|  |
| --- |
| **Technology Plan** |
| **Calendar Years [3 year period]** |
| Library System Name |  |
| Director Name |  |
| Director Email |  |
| Library Mailing Address |  |
| Library Physical Address |  |
| Library Website |  |
| Branches Included in the Plan |  |
| Technology Contact Name (if different than director) |  |
| Technology Contact Email |  |
| Completion Date |  |

* The Kentucky Department for Libraries & Archives provides this template to assist libraries in meeting the technology plan criteria for the Essential Level of the Kentucky Public Library Standards. Libraries are not required to use this template and may use another if it better suits their needs. Each library should adopt a technology plan that suits their particular needs and circumstances.
* Technology Plan requirements for Kentucky Public Library Standards – Essential Level
	+ 6.1.1. The Library has a written, Board-approved, technology plan that addresses the implementation and maintenance of all hardware, software, and network equipment.
	+ 6.1.2. The technology plan includes a Disaster Preparedness and Recovery Plan
	+ 6.1.3 The technology plan includes provisions for the proper disposal of all used equipment
* Technology Plan requirements for Kentucky Public Library Standards – Exemplary Level
	+ 6.1.13. The Library’s technology plan is reviewed every year.
* Example answers are provided in red and are intended as suggestions only; please delete the examples before entering information. Any references to brands or specific products do not represent an endorsement by the Kentucky Department for Libraries & Archives.
* For assistance with technology plans, please contact Lauren Abner, KDLA Technology Consultant, at lauren.abner@ky.gov or 502-564-1728.

# **Library Mission and Vision**

## **Library Mission Statement:**

*[Mission statement from most recent strategic plan. Example adapted from the New York Public Library.]*

The Library inspires lifelong learning, advances knowledge, and strengthens our community.

## **Library Vision Statement:**

*[Vision statement from the library’s most recent strategic plan.]*

The Library will be the heart of the community where people of all ages and backgrounds connect to learn, discover, and create.

## **Library Vision Statement for Technology:**

*[State library’s vision for technology during the plan period.]*

The Library will provide equitable access to technology for people of all ages and backgrounds using resources available inside the library, at outreach events, or through digital services.

# **Background**

*[Address participation by library stakeholders in the creation of this plan and how the technology plan relates to the library’s strategic plan]*

The Library’s technology plan is revised every three years and reviewed annually by the library board and library director. For the new plan, a committee was assembled to represent staff with varying technology responsibilities. The committee reviewed data from several sources to determine technology priorities for the library, including survey responses and community hall feedback from the most recent strategic planning process; technology training survey responses; and brainstorming sessions with library staff.

Using this data, the committee created general technology goals related to the library’s vision, as well as specific objectives with milestones to complete over the plan period. In addition to routine surveys for library technology programming, the committee will conduct a more extensive survey of the community’s technology needs in the final year of the plan.

The IT administrator completed an inventory of the library’s technology holdings with schedules for replacement and maintenance during the plan period. The library director and library board reviewed technology policies required for the Essential Level of Kentucky Public Library Standards.

# **Technology Assessment**

*[State your current hardware, software and network equipment. Add/delete rows as needed.]*

