

# TECHNOLOGY STRATEGIC PLAN

## 2021 – 2025 ~ St. Charles Public Library

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## Executive Summary

The following Information Technology (IT) Strategic Plan (“Plan”) 2021 –2025 document contains current information technology updates as of December 31, 2020.

This document also contains a review of IT outcomes from the Exploratory Focus Groups conducted in 2017 and the action St. Charles Public Library has taken to address the initial body of feedback and concerns.

A subsequent technology survey conducted in September 2020 has been conducted for patrons to expand our understanding of the community’s expectations of technology in the library setting. The concluding recommendations for IT planning within St Charles Public Library involve developing a quarterly evaluation and input into a living document or Technology Strategic Actionable Plan 2021, located on our internal file server, to chronicle IT paths for patron and library support.

## Vision Statement

The purpose of the Plan is to map current and future Library Strategic Plan Goals and Core Values to satisfy and exceed our patrons’ expectations, specifically with regard to technology and technology-based services.

## Long Term Goals

This document will address two of the Library’s Strategic Long-Term Goals and contribute to a third.

1. Develop a long-term plan for technology on a comprehensive basis.
2. Implement a long-term technology plan.
3. Become a “destination” for users and the community.

## Core Values

Among the Library’s Core Values of Patron Centric, Innovation, Stewardship and Excellence, we find that technology is mostly integrated with Innovation. Each plan that the Library develops will have direct connections to one or more of our Core Values.

### ***Patron-Centric, Innovation, Stewardship, Excellence***

- Expanded or renovated building
- Cutting edge technology offerings
- Being leader of leaders
- Evaluation of services

# SCPLD Current Information Technology Overview

## Budget

The Library's technology budget includes funds for the operation within a consortium, IT supplies, IT equipment, software/licenses, IT maintenance repair and IT Contractual Services. Every year during the budget cycle, these items are reviewed based on quotes, estimates and a capital needs assessment that coincides with replacement cycles. After some assessment and feedback, the Library is committed to funding experimental technology that is found to be beneficial and deemed innovative to patrons.

## Public Services

The Library provides computer and Internet access via wired and wireless connections throughout its campus. Microsoft Windows and Apple macOS desktops are available in our Technology areas and Computer Lab.

Access is also provided to paper printing, copying, scanning, faxing and 3D printing. Each of the services are backed and fully supported by our Technology Help Desk featuring educated and IT-knowledgeable staff ready to assist on many levels.

Technology courses are available for beginners through advanced both virtually and in-person. Our highly qualified Technology Educator, in addition to invited seasonal and specialized trainers, design and implement the courses.

## Makerspace

As described on the website, makerspaces.com, a makerspace is *"...a collaborative work space inside a school, library or separate public/private facility for making, learning, exploring and sharing that uses high-tech to no-tech tools."*

Makerspace activities and instruction are available within two maker areas. Our dedicated makerspace, STC Creative, located on the main level features a soundproof recording studio, a laser cutter for simple to advanced physical material projects, liquid resin 3D printing, filament 3D printing, small electronics bench repair and Raspberry Pi computing. It has been designed for sustainability and flexibility of use for future enhancements or technology changes.

On the lower level, many youth programs will be enhanced with crossover training and space swaps with our new meeting room, the Miller Haase Community Room.

## Bring Your Own Device

The library is proud to offer meeting and study spaces, which are all available as Bring Your Own Device (BYOD) environments. While computing, monitors and Internet access are available in each of these spaces, BYOD is ultimately convenient whether sharing a video with

friends, accessing your own personal cloud, or hosting a virtual conference- sometimes it's simpler to use your own device.

## Assets

### Inventory

The IT Department keeps a detailed inventory of information technology hardware and software. This provides a basis for establishing refresh cycles. The inventory is maintained through Add/Remove events for hardware and software licensing maintenance and upgrade documentation.

Most traditional computer hardware systems average a five-year replacement cycle. Depending on expected use (general or task specific) and the pace of technology markets, these cycles may shrink and demand frequent analysis.

Mobile devices and capabilities change each year and will need to be evaluated against purpose, being update-capable and function. An example of this would be an iPad device that has out-lived its ability to keep its OS up to date. In turn, this eliminates the future function of applications and begins to impair the intended use. Mobile devices within the library shall remain in a constant state of evaluation and replacement planning. A maximum of four (4) years is a guideline.

