

Technology Management Plan

The Colony Public Library

Adopted by The Colony Public Library Board 09/18

I. Mission and Vision Statements

In line with the City of The Colony's purpose to provide the highest quality of life for the lowest possible cost, The Colony Public Library aims to promote the City's core values, which include creating a dynamic work environment, acting with integrity, providing compassionate service, and focusing on excellence.

The Colony Public Library is dedicated to improving its customers' quality of life by facilitating their search for informational, educational, technological, and recreational resources and materials. The Library strives to select, organize, and provide access to a wide variety of resources and materials, to be responsive to the needs of the public, and to cultivate the maximum use of its resources and services.

The Colony Public Library shares the vision of the nation's founders that liberty and learning are inseparable and that a democratic people must have free, open, and equal access to information.

The people of The Colony will:

Have access to the information they need to enhance their employment outlook, lifelong learning, and personal growth opportunities;

Have access to reading, viewing, and listening materials and programs that stimulate their thinking, enhance their knowledge of the world, and improve the quality of their leisure time;

Be encouraged to discover the joy of reading and to develop a love of learning;

Enjoy a high level of access to electronic information resources, equipment, and tools;

Be encouraged to develop the technological, information seeking, and information evaluation skills needed in an increasingly complex world;

Experience excellent customer service, encouraging them to use The Colony Public Library's resources and services and to encourage others to do so.

II. Technology Goals

A. To provide outstanding library services that are barrier-free for users of all ages, regardless of ethnic background, educational level, economic status, or physical condition.

- B. To extend, expand, and enhance library services while ensuring that all users have equitable access to information.
- C. To provide customers and staff the fastest and most beneficial internet access possible.
- D. To enhance the Library’s website to be a more useful resource for customers and staff.
- E. To offer classes to customers in response to community and technology demands.
- F. To develop ongoing programs that will promote Library resources and technology to the public, other libraries, community organizations, businesses, and schools.
- G. To provide ongoing staff development by optimizing training opportunities with minimal costs.
- H. To develop new and update existing Library technology procedures.
- I. To continually evaluate Library resources and technology to meet the needs of the community.

III. Current Technology Environment

Device Inventory			
Category	Quantity	Category	Quantity
<u>Computers</u>		<u>Peripherals (Cont’d.)</u>	
Public Access PCs	25	Staff Printers, Networked	4
Staff PCs	25	Receipt Printers	4
AWE Early Literacy Stations	3	Public Copiers	1
PC Laptops	11	Staff Copiers	2
Macbook Laptops	2	Public Scanners	2
Tablets	2	Staff Scanners	1
iPads	4	Large Print Keyboards	1
Assistive Technology Workstations	1	External 3.5” Floppy Disk Drives	1
OPACs	4	SD Card Readers	1
RFID ExpressCheck Stations	2	USB Headsets	1
Servers	2	Webcams	1
<u>Networking</u>		<u>Telecommunications</u>	
Wireless Access Points	3	Telephone Handsets	22
		Cell Phones	1
		Public Fax Machines	1
<u>Peripherals</u>		Staff Fax Machines	1
Public Printers	4		
Staff Printers, Local	2		

Category	Quantity	Category	Quantity
<u>Security</u>		<u>Miscellaneous (Cont'd.)</u>	
Security Cameras	4	RFID Inventory Wands	1
		Microfilm/Microfiche Readers	1
<u>Miscellaneous</u>		Laminators	1
Charging Stations	1	Cassette Players	2
3D Printers	2	Slide Projectors	1
Vinyl Cutters	1	Binding Machines	1
Robotics Kits	5	Button Machines	1
DVD Cleaning Machines	1	Portable DVD/Blu-ray Players	1
Digital Scales	1	TV/VCR	1
Projectors	2	Wii Gaming System	1

IV. Technology Budget

Funding for the purchase, maintenance, and replacement of Library technology may come from a variety of sources. This includes, but is not limited to, City funds (Library Department, IT Department, and Non-Departmental), Friends of The Colony Public Library (FOTCPL) funds, grant funds, and in-kind donations.

The Library includes in its budget all costs associated with its integrated library system and digital archive software; RFID hardware and software; reservation system and print management software; select security, filtering, and update software; electronic resources, databases, and downloadable content (e.g., eBooks, audiobooks, digital magazines, etc.); public-use technology equipment, including makerspace equipment (e.g., document scanners, projectors, 3D printers, etc.); and toner for staff and public access printers.

The IT Department includes in its budget all costs associated with staff and public access computer hardware and software; staff and public access printers; wireless access points; and the Library's website maintenance fees.

Non-Departmental funding from the City covers costs for staff and public access copiers, toner, and maintenance; telecom equipment and service; and Private and Public Network internet service.

In the past, funding from FOTCPL, grants, and in-kind donations have made possible the purchase of laptops for computer and workforce development classes; AWE Learning Early Literacy Stations; a charging station; an assistive technology workstation; robotics kits and equipment; makerspace technology; and public fax service.

