Three Year Technology Plan 2022-2024

9/19/2022 | Revision 01

Mission Statement

The mission of the Library is to provide Maroa Public Library District patrons with current educational, cultural, historical and recreational information.

Vision Statement

The vision for the Library's technology supports the Library's mission by providing effective, accessible equipment within the Library and accurate, useful on-line resources available beyond the Library's walls.

Plan

This plan, mandated by the state's Standards for Illinois Public Libraries and the Federal Communications Commission's Schools and Libraries Program of the Universal Service Fund, presents the current and planned technology necessary to deliver electronic services to the community. As technology rapidly changes, this plan is intended to serve as a working document that will enable the Library to meet future technology needs and developments.
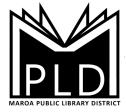
Background

The Library has three adult patron computers and one children's computer. There are five computers for staff: two circulation, two office, and one director computer. The Library also has one printer/copy machine with scanning capabilities.

In October 2018, the Library switched from a home-based router to a business-class router. This allowed the Library to split patron/staff network and patron/staff Wi-Fi. The new business-class router includes firewall protection for better security. Open DNS filters will be added to all computers in April of 2019 as well as the Library Wi-Fi access point to allow for filtering of pornographic materials.

Telephone and Fax. The Library currently operates with two LAN lines. One line (217)794-5111 is for phone calls. The second line (217)794-3005 is for faxes. The Library currently owns one fax machine and has three cordless, hand-held phones.

The Library outsources procurement, installation, and maintenance of all computers, peripherals, firewalls, and internet hardware through Lazerware, the Library's current contractor. As a tier 1 customer, the Library has budgeted for and pays monthly for all of Lazerware services. The Library copier is leased through Watt's Copy Systems. The Library also maintains a budgeted line item for this service. Maintenance for all other Library equipment is paid on an "as needed" basis. Funds have been set aside in the operating budget to ensure that maintenance and upgrades are adequately funded.

Maroa Public Library District

PLD
MAROA PUBLIC LIBRARY DISTRICT

Needs Assessment

Patron computer usage continues to dwindle as more and more patrons use their handheld internet devices. Many patrons now enter the Library to use reliable, high speed Wi-Fi. Since the Library's current level of workstations seems more than adequate, the current vision will be to improve existing stations and Wi-Fi technology available in the Library at a reduced cost.

Technology inventory – Current and Projected

As of September 2022			Standards Compliance Level			
Currently Have/Need	Required by Standard	Identified by Community Needs	Basic	Enhanced	Exceptional	Improve
Telephone system with 3 handsets	Listed telephone		x			
Answering machine	Voice mail or answering machine		x			x
Fax machine	fax and/or scanner		x			
Photocopier/printer with scanner	Photocopier		x			
724 Mbps internet connection	Effective internet access		x			x
Single e-mail account	Email account		x			
Website	ADA compliant 24/7 website		x			x
5 staff workstations, 4 patron workstations (all under 3 year leases began on 9/1/2020)	sufficient, up-to-date computers for patrons (less than 15 minute wait) and staff		x			
3 receipt printers, photocopier/printer	printers up-to-date		x			
Anti-virus protection with Internet security	Anti-virus protection with Internet security		x			
Internet browsers on all computers	Internet browsers	Video Conferencing Capabiilities via wifi	x			x
None	Telephone access for hearing-impaired					x

Goals and Objectives

Goal 1: Public Services

Develop and implement electronic resources to effectively meet the needs of the district.

Objective 1A – Create desktop links to the on-line Decatur Herald and Review, Wall Street Journal, Chicago Tribune, and other relevant periodicals.

Objective 1B- Continue to quote and assess need for more online resources.

Goal 2: Staff Services

Provide electronic resources that allow staff to carry out work functions effectively and efficiently.

Objective 2A – Ensure all staff members participate in annual Library database training, available through the L2 Learning Library, SHARE Training Portal, and WebJunction.

Objective 2B – Upgrade internet plan from 25 Mbps to 1 Gbps for faster Library portal response times.

Goal 3: Electronic and Web Services

Select, organize and maintain a quality collection of electronic materials on its website which provide a basis for community information, education, recreation, and historical preservation.

Objective 3A – Maintain access to Illinois Heartland Library Services shared networking systems as well as World Catalog.

Objective 3B – Expand the Library website to provide accurate and up-to-date community information to include

- local reference services for city and school board meeting minutes
- local ordinance codes
- voter information
- local and state maps
- Local history and
- Current events

Goal 4: Facilities and Equipment – Provide technology resources to support the objectives of the Library

Objective 4A – Replace patron computers every 7 years and staff every 5 years.

Objective 4B – Investigate the possibility of voice over IP (VOIP) to improve phone service and cost.

Objective 4C – Evaluate annually to verify adequate levels of equipment for both patrons and staff.

Objective 4D – Update conference room from basic television and VCR to smart, on-line projection and sound system.

Timeline

	2022	2023	2024
Target Date Activities			
Objective 1A - DH&R linkage	x		
Objective 1B- Additional online memberships		x	
Objective 2A - Staff training	x	x	x
Objective 2B - Upgrade internet speed		x	
Objective 3A - IHLS / WorldCAT memberships	x	x	x
Objective 3B - Expand website reference material		x	
Objective 4A - Replace computers 5 to 7 years		x	x
Objective 4B - VOIP investigation		x	
Objective 4C - Evaluate equipment quantities	x	x	x
Objective 4D - Conference room media update			x

Professional Development Strategy

It is important for Library staff to know how to use new technologies introduced into the Library system. All Library staff are encouraged to seek and stay aware of relevant training opportunities. When time and budgets allow, staff members, with the Library Director's permission, are encouraged to attend training both online and outside of the Library. The L2 Learning Library, SHARE Training Portal, and WebJunction both offer many free learning opportunities.

Evaluation Process

The Library will review this plan annually to summarize completed projects, gauge the impact of adopted technology, and identify new technologies that are relevant and aligned with the Library's mission, vision and core values. A primary objective of evaluating this plan will be to understand the impact of new technology on enhancing customer service and/or improving efficiency. Impact will be evaluated by gathering data from customer visits, computer use, resources used, new customers served, and direct customer feedback through periodic surveys. Staff will be encouraged to become familiar with technological shifts in libraries and the world at large. Relevant new and emerging technologies will be identified and evaluated for further consideration. Each year, the Director will report to the Board of Trustees on progress made in the previous year and new technologies for potential adoption.