The library retains a relationship with an e-recycling vendor, E-Scrap Technologies, Inc. At least once per year, the IT department reviews aged or non-working equipment to determine if that equipment can be re-used or repaired. When equipment has failed to this extent we work with the vendor to recycle the equipment. They provide a certificate of destruction for any devices that contain written data. In addition, scanned serial numbers of devices are provided back to the library and kept on our server.

For a detailed listing of devices, please refer to [Tables 1 & 2](#) in Appendix A.

## Infrastructure

### Organizational Services

The Library's network is provided through the core stack of switches, which have been recently updated. In 2019, St. Charles Public Library and Equilibrium worked together to replace aging switching infrastructure. Cisco Meraki MS240-48LP switches were selected and implemented during this project.

Meraki Enterprise Cloud Controller License has been purchased for Meraki APs and Meraki Switches. The license expires on August 25, 2024.

The library currently utilizes two physical, ESXi virtual machine hosts. Servers are run as virtual machines (VMs) that allow for flexibility in designing the environment and reduces overall energy and product costs.

Services delivered through VMs include;

- Microsoft Active Directory Services
- Domain Controller, DHCP, DNS
- Print Services
- File Services
- Staff user profiles, home and shared data drives
- Spiceworks
- Eset Security
- MyPC
- Papercut print control system
- Citrix Provisioning Services
- vCenter
- Veeam Backup and Replication
- VMware update manager.

### Information Security & Assurance

Information security dangers grow each year. Major companies produce annual analytical studies explaining the activities of threats and threat actors and their prevalence. Every organization must recognize the external and internal threats and address them appropriately.

The IT department has addressed security needs through the deployment and maintenance of separate public and private networks within the library, firewalls, filtering, server and endpoint protection services for desktop, laptop and tablets, and extensive backup routines. Security for library data (at rest and in transport) is accounted for through our use of VPN connections with our consortium partner, SWAN. In addition, the library has an active security awareness and training program through KnowBe4.

In addition to the areas to secure, are the processes to secure. Most have heard of disaster recovery as a practice within information security. The Library does maintain a library-wide Disaster Recovery Plan. The IT Department is prepared to recover and restore our servers and desktops and operate with redundant internet services. We are ready to respond to an outage or local failure.

### Cloud Services

The Library continues its membership in SWAN, which provides our SirsiDynix Workflows database operation and Enterprise collection management.

The Library is committed to using Microsoft 365 as its central platform for email and other cloud-based office services. Our current Microsoft 365 online applications include:

- Word
- Excel
- PowerPoint
- Outlook
- OneDrive
- OneNote
- SharePoint
- Teams
- Sway
- Forms

The Microsoft 365 application suite supports the Library’s long term IT goal to:

- a. Identify opportunities to optimize the use, and effectiveness, of technology
- b. Allow remote, onsite and global access to technology

### Freedom of Information Act (FOIA)

Library administration will continue to have complete access to all digital assets, especially those that fall under FOIA. Any new software or services are vetted through a FOIA access exploration and evaluation.

### Staff

A typical staff workstation consists of a Windows computer, widescreen monitor, label printer, spine label printer (occasionally), barcode scanner, an RFID scanner for reading and/or writing RFID tags, printing and communications services.

Mobility in technology for staff has become a commitment. iPads were deployed in 2019 to support communications, file access and reduction in printed pages for managers. In 2020, the library was able to supply current laptops to most of the current full-time staff supporting the same rationale as iPad use, but with more capability. Mobility has been very successful and allowed the library to continue providing services and working from home as needed. Mobility is now an expected extension of technology and will be planned for in the overall hardware review cycle. In addition, policy supporting the move toward mobility is accounted for within the current Employee Handbook equipment policy.

### Current State Evaluation (Strengths and Weakness)

According to our patrons (2017), we were providing a respectable level of technology access and services. Specifically listed as a strength “...access to technology and unique resources.” Our major strength, as cited by patrons: **Technology resources/online presence/innovative.** And on the opposite side (weakness) there was a large concern to stay up to date, or stay current with technology in general. Our response to the largest concern will be to form an engaged, cross-departmental technology team. This team will be charged with helping the library stay up

to date with trends, filter through patron feedback and facilitate the movement of innovative ideas into solutions.

