Dixon Public Library

Technology Plan

2021-2022

Adopted at the regular board meeting

held on July 12, 2021

Dixon Public Library Technology Plan for 2021-2022

1. Introduction and History

Dixon Public Library is a municipal library that serves a population of 15,733 persons in Lee County. The library service area is contiguous with the city limits of the City of Dixon. Non-resident cards are provided to those living outside city limits. The library collection consists of approximately 73,000 print volumes, 2,500 non-print/audiovisual items, subscriptions to 70 periodicals, and several electronic information services.

Dixon Public Library runs a "cloud-based" ILS system which is shared with other members of the Rock River Consortium based in Sterling, Rock Falls, Milledgeville, and Dixon. Combining in the consortium and moving to the cloud are developments which have occurred since the last plan was developed in 2010, and have been great benefit to the budget, staff and patrons of Dixon Public Library. The ILS is provided by TLC. Patrons can access the public access catalog from anywhere through a webpage; allowing them to search for and place holds on any of the approximately 300,000 items held in the Consortium.

The first Technology Plan of the Dixon Public Library was developed in 1999 and it was revised in 2000, 2002, and 2010. These were all submitted to the Illinois State Library. In 2015 and 2016 the State Library provided access to a program called the Edge Assessment, which was intended to identify strengths and weaknesses of the library's technology assets and services and to support the development of a new plan for improvement.

The purpose of this Technology Plan is to build upon what has been learned from the process of these previous plans and to provide a tool to identify goals and the means to achieve them, so that the library can continue to improve both its technology infrastructure and services. It identifies problems and offers solutions in the areas of hardware, software, telecommunications, public services and staff training. The plan will inventory the existing computer technology in the library; assist staff to evaluate the success of the improvements to infrastructure, hardware, and software, and fully utilize the opportunities offered by them.

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2. Vision

Mission Statement

It is the mission of the Dixon Public Library to provide access to the universe of information, and especially that information which is of immediate relevance and interest, to the community it serves. Its aim is the enrichment of personal lives with materials, programs and services available for citizens of all ages. The library provides current, high-demand, high-interest materials in a variety of formats. Special emphasis is placed on providing accurate, timely and useful information for community residents.

Means of Attainment

In maintaining these objectives, the following should be observed by board and staff:

A. A high degree of accuracy in records maintained and information given;
B. Cooperation with other civic organizations;
C. An open-minded attitude toward new methods and improvements for better service;
D. A high degree of attractiveness through neatness, order, and systematic arrangements;
E. A careful observation

The role of Technology

It is Dixon Public Library's goal to provide the residents of our community with the same excellent library service as residents of the largest libraries by appropriate use of technology. Elements necessary to reach this goal include high speed access to the Internet; ease of use access to our library collection through our own public access catalog and information databases; provision of interlibrary loan and document delivery services, access to these services by our patrons from their home and business computers via the Internet; and the training of staff to achieve these goals.

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3. Goals and Strategies

Maintain and monitor library hardware

Provide the technology and adequate connectivity to meet the increasing online needs of area residents in the physical library building. In an environment where technology is changing at an increasingly rapid pace, the library desires to keep up with appropriate technologies and formats that will best serve the community. A hardware replacement schedule has been developed and can be seen below.

Continue Internet Access Management for public PCs

The library uses Userful Desktop patron management system for public internet computers. Research has been done on multiple occasions to ensure its competitivity. Userful includes time management which can shut down the workstation when the patron's time is up, clears the cache for privacy, prints jobs.

Maintain and monitor the library's web page

The Dixon Public Library has a web page presence. The library's catalog, links to useful web sites, email reference and email interlibrary loan are available over the Internet. Recently, the capability has been implemented to permit patrons to place their own holds and renew their materials either via the Internet or on computers within the building.

Improve cooperation with the schools

Also important to the community is increased communication and cooperation with the local schools. It benefits both the students and the taxpayers to utilize the computer connections, coordinate planning and services, and utilize the knowledge and resources of both entities.

Evaluate telecommunication capacity

Currently the library gets internet access through Comcast Business Services. The broadband speed has been increased twice in the last few years, as staff reviewed current offerings from Comcast and took advantage of best prices available. Most recently, the Comcast bill was adjusted to remove the obsolete cable tv service and a modem was bought to remove the need to rent one from Comcast. Both bandwidth and connectivity issues will be kept under regular review.

