

# Lake County Library System (LCLS) Technology Plan 2017-2020

## **Vision, Mission and Goals of the Lake County Library System**

### Vision

Lake County Libraries will be community centers for gathering, information, lifelong learning and fun.

### Mission

LCLS's mission is to provide the means for the citizens of Lake County to fulfill their needs by:

- Ensuring that residents have access to current technology, information and ideas
- Providing ample resources to meet community needs
- Providing a skilled staff, dedicated to exemplary customer service
- Ensuring residents have convenient access to libraries in their communities and beyond
- Providing a welcoming, inviting and comfortable environment in all of our libraries
- Providing training, guidance and learning to our patrons to help them navigate our libraries and our communities

### Goals

- Libraries will provide an infrastructure that allows for the delivery of high quality library service
- Patrons will have access to expanded library services
- LCLS will provide programs, services, resources and opportunities that foster lifelong learning
- The community will become more aware of the services that the libraries offer
- The library will work with community partners to enhance and supplement our services
- Patrons will have access to the latest technology

## Current Environment

LCLS provides access to technology in the following ways:

- An Open-Source, web based ILS provided by Koha that is hosted and maintained off-site by Bywater Solutions.
- Online databases; some provided by the County and others provided by the State of Florida through the Florida Electronic Library; available through our website or within libraries. (Atozdatabases, Learning Express, Ancestry, Heritage Quest, provided by County). Some member libraries license their own databases for use within that library.
- A leased, wide-area network, with a 1 Gig host circuit. All County Libraries are interconnected through the 1 Gig WAN.
- 1 Gig of internet access is provided to the public from the City of Leesburg. Internet for the public computers at Cooper Memorial Library is provided through their partnership with Lake Sumter State College.
- 410 PCs are available to the public, spread throughout the 15 member and branch libraries.
- Microsoft Office available on all public and staff computers.
- Library website, mylakelibrary.org maintained by the County Communications Dept.
- Free, open Wireless access available at all libraries.
- Digital content platforms Overdrive (e-books, audiobooks and streaming video), One-Click Digital (audiobooks) and Zinio (magazines) available for free to all card holders through our website.
- Training labs at CAG, CML, LEE, MDP, LLL. Some smaller branches have been reconfigured to provide a more user-friendly atmosphere for training and computer classes. Mobile Laptop and Mobile Device Labs are available to libraries to help enhance Technology Classes.
- Video and Audio equipment are available to libraries to allow them to create and edit content.

## **Technology Plan**

The following outlines a multi-year plan for the use and implementation of technology in the library system. Some particulars cannot be specified due to obsolescence and changes in technology.

Because LCLS is a cooperative library system, technology plans for the member libraries mainly consist of the library automation system, digital media platforms, and telecommunications.

## **Priorities**

Support Services has identified the following as absolutely necessary to keep us up to date with current technology and keep us in line with the changing needs of the community:

1. We must continuously assess the needs of bandwidth at the libraries. Despite the reconfiguration to a fiber circuit, we must maintain a level of service equal to or greater than the demand.
2. In an attempt to increase efficiency and lower long-term costs, we should move away from “centralized server” models in favor of more cloud based or locally based servers whenever possible.
3. Develop a standardized technology training curriculum for staff and the public. This should be done not to replace existing educational structures in the community, but rather to enhance and supplement them.
4. Look to offer more online downloadable and streaming services to the public, and if possible, integrate them with our ILS.
5. Operating systems, software and licensing must be continually up to date.

## **Ongoing Concerns (items to be evaluated yearly, monthly or as needed)**

1. Evaluate online databases and replace or delete databases as necessary, based on the recommendations of the Directors and/or the Users Group and pending availability of funds.
2. Prepare and file e-rate forms for discounts on telecommunications and internet bills.
3. Keep any software installed on staff and public computers updated and properly licensed.
4. Run yearly inventory of County-owned equipment.
5. Evaluate bandwidth needs at each library, including internet and networking needs; make recommendations to Directors to continually increase bandwidth.

6. Evaluate servers and replace if needed; look for cloud based solutions rather than server based solutions whenever possible.
7. Increase availability, range and infrastructure of wireless networks, as more people move to mobile devices.
8. Increase amount of digital media in library collections budgets; as well as making available more options such as downloadable or streaming video.
9. Evaluate need to move to accepting credit card payments for fines, printing, and other items at all locations.
10. Users Group will continually research new technology and make recommendations to Directors for potential purchase and implementation.
11. Create more opportunities for mobile computing and develop training classes for the public and staff.
12. Continually update and make recommendations for changes in the County Website.