Additionally, there was stated desire for charging stations, a Makerspace, and “Keep up with technological advances.”

## Identifying Challenges

The library engages with patrons on technology topics and improvements through surveys, help desk ticket analysis, capturing experiences through an anonymous suggestion box, and on a personal level through face to face interaction. Technology enablement is also addressed through existing department manager workflow planning, earlier technology committee outcomes, and internal suggestions. For a more detailed look at help desk details and counts, please see [Appendix B](#).

### Known (or Current) Gaps & Needs

We are planning to meet a current identified gap by extending our RFID project to a next level through an automated materials handling (AMH) system. Generally, an AMH system will handle receiving, check-in, and sorting of returned materials.

Another gap we are facing is internal and among staff. A central and up-to-the-minute information center has been identified as useful and meaningful for staff to know at a glance important news and information that impacts their daily workflow. We will be working on solutions for this identified need.

### Technology of Agency

Users shall be enabled with every opportunity to succeed in the independent use of technology as a first measure. To accomplish this we shall conduct and/or use:

- Planned annual surveys of staff and patrons regarding technology.
- New Tech Team results.
- Focus Group of super users.
- Analyzing Desk Tracker statistics
- Gathering ad hoc reports from Technology Help Desk
- Staying up to date with industry trends through professional development.
- 1 on 1 patron feedback, etc.
- Reviewing IT help tickets.

An example of agency/independence with technology would be our current patron desktop environment. In the Windows desktop space there are groups of the most used shortcuts for



applications. The groups of shortcuts are curated by IT as programs are updated or outgrown. Independence is empowering and the technology we provide to users need to reflect that.

New technology hardware and software will continue to be evaluated for simplicity and ready-use for staff and patrons. Beyond that, we will pursue answering the question of empowerment through its use.

## Future State / Competing Factors

Once we are past COVID limits and responses, our future state is within reach. Interactivity is still within our future forecast for technology.

Virtual, augmented, and mixed realities are a large part of that future.

Mobility will need to be expanded. Most likely through a form of tablet patrons may check out and easily use throughout their visit at the library. The tablet may act as a catalog search and then actively guides the patron to the shelf location. Another use could be to present that days' newspapers or Internet browsing, or a best seller from a comfortable seat.

Lending mobility is popular today and will grow. Lending a pre-loaded tablet with access to our entire digital collection may be a future direction.

We have incorporated a Recommended Action Plan that will adjust and accommodate our future goals and initiatives ([see Appendix C](#)).

## Recent Growth

### 2018 – 2019 Technology Growth

**RFID System** – We selected P.V. Supa, based in Finland, as our systems vendor. P.V. Supa is a Finnish company founded in the mid-1990s to support libraries and automation technologies.

RFID (Radio Frequency Identification) is a tagging technology that allows for increased identification, improved software systems, tuned security and flexible reading technologies supporting our collection.

P.V. Supa is also major vendor in the Automated Materials Handling (AMH) space. This gives the library a potentially simple, if not seamless, direction to grow into. P.V. Supa is innovative and progressive- increasing patron and staff services on different levels.

**RFID Self Check Upgrade** – To further support our patrons, we upgraded our self-check systems on the main floor and in the Youth Services department. The self-checks can, on average, read the RFID tags of 3-5 collection items in a single stack placed on the reader.

**RFID Tagging** – Performed by BackStage for the initial **293,078** collection items. Since that time our Technical Services department has assumed the tagging of all new collection items as well as repaired items.

**RFID Gate** – An RFID gate has been installed as part of the project to help protect our collection and assist patrons in the accuracy of check outs.

### **Tech Center**

The Tech Center served as host to **122** separate programs during the last year.

### **Solstice Pods**

Expanded Solstice Pod devices to meeting spaces, providing more options for event use. A Solstice Pod is now available in our Huntley, Bisbee and Carnegie meeting rooms and the Tech Center.

### **Document Camera**

A Document Camera is available at the microfiche station. Any object can be magnified and viewed on a computer screen to assist with reading or viewing fine detail of 2d surfaces or 3d objects.

## **2019 – 2020 Technology Growth**

### **RingCentral**

Adoption of RingCentral for UCaaS (Unified Communications as a Service) utilizing Voice Over IP (VOIP) and the cloud for management.