|  |
| --- |
| **Network Hardware** |
| **Category** | **Current Count** | **Plan Year 1** | **Plan Year 2** | **Plan Year 3** | **Maintenance schedule** |
| Switch (48-port) | 2 |  | Upgrade to support 1 Gbps |  | Monthly or as needed |
| Access point (indoor) | 3 | 1-2 additions |  |  | Monthly or as needed |
| Access point (outdoor) | 1 |  |  |  | Monthly or as needed |
| Server | 1 |  |  | 1 replacement | Weekly or as needed |
| Firewall | 1 |  | Upgrade to support 1 Gbps |  | Anti-virus protection updates daily, other maintenance performed as needed |
| UPS/battery backup | 2 |  |  |  | Monthly or as needed |
| **Computers** |
| **Category** | **Current Count** | **Plan Year 1** | **Plan Year 2** | **Plan Year 3** | **Maintenance schedule** |
| Workstation (public access) | 25 | 5 replacements | 5 replacements | 5 replacements | Configuration restored between users, other maintenance performed weekly or as needed |
| Workstation (staff access) | 12 | 2 replacements | 2 replacements | 2 replacements | Weekly updates or as needed |
| Workstation (catalog) | 3 |  |  |  | Weekly updates or as needed |
| Laptop (staff) | 4 |  | 1 replacement |  | Configuration restored between users, other maintenance performed weekly or as needed |
| Chromebook (public, in-house checkout) | 3 | 1 replacement, 1 addition | 1 replacement | 1 replacement | Configuration restored between users, other maintenance performed weekly or as needed |
| Tablet (children’s area, non-networked) | 3 |  |  | 1 replacement | Weekly updates for iOS and apps |
| **Peripherals** |
| **Category** | **Current Count** | **Plan Year 1** | **Plan Year 2** | **Plan Year 3** | **Maintenance schedule** |
| Copier/fax machine (staff area) | 1 |  |  | 1 replacement | Monthly or as needed by vendor |
| Copier machine (public computing) | 1 |  |  |  | Monthly or as needed by vendor |
| Fax machine (public) | 1 |  |  |  | As needed |
| Flatbed scanners (1 staff, 2 public) | 3 |  |  |  | As needed |
| **Software Licenses** |
| **Category** | **Current Count** | **Plan Year 1** | **Plan Year 2** | **Plan Year 3** | **Maintenance schedule** |
| Windows 10 Pro OS (desktop) | 40 |  |  |  | n/a |
| Windows 10 Pro (laptop) | 4 |  |  |  | n/a |
| Microsoft Office 365 | 16 | Renew 16 | Renew 16 | Renew 16 | n/a |
| Microsoft Office 2016 | 25 |  |  |  | n/a |
| Adobe Creative Cloud | 30 | Renew 30 | Renew 30 | Renew 30 | n/a |
| Switch license (3-year) | 2 | 2 licenses for upgraded hardware |  |  | n/a |
| Access point license (5-year) | 4 | Add 1-2 licenses for new devices |  | 4 renewal licenses | n/a |
| Firewall license (5-year) | 1 | 1 license for upgraded hardware |  |  | n/a |
| **Telecommunications & Internet Access** |
| **Category** | **Current Count** | **Plan Year 1** | **Plan Year 2** | **Plan Year 3** | **Maintenance schedule** |
| Fiber internet line (100x100 Mbps) | 1 |  |  | Upgrade to 1 Gbps | As needed |
| Cellular hotspot for bookmobile (10x1 Mbps) | 1 |  |  |  | As needed |
| VOIP handsets | 30  |  |  |  | As needed |
| Smartphones with plans for talk/text/data | 4 | Replace 2 |  |  | Automatic updates for OS; other maintenance as needed |

## **Automation**

*[State library’s current automation system and any anticipated changes during the plan period.]*

The Library has used a cloud-hosted integrated library system (ILS), [ILS vendor and product name], for the past four years. The library anticipates no changes to the ILS during the plan period.

## **Website**

*[State library’s current website status and any anticipated changes during the plan period.]*

The Library website, [URL], was created by staff using WordPress and is hosted locally. The Library will seek a vendor to redesign the website by Year 2 of the plan period.

## **Electronic Resources**

*[State library’s current electronic resources and any anticipated changes during the plan period.]*

The Library offers the following electronic resources that may be accessed remotely unless labeled as in-house only:

* Kentucky Virtual Library – includes LearningExpressLibrary, EBSCO, Novelist, etc.
* Kentucky Libraries Unbound (OverDrive consortium)
* Hoopla
* Freegal
* Mango Languages
* ProQuest
* ABCmouse Early Learning Academy
* Reference USA (in-house use only)
* Ancestry (in-house use only)

# **Technology Policies**

*[For the Essential level of the Kentucky Public Library Standards, the plan must address disaster preparedness & recovery (Standard 6.1.2) and provisions for equipment disposal (Standard 6.1.3). For Standard 1.5.7, the Board must have adopted an Information Security policy as required by KRS 61.932(1)(b). For Standard 6.3.7, the Library must have a formally adopted Internet Acceptable Use policy which is reviewed annually.]*

The Library’s technology policies are reviewed annually by the library director and library board.

## **Disaster Preparedness & Recovery Plan**

*[State the date it was last revised and reviewed. Include the portion of the plan that relates to technology.]*

Date of last revision: June 21, 2016.

Date of last review by library board: June 19, 2018.

