STLS IT Plan 2019 - 2021

MISSION OF STLS DIVISION OF INFORMATION TECHNOLOGY

Supporting, Educating, Maintaining, Resource for, Technology Needs….

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1. Goal Statement: <u>Support and develop STLS' member-driven Integrated Library System (ILS).</u>

Purpose (Intended Result): <u>Offer an Integrated Library System experience that empowers member librarians to provide equitable access to resources for the interest, information and enlightenment of their communities.</u>

Measurement (Evaluation Method):
- Participation in ILS Workshops/Meetings/1-on-1 Trainings/Committees. 75% in 2019 and increase by 10% each year.
- Surveys for Cataloging, ILS Client, Discovery, and Reporting products**.** 25% Survey participation in 2019 and increase by 10% each year.

Actions:

- <u>Offer quarterly ILS Workshops/Meetings (2019-2021)</u>
- <u>Offer in-person ILS training opportunities at existing member library and system events (2019-2021)</u>
- <u>Establish regular one-on-one ILS Manager and Specialists' consultation site visits with member libraries (2019 – 2021).</u>
- <u>Facilitate Cost Share Discussions with member libraries to demonstrate tangible costs and benefits of the ILS and determine a fair cost sharing structure for 2020 – 2023 (2019).</u>
- <u>Maintain ILS resiliency and improve through updates, new features and usability.</u>
- <u>Establish a survey schedule and awareness (2019).</u>

Outcomes:

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished

2. Goal Statement: <u>Establish and maintain internet connections for STLS and all member libraries.</u>

Purpose (Intended Result): <u>Enable member librarians to provide high quality broadband internet connections, within and outside the physical library, to ensure all community members have access to online resources.</u>

Measurement (Evaluation Method):
- Establish 100x100Mbps Internet access in 75%of libraries in 2019 and increase each year.

Actions:
- Investigate the costs of connecting all remaining libraries to STN fiber in Chemung, Schuyler, Steuben & Yates counties (2019).
- Advocate to state and local stakeholders for a non-profit model fiber network in Allegany County (2019 – 2021).
- Work with all remaining Allegany County libraries to connect to a broadband network that offers 100x100 Mbps (2019 – 2021).
- Inventory all STLS-purchased hardware supporting internet and wireless connections in member libraries (2020).
- Evolve existing library networks to take advantage of 10Gbps connections to STN fiber libraries (2020-2021)

Outcomes:

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished

3. Goal Statement: Offer equitable, accessible and transparent purchasing and maintenance services for STLS member library computers.

Purpose (Intended Result): Address member library digital access challenges to improve system-wide computing and online services.

Measurement (Evaluation Method):
- Establish a purchasing program in 2019 and maintenance services in 2019-2020

Actions:
- Develop guidelines and resources for successful purchasing and maintenance services that allow for the timely install, upkeep and repair member library equipment (2019).
- Determine equitable pricing structure that requires STLS IT accountability on the timely delivery of services (2019).
- Establish polices for the delivery of service through the partnership of member libraries, STLS IT staff and board of trustees (2020).
- Maintain inventory of member library equipment purchased and maintained through services. (2020).

Outcomes:

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished

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4. Goal Statement: Partner with all STLS staff by investigating, adopting and supporting current and new technologies that empower staff to best serve member libraries and their communities.

Purpose (Intended Result): Influence the service impacts of STLS staff on member libraries and communities by incorporating new technologies that allow for excellence through the maintenance and enhancement of staff knowledge and skills.

Measurement (Evaluation Method):
- Modern securable technologies will be implemented to enable STLS staff to work in an effective manner while not putting libraries at risk for a breach of ILS data.

Actions:

- Inventory current staff hardware and develop replacement schedule based on needs (2019).
- Assess staff technology needs and develop plan to meet needs including financial plan (2020).
- Investigate and procure a modern productivity platform to address staff functionality needs based on staff technology assessment (2021).

Outcomes:

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished

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5. Goal Statement: Provide and support messaging for all STLS staff and paid member library staff.

Purpose (Intended Result): Provide a collaborative communication platform that assists member libraries in the performance of their duties

Measurement (Evaluation Method):
- 100% of security and functionality patches and upgrades will be installed within 90 days of release and a future platform will be identified and presented as an option to administration.

Actions:

- Develop an end user-based training for member librarian on the proper and effective use of STLS email clients (2019).
- Document Division of IT proactive maintenance procedures to achieve 99.9999% uptime of communication services (2019 & 2020).
- Explore, provide and support modern collaboration and training tools.

Outcomes:

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished

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6. Goal Statement: Host and support STLS and member libraries' websites.

Purpose (Intended Result): Enable member libraries to offer a consistent and informative online presence that promotes the mission, services and governance of library operations.

Measurement (Evaluation Method):
- WordPress server upgraded to Windows Server 2016 in 2019 and MYSQL upgraded in 2020. 100% of library sites have updated platform code and 75% of library sites utilize HTTPS with an increase of 10% per year.

Actions:
- Survey member libraries on website needs and wants to determine most feasible path for library system and member partnerships on maintaining websites that meet purpose (2019).
- Establish written guidelines for member libraries to develop and maintain their own website (2019).
- Build annual schedule for one-on-one training & consultation with member librarians to maintain their website (2020).
- Investigate ways to assist member libraries in tracking website usage or providing usage statistics on behalf of member libraries (2020).

Outcomes

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished

7. Goal Statement: Develop STLS Security Policy and requisite supporting policies to allow for an innovative, productive, and secure IT infrastructure for STLS and member libraries.

Purpose (Intended Result): Administratively organize the valuable work of STLS IT to ensure safe, efficient and sustainable practices.

Measurement (Evaluation Method):
- 100% STLS adoption of needed policies will occur by 2021.

Actions:
Develop written policies and procedures that support current and incoming library system staff to offer a consistent level of service to member libraries and community members (2019 – 2021).

Outcomes:

2019_____Goal Accomplished

2020_____Goal Accomplished

2021_____Goal Accomplished