

Champaign Public Library Technology Plan 2010-2011

Library Mission Statement

The Champaign Public Library connects our community with the power of knowledge, the world of culture and ideas, and the joy of reading. We support the essential role of reading for success in life and work, the need for easy and equal access to lifelong learning, and the value of enriching and inspiring experiences.

Goals and Objectives

The library strives to provide materials and resources, including electronic technologies that are diverse, accessible, and up-to-date to serve the needs of the community. The Technology Plan addresses staff training, the automation system, computers and the network, and a system-wide design goal.

Goal A

The library will provide technologically advanced services for the most economical cost possible.

Objectives

A1. Maintain a broadband connection from the main library to ICN, for internet connectivity and to connect to the Horizon system housed at the Lincoln Trail Libraries System headquarters. (Approx \$838 per month) – *The library currently provides access to the internet via a Fiber connection for a total of 10 Mbps*

A2. Maintain a T1 line (or better) from Douglass Branch to ICN, for internet connectivity and to connect to the Horizon system housed at the Lincoln Trail Libraries System headquarters. (\$98.00 per month) – *The library currently provides access to the internet via 1 T1 line (1.544 Mbps)*

A3. Maintain cooperation with Illinois Century Network (Internet service provider). – *Ongoing*

A4. Investigate means to obtaining additional bandwidth for both the main library and the Douglass Branch at least cost. – *UC2B?*

Goal B

The library maintains technological awareness through meetings and staff training.

Objectives

B1. Attend department meetings to train staff on use of the Automated Timesheet, Hot Ticket System (automated task requests), Outlook email and calendaring software, and other library software – *Ongoing, as requested*

B2. Provide ongoing training for employees who have questions about current technology and software used at the library. – *Ongoing as requested*

B3. Develop staff core competency checklist for each library position. – *June 2011*

B4. Offer in house training on varied subjects such as Microsoft Outlook email and calendar, Microsoft Office Communicator, network basics, file management, Microsoft Office, intranet usage (StaffNet), How to use the Wiki, how to use the forums, and other subjects as requested. – *Ongoing as needed*

B5. Setup training pages on the intranet, offering a variety of technical information, links to monthly tech tips and links to training videos – *Ongoing*

B6. Use staff development day as a way to spread technological awareness to staff through tech talks or breakout sessions – *Ongoing*

Goal C

The library will continue to upgrade and maintain computers, network and technology related equipment.

Objectives

- C1. Annually upgrade or replace computer hardware and peripherals on a four-year cycle. The annual replacement program helps maintain current technology and remove obsolete systems. (Approx \$1,000 per computer) – *Ongoing*
- C2. Replace Servers on a four year replacement cycle (Approx \$5,000 per server) – *Ongoing*
- C3. Upgrade library servers to most current version of Server Operating System. (Available through annual \$9,800 license w/ Microsoft) – *Ongoing*
- C4. Maintain software licenses for Microsoft Office and Microsoft Windows OS on staff and public computers. (Available through our \$9,800 volume license contract w/ Microsoft) – *Ongoing*
- C5. Maintain most current version of antivirus/anti spyware software on all of the library's computers. (The library has switched to Forefront – available through our \$9,800 yearly volume license contract w/ Microsoft). – *Ongoing*
- C6. Maintain Self Checkout stations, Conveyor system and automated check-in stations at most current stable version of application(s) – *Ongoing*

Goal D

The library will continue to improve basic functions through newer system-wide software and hardware implementations and installation of the most up-to-date, affordable technology.

Objectives

- D1. All machine upgrades or replacements will be deployed with Windows 7 – *July 2010*
- D2. Add Text A Librarian Service – *September 2010*
- D3. Update CircIT Self Check software to newest version – *October 2010*
- D4. Investigate ways to provide laptop checkout to patrons for in-house use – *March 2011*
- D5. Utilizing software from Envisionware, allow printing from guest laptops – (Available through yearly maintenance contract w/Envisionware) – *March 2011*
- D6. Update staff and public stations to Microsoft Office 2010 – *April 2011*
- D7. Migrate Intranet to upgraded server, investigate and recommend AD white pages software and implement as part of Intranet redesign project. Deploy redesigned Intranet – *May 2011*
- D8. Continue to look into a solution to phone issues at Douglass Branch – *June 2011*
- D9. Update/Upgrade PC Reservation and LPTOne Print Release Software on public stations at both Main and DBL to the most current stable version or hotfix (Available through yearly maintenance contract w/Envisionware) – *Ongoing*
- D10. Investigate new Integrated Library System software, either independently or with the new Southern Consortium/Lincoln Trails – *Ongoing*
- D11. Investigate incorporating additional functionality to the OPAC stations, such as Database Access. – *Ongoing*
- D12. Investigate collaboration tools to means to encourage staff participation and teamwork – *Ongoing*
- D13. Continue to explore Library Inventory Management solutions – *Ongoing*
- D14. Continue to review software provided on public stations, and apply updates as needed. – *Ongoing*
- D15. Investigate E-vanced Solutions BranchAnywhere – *Ongoing*

Goal E

The library will continue to maintain an up-to-date Web presence.