### **New Services/Programs/Activities:**

During the FY 2019-2020 the Computer Help Desk expanded into multiple types of filament for 3D printing. Wood-based, glow-in-the-dark, and metallic finishes were explored.

### **Meraki Core Stack switch upgrade**

The core stack of network switches was upgraded during the 2019-2020 fiscal year. This new set of switches allows for management via the cloud and power-over-Ethernet (POE) for all connections. This is important due to the new voice-over-IP (VOIP) phone hardware installed at Haines during March 2020.

### **Manager Mobility**

As a prelude to RingCentral and “print-less” initiative, Managers within SCPL are participating in using iPads as a communications and cloud document hub. This program allows for Managers ready access to consistent communication, availability, and more efficient information handling

### **Work from Home Support**

Provided support for work from home activities, especially VPN + Remote Desktop functions which allow for specific user access to Workflows and an “in-office” desktop view. Hotspots were redistributed to staff to support Internet availability. Chromebooks are also part of our work from home program.

### **Clean Keyboard Program**

We have developed a procedure to ensure the most complete cleaning possible of our keyboards and mice at the service points and for patron use. The Computer Help Desk is providing cleaned wireless keyboards and mice to staff at the service points per shift. The cleaning activity is performed by CHD (and IT) staff using a UVC device from Vioguard called- the Cubby. The keyboard cleaning procedures (utilizing the Vioguard Cubby) continue for service points and any shared staff workspaces. This process will continue for the foreseeable future and is now a standard for patrons. Any patron using a computer will receive a cleaned keyboard and mouse for their computer session within the library.

**Staff Laptops** - Dell staff laptops program launched in FY 2019-2020. The laptops are dedicated to full time staff to develop a portable office capability when combined with RingCentral services. Any future work from home scenarios will be fully supported with this hardware while circulation technology remains available to patron lending. This project will also directly support mobility issues for other off-site work when necessary.

## **2021 Technology Growth**

### **IT Survey 2020 Results**

With the arrival of the fully renovated library during the summer of 2021, so is the technology to support the building, staff and especially our patrons.

A new addition to the library is a dedicated Maker Space designed for flexibility to host many craft and production options.

Paired with the Maker Space is a dedicated Computer Lab. The Computer Lab will accommodate twelve participants and an instructor/presenter and host programming from departments as needed.

### **Patron Experience**

The designed renovations are a direct result of previous patron responses, and that extends directly into technology options.

With the opening of the renovated library in 2021, our patrons will benefit from easy to read information displays at strategic locations and at rooms requiring reservations.

There will be plentiful power and USB ports available across the entire library to support bring-your-own-cable device charging.

New study rooms and meeting spaces address the needs of patrons by increasing the number of reserved locations and a Bring Your Own Device capability to shared screens supporting partner and group work. Patrons may connect their own device and present to a larger monitor within the room.

Communico capabilities have been expanded for the library. The Broadcast platform from Communico directly (and positively) impacts the delivery of content to the aforementioned information displays. Another element to the Communico service supports the ability for patrons to independently interact with reservations of study and meeting rooms.

Keeping current with newer technology, newly upgraded Simple Scan capabilities will be made available. Scanning is a favorite technology offering and will now be able to offer editing of a scanned image

Automated Material Handling (AMH) technology will be installed behind the scenes to expedite material retrieval and re-shelving.

### Technology Group (Ignite)

A new technology committee will be formed in 2021 and will be dedicated to forward-thinking and innovative technology tools and solutions. The goal is to develop and support the continuous cycles of IT, supporting the library's ensuring the integration with the library experience.

## Appendix A

Table 1, Assets for Public Use.