The IT administrator is part of the library’s Disaster Response & Recovery Team and has primary responsibility for handling issues relating to library IT infrastructure and data. The Disaster Preparedness & Recovery Plan includes the following section relating to technology:

**Critical Network Outage**

ILS & Server Data: The library’s cloud-hosted integrated library system (ILS) is backed up in two locations by the vendor. The ILS includes acquisitions, cataloging, circulation, serials, and public catalog software. During a network outage, circulation transactions and patron registrations can be recorded offline and uploaded to the cloud when the network connection is restored. Data stored on the library’s in-house server are backed up and encrypted daily in two locations through a cloud-based service. The IT administrator also creates daily, encrypted backups on an external hard drive.

Network Hardware & Workstations: The Disaster Response & Recovery Team will determine the feasibility of recovering and restoring network hardware and workstations, or whether alternate plans should be made.

## **Surplus Property Policy**

*[State the date it was last revised and reviewed. Include the portion of the policy that relates to technology equipment.]*

Date of last revision: June 18, 2014.

Date of last review by library board: June 19, 2018.

The policy includes this section on workstations and other technology items:

3. Computers and other technology items which have unit values of less than $1,000 dollars and are incapable of running current software and/or are incompatible with the library’s computer network may be disposed of using qualified computer recycling services or donated to philanthropic, educational, cultural, governmental, or other 501 (c) (3) not-for-profit organizations.

## **Internet & Computer Use Policy**

*[State the date it was last revised and reviewed.]*

Date of last revision: May 19, 2015.

Date of last review by library board: June 19, 2018.

## **Information Security Policy**

*[State the date it was last revised and reviewed. State the library’s Point of Contact Officer.]*

Date of last revision: December 16, 2014.

Date of last review by library board: June 19, 2018.

The library’s IT administrator acts as the library’s Point of Contact Officer for maintaining the policy and ensuring compliance with KRS 61.932.

# **Staff Training**

*[Describe library’s plan for staff technology training, including budget and work time allocated for learning activities.]*

The Library requires all staff to complete technology training each year as part of the staff development plan; the amount required varies based on technology competencies in position descriptions. The Library allocates funding for this purpose each year, and all training is completed on work time. At least twice per year, the library schedules a meeting to introduce staff to new/emerging technologies.

# **Technology Goals**

*[State the library’s goals, objectives, and activities to be undertaken during the plan period. Consider referencing Kentucky Public Library Standards if your library is working to improve its score for the next Standards cycle.]*

## **Goal I: Improve Connectivity to Meet Current & Future Needs**

**Objective 1: Upgrade Network Hardware to Support Connectivity**

Upgrade firewall, switches, and access points to support 1 Gbps connectivity or better and to improve network security.

Activities:

Plan Year 1: Complete E-rate competitive bidding & application process for upgraded firewall and switches, additional access point(s) to improve Wi-Fi coverage

Plan Year 2: Purchase and install new equipment. Invoice E-rate program discounts.

Plan Year 3: : Complete E-rate competitive bidding & application process for renewal of access point licenses for current devices (or replacement devices, as needed).

### **Objective 2: Increase Bandwidth to 1 Gbps**

Increase bandwidth from 100 Mbps to 1 Gbps to support growth in streaming video, videoconferencing, and other bandwidth-intensive activities in the library.

Activities:

Plan Year 2: Complete E-rate competitive bidding process for upgrades to start at beginning of 3rd year.

Plan Year 3: Start 1 Gbps service at beginning of Fiscal Year.

## **Goal II: Improve Accessibility of Library Services**

### **Objective 1. Make Website Mobile-Friendly & Accessible**

Redesign library website to improve responsiveness on mobile devices and meet the Web Content Accessibility Guidelines published by the Web Accessibility Initiative [WAI] of the World Wide Web Consortium [W3C]. This will help the Library achieve Enhanced Standard 4.3.5 for website accessibility.

Activities:

Plan Year 1: Form staff committee to identify platform, features, and requirements for new library website; release RFP to seek proposals from web design vendor.

Plan Year 2: Work with vendor to complete redesign by mid-year; analyze web traffic for increase in mobile usage

Plan Year 3: Evaluate community response to website as part of technology needs assessment

# **Evaluation Process**

*[State how the technology plan will be evaluated.]*

The technology plan’s success will be evaluated based on the library’s ability to meet objectives on the timeline indicated in the plan. The library director will evaluate progress every six months, and the library board will evaluate progress annually. The library will conduct a community needs assessment for technology in the third year of the plan.