V. Network & Connectivity

The City provides two (2) autonomous networks for TCPL: one for staff computers (Private Network) and one for public access computers (Public Network). Both independent networks are protected by a firewall, which handles permissions for network requests and website classifications (phishing, malware, URL/web filtering, etc.).

The Library has three (3) wireless access points throughout the building. Patrons have access to an unsecured (i.e., not password-protected) wireless connection that connects to the Public Network. Staff members have access to a secured (i.e., password-protected and domain-managed) wireless connection that connects to the Private Network.

Internet access for public computers and wireless access points is through Grande Communications at 500Mbps bandwidth. Internet access for staff computers and wireless access points is through Unite Private Network (UPN) at 1Gbps bandwidth. UPN acts as the failover, backup connection for public access computers in the event of an outage; in the event of a UPN outage, staff computers will be connected to Grande Communications as a failover, backup connection.

VI. Security, Filtering, Privacy & Usage

Both staff and public access computers are equipped with antivirus software products that protect against malicious software, including viruses and spyware. Staff computers have Trend Micro OfficeScan antivirus protection installed and public access computers are equipped with Microsoft Security Essentials.

In the *Interlocal Cooperation Agreement for Library Services* between Denton County (County) and The Colony Public Library (Municipality), in which the County disburses funds to the Municipality, the following requirements are stipulated:

All funding by the County to the Municipality is subject to the condition that the Municipality shall have in place technology protection measures (commonly referred to as “filters”) with respect to any computers used by the public that have Internet access which are designed to block access through such computers to visual depictions that are (1) obscene, as defined by Section 43.21 of the Texas Penal Code, or (2) contain pornography. The technology protection measures shall be in compliance with the Children’s Internet Protection Act.

In accordance with this agreement, the Library’s public access computers are equipped with internet filtering and management software. This software allows systems administrators to define internet usage policies and apply varying levels of content filtering to comply with the requirements of the *Interlocal Cooperation Agreement for Library Services*.

Both staff and public access computers are subject to the filters inherent in the network firewall, which handles permissions for website classifications. Internet content may be blocked due to pre-defined classifications such as Parking, Malware, Phishing, etc.

Public access computers are set up with Deep Freeze by Faronics to clear session data. This specialized software deletes personal information, documents, browsing history, passwords, and downloads after each use and resets the computer to a systems administrator-defined

state.

The Library provides optional privacy screens at public access computer workstations. All unclaimed printouts containing personally identifiable information are kept at the Reference Desk for seven (7) days for patron pick up, after which time the documents are shredded.

City employees using staff computers are subject to the policies outlined in the Information Technology Policy. Patrons using the public access computers, as well as City employees using the public access computers on personal time, are subject to the policies outlined in the Library's Internet Access Policy.

VII. Equipment Rotation & Updates

Staff and public access computer hardware and software rotation falls under the purview of the IT Department. The hardware rotation schedule is every five (5) years or as needed. All staff and public access computers are purchased with three (3) year warranties. If a piece of equipment malfunctions after its warranty has expired, but before its scheduled replacement date, IT staff will make every attempt to diagnose, repair, and rehabilitate the equipment. If it is determined the equipment needs to be replaced, IT staff will do so if, and when, replacement equipment and/or funds are available.

Usage of each piece of equipment is expected to be maximized during rotation cycles. As equipment ages and/or is no longer needed in an area or function, Library and IT staff will evaluate the equipment to determine if it may be useful elsewhere, in less demanding applications, for spare parts, or for surplus.

Computer operating systems and software will be refreshed as computer hardware is replaced, i.e., every five (5) years or as needed. Automatic system updates and security patches will be pushed by IT staff to all Library computers, staff and public access, on a regular basis. A systems management software program will simultaneously upgrade public access computers to current versions of internet browsers, web applications, and plug-ins.

VIII. System Recovery

The IT Department schedules regular backups of data on staff and public access servers; incremental backups are performed on a nightly basis and full backups are run each month. All backups are remotely stored on servers located in The Colony Police Department's data center. Upon completion in the future, The Colony Fire Department Station #4 in Austin Ranch will house a data center that will act as a mirrored, autonomous disaster recovery site for the City.

In the event of catastrophic technology failure and/or data loss, the IT Department will enact a plan to replace affected hardware and software. Device replacement may include, but is not limited to, servers, PCs, monitors, and peripheral devices. Following hardware and software replacement, data backups from remote storage will be restored to the appropriate devices.

IX. Staff Development

All Library staff shall have adequate working knowledge of the computer systems and software used in day-to-day operations. As new technologies emerge, members of the Library Management Team will provide timely and relevant training to appropriate staff. In addition, all Library staff will complete an annual technology assessment; based on the results of this assessment, training opportunities will be created to ensure technology competencies are met for each service area in the Library. Training will be provided through in-house staff development, cross-training in different Library service areas, online courses, webinars, conferences, and other methods as available.