

Champaign Public Library Technology Plan 2006-2009

Library Mission Statement

Champaign Public Library creates a community where popular materials are abundant, reading is valued, and learning never ends.

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.

- A. Circulation functions automated with CLSI (1978). Catalog automated (1995).
- B. The library maintains a T1 1.544 Mbps Internet connection via Illinois Century Network, a wireless Cisco Aironet link to the Champaign City Building, and a T1 connection to the Douglass Branch Library. The library maintains a Web site (1995, redesigned in 2004, undergoing redesign 2006), a fully functional staff intranet (2005), and staff access to e-mail and the Internet (1998). There are 138 Internet capable computers at 3 locations (Main branch, Douglass Branch and Bookmobile), in use as follows:
 - In workrooms/offices : 67 PC's, 2 Macs, 7 laptops, for a total of 76.
 - In Service desks : 15 PCs, 2 laptops
 - In Public areas : 31 Veicon stations, 10 Gates computers, 4 Public access PC's
- C. Installed Horizon, a client-server-based graphical user interface, in April 2004. The library's Dynix (Horizon) system includes IPAC (2002) and PC Reliance (2004). The Bookmobile uses an Aironet 555 wireless connection through Verizon for a live connection to the Horizon Circulation System (2004) via a Windows 2003 Server Terminal Server (2004).
- D. Received GATES Grant (2001) for 10 computers which were installed at the Main Library and Douglass Branch for public computer use and Internet access.
- E. Installed Vendprint to automate public printing (2003).
- F. Installed Veicon technology for thin client public Internet stations (2004). Added another server for load balancing (2006)
- G. Installed a PIX Firewall to improve network security (2004).
- H. Installed a Barracuda Spam Firewall to reduce the amount of spam e-mail received (2004).
- I. Upgraded Fundware (accounting package) software (2004) and implemented a new backup plan (2004).
- J. Installed a wireless router and DHCP server in DBL (2005) for wireless access and the ability to expand the number of PC's we can have in the future. (2006)
- K. Installed LiveNetwork appliance to help monitor and manage bandwidth usage (2006)

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 four computer topics: *Library Catalog Basics*, *Computer Basics*, *Internet Basics*, and a two-part *E-Mail Basics*. Internet and catalog classes have also been offered in Spanish. Currently suspended for lack of space, will resume in the new building (2007)
- B. Microsoft Office software classes at Parkland College are offered to staff annually, as funds are available.
- C. Lincoln Trail Libraries System offers monthly Horizon training for new staff, and training as needed to introduce all staff to new features of Horizon. (included in annual subscription rate of \$710 in 2005-2006)
- D. Training is available upon request to all staff from the Technology Department.

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 T1 line (or better) from the main library to ICN, for internet connectivity and to connect to the Horizon system housed at the Lincoln Trail Libraries System headquarters. (\$98.00 per month)
- A2. Maintain a T1 line (or better) from DBL to ICN, for internet connectivity and to connect to the Horizon system housed at the Lincoln Trail Libraries System headquarters. (\$98.00 per month)
- A3. Maintain a T1 line (or better) between CPL and DBL for internet connectivity, networking, and sharing information (\$136.30 per month)
- A4. Investigate adding another T1 line to support increased use of bandwidth, the speed for circulation, catalog, and public Internet services by July 2007.
- A5. Provide continuous cellular phone service for the Bookmobile to provide online customer service and circulation functions. (\$160 per month)
- A6. Maintain cooperation with Illinois Century Network (service provider for T1).

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), GroupWise, and other library software, as needed.

B2. Provide ongoing training for employees who have questions about current technology and software used at the library.

B3. Develop staff core competency requirements for technology needs by July 2006, and review annually.

B4. Offer in house training on varied subjects. All users will be trained on email (Groupwise), Network basics (Novell), intranet usage (StaffNet), and other subjects as requested.

B5. Incorporate a Wiki, blog and forums into Staff Intranet for staff collaboration on projects by Jan 2007.

Goal C

The library will continue to upgrade and maintain computers and the computer network.

Objectives

C1. Annually upgrade or replace computer hardware and peripherals on a three-year cycle. The annual replacement program will help maintain current technology and remove obsolete systems. (\$1250 per computer)

C2. Maintain current version of antivirus software on all of the library's computers. (\$2,000 yearly contract).

C3. Install & configure ZENWorks for auditing of the library's computers by December 2007. (\$5,000 yearly contract)

C4. Maintain library servers at most current working version of Novell. (\$5,000 yearly contract)

C5. Upgrade all computers to the most current Windows Operating System by Dec 2006. (\$6,000 yearly contract)

Goal D

The library will continue to improve basic functions through newer system-wide software and hardware implementations.

Objectives

D1. Maintain software licenses for Microsoft Office and Microsoft Windows Operating Systems on staff computers. (\$5,000 annual contract)

D2. Manage and troubleshoot new Horizon upgrades and releases issued by Lincoln Trail Libraries System, as needed. (part of annual Horizon maintenance cost)

Goal E

The library will install the most up-to-date, affordable technology in the new library building.

