

## **ANY LIBRARY CONSORTIUM 2011-12 TECHNOLOGY ACTION PLAN**

**For January 1, 2011 to June 30, 2012**

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OVERVIEW	

The Any Library Consortium (ALC) is a Library system serving a five county area consisting of 8 member libraries, 6 branch libraries and 1 bookmobile. The ALC was created by the member libraries to establish, maintain and operate a computerized library network in order to promote resource sharing among member libraries and to increase access to electronic services for library patrons and staff. The ALC was created in 1980 with four original members: This Co. District Library, Anytown Public Library, Peopleton Public Library, and Any County Library. In 1990 two libraries joined the ALC membership: Many Co. District Library, City Public Library. In 1995 the Many Co. District Library added the Town Branch Library to their service area. In 2003 the North Public Library and the River Branch Library joined the ALC. In September 2005 East Public Library became a member of ALC.

The ALC Governing Council of Directors and staff recognize the impact of technology, specifically electronic communication and information upon the lives of the patrons of ALC member libraries. The ALC strives to identify, retrieve, organize, and provide access and instruction in the use of technology in its various formats.

This plan was developed with participation of staff representing a wide range of library skills and perspectives.

ALC Governing Council of Directors:

ALC Staff:

## **TECHNOLOGY STRATEGIC PLAN**

### **Assumptions**

The ALC Governing Council approaches the period 2011-2014 with the following assumptions:

1. Demand for traditional library services will continue.
2. Demand for easy download of digital material and digital services of all kinds will grow.
3. Staffing models will change due to funding pressure. Member libraries will have fewer but, by necessity, better trained staff members.
4. Return on Investment and Proof of Value will be of great importance.
5. Libraries will be forced to re-examine their relationship to content providers.

### **Strategic Goals 2011 to 2014**

Those assumptions lead us to the following strategic goals, each of which has implications for technology planning.

1. The ALC and its member libraries will maintain a standard of excellence in providing key traditional services. We will continue to use and enhance the Polaris Library System in a secure environment.
2. The ALC and its member libraries will enhance the user experience by making our PAC, Websites, and potential public access tools more participatory, easy to use, and interoperable.
3. The ALC and its member libraries will develop a highly skilled, nimble, easily redeployed workforce focused on direct frontline service to customers and provide them with tools to enhance skills and obtain efficiencies.
4. The ALC and its member libraries will create direct content provider relationships and investigate ways we can have greater control over our content.
5. The ALC and its member libraries will maintain data, develop reports, and leverage information to articulate return on investment and demonstrate value.

## TECHNOLOGY PLAN JUSTIFICATION

In order to maintain a competitive position in the information industry and to continue to provide a high standard of public service, the ALC offers a wide range of electronic services to the ALC member libraries. This plan presents the current and planned hardware, software and telecommunications necessary to provide ongoing service and carry out the strategic plan.

### Products and Core Services in use

	<b>Core Service</b>	<b>Current Product</b>	<b>Description</b>
<b>A.</b>	<b>24/7 Tech Support</b>	Web Help Desk	A help desk is an information and assistance resource that troubleshoots problems with computers, the ILS software and similar products. ALC provides help desk support to their libraries via phone, website and/or e-mail 24/7 via a ticketing system.
<b>B.</b>	<b>Antivirus Protection</b>	Syndetics	Consists of computer programs that attempt to identify, thwart and eliminate computer viruses and other malicious software (malware) within the ALC network.
<b>C.</b>	<b>Backup CKO System</b>	Polaris Offline	A software program that is intended to be used when the Integrated Library System (ILS –see below) is not up and running. It accepts check-in and check-out information and stores files on the local computer for upload to the ILS server when it is back up and operational.
<b>D.</b>	<b>Data Communication Network</b>	Cisco Routers HP Switches Lefthand SAN Microsoft Servers Linux Servers	The data center backbone consisting of data lines, networking equipment, and servers for the sending, receiving, and storage of shared data.
<b>E.</b>	<b>Data Reporting System</b>	Simply Reports Google Analytics Microsoft Reporting Services	A method of extracting, formatting and transmission of data/reports from the ILS in support of staff functions and also to enable planning and evaluation.