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4. Professional Development

To fully utilize the technology in the library and the technological advances that are anticipated, the staff must be competent and comfortable with it. The library has used informal and formal training techniques. Staff are encouraged to participate in online trainings such as those available from RAILS and Webjunction. These have included general topics such as Windows and product-related training for the OPAC, circulation, and serials modules. Staff have also undertaken classes allowing them to build the coding club for kids which has been very well received. Ongoing areas of concentration that are anticipated for the duration of this technology plan include:

A. Training staff to assist children to find library materials and use the computers in the children's area
B. Additional training for one-on-one assistance of the public by support staff
C. Staff-wide concentration on pc/printer/software basics for troubleshooting purposes
D. Advanced training for select staff in network management, web design and maintenance; and graphics.

The training will include attendance to library sponsored workshops, on-site classes and workshops, and possibly tuition reimbursement for college or other approved courses.

Cooperative relationships are important to the Dixon Public Library. Library staff works well with the staff at the high school and some of the middle and elementary schools, and these relationships will be emphasized when planning for two systems which can communicate easily. Opportunities to work with other community organizations will be explored.

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5. Current Technology Environment and Inventory June 2021

The library runs a mix of Windows 10 Desktop computers, Apple devices, as well as Linux-based Userful Desktop public computers, along with providing Wi-Fi internet access for patrons who utilize their own devices. Internet access is restricted and limited via internet filters to reduce the chances of our patrons accessing sites that could compromise their security or ours, and to provide a safe computing environment for all users.

Technology items that are valued under $100 are not generally included in the overview, as they are only purchased and replaced as needed.

Computer Monitors are generally only replaced when needed either due to equipment failure or a need to downgrade a monitor from a staff to a public workstation. The employee workstations typically have the new monitors, which are then moved down to the public workstations when needed. Also, if an out-of-service monitor is available from other City offices, they will be given to the library for continued use until they are no longer viable. This has reduced the need for monitor purchases in several instances.

- Server:
The library no longer requires an on-site server for management or file storage, however, the servers located at the Public Safety Building are used in a minor capacity to push Group Policies out to employee computers (to manage the setup and options of those computers), and to run the DeepFreeze server component, which is used to secure the Windows 10 public computers. These 2 services could be done through cloud options, however there would be an additional cost to doing that so we have maintained those items onsite through a VPN (Virtual Private Network)
- Network Equipment/Wi-Fi:
  - (1) Fortigate 60E Firewall (2018)
  - (2) Fortiswitch 248E-POE 48-port Switches (2021)
  - (4) FortiAP 221C Access Points located in the Youth Department, Adult Department, Children's Department and the Basement area. (2015)
  - (1) FortiAP 224E Outdoor Access Point located over the North Parking Lot. (2018)
- Adult Staff Hardware:
  - (2) Circ desk - Windows 10 Computers with 24" monitors (2020)
  - (1) Library Services - Windows 10 Computers with 23" monitor (2016)
  - (1) Library Services - Windows 10 Computers with 19" monitor (2019)
  - (1) Young Adult Services - Windows 10 Computer with 24" Monitor (2016)
  - (1) Office Manager - Windows 10 Computer with 23" Monitor (2016)
  - (1) Director – Apple iMac 27", Retina 5K Late 2015 model w/ Apple Thunderbolt 24" monitor (2017)
  - (2) Circ desk - iPad Airs (Late 2013 model)
- Children Staff Hardware
  - (2) Circ desk - Windows 10 Computers with 24" monitors (2017)
  - (1) Children's Office - Windows 10 Computers with 20" monitor (2016)
  - (2) Children's Office - Windows 10 Computers with 21" monitor (2017)
  - (1) Chromebook (2018)
  - (1) Mac Mini M1 for video production (2020)
  - (1) iPhone for video production (Wi-Fi only)
  - (1) iPad Air 2 for video production (Late 2014 model)
- Patron Hardware:

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- o (4) Adult Services patron Windows 10 Computers with 19" monitors (2013, 2014)
- o (10) Adult Userful patron stations with 19"-23" monitors (2018, 2019)
- o (1) Adult Userful catalog station with 19" monitor (2014)
- o (4) Children Userful patron stations with 19"-23" monitors (2019)
- o (2) Userful Main Tower computers (2019)
- o (1) Children Windows 10 catalog station (all-in-one computer) (2014)
- o (1) Adult Windows 10 station for use with Konica-Minolta MS6000 MKII Microfilm reader (2013, 2015)
- o (1) Windows 10 LTSB Scan Station (2020)
- o (12) Chromebooks (2015)
- Printer/Copiers:
  - o (1) Sharp MX3550N located in the Office Manager's office. Used by the public for printing and copying color documents, as well as the staff for all purposes. Includes scan-to-email capabilities. Under Lease from SBM (2016)
  - o (1) Sharp MX-M266N located in the Adult Department. Used by the public for Black and White printing and copying. Under Lease from SBM (2016)
  - o (1) HP LaserJet M402dw printer located under the Adult Circ Desk counter. Used by staff at front counter. (2018)
  - o (1) HP LaserJet M479fdw printer/copier located under the Children Circ Desk counter. Used by staff and children's computers. (2020)
  - o (1) HP LaserJet M254dw printer. Used by the Library Services department. (2017)
  - o (1) HP LaserJet M203dw printer. Used by the Library Director. (2018)
  - o (2) Epson TM-T88IV Receipt Printers. Located at Adult Circ Desk (2019, 2020)
  - o (2) CitizenCBM1000ii Receipt Printer. Located at the Children Circ Desk
  - o (1) Citizen ST310 Receipt Printer. Located at the Children Circ Desk
  - o (1) Windows 10 Print Station with 15" touch screen using OCS Software and Coin-Op unit for collection of payment for print jobs. Coin-Op Unit also shared with MX-M266N copier for collection of payment for copies. (2020)
- **Staff Machine Software:** Office 2019, Google Chrome, Google Drive, BitDefender Antivirus, Malwarebytes Endpoint, Adobe Acrobat Reader, Adobe Acrobat Full, Mozilla Firefox, TeamViewer, NinjaRMM, OpenOffice
- **Patron Machine Software:** Office 2019, DeepFreeze (managed on server), BitDefender Antivirus, Malwarebytes Endpoint Adobe Acrobat Reader, Google Chrome, Mozilla Firefox, TeamViewer, NinjaRMM
- Phones:
  - o Mitel 3300 Phone System with (6) Model 6920 phones and (2) Model 6940 phones. (4) CenturyLink landlines used to provide phone services, fax, elevator, and for Fire Panel monitoring. (2018)
  - o (1) Apple iPhone SE 2 for Director, through Verizon Wireless
- **Internet Service Provider:** Comcast via modem in basement. 200Mb Download Connection Speed as of March 2021.
- **Intranet:** provided through Google Drive
- **Website:** Created and maintained by TDG with Library staff input. Domain registration through GoDaddy, CloudFlare used for domain security.
- Circulating Technology: None Currently.

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Other Devices

- (2) SMS Traffic Counters – counts people entering and leaving building for required statistics reporting; accompanying software provides real-time occupancy numbers (2017)
- Security Cameras and DVR – Windows 10 computer running Axis Camera Station with 8TB external hard drive for video storage. Network Accessible for viewing video. (2017)
  - Three Axis M3047-P cameras (2018)
  - One Axis M3057-PLVE camera (2021)
  - One Axis M7014 4-channel video converter, currently using 3 generic BNC video cameras (2018)
- HVAC Computer – Windows 7 with monitoring software for HVAC System. Only on when needed to program HVAC. (2015)
- Benq MHD530FHD Projector (2018)

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6. Replacement Schedule

Typical Equipment Useful Lifespans

Note that lifespans shown assume the equipment was purchased new. If purchasing used or refurbished equipment, lifespan should be estimated on the original build date, not the purchase date.

- o Staff Windows/Apple Computers – 5-7 years
- o Public Windows Computers – 6-8 years
- o Printers – 5-8 years
- o Firewall – 4-5 years
- o Network Switches – 8-10 years
- o Chromebooks – 5-7 years
- o Userful Servers – 5 years
- o Userful Stations – 5 years
- o Copiers – 5 years (typically replaced at end of 5-year lease)
- o Phone System – 10 years
- o Security Cameras – 7 years
- o Projector – 7 years
- o Microfilm Reader – 10-12 years

By device, sorted by year:

2021

- o Sharp MX3550 Copier (2021) – contract ends at end of 2021
- o Sharp MXM266N Copier (2021) – contract ends at end of 2021
- o (2) Public Use Computers (2021) – Temporarily brought out of storage during covid. Remove these systems instead of replacing
- o Children's PAC Computer (2021) – Possibly replace with Userful Kiosk
- o Microfilm Computer (2021)
- o Citizen ST310 Receipt Printer (2021)
- o (3) Generic Security Cameras (2021)

2022

- o Citizen CBM1000 Receipt Printer (2022)
- o (7) Chromebooks (2022)
- o Office Manager Computer (Jen) (2022)
- o Youth Services Computer (Erika) (2022)
- o Library Services Computer (Mary) (2022)
- o Library Services Computer (Shelly) (2022)
- o Children Office Computer (Molly) (2022)
- o HVAC Computer (2022)
- o Public "Legal" Computer (2022)
- o Public "Jobs" Computer (2022) – Possibly remove this system instead of replacing

2023

- o Fortigate Firewall (2023)
- o Fortinet Access Point (outside) (2023)

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- o (4) Fortinet Access Point (inside) (2023)
- o (8) Chromebooks (2023)
- o MacBook Pro (2023)
- o Director Computer (Antony) (2023)
- o (2) Children Circ Computers (2023)
- o Children's Office Computer (Kathleen) (2023)
- o Axis Camera Server (2023)

2024

- o (2) Userful Server Computers (2024)
- o (11) Userful Zero-Client Stations (2024)
- o SMS Traffic Counters (2024)
- o HP M254 Printer (2024)

2025

- o HP M203 Printer (2025)
- o HP M402dw Printer (2025)
- o (3) Axis M3047 Cameras (2025)
- o Benq Projector (2025)

2026

- o Epson TM-T88IV Receipt Printer (2026)
- o Print Server Computer (2026)
- o ScanStation Computer (2026)
- o (2) Adult Circ Computers (2026)
- o Sharp Main Copier (2026)
- o Sharp Public Copier (2026)

2027

- o Epson TM-T88IV Receipt Printer (2027)
- o HP M479 Printer (2027)
- o Konica-Minolta Microfilm Reader (2027)
- o Mac Mini (2027)

2028

- o Mitel Phone System (2028)
- o Axis M3057 Camera (2028)
- o (3) Security Cameras (2028)
- o Fortigate Firewall (2028)
- o Fortinet Access Point (outside) (2028)
- o (4) Fortinet Access Point (inside) (2028)
- o Microfilm Computer (2028)

2029

- o Office Manager Computer (Jen) (2029)
- o Youth Services Computer (Erika) (2029)
- o Library Services Computer (Mary) (2029)
- o Library Services Computer (Shelly) (2029)
- o Children Office Computer (Molly) (2029)

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- HVAC Computer (2029)
- Citizen Receipt Printer (2029)
- Citizen Receipt Printer (2029)
- (7) Chromebooks (2029)
- (2) Userful Server Computers (2029)
- (11) Userful Zero-Client Stations (2024)

2030

- (2) Fortiswitch (2030)
- Public Legal/Jobs Computer (2030)
- (8) Chromebooks (2030)
- MacBook Pro (2030)
- Director Computer (Antony) (2030)
- (2) Children Circ Computers (2030)
- Children Office Computer (Kathleen) (2030)
- Axis Camera Server (2030)

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7. Budget

FY 2021-2022 Budget

Information Technology	$20,000	(includes Comcast costs, plus all other software subscriptions and purchases, ILS and Useful subscriptions)
Online Databases	$13,000	
Small Equipment	$ 8,000	Photocopier lease and hardware purchases

Electronic Access includes computer hardware and software, whether purchased or leased, maintenance, services provided by national, regional or local bibliographic utilities, fees, and usage costs.

Another significant portion of this line item covers equipment and software purchases.

Our computer installation requires a network (LAN) both for internal library operations and to connect to the wide area network (WAN) Comcast Business Services. This network requires regular maintenance, software upgrades, and troubleshooting. New installations and work to integrate these into the existing infrastructure is also completed on an as needed basis. This is provided by the City of Dixon's IT manager and the library pays 10% of the position's compensation.

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8. Evaluation

There are three levels of evaluation to determine the efficacy of this technology plan.

The first is continual monitoring by staff for ease of use and adequacy of equipment, including feedback from the IT manager.

The second is responding to patron comments and requests.

Third is the use of in-house or community evaluation surveys which are taken on a yearly basis.