<b>Public Use Computers as of December 31, 2020</b>		
<b>Location</b>	<b>Machine Name</b>	<b>Machine Type</b>
Main Floor	Express-1	NUC-Win10
Main Floor	Express-2	NUC-Win10
Main Floor	Internet-1	NUC-Win10
Main Floor	Internet-10	NUC-Win10
Main Floor	Internet-11	NUC-Win10
Main Floor	Internet-12	NUC-Win10
Main Floor	Internet-13	NUC-Win10
Main Floor	Internet-14	NUC-Win10
Main Floor	Internet-2	NUC-Win10
Main Floor	Internet-3	NUC-Win10
Main Floor	Internet-4	NUC-Win10
Main Floor	Internet-5	NUC-Win10
Main Floor	Internet-6	NUC-Win10
Main Floor	Internet-7	NUC-Win10
Main Floor	Internet-8	NUC-Win10
Main Floor	Internet-9	NUC-Win10
Main Floor	Internet-15	Internet-Win10
Main Floor	Internet-16	Internet-Win10
Main Floor	Internet-17	Internet-Win10
Main Floor	Internet-18	Internet-Win10
Main	Catalog-10	Catalog-NUC
Main	Catalog-11	Catalog-NUC
Main	Catalog-4	Catalog-NUC
Main	Catalog-5	Catalog-NUC
Main	Catalog-6	Catalog-NUC
Main	Catalog-7	Catalog-NUC
Main	Catalog-8	Catalog-NUC
Main	Catalog-9	Catalog-NUC
Main	SCTV	Catalog-NUC
Upper Floor	Catalog-1	Catalog-NUC
Upper Floor	Catalog-2	Catalog-NUC
Upper Floor	Catalog-3	Catalog-NUC
Upper Floor	Studyroom-2	NUC-Win10
Upper Floor	Studyroom-3	NUC-Win10
Upper Floor	YA-1	NUC-Win10
Upper Floor	YA-2	NUC-Win10
Upper Floor	YA-3	NUC-Win10

Upper Floor	YA-4	NUC-Win10
Upper Floor	YA-5	NUC-Win10
Upper Floor	YATV	Catalog-NUC
Computer Lab	Scan-1	NUC-Win10
Computer Lab	Tech Center-1	NUC-Win10
Computer Lab	Tech Center-10	NUC-Win10
Computer Lab	Tech Center-11	NUC-Win10
Computer Lab	Tech Center-12	NUC-Win10
Computer Lab	Tech Center-13	NUC-Win10
Computer Lab	Tech Center-14	NUC-Win10
Computer Lab	Tech Center-15	NUC-Win10
Computer Lab	Tech Center-2	NUC-Win10
Computer Lab	Tech Center-3	NUC-Win10
Computer Lab	Tech Center-4	NUC-Win10
Computer Lab	Tech Center-5	NUC-Win10
Computer Lab	Tech Center-6	NUC-Win10
Computer Lab	Tech Center-7	NUC-Win10
Computer Lab	Tech Center-8	NUC-Win10
Computer Lab	Tech Center-9	NUC-Win10
Computer Lab	Tech Center-Instructor	NUC-Win10
Youth Services	YSCatalog-1	NUC-Win10
Youth Services	YSCatalog-2	NUC-Win10
Youth Services	YSCatalog-3	NUC-Win10
Youth Services	YSCatalog-4	NUC-Win10
Youth Services	YSCatalog-5	NUC-Win10
Youth Services	YSCatalog-6	NUC-Win10
Youth Services	YSCatalog-7	NUC-Win10
Youth Services	YSCatalog-8	NUC-Win10
Youth Services	YS-Internet-1	NUC-Win10
Youth Services	YS-Internet-10	NUC-Win10
Youth Services	YS-Internet-11	NUC-Win10
Youth Services	YS-Internet-12	NUC-Win10
Youth Services	YS-Internet-13	NUC-Win10
Youth Services	YS-Internet-2	NUC-Win10
Youth Services	YS-Internet-3	NUC-Win10
Youth Services	YS-Internet-4	NUC-Win10
Youth Services	YS-Internet-5	NUC-Win10
Youth Services	YS-Internet-6	NUC-Win10
Youth Services	YS-Internet-7	NUC-Win10
Youth Services	YS-Internet-8	NUC-Win10
Youth Services	YS-Internet-9	NUC-Win10
Youth Services	YSTV	Catalog-NUC

Table 2, Assets for Staff Use.

