scanners to adult and youth services staff workstations as needed
(TARGET: Summer 2016)
- Upgrade staff computers to Office 2013
(TARGET: Summer 2016)
- Continue to upgrade all staff workstations to comply with the strategic plan goal of all computers being no more than five years old
(TARGET: ongoing)
- Audit current security cameras to ensure older cameras are replaced/repared as needed
(TARGET: ongoing)

Objective A3: Upgrade hardware and software for public

- Explore public faxing and scanning service at Bertram Woods Branch using multi-feature copy machines.
(TARGET: Spring 2016)
- Explore upgrading customer computers to Office 2013
(TARGET: Summer 2016)
- Upgrade smartboard in Training Lab
(TARGET: 2017)

- Ensure mobile devices such as tablets and e-readers used for customer and staff training are current models
(TARGET ongoing)
- Assess customer and staff needs for presentation equipment in meeting rooms and update as needed
(TARGET: ongoing)
- Assess customer needs and add additional software to help meet those needs
(TARGET: ongoing)

Objective A4: Leverage new technology

- Explore expanding pilot gaming programs with additional formats, technology, and target groups
(TARGET: Fall 2016)
- Explore in-library use of tablets in Youth Services for preschool and elementary age children.
(TARGET: Fall 2016)
- Explore offering Chromebooks or comparable equipment to the public
(TARGET: 2017)
- Investigate implementing a makerspace or creation space, based on community input and expressed community needs
(TARGET: 2017)
- Implement software to facilitate incident reporting, tracking, and analysis
(TARGET: 2017)
- Continue to work with CLEVNET to refine features available with VoIP
(TARGET: Ongoing)

GOAL B: Provide training opportunities to enhance services provided to library users.

Objective B1: Provide ongoing technology training to library staff.

- Formulate technology competencies and training specific to each department and job classification
(TARGET: 2016)

- Explore collaboration with other libraries to train staff on technology (such as via Moodle, etc.)
(TARGET: 2017)
- Provide training necessary to ensure current staff are assessed at “area of strength” on the library’s technology core competencies
(TARGET: Ongoing)
- Provide training opportunities in a variety of formats, including classes, webinars, and online tutorials, for staff to improve their technology skills
(TARGET: ongoing)
- Make sure appropriate staff have training on current ILS software
(TARGET: ongoing)
- Train staff in emerging technologies
(TARGET: ongoing)

Objective B2: Evaluate existing technology training and explore expanding what the library offers

- Add photo editing software in the training lab and present classes on its use
(TARGET: Spring 2016)
- Conduct customer training needs assessment and develop appropriate classes in response
(TARGET: Summer, annually)
- Explore collaboration with nearby libraries to expand class offerings at each library
(TARGET: Fall 2017)
- Explore expanding class offerings by partnering with other organizations such as government agencies, non-profit or civic organizations, schools, colleges, and corporations
(TARGET: 2017)
- Provide individual assistance through one-on-one help by appointment for at least 30 minute sessions to promote digital literacy at the individual level
(TARGET: Ongoing)

- Provide updated software and equipment to support customer demand for training
(TARGET: ongoing)
- Offer training on accessing digital devices and library services to the public
(TARGET: ongoing)

GOAL C: Produce, supply, and maintain adequate, reliable, up-to-date, and cost effective computer services to the public

Objective C1: Increase the level of self-service features for the public

- Provide wireless-enabled printers so customers who connect to the public Wi-Fi have the ability to send documents to various printers within the network
(TARGET: Summer 2016)
- Ensure there are enough catalog computers available in both buildings to allow customers to search for library material and easily manage their accounts
(TARGET: Summer 2016)
- Work with Tech Logic to allow customers to renew items on their account from self-check stations
(TARGET: 2016)
- Explore personal payment with credit card swipe at self-check (Budget - \$25,000-30,000 for 5 stations)
(TARGET: 2017)
- Explore accepting credit cards to pay for printing
(TARGET: 2017)

Objective C2: Maintain adequate network resources.

- Work with CLEVNET to monitor customer computer use through the collection of the number of wireless sessions
(TARGET: Spring 2016)
- Continue collaboration with the City of Shaker Heights in pursuit of high speed internet access with One Community
(TARGET: 2017)
- Monitor Internet traffic by packet type and volume in order to accurately determine network bandwidth requirements.