- E1. Support Promotional Services Manager with keeping the Web site up-to-date with new technology. – *Ongoing*
- E2. With the Promotional Services Manager, investigate mobile website options – *Ongoing*
- E3. Work with Promotions and Adult Services to explore social networking sites and their benefit for the purposes of providing reference and information services – *Ongoing*
- E4. Work with Adult Services and Promotions to evaluate electronic resource subscriptions annually. *Ongoing*
- E5. Support Adult Service's and Children's services (in conjunction with Promotional services), with implementation of registration software for reading clubs – *Ongoing*
- E6. Continue to research the feasibility of an online sales component to our web presence – *Ongoing*

Evaluation

Library staff will evaluate the impact of electronic information services and technology in the community in order to keep the library's programs, services, and activities relevant and cost-effective. The impact of technology will be measured in terms of customer use, resources, and comments.

Current Training

The library strives to maintain the best possible customer service by offering a range of staff and public training and by supporting professional staff development.

- A. The library offers monthly public classes on a variety of technology topics including *Internet Basics, E-mail Basics, E-bay Basics and Library Catalog Basics.*– *Ongoing*
- B. Microsoft Office software classes at Parkland College are offered to staff as funds are available.
- C. Microsoft also offers free short specific training courses online and the links to these have been provided to staff - *Ongoing*
- D. Training is available upon request to all staff from the Technology Department. – *Ongoing via scheduled training sessions, monthly tech tips, by topic requests, informational intranet pages and training videos.*

Technology History

The library currently maintains a wide variety of multipurpose computers for public and staff use on a LAN/WAN, along with a host of other technologies.

Pre 2000:

Circulation functions automated with CLSI (1978). Catalog automated and initial website (1995). Staff access to e-mail and Internet (1998).

2001-2005

- Received GATES Grant for 10 PC's, (6 for the Main Library and 4 for Douglass Branch) for public computer use and Internet access.
- Installed Vendprint to automate public printing
- Installed Horizon, a client-server-based graphical user interface,
- Obtained PC Reliance for use when Horizon servers are unavailable
- Staff Intranet launched
- Website redesign
- Installed Veicon technology for thin client public Internet stations.
- Installed a PIX Firewall to improve network security.
- Installed a Barracuda Spam Firewall to reduce the amount of spam e-mail received.
- Upgraded Fundware (accounting package) software & implemented a new backup plan.

2006

- Installed a wireless router/DHCP server @DBL for wireless access and network expansion.
- Installed LiveNetwork network appliance to monitor and manage bandwidth usage
- Added instant messaging to all library staff computers for internal use
- New website (Complete redesign funded by an LSTA grant)
- Instant messaging, instant reference on new website via liveperson

2007

- Incorporated a Wiki and forums into Staff Intranet to promote staff collaboration on projects.
- Business website launched (Funded by an LSTA grant)
- Installed Envisionware PC booking system @ both branches, upgraded all sit down citrix terminals and Gates computer to new PC's
- Color printing provided to the public
- Implemented Filtering on Children's PCs
- Complete collection tagged w/RFID
- 8 RFID Automated Self Check units installed, RFID gates installed at Main and DBL, Automated Materials Handling system installed.
- Setup Automated Room Booking System.
- Design network for the new building (core switch connected to all other switches via internal building fiber backbone, separate VLANs for Servers, Staff, Public, and wifi)
- Installed 12 new switches
- Installed new router (Cisco 2811)
- Replaced PIX515E firewall with Cisco ASA firewall
- Phone system expanded to include the addition of 72 new phones
- Setup a terminal server and 35 thin clients for Catalog stations
- Setup a domain controller and group policies for ease of public pc maintenance and control
- Setup and configured a total of 95 Public access machines, 15 in the Children's Area, 20 in TeenSpace, 55 in Adult Services and 5 Print release/Computer Sign up stations
- Setup and configured a total of 47 staff computers
- All building clocks and computer times synchronized with addition of Primex wireless TimeSynch
- Building camera security implemented with cameras and 4 DVR systems
- A/V: Ceiling mounted projectors in all meeting rooms, speakers and DVD capabilities in 4 areas
- A/V: 2 56" LCD promotional panels in the Lobby and Café areas

