



# STLS IT Plan 2024 - 2028

**MISSION OF STLS DIVISION OF INFORMATION TECHNOLOGY**

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

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**1. Goal Statement:** Support and develop STLS' member-driven Integrated Library System (ILS).

**Purpose (Intended Result):** 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.

**Actions:**

- Offer quarterly ILS Workshops/Meetings to keep members informed of changes.
  - Offer in-person ILS training opportunities at existing member library and system events.
  - Establish regular one-on-one ILS Manager and Specialists' consultation site visits with member libraries.
  - Facilitate Cost Share Discussions with member libraries to demonstrate tangible costs and benefits of the ILS and determine a fair cost sharing structure for 2024– 2026.
  - Maintain ILS resiliency and improve through updates, new features and usability.
  - Establish a survey schedule for members and users.
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**2. Goal Statement:** Establish and maintain internet connections for STLS and all member libraries.

**Purpose (Intended Result):** 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.

**Actions:**

- Work towards connecting remaining libraries to STN fiber in Chemung, Schuyler, Steuben & Yates counties.
  - Advocate to state and local stakeholders for a non-profit model fiber network in Allegany County.
  - Work with all remaining Allegany County libraries to connect to a broadband network that offers greater than 100x100 Mbps.
  - Inventory all STLS-purchased hardware supporting internet and wireless connections in member libraries. Includes maintenance of internal and external WiFi.
  - Evolve existing library networks to take advantage of current 10Gbps connections to STN fiber libraries.
  - Improve STLS fiber connections to libraries to 40Gbps
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**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.

**Actions:**

- Further develop guidelines and resources for successful purchasing and maintenance services that allow for the timely install, upkeep and repair member library equipment.
  - Determine equitable pricing structure that requires STLS IT accountability on the timely delivery of services.
  - Maintain inventory of member library equipment purchased and maintained through services.
  - Seek federal and state funding sources to subsidize public and staff technology at member libraries.
  - Review IT Procurement Policy in partnership with Board of Trustees.
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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.

**Actions:**

- Inventory current staff hardware and develop replacement schedule based on needs.
  - Assess staff technology needs and develop plan to meet needs including financial plan.
  - Investigate and procure a modern productivity platform to address staff functionality needs based on staff technology assessment.
  - Expand VoIP phone systems to members connected to dark fiber network for cost savings.
  - Leverage federal and state funding sources to support STLS and member libraries' needs.
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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

**Actions:**

- Develop an end user-based training for member librarian on the proper and effective use of STLS email clients.
  - Document Division of IT proactive maintenance procedures to achieve 99.9999% uptime of communication services.
  - Implement collaborative communication tools and shared platforms for project-based work between member libraries and STLS.
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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.

**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.
  - Establish written guidelines for member libraries to develop and maintain their own website.
  - Build annual schedule for one-on-one training & consultation with member librarians to maintain their website.
  - Investigate ways to better support member libraries in tracking website usage or providing usage statistics on behalf of member libraries.
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**7. Goal Statement:** Develop STLS Security Policy and requisite supporting plans/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.

**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.
- Continue to evolve STLS security measures for library system network and online platforms.
- Draft IT resilience procedures for addressing IT security challenges as they relate to virtual network.
- Maintain ongoing end user based security training to protect STLS network endpoints.