<b>Staff Computers as of December 31, 2020</b>		
<b>Location</b>	<b>Machine Name</b>	<b>Machine Type</b>
Admin	Admin-1	Staff-Win10
Admin	Admin-2	Staff-Win10
Admin	Admin-3	Staff-Win10
Admin	Admin-4	Staff-Win10
Admin	Admin-5	Staff-Win10
Admin	Admin-6	Staff-Win10
Admin	Admin-7	Staff-Win10
Youth Services Desk	YSD-1	Staff-Win10
Youth Services Desk	YSD-2	Staff-Win10
Youth Services Desk	YSD-3	Staff-Win10
Bisbee	Bisbee	Staff-Win10
Carnegie	Carnegie	Staff-Win10
Tech Help Desk	THD-1	Staff-Win10
Tech Help Desk	THD-2	Staff-Win10
Tech Help Desk	Reftech-1	Staff-Win10
Circ	Circannex-1	Staff-Win10
Circ	Circannex-2	Staff-Win10
Circ	Circdesk-1	Staff-Win10
Circ	Circdesk-2	Staff-Win10
Circ	Circdesk-3	Staff-Win10
Circ	Circdesk-4	Staff-Win10
Circ	Circdesk-5	Staff-Win10
Circ	Circoffice-1	Staff-Win10
Circ	Circoffice-2	Staff-Win10
Circ	Circoffice-3	Staff-Win10
Circ	Circoffice-4	Staff-Win10
Circ	Circoffice-5	Staff-Win10
Facilities	Maint-1	Staff-Win10
Facilities	Maint-2	Staff-Win10
Huntley	Huntley	Staff-Win10
IT	IT-3	Staff-Win10
Ref Desk	Aref-1	Staff-Win10
Ref Desk	Aref-2	Staff-Win10
Ref Desk	Aref-3	Staff-Win10
Ref Desk	Aref-4	Staff-Win10
Ref Desk	Aref-5	Staff-Win10
Ref Workroom	Ref-1	Staff-Win10
Ref Workroom	Ref-10	Staff-Win10
Ref Workroom	Ref-11	Staff-Win10

Ref Workroom	Ref-12	Staff-Win10
Ref Workroom	Ref-13	Staff-Win10
Ref Workroom	Ref-14	Staff-Win10
Ref Workroom	Ref-15	Staff-Win10
Ref Workroom	Ref-16	Staff-Win10
Ref Workroom	Ref-17	Staff-Win10
Ref Workroom	Ref-18	Staff-Win10
Ref Workroom	Ref-2	Staff-Win10
Ref Workroom	Ref-3	Staff-Win10
Ref Workroom	Ref-4	Staff-Win10
Ref Workroom	Ref-5	Staff-Win10
Ref Workroom	Ref-6	Staff-Win10
Ref Workroom	Ref-7	Staff-Win10
Ref Workroom	Ref-8	Staff-Win10
Ref Workroom	Ref-9	Staff-Win10
Story room	Story room	Staff-Win10
Tech Service	ILL-1	Staff-Win10
Tech Service	ILL-2	Staff-Win10
Tech Service	TS-1	Staff-Win10
Tech Service	TS-2	Staff-Win10
Tech Service	TS-4	Staff-Win10
Tech Service	TS-5	Staff-Win10
Tech Service	TS-6	Staff-Win10
Tech Service	TS-7	Staff-Win10
YS Office	Ysoffice-1	Staff-Win10
YS Office	Ysoffice-2	Staff-Win10
YS Office	Ysoffice-3	Staff-Win10
YS Office	Ysoffice-4	Staff-Win10
YS Office	Ysoffice-5	Staff-Win10
YS Office	Ysoffice-6	Staff-Win10
YS Workroom	Ysworkroom-1	Staff-Win10
YS Workroom	Ysworkroom-2	Staff-Win10
YS Workroom	Ysworkroom-3	Staff-Win10
YS Workroom	Ysworkroom-4	Staff-Win10
YS Workroom	Ysworkroom-5	Staff-Win10
YS Workroom	Ysworkroom-6	Staff-Win10
YS Workroom	Ysworkroom-7	Staff-Win10
Dell Laptop 5510	Latitude5510-1	Staff-Win10-Azure
Dell Laptop 5510	Latitude5510-2	Staff-Win10-Azure
Dell Laptop 5510	Latitude5510-3	Staff-Win10-Azure
Dell Laptop 5510	Latitude5510-4	Staff-Win10-Azure
Dell Laptop 5510	Latitude5510-5	Staff-Win10-Azure
Dell Laptop 5510	Latitude5510-6	Staff-Win10-Azure