(TARGET: ongoing)

GOAL D: Establish process, mechanisms, and structure for delivery and maintenance of IT support

Objective D1: Continue to use a help desk ticket system to manage IT work requests and assess response time for problems

- Cases should be closed 90% of the time within the target Service Level Agreement (SLA) established by CLEVNET (TARGET: Spring 2016)
- Continue to evaluate technology staffing needs (TARGET: Ongoing)

Objective D2: Implement effective systems for disaster prevention and recovery

- Explore cloud backup (TARGET: Summer 2016)
- Implement Kaspersky security software (TARGET: Winter 2016)
- Explore implementing the enterprise version of Deep Freeze (TARGET: Summer 2016)
- Keep cold spares on hand to use in place of devices that become non-operational (TARGET: Summer 2016)
- Include network security practices for timely application of updates and patches in a technology management plan (TARGET: Summer 2016)
- Implement regular hardware cleaning schedule to maintain equipment integrity (TARGET: Summer 2016)

Objective D3: Develop and implement applications management plan

- Use systems management software to simultaneously and remotely upgrade all of the library's computers to current versions of Internet browsers, web applications, and plug-ins (TARGET: Fall 2016)

- Implement a software upgrade policy to ensure that the library periodically evaluates and updates its network software
(TARGET: Fall 2016)

GOAL E: Provide expanded services to the public via digital resources.

Objective E1: Use technology to communicate more effectively with the public

- Pilot partnership with local technology company for messaging on checkout receipts
(TARGET: Summer 2016)
- Continue private/public partnership for widescreen messaging
(TARGET: ongoing)
- Continue to expand social media presence
(TARGET: ongoing)

Objective E2: Provide digital library offerings

- Continue to provide access to subscription online databases
(TARGET: ongoing)
- Expand downloadable eBook collection
(TARGET: ongoing)
- Expand downloadable audio book collection
(TARGET: ongoing)
- Expand downloadable magazine collection
(TARGET: ongoing)
- Expand streaming media collection
(TARGET: ongoing)

4. TECHNOLOGY INVENTORY

COLLABORATION:

Main Library

- 100 MB Internet connectivity provided through the OPLIN project

- Library automation and catalog services provided through CLEVNET consortium

Bertram Woods Branch

- Fiber optic connection to Main Library via pass through at Shaker Heights City Hall
- Library automation and catalog services provided through CLEVNET consortium

INFRASTRUCTURE:

Main Library

- 5 Dell servers and one small Lenovo server for domain administration and network management, file sharing, printer services, application, and web services
- 1 router (vendor owned)
- 6 multi-port switches (vendor owned)
- 5 WAP (vendor owned)
- 160 fully centralized in-wall premise category-3 wiring runs; flush wall and/or floor mount terminations at the client end and rack and panel terminations in the distribution facilities, 65% currently utilized

Bertram Woods Branch

- 1 layer 3 switch (vendor owned)
- 1 multi-port managed switch (vendor owned)
- 2 WAP (1 vendor owned)
- 40 fully centralized in-wall premise category-5 wiring runs; flush and surface wall and/or floor mount terminations at the client end, 73% currently utilized

EQUIPMENT:

Main Library

- 76 public workstations with the following configuration:
 - 6 Internet workstations in Adult Services

- 11 Internet workstations in Youth Services
- 3 laptops for Reading Skills Center
- 4 catalog/database research workstations
- 4 print release/sign up stations
- 25 Internet/office application workstations in the Computer Center
- 12 Internet/office application workstations in Training Lab
- 7 Internet/office application workstations in Teen Center
- 4 self-check machines in Circulation
- 9 dedicated public network printers, including receipt printers and one color printer
- 1 public color copier/scanner
- 60 dedicated staff workstations
- 9 dedicated staff network printers, including 1 copier/scanner and 1 color copier/scanner
- 29 dedicated staff local printers, including receipt and label printers
- 1 staff fax machine and 1 public fax machine
- 1 staff LCD projector
- 1 large-screen TV in the Teen Center
- 1 public LCD projector, 1 large-screen TV and DVD player, and one laptop for public meeting room use
- Various e-readers and tablets to support staff and public training
- 2 digital bulletin boards provided and managed by Digital Media partners

