Vision

This Technology Plan is an effort to plan for the effective and efficient use of resources to meet the technology needs of the users and staff of the St. Charles Public Library District. This plan is in support of Library goals and objectives.

Technology Needs Assessment

The Library’s technology program is in support of the Library’s mission:

The St. Charles Public Library is a place for all residents and taxpayers of the Library District that is dedicated to open and equal access to information; independent learning; the joys of reading; the building of a sense of community; and the promotion of cultural awareness.

Specific goals and objectives for fiscal year 2017/18 are detailed below.

Technology Assessment / Inventory

The Library currently has in place a Microsoft Windows 2012R2 LAN with Microsoft Windows 7 workstations. Features available to the staff include Microsoft Office applications, catalog access, subscription electronic databases and Internet access using Chrome, Firefox, or Internet Explorer. Patrons have access to the Library’s catalog and web site, and to the electronic databases.

The IT Manager is responsible for the entire range of IT operations, including budgeting, planning and the management of the Technology Center. Hardware and software maintenance of the integrated library system (ILS) is currently managed by LINC, a consortium of local public libraries.

There are security measures in place on the network. They include: virus scanning of all workstations and servers, off site backup storage and strategic placement of sensitive workstations to allow for staff oversight, and use of specialized software to prevent permanent changes being made by patrons on public access computers. The original physical network has been separated into 4 VLANs (staff, public, servers, wireless) by the installation of Cisco Catalyst 3760-X switches. Workstations are patched manually and redistributed in real time utilizing desktop virtualization (Citrix Provisioning Services) technologies, while servers are patched individually through Windows update.

All workstations will be replaced as required to allow for hardware and operating system consistency across the network. Printers will be replaced as needed. Wherever possible, networked workgroup printers will replace individual printers and those “shared” over the network. Software will be replaced as required to meet expanding needs, requirements and...
capabilities. These changes will not only meet technology needs but will also allow significant savings of time and resources spent troubleshooting and resolving problems.

**Current Hardware/Software Inventory**
The Library currently utilizes the following hardware and software solutions.

**Server Hardware**
2 HP ProLiant DL380 Gen9 Servers  
1 QNAP Turbo NAS TVS-EC1280U-SAS-RP R2 SAN/NAS Server

**Software**
Windows 2012R2 Server  
VMware vSphere  
Citrix Provisioning Services  
Windows 7  
Windows 10  
ESET Endpoint Security  
Microsoft Office 365  
Microsoft Office 2016  
Adobe Creative Cloud Suite  
SirsiDynix Workflows  
OCLC

**Functions of Workstations**
11 Adult OPACs  
8 YS OPACs  
4 Adult Research workstations  
34 Adult Internet workstations  
9 YS Internet workstations  
5 YA Internet workstations  
2 iMacs  
80 Staff workstations

**Library’s Plans to Address Technology Needs**
The Library has set forth below specific plans to meet the technology needs of the community.

Goals for Meeting FY 2017/18 Technology Needs
--Specific Strategies/Action Steps
---Needed Hardware, Software, Building Renovation, Policies & Procedures

**Fiscal year 2017-18**

- **Catalog replacements:** Replacement of hardware for catalog stations. We have experienced numerous stability and compatibility issues with the Dell Vostro laptops currently used for the catalog stations. The Vostro laptops were purchased in 2009. A priority project for 2017/18 will be replacement with new small form factor hardware that will work well with the furniture/cabinets.

- **Security camera upgrades:** Replace the current analog Speco camera system with digital IP based, high resolution security camera system. The current system is not expandable and has low quality video. The age of the system is a concern for future operation and support. The new system will be integrated on the IP network, with high resolution cameras, and expandable as needed.

- **SWAN migration:** Complete IT portion of migration to the SWAN library system. This will include configuration of VPN and WAN for SWAN connectivity. Also, Workflows client upgrades and configuration changes for systems that interface with the ILS such as self-checkout stations and MyPC reservation system.

- **LINC hosted services:** LINC hosts web applications, email SMTP relay, and DNS services for the Library. Prior to SWAN migration we will migrate these services to alternative providers or to in house servers.

- **Windows 10:** Windows 10 is the current Microsoft operating system and will become the more familiar interface for library users. We will begin moving public computers to Windows 10 in conjunction with a hardware refresh of a portion of the public computers.

- **Citrix:** Review and upgrade Citrix infrastructure. Review Citrix configuration for optimal functionality and performance. Upgrade Citrix Provisioning Services from our current version 7.7. The latest version of PVS is 7.14. PVS upgrade may resolve issues and improve functionality with Windows 10.

- **Gate counter:** Implement gate counter solution to accurately count and analyze visitor traffic. The counter will be connected to the IP network and will collect and deliver data as needed. The solution will also include analytic tools for reporting on visitor traffic information.
Budget 2017-18
The approved Information Technology budget for FY 2017-18 is $350,000.

Professional Development
In order to keep up with technology changes and trends IT staff will participate in webinars provided by the RAILS library system and vendor webinars. Staff can take advantage of vendor provided training, e.g. Citrix. We will also stay current with online research and by reviewing professional publications related to library technology.

Anticipated Outcomes
The Library hopes to realize the goal of meeting the community’s information needs through the use of appropriate technology. The plans for 2017/18 have been designed to meet this goal.

Evaluation
The St. Charles Public Library District will review the technology plan annually to ascertain whether or not goals, strategies, and action steps are being addressed appropriately and that the evolving needs of the Library and community are being met. The technology plan will be revised as needed to meet the technology vision.

Doug Perry
IT Manager

Revised 5/99; 3/01; 5/04; 12/06; 3/07; 8/11; 8/17