	<b>Core Service</b>	<b>Current Product</b>	<b>Description</b>
<b>F.</b>	<b>Data Security</b>	CheckPoint Unified Threat Management (UTM) GFI LanGuard	Prevents unauthorized access to critical data components for ALC maintained services. Monitors continually for intrusion. Reports daily.
<b>G.</b>	<b>Database Authentication</b>	Ohio Web Library Polaris e-Source authentication	The process of authenticating library patrons who are entitled to access to local or statewide subscriptions to fee-based information resources and authorizing use of the products.
<b>H.</b>	<b>Electronic Mail (Email)</b>	Exchange Outlook Web Access	A store and forward method of composing, sending, storing, and receiving messages over electronic communication systems for library staff and management.
<b>I.</b>	<b>Electronic Notification System (ENS)</b>	Talking Tech	A method of electronically notifying borrowers of requests and or overdues created by the ILS.
<b>J.</b>	<b>Email Security System</b>	Postini	A service that provides a comprehensive set of tools to secure email connections and regulate email delivery. Intercepting SPAM and email threats and preventing those emails from reaching the ALC network.
<b>K.</b>	<b>Image Databases</b>	Photohio ContentDM Polaris Fusion	Storage and retrieval software for multimedia collections to enable both full-text and image displays of locally digitized material to the general public.
<b>L.</b>	<b>Integrated Library System (ILS)</b>	Polaris Library Systems	A system for a library, used to track items owned, orders made, bills paid, and patrons who have borrowed. An ILS is usually comprised of a relational database, software to act on that database, and two graphical user interfaces (one for patrons, one for staff).
<b>M.</b>	<b>MARC Record Discovery Tool</b>	Polaris native tools ZMarc for authorities	A tool used in support of the ILS that allows cataloguers to search other library's Z39.50 databases around the world. The tool also allows the MARC record from the remote site to be saved and loaded in the local catalog.

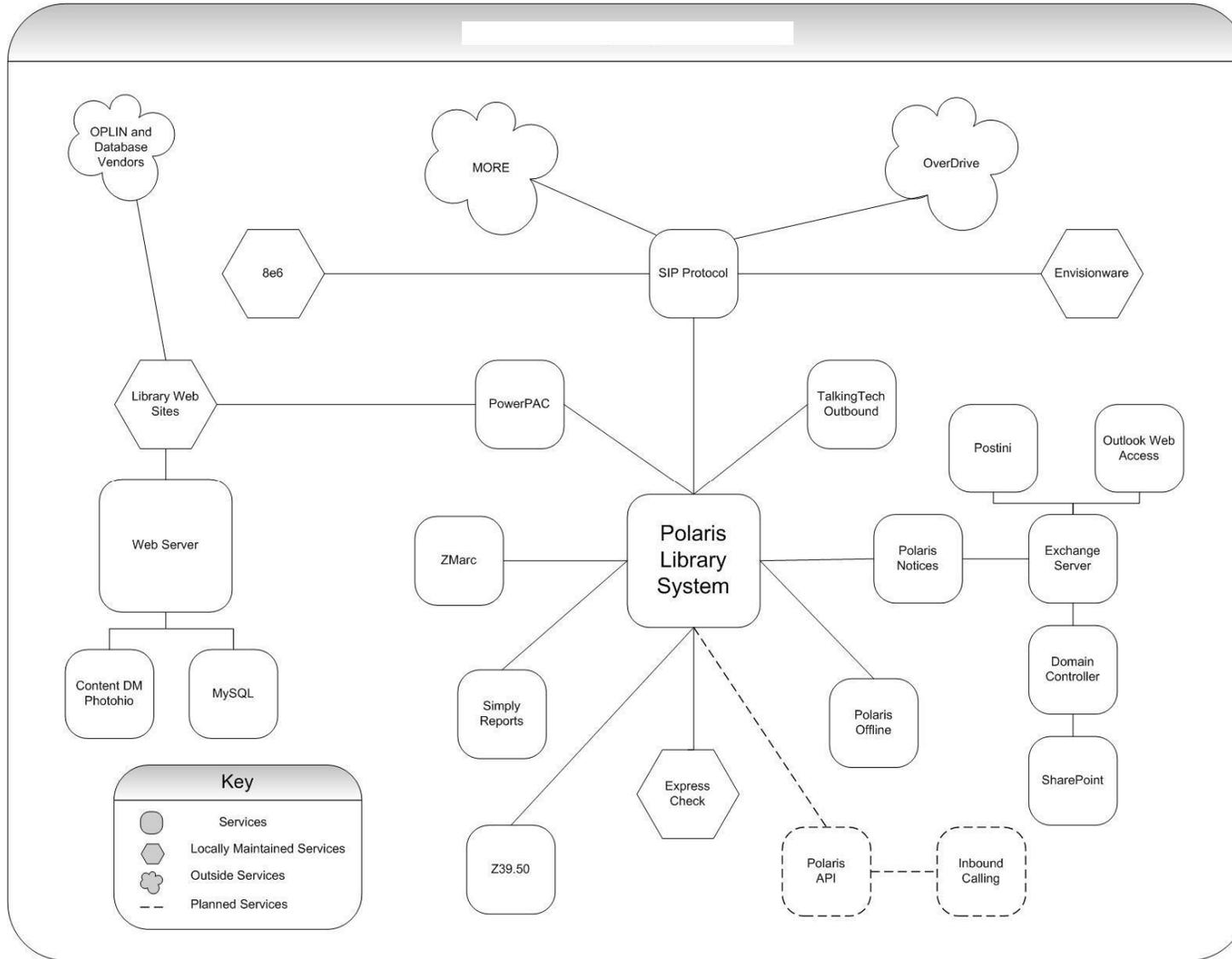
	<b>Core Service</b>	<b>Current Product</b>	<b>Description</b>
<b>N.</b>	<b>Public Access Catalog (PAC)</b>	Polaris PowerPAC	A computerized online catalog of the materials held in a library, or library system with interface to enable staff and the public to access it at computers within the library, or from home.
<b>O.</b>	<b>Reference Databases</b>	Mango Novelist Plus	A set of information resources in searchable format that are either free, purchased or provided by the state that are accessible though the Internet that are listed on individual ALC Library websites and/or in the PAC.
<b>P.</b>	<b>Research and Evaluation</b>		Continual research and evaluation is done by the New Services Committee, Directors and ALC staff of products related to the ALC Services prior to implementation of new products or elimination of old ones.
<b>Q.</b>	<b>Session Initiation Protocol (SIP)</b>	Polaris SIP server	SIP is a communication protocol that provides a standard interface between an ILS and other library automation devices. Those might include products such as Envisionware (for public PC management) or self-checkout devices. SIP enables the passing of patron information from the ILS to other services.
<b>R.</b>	<b>Training</b>	Varies	The provisioning of training for the member Library staff either by the ALC staff and or contracted training in support of all services.
<b>S.</b>	<b>Web Based Email System</b>	Outlook Web Access (OWA)	An e-mail service intended to be primarily accessed via a web browser, as opposed to a desktop application such as Microsoft Outlook or Outlook Express.