Dell Laptop 5510	Latitude5510-50	Staff-Win10-Azure
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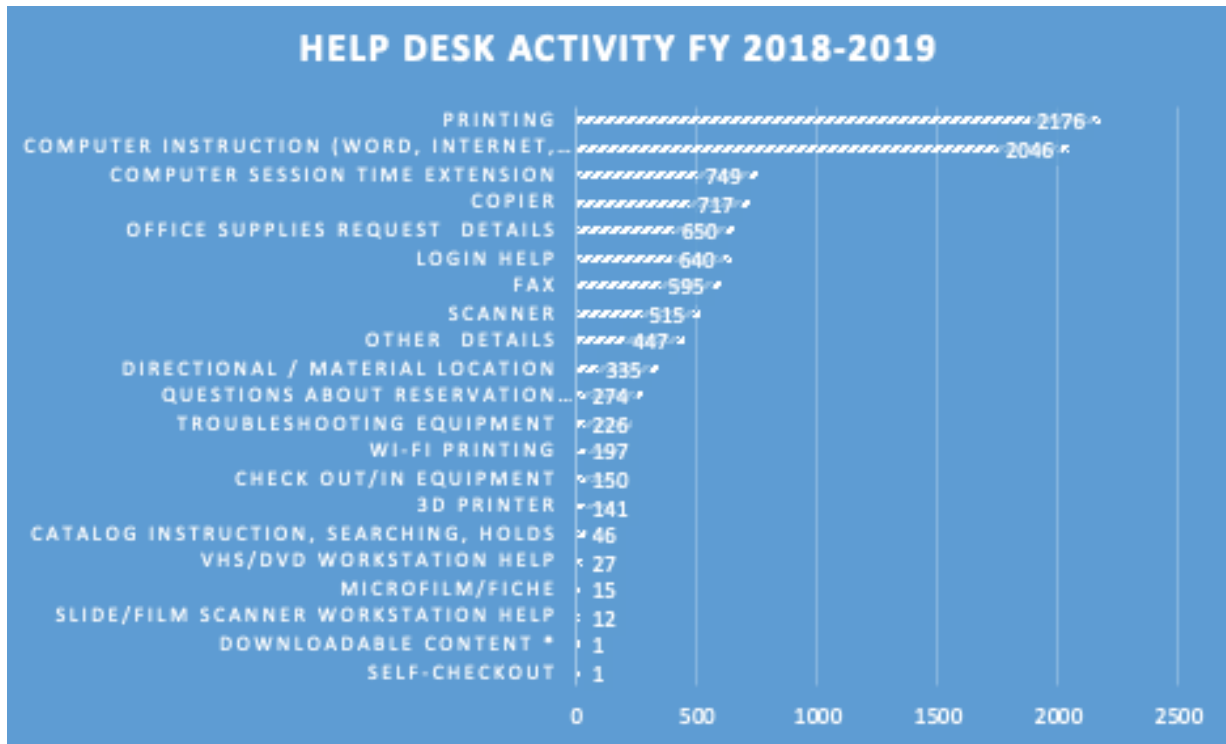
Table 3, Public Spaces with Technology

Study Rooms		Conference Rooms		Community Rooms		Program Areas	
<b>110</b>	Main Level	<b>122</b>	Bisbee	<b>105</b>	Huntley	<b>111</b>	Computer Lab
<b>117A</b>	Main Level			<b>105A</b>	Huntley/split	<b>111A</b>	Lab Storage
<b>117B</b>	Main Level			<b>105B</b>	Huntley/split	<b>112</b>	STC Creative
<b>118A</b>	Carnegie/ Main Level			<b>206</b>	Carnegie	<b>021</b>	Helen Gale Story Room
<b>118B</b>	Carnegie/ Main Level			<b>020</b>	Miller Haase	<b>201</b>	The Loft/ Second Level