Bertram Woods Branch

- 13 public workstations with the following configuration:
 - 8 Internet workstations
 - 4 Internet workstations in children's area
 - 1 catalog/database research workstation
- 2 dedicated public network printers, including 1 color printer
- 13 dedicated staff workstations
- 7 dedicated staff local printers, including receipt printers
- 1 staff multifunction Lexmark inkjet color printer/ copier/ scanners
- 1 self-check machine in Circulation
- 1 public sign up station/print release station
- 1 staff fax machine
- 1 digital bulletin board provided and managed by Digital Media partners
- 1 projector for staff and public use
- 1 large-screen TV and DVD player and one laptop for public meeting room use

SECURITY:

Main Library

- 4 DVRs
- 52 security cameras

Bertram Woods Branch

- 1 DVR
- 9 security cameras

TELECOMMUNICATIONS:

Main Library

- 2 telephone lines for voice
- 5 telephone lines for fax/security/environmental control/credit
- 2 telephone lines for modems
- 1 public pay phone (vendor owned)
- 1 public fax line
- 57 PBX lines

Bertram Woods Branch

- 4 telephone lines for voice
- 4 telephone lines for fax/security/environmental control/credit
- 15 PBX lines

COMPUTER SOFTWARE:

Operating System

- Microsoft Windows Server
- Microsoft Windows 7 on the workstations

Available and Supported Public Applications

- Microsoft Office 2010, Firefox, Chrome, Internet Explorer 8, and Internet Explorer 9
- WinWay Resume
- InDesign (on select CEO computers)
- Deep Freeze
- Cassie

Available and Supported Staff Applications

- SirsiDynix library automation client software
- Microsoft Office 2010, Microsoft Office 2013, Office 365, Internet Explorer 8, Internet Explorer 9, Firefox, and Chrome
- Various specialized software for departments such as Maintenance, Security, Human Resources, Public Relations, Administration, and the Business Office

FUTURE PLANNED & BUDGETED HARDWARE, SOFTWARE, AND TELECOMMUNICATIONS SERVICES (as funds allow)

- Upgrade 25 public and staff workstations in 2016
- Upgrade 25 public and staff workstations in 2017
- Investigate and scale out both hardwired and wireless network access for public
- Evaluate integrated communication system for telephones, intercoms, security, etc.
- Upgrade 25 public and staff workstations in 2018

5. 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.

The following initiatives for 2016 have budgetary implications:

- Ensure mobile devices such as tablets and e-readers used for customer and staff training are current models

- Provide wireless-enabled printers so customers who connect to the public Wi-Fi have the ability to send documents to various printers within the network (TARGET: Summer 2016)
- Make a VoIP speaker phone available for staff conference calls in the meeting rooms (TARGET: Spring 2016)
- Upgrade staff computers to Office 2013 (TARGET: Summer 2016)
- Explore public faxing and scanning service at Bertram Woods Branch using multi-feature copy machines. (TARGET: Spring 2016)
- Explore upgrading customer computers to Office 2013 (TARGET: Summer 2016)
- Explore in-library use of iPads in Youth Services for preschool and elementary age children. (TARGET: Fall 2016)

6. EVALUATION

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

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

The following evaluation process will be done annually:

- Replace equipment exceeding 5 years in age
- Review software on public and staff computers to ensure it is effective
- Review telecommunication use
- Review telecommunications costs
- Review telecommunications discounts for success

7. STAFF TRAINING

Staff training is conducted on an on-going basis by attending various workshops. 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, e-readers, and emerging technologies.

8. PUBLIC CLASSES

Public classes include the following topics: basic computer skills, Internet browsing and searching, Microsoft Office applications, cloud computing, library databases, and e-readers. Software classes are developed and conducted by the library's technology trainer. Classes may also be offered by library partner organizations.

9. 2015 TECHNOLOGY PLAN ACCOMPLISHMENTS

- Replaced receipt printers in the Circulation Department
- Added photo editing software to PR Coordinator's and Technology Specialist's computers
- Replaced staff intranet with WordPress site that is accessible to staff via the regular website and can easily be maintained by staff
- Implemented electronic timesheets
- Made accessibility features in Windows 7 available to customers
- Implemented Cassie to replace SAM print and time management software
- Developed online troubleshooting checklist for staff to complete before submitting help desk ticket to help solve problems as quickly as possible
- Implemented email list for library programming, library news, etc.
- Upgraded and expanded security cameras at Main Library

Approved by the SHPL Board of Trustees December 14, 2015.