## Optional Services

	Service	Current Product	Description
a.	<b>Data Base Management System (DBMS)</b>	MySQL	A multithreaded, multi-user SQL database management system (DBMS) The basic program runs as a server providing multiuser access to a number of databases.
b.	<b>Email Mailing List Manager</b>	Dada	A service that allows libraries to send a mass email to a list of patrons to make them aware of upcoming programs, events, etc.
c.	<b>Full Text Image Database</b>	ContentDM	Stores, manages and delivers ALC library's digital collections to the Web. Showcases multiple media types.
d.	<b>Group Purchasing</b>		ALC Members have the opportunity to explore group purchasing prices when working with vendors.
e.	<b>Overdrive</b>	Digital Downloads	Provides online access to audio books and print via the Internet.
f.	<b>State ILL Resource Sharing System</b>	MORE	Supports linking to a service that enables libraries to provide their patrons more resources by linking the ALC ILS with the ILS of other member libraries statewide via intermediary software.
g.	<b>Web Server</b>		HTTP engines that serve up both static and dynamic web content for ALC data center, library web sites, and our PAC. .
h.	<b>Public PC/Print Management</b>	EnvisionWare	A flexible software suite installed at each library that manages public pc sessions, printer usage, and printing fees according to each library's needs.
i.	<b>Self-Check stations</b>	Polaris Express Check	Software to enable creation of self-service stations for patrons.
j.	<b>Web Collaboration Server</b>	Sharepoint	A collaborative web server provides and intranet of multiple project work sites and staff communication work spaces



# ALC Service Diagram (Product Names)



## ALC 2011-2014 Action Plan

### Assumptions

The ALC Governing Council approaches the period 2011-2014 with the following assumptions:

6. Demand for traditional library services will continue.
7. Demand for easy download of digital material and digital services of all kinds will grow.
8. Staffing models will change due to funding pressure. Member libraries will have fewer but, by necessity, better trained staff members.
9. Return on Investment and Proof of Value will be of great importance.
10. Libraries will be forced to re-examine their relationship to content providers.

### Strategic Goals 2011 to 2014

Those assumptions lead us to the following strategic goals, each of which has implications for technology planning.

6. The ALC and its member libraries will maintain a standard of excellence in providing key traditional services. We will continue to use and enhance the Polaris Library System in a secure environment.
7. The ALC and its member libraries will enhance the user experience by making our PAC, Websites, and potential public access tools more participatory, easy to use, and interoperable.
8. The ALC and its member libraries will develop a highly skilled, nimble, easily redeployed workforce focused on direct frontline service to customers and provide them with tools to enhance skills and obtain efficiencies.
9. The ALC and its member libraries will create direct content provider relationships and investigate ways we can have greater control over our content.
10. The ALC and its member libraries will maintain data, develop reports, and leverage information to articulate return on investment and demonstrate value.

## Specific Goals and Objectives for 2011-2012

### **Goal 1 Maintain standard of excellence in providing traditional services**

Objective 1 Keep Polaris up to date.

G1O101 Update Polaris to version 4.0.

G1O102 Determine whether migration to a second build of 4.0 is needed midyear and carry it out if necessary.

G1O103 Beta test Polaris 4.1.

Objective 2 Enhance core services security.

G1O201 Implement GFI log monitoring tools.

G1O202 Perform security audit using GFI tools according to the Security Calendar.

G1O203 Maintain an effective Firewall.

G1O203b Evaluate the need for added ports or upgrade in the light of a potential roll-out of OPLIN fiber.

G1O204 Implement drop box services for overnight