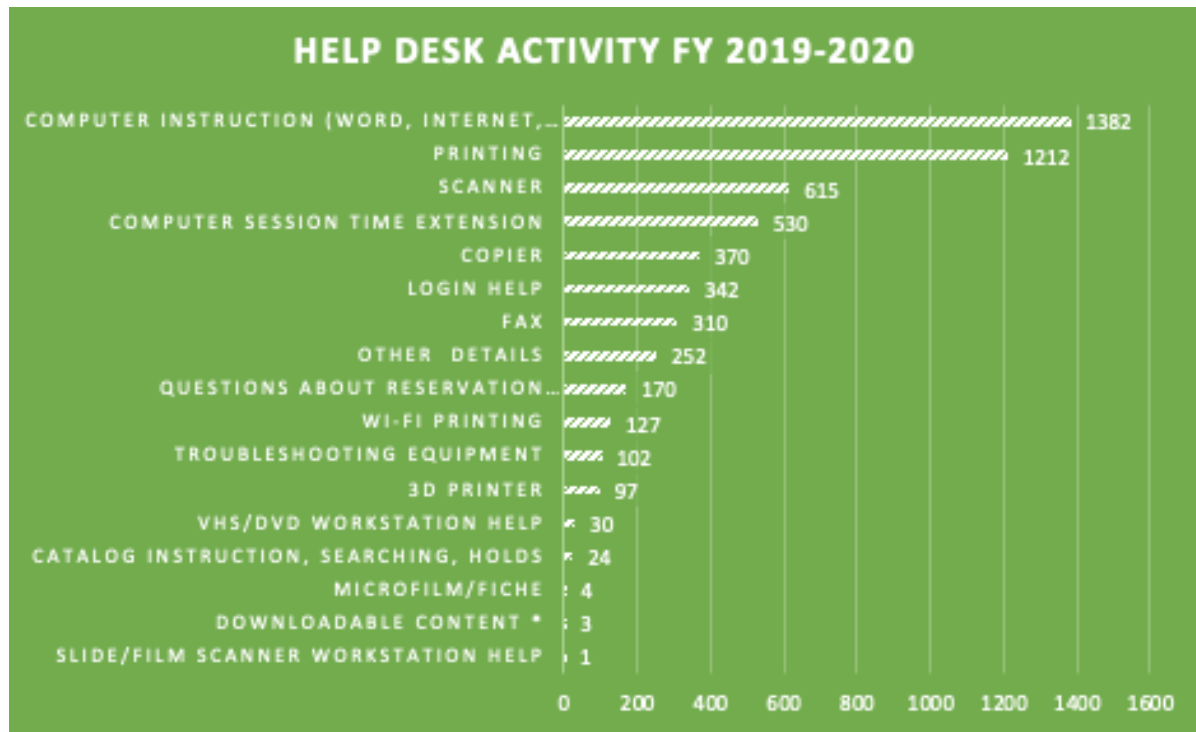
Open Floor							
<b>Computing Area</b>	Main Level						
<b>YS Computing Area</b>	Lower Level						

## Appendix B

### 2018 – 2019 Help Desk Activity



## 2019 – 2020 Help Desk Activity



## Appendix C - Recommended Action Plan

### Immediate (6 – 12 months)

Microsoft 365 Hardening (December 2020)  
Wireless Access Point Additional Coverage (July 2021)  
VioGuard Keyboard Cubby  
Service Point Workstation Upgrade  
Information Security Education and Awareness (began 2020 – ongoing)  
Copier/Printing Lease Renewal (2021)  
DNS Filter

### 12-18 Months

Computer Lab Computer Hardware (platform, OS availability)  
Cyber Security Review  
Microsoft 365 Backup Extension  
Staff Desktop Use Case Evaluation  
Staff Desktop Hardware Recommendation  
Staff Desktop Management (Citrix vs Azure)  
Patron Laptop Study  
Mixed (Augmented) Reality

### 18-24 Months

Cisco/Meraki Umbrella Evaluation  
Patron Technology Experience  
Patron Desktop Use Case Evaluation  
Patron Desktop Hardware Recommendation  
Patron Desktop Management  
Microsoft Surface Evaluation

### 24-36 Months

Communications (UCaaS) Evaluation  
Evaluate edge computing (container services)

### 36-60 Months

To Be Determined

### Outside of the current timeline:

1. An overall Comprehensive Contingency Plan will be created, comprised of; Business Impact Analysis (BIA), Business Continuity Planning (BCP), and integrating Incident

Response with Disaster Recovery. These reports are essentially a series of assessments and critical ranking which feed into our existing Disaster Recovery Plan.

2. Once the library has an opportunity to develop these plans, an impartial, outside consultant should be engaged to determine the efficacy of the information security standing.
3. There exists a service, which the IT Department is ready to recommend within the 6-12 month category, DNS Filter. The service has been tested and is successful in our environment. During the test, DNS Filter was able to detect and deny access to IP addresses identified as a threat risk or containing prurient interest. The Library has a responsibility to its staff and patrons to provide access to information and this service provides a narrow focus has yet to impede research.