- E1. Replace servers on a three-year cycle (adding larger hard drives, larger amounts of RAM, and faster processors, as needed). (\$5000.00 per year)
- E2. Maintain Novell software by downloading and installing new software versions and updates. (included in annual fee)
- E3. Work with the building project technology engineers to plan for wiring, placement, location, and installation of computer equipment in the new building, 2006-2007.
- E4. Coordinate WiFi wireless access for the new library building by October 2006. (Part of building Project)
- E5. Coordinate and oversee installation of RFID technology in the new library building for customer self check out, automated check in, and automated materials sorting by July 2007. (Part of building project)
- E6. Evaluate Veicon service (public Internet stations) and make recommendations for any needed changes by Dec 2006 (approx \$16,000)
- E7. Install Envisionware, a PC Booking, Print recovery, and ecommerce solution by Dec 2006. (approx \$40,000)
- E8. Install automated booking system for library meeting rooms by August 2006. (Incorporated into the new website – no additional cost)

Goal G

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

- G1. Work with the Promotional Services Manager to keep the Web site up-to-date with new technology.
- G2. Work with the Adult Services department to set up an instant messaging service for customers to use to ask reference questions by June 2006. (Virtual Lib grant/Flash Chat)
- G3. Install instant messaging on all library staff computers for internal use by (December 2006).
- G4. Develop more interactive Web pages for customer use by August 2006. (Virtual Lib Grant)
- G5. Work with the Children's, Adult Services, and Promotional Services departments to develop an online summer reading program by August 2006. (Virtual Lib Grant)
- G6. Work with the Promotional Services Manager to redesign the library Web site by August 2006. (Virtual Lib Grant)

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.

Technology Inventory

Administration

Offices

- 1 Profile PC (all in one)
- 6 Computers W/ Monitors
- 2 Laptops w/ Docking Station & Monitor
- 7 Laser Printers - (6 BW, 1 Color)

Lounge

- 1 Computer W/ Monitor

Technology

Staff

- 2 Computers W/Monitors
- 1 Laptop W/Docking Station
- 2 Laser Printers (1 BW, 1 Color)

Network

- 10 Servers W/3 Monitors
- 10 Switches (Hardware)
- 1 Spam Filter (Hardware)
- 1 Firewall (Hardware)
- 1 Bandwidth Shaper (Hardware)
- 1 Router (Hardware)

Promotional Services

- 2 Mac Computers W/ Monitors
- 2 Laser Printers (1 BW, 1 Color)

Maintenance

- 3 Computers W/Monitors
- 1 Laptop W/Docking Station
- 1 Laser Printer

Outreach

Staff Area

- 3 Profile PC (all in one)
- 1 Computers W/ Monitor
- 1 Laser Printer
- 1 Receipt Printer

Bookmobile

- 2 Laptops w/ Docking Station & Monitors
- 2 Receipt Printers

Children's Services

Staff Area

- 1 Profile PC (all in one)
- 6 Computers W/ Monitors
- 1 Laptop w/ Docking Station & Monitor
- 1 Laser Printer (BW)
- 1 Deskjet Printer

Information Desk

- 3 Profile PC (all in one)
- 1 Laser Printer (BW)

Public Area

- 6 Gates Computers W/ Monitors
- 4 Veicon Stations (Catalog)
- 1 Print release Station W/Monitor

Adult Services

Staff Area

- 1 Profile PC (all in one)
- 17 Computers W/ Monitors
- 1 Laptop w/ Docking Station & Monitor
- 2 Laser Printers (BW)
- 1 Deskjet

Information Desk

- 2 Profile PC (all in one)
- 3 Computers W/ Monitors
- 1 Laser Printer (BW)

Public Area

- 2 PC's (1 Catalog, 1 Internet) W/Monitors
- 22 Veicon Stations (10 Catalog, 12 Internet)
- 1 Print Release Station W/Monitor
- 1 Laser Printer (BW)

Circulation

Staff Area

- 1 Profile PC (all in one)
- 9 Computers W/ Monitors
- 1 Laser Printer (BW)
- 1 Deskjet

Service area

- 5 Computers W/Monitors
- 5 Receipt Printers

Collection Management

- 1 Laptop w/ Docking Station & Monitor
- 1 Deskjet Printer

Technical Services

- 7 Profile PC's (all in one)
- 3 Computers W/ Monitors
- 1 Laser Printer (BW)
- 2 Deskjet Printers
- 4 Label Printers

Douglass Branch

Staff Area

- 2 Profile PC (all in one)
- 3 Computers W/Monitors
- 1 Laser Printer (BW)
- 1 Deskjet printer

Service Desk

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

Public Area

- 5 Veicon stations (1 Catalog, 4 Internet)
- 4 Gates Computers W/ Monitors
- 2 PC's W/Monitors

Network

- 2 Switches
- 1 Firewall (Hardware)
- 2 Routers

Totals for all locations

Staff areas:

PC's:67
Laptops:7
Macs:2

Service areas:

PC's:15
Laptops:2 (Bookmobile)

Public areas:

Veicon:31
Gates:10
PC's:4
PR Stn:2

Printers:

Lsr B/W:20
Lsr CLR: 3
Receipt: 8
Deskjet: 6
Label: 4

Infrastructure

Routers:3
Firewalls:2
Servers:10
Spam filter:1
Bandwidth:1
Switches:12

Grand total: 210