2008

- Setup and configured Wifi 802.11N in the new building. Equipment consists of Cisco Wireless Controller 4400 and 9 Light Weight ceiling mounted APs.
- Setup a windows update server, to reduce bandwidth traffic during open hours
- Public PC schedule implemented; PC's automatically turn themselves on prior to opening, apply selected software patches or updates, and are ready for use prior to opening.
- Implemented filtering on Teen PCs.
- Replaced existing Livenetwork with a larger model, capable of handling more bandwidth
- Setup Threat protection server (antivirus and spam) on Staff server, updates are downloaded overnight, reducing bandwidth traffic during open hours.
- Setup assistive technologies on the scanning stations
- Moved all staff machines to Windows XP via software upgrade or PC replacement
- Setup bandwidth shaper at DBL to monitor and shape traffic
- Switched to a 10 MBPs fiber connection to support increased use of bandwidth, the speed for circulation, catalog, and public Internet services.
- Install Office 2007 on all staff and public machines.
- Server added to Douglass Branch network and implement group policies for both staff and public
- Digital Signage Server installed
- Newer donut RFID tags implemented for CD's, DVD's and games

2009

- Bandwidth shaper installed at Douglass Branch to help ensure optimal bandwidth utilization
- Aging hubs replaced by newer switches at the Douglass Branch
- Moved to Microsoft Forefront for antivirus
- Envisionware ecommerce solution implemented, allowing payments of fees over the web
- Upgraded from ACS to CircIT self check software offered by Techlogic

- Installed “Gate Manager” option from Techlogic for RFID Gates
- Upgraded to latest version of LptOne from Envisionware, allowing print jobs to be picked up anywhere in the building
- Support Promotional Services setup a picture tour of the new library - *November 2009*.

2010

- Event calendar software purchased and setup, then skinned to our website. Jan 2010
- PIN numbers added to both Self Checkout stations and public computers Jan 2010
- Email migrated to Exchange May 2010

Technology Inventory

Main Building

Workrooms

Administration

16 PC's
6 Laptops
2 MACs
14 Laser Printers - (13 BW, 1 Color)
2 Color copier/scanner/printer
1 Flatbed Scanner

Technical Services

10 PC's
2 Laptops
1 Mac
1 Laser Printer (BW)
2 Deskjet Printers
8 Label Printers
1 Mobile RFID Label Printer/Laptop combo
11 Barcode Scanners

Adult Services

19 PC's
2 Laptops/Portables
3 Laser Printers (2 BW / 1 Color)
11 Barcode Scanners
2 RFID Scanner/Pads

Children's Services

10 PCs
1 Laptop
1 Laser Printer (BW)
1 Deskjet Printer
1 Barcode Scanner
1 RFID Scanner/Pad

Circulation

28 PC's
1 Laptop
1 Mobile RFID Label Printer/Laptop combo
4 Laser Printers (BW)
8 Receipt Printers
13 Barcode Scanners
2 RFID Scanner/Pad

Service Areas

Checkout Desk(s)

8 PC's
8 Receipt Printers
6 Barcode Scanners
8 RFID Scanner/Pads

AS Information Desk(s)

7 PC's
3 Laser Printers (BW)
1 Receipt Printer
1 Flatbed Scanner
7 Barcode Scanners

CS Information Desk

4 PC's
1 Laser Printer (BW)
1 Receipt Printer
4 Barcode Scanners

Public Area

1st Floor

37 PC's
17 Thin Client Catalog Stations
2 Laser Printers (Color)
2 Receipt Printers
2 Barcode Scanners

2nd Floor

58 PC's
16 Thin Client Catalog Stations
3 Laser Printers (2 BW, 1 Color)
1 Receipt Printers
2 Barcode Scanners
2 Flatbed Scanners
2 Microfilm Readers

Network

9 Servers
13 Switches
1 Barracuda Spam Filter
1 ASA Firewall
1 Bandwidth Shaper
1 Router
1 Wireless LAN Controller
9 Wireless Access points

Douglass Branch

Staff Workroom

6 Pc's
1 Laptop
1 Laser Printer/Scanner
1 Deskjet printer

Service Desk

2 Computers W/Monitors
1 Laser Printer (BW)
2 Receipt Printers

Public Area

12 Computers W/Monitors
1 Laser Printer (Color)
1 Receipt Printer

Network

2 Switches
1 Firewall (Hardware)
1 Router
1 Wireless access Point
1 Bandwidth Shaper (Hardware)
1 Server

Totals for all locations

Computers

Staff areas:

PC's/MAC's: 92

Laptops: 15

Service Desk areas:

PC's: 21

Public areas:

Sit down Computers: 100

Print release/Signup Stations/DBL Catalog: 7

Thin Clients (catalog stations): 33

Total Computers: 235

Total Thin Clients (catalog stations): 33

Printers:

Staff areas:

Laser B/W: 22

Laser Color: 2

Deskjet: 4

Color Copier/Printer: 2

Receipt: 8

Label: 8

RFID Printer: 2

Service Desk areas:

Laser B/W: 5

Receipt: 12

Public areas:

Laser Color: 4

Laser BW: 1

Receipt: 4

Total Printers: 73

Infrastructure

Routers: 2

Firewalls: 2

Servers: 10

Spam filter: 1

Bandwidth shaper: 2

Switches: 15

WLAN controller: 1

Wireless Access Points: 9