#### **Action Plan 2017-2020 Overview**

1. Implement new PC management and Print management solution.
2. Redesign LCLS Website, including creation of separate Library intranet.
3. Develop Technology Training curriculum for staff
4. Develop a platform that allows for local content to be disseminated via the Web.
5. Implement capability for video conferencing and live classroom feeds.
6. Create a System-Wide method for file backup at all locations.
7. Integrate all digital content platforms into the ILS.
8. Explore how to make cataloging and processing more efficient.
9. Make libraries and services more mobile friendly, such as upgraded wireless infrastructure, ability to check out mobile devices and hotspots, and replacing dummy terminals with mobile devices.

## 2017-18

1. Assess viability of current fiber network and recommend upgrades where necessary.
  - a. New e-rate form 470 will be filled out in January 2018
  - b. Bring Astor Library online into Fiber Network beginning in October, 2017
2. Implement new computer management and print solution
  - a. Will choose new solution from bids submitted in October 2017
3. Upgrade Public and Staff computers to Windows 10
  - a. Licenses will be purchased in October 2017
  - b. Windows 10 will be added to fall upgrade
  - c. First wave of replacement computers to be purchased in October, 2017
  - d. Second wave of replacement computers to be purchased in May, 2018
4. Encourage growth of current digital media platforms
  - a. Explore viability of move from Overdrive to One-Click Digital platform
  - b. Look for ways to increase budget for digital materials
5. Continue development of local content platforms and integration of current digital platforms into the ILS
  - a. Explore Discovery Services that would allow integration of platforms
  - b. Look to digitize and add local content, such as Poetry contest, Bookmark contest, and local authors' works to LCLS website
  - c. Promote Self-e to local authors and writers groups
6. Explore capability for video conferencing and live classroom feeds.
7. Create a system-wide file backup system.
8. Explore the circulation of WiFi Hotspots system-wide.

## 2018-19

1. Recommend changes to library website
  - a. Make website more mobile friendly
  - b. Explore development of library app to allow patrons to access accounts on their mobile devices
  - c. Discuss how to create Library Intranet for staff
2. Assess performance of current ILS and discuss potential upgrades/features
  - a. ILS committee will be formed in spring, 2018
  - b. Koha search functionality will be improved in fall 2017 upgrade
3. Perform cataloging audit in order to get ideas on how to make process more efficient.
  - a. Look into providing shelf-ready materials to branch libraries
  - b. Encourage member libraries to move to shelf-ready materials
4. Renew Fortigate license for another three years
5. Encourage growth of current digital media platforms
  - a. Explore expansion of Hoopla to entire library system

2019-20

1. Design and implement a Library Intranet, preferably in conjunction with changes in Library website
2. Implement suggestions for improving cataloging and processing workflow
3. Encourage growth of current digital media platforms
  - a. Look into new digital content platforms
4. Explore possibility of a permanent audio and/or video production studio

## **Resources**

### Telecommunications Services

LCLS leases a wide area fiber network from the City of Leesburg, which provides a 1 Gig Circuit with 1 Gig of Internet to HDQ and 15 libraries.

### Servers and Network Equipment

Network appliances and servers are managed by County IT Department.

- Fortinet Firewall
- Comprise Server
- Networked switches at each library

### Staff and Training

Technology support is managed through the County's Information Technology Department (IT). Support Services Manager acts as liaison with IT to insure that service requests are completed in a timely manner, and that technology related projects involving libraries are coordinated with IT.

Formal computer training can be provided at several locations that have closed computer labs. Other locations can be configured to provide such training as needed.

The staff training and professional development has several components, including:

1. On-site training; done within each library for staff or individuals as needed

2. Users Group, which meets monthly to identify and solve issues related to technological problems, and share best practices
3. In Service Days
4. Outside training, such as vendor provided training, webinars or training provided by TBLC and other library advocacy groups

### Public Technology Training

Focus on, but not limited to:

1. Microsoft Office
2. Internet Safety
3. Mobile Devices
4. Networking and Telecommunications

### **Evaluation**

To assess the needs of library patrons and staff, we need to track and evaluate our progress in the following ways:

1. Gather meaningful data and relevant statistics to gauge usage and popularity of current resources
2. Continue meetings of Users Group subcommittees and Reference Users Group to make sure they are charged with keeping up on current technology
3. Develop regular patron surveys to best assess the needs of the community
4. Hold regular Support Services meetings to discuss and plan changes

### **Equipment Inventory**

See attached.

### **Cost of Technology**

The 1 Gig Circuit will cost each location \$1,500 per month, or \$18,000 annually. 1 Gig internet service is \$5,500 per month, or \$66,000 annually.

Ongoing costs:

\$36,750: 70 replacement computers per year

\$3,500: Licenses for new computers

\$11,767: Office Licenses

\$26,173: SAM

\$26,500: Koha

\$135: Easy DNS

\$34,800: OCLC

\$56,083: Online Reference Databases

\$17,000: Overdrive

\$9,000: Zinio

\$5,400: eVanced

\$6,995: Pronunciator

\$1,600: MiFi Services