



**Dixon Public Library
Technology Plan
2023-2024**

**Adopted at the regular board meeting
held on 05/08/2023**

Dixon Public Library Technology Plan for 2023-2024

1. Introduction and History

Dixon Public Library is a municipal library that serves a population of 15,241 persons in Lee County. The library service area is consistent 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 65,000 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 1997 and it was revised in 1999, 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. An entirely new plan was devised in 2021 which is to be revised annually. This current version is the second revision of that 2021-2022 plan.

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.

Dixon Public Library Technology Plan for 2023-2024

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.

Dixon Public Library Technology Plan for 2023-2024

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

Provide training to patrons on use of library equipment and services

Staff will continue to provide as needed training to any patrons presenting in need of assistance in using the library's public facing technology. Staff will also offer to provide and provide training on request for the library's various digital collection offerings.

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.

Dixon Public Library Technology Plan for 2023-2024

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.

Dixon Public Library Technology Plan for 2023-2024

5. Current Technology Environment and Inventory April 2023

The library runs a mix of Windows Desktop computers, Apple devices, as well as Linux-based Useful 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. Group policies are now managed locally at each employee computer (to manage the setup and options of those computers), and to run the DeepFreeze server component, which is used to secure the Windows public computers.
- **Network Equipment/Wi-Fi:**
 - (1) Fortigate 60E Firewall (2018)
 - (2) Fortiswitch 248E-POE 48-port Switches (2021)
 - (3) Fortiswitch 108F-FPOE 8-port Switches (2022)
 - (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 Computers with 24" monitors (2020)
 - (1) Tech Library Services - Windows Computer with 24" monitor (2021)
 - (1) Tech Library Services - Windows Computer with 20" and 22" monitors (2019)
 - (1) Young Adult Services - Windows Computer with 23" Monitor (2021)
 - (1) Office Manager - Windows Computer with 23" Monitor (2022)
 - (1) Director – Apple iMac 27", Retina 5K Late 2015 model w/ Apple Thunderbolt 24" monitor (2017)
 - (1) Director – MacBook Air 6,2 Mid 2013
 - (1) Director – iPad Air 2 (2015)
 - (1) Staff – MacBook Pro 9,2 Mid 2012
 - (2) Circ desk - iPads 6th Generation (FY18)
- **Children Staff Hardware**
 - (2) Circ desk - Windows Computers with 24" monitors (2017)
 - (1) Children's Office - Windows Computers with 22" monitor (2016)
 - (1) Children's Office - Windows Computers with 24" monitor (2017)
 - (1) Chromebook (2022)
 - (1) Mac Mini M1 for video production (2020)
 - (1) iPhone for video production (Wi-Fi only)

Dixon Public Library Technology Plan for 2023-2024

- (1) iPad 6th Generation for video production
- **Patron Hardware:**
 - (1) Adult Services patron Windows Computers with 24" monitor (2021)
 - (8) Adult Useful patron stations with 1x20" and 7x22" monitors (2018, 2019)
 - (1) Adult Useful catalog station with 24" monitor (2014)
 - (3) Children Useful patron stations with 1x20" and 2x22" monitors (2019)
 - (1) Children Useful catalog station with 20" monitor (2018)
 - (2) Useful Main Tower computers (2019)
 - (1) Adult Windows station with 24" monitor for use with Konica-Minolta MS6000 MKII Microfilm reader (2021)
 - (1) Windows LTSB Scan Station (2020)
 - (19) Chromebooks (3 from 2018, 16 from 2022) used for coding clubs
- **Printer/Copiers:**
 - (1) Sharp BP-50C31 located in the Office Manager's office. Used by the staff for all purposes. Includes scan-to-email capabilities. Purchased from SBM (2023)
 - (1) Sharp BP-50C31 located in the Adult Department. Used by the public for Color and Black & White printing and copying. Purchased from SBM (2023)
 - (1) HP LaserJet M402dw printer located under the Adult Circ Desk counter. Used by staff at front counter. (2018)
 - (1) HP LaserJet M479fdw printer/copier located under the Children Circ Desk counter. Used by staff and children's computers. (2020)
 - (1) HP LaserJet M254dw printer. Used by the Library Services department. (2017)
 - (1) HP LaserJet M203dw printer. Used by the Library Director. (2018)
 - (4) Epson TM-T88IV Receipt Printers. Located at Circ Desks (2019, 2020, [2] 2021)
 - (1) Windows Print Station with 24" touch screen using OCS Software and Coin-Op unit for collection of payment for print jobs. Coin-Op Unit also shared with the Public Sharp BP-50C31 copier for collection of payment for copies. (2020)
- **Staff Machine Software:** Office 2019, Google Chrome, Google Drive, SentinelOne Antivirus, Malwarebytes Endpoint, Adobe Acrobat Reader, Adobe Acrobat Full, Mozilla Firefox, NinjaRMM, OpenOffice
- **Patron Machine Software:** Office 2019, DeepFreeze (managed on server), SentinelOne Antivirus, Malwarebytes Endpoint, Adobe Acrobat Reader, Google Chrome, Mozilla Firefox, NinjaRMM
- **Phones:**
 - 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)
 - (1) Apple iPhone SE3 for Director, through Verizon Wireless (2022)
- **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.

Dixon Public Library Technology Plan for 2023-2024

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 computer running Axis Camera Station with 4TB hard drive for video storage. Network Accessible for viewing video. (2022)
 - (3) Axis M3047-P cameras (2018)
 - (1) Axis M3057-PLVE camera (2021)
 - (3) Axis M3067-P cameras (2021)
- HVAC Computer – Windows computer with monitoring software for HVAC System. (2022)
- Benq MHD530FHD Projector (2018)

Dixon Public Library Technology Plan for 2023-2024

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.

- Staff Windows/Apple Computers – 5-7 years
- Public Windows Computers – 6-8 years
- Printers – 5-8 years
- Firewall – 5-7 years
- Network Switches – 8-10 years
- Chromebooks – 5-7 years
- Useful Servers – 5 years
- Useful Stations – 5 years
- Copiers – 5-7 years (Typically only supported by the vendor for 5-6 years)
- Phone System – 10-12 years
- Security Cameras – 7 years
- Projector – 7 years
- Microfilm Reader – 10-12 years

By device, sorted by year:

FY2021/22

- Sharp MX3550 Copier – contract ended at end of 2022 – replacement purchased with Per Capita
- Sharp MXM266N Copier – contract ended at end of 2022 – replacement purchased with RTR grant
- (2) Public Use Computers – Temporarily brought out of storage during covid. Removed from use
- Children’s PAC Computer – Replaced with Useful Kiosk
- Microfilm Computer – replaced using State RTR grant
- Citizen ST310 Receipt Printer – replaced using Per Capita Grant
- (3) Generic Security Cameras – replaced using Per Capita Grant

FY2022/23

- Citizen CBM1000 Receipt Printer – replaced using Per Capita Grant
- (7) Chromebooks – replaced using Per Capita Grant
- Young Adult Services Computer (Erika) – replaced using Per Capita Grant
- Library Services Computer (Mary) – replaced using Per Capita Grant
- Public “Legal” Computer – replaced using RTR grant
- Public “Jobs” Computer – removed from use
- Office Manager Computer (Jen) - replaced
- HVAC Computer – replaced and software updated

FY2023/24

- Children Office Computer (Molly) – replaced with 22/23 funds
- (8) Chromebooks – replaced with RTR Grant in 2022

Dixon Public Library Technology Plan for 2023-2024

- (3) Chromebooks – to be paid for with 2023/24 Per Capita Grant
- MacBook Pro
- MacBook Air – Director (Antony)
- Director Computer (Antony)
- (2) Children Circ Computers - replaced with 22/23 funds
- Children’s Office Computer (Kathleen) - replaced with 22/23 funds
- Axis Camera Server – replaced with 22/23 Per Capita

FY2024/25

- (2) Useful Server Computers
- (13) Useful Zero-Client Stations
- SMS Traffic Counters
- HP M254 Printer
- Staff MacBook Pro
- Director iPad
- (2) Circ Desk iPads

FY2025/26

- Tech Services Computer (Shelly)
- Fortigate Firewall
- Fortinet Access Point (outside)
- (4) Fortinet Access Point (inside)
- HP M203 Printer
- HP M402dw Printer
- (3) Axis M3047 Cameras
- Benq Projector

FY2026/27

- Epson TM-T88IV Receipt Printer
- Print Server Computer
- ScanStation Computer
- (2) Adult Circ Computers
- Video Production iPad
- (11) Chromebooks

FY2027/28

- Epson TM-T88IV Receipt Printer
- HP M479 Printer
- Konica-Minolta Microfilm Reader
- Mac Mini
- Axis M3057 Camera
- (3) Axis M3067 Security Cameras

FY2028/29

- Microfilm Computer
- Public Windows Computer
- Office Manager Computer (Jen)
- Youth Services Computer (Erika)
- Library Services Computer (Mary)

Dixon Public Library Technology Plan for 2023-2024

- Sharp Main Copier
 - Sharp Public Copier
 - Children's Receipt Printers (Qty 2)
 - Mitel Phone System
 - (6) Chromebooks
- FY2029/30
- HVAC Computer
 - Axis Camera Server
 - (3) Chromebooks
 - (2) Useful Server Computers
 - (13) Useful Zero-Client Stations
- FY2030/31
- Fortiswitches
 - (8) Chromebooks
 - MacBook Pro
 - MacBook Air
 - Director Computer (Antony)
 - (2) Children Circ Computers
 - Children Office Computer (Kathleen)
 - Children Office Computer (Molly)
- FY2031/32
- Fortigate Firewall
 - Fortinet Access Point (outside)
 - (4) Fortinet Access Point (inside)
 - Benq Projector
 - Director iPad
 - (2) Circ Desk iPads
- FY2032/33
- HP M254dw Printer
 - (3) Axis M3047 Cameras
 - (11) Chromebooks
 - Library Services Computer (Shelly)
 - SMS Traffic Counters
- FY2033/34
- (2) Adult Circ Computers
 - ScanStation Computer
 - HP M203 Printer
 - HP M402dw Printer
 - Print Server Computer
 - Video Production iPad

Dixon Public Library Technology Plan for 2023-2024

7. Budget

FY 2023-2024 Budget

Information Technology	\$22,000	(includes Comcast costs, plus all other software subscriptions and purchases, ILS and Useful subscriptions)
Online Databases	\$16,000	
Small Equipment	\$ 4,000	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 5% of the position's compensation.

Dixon Public Library Technology Plan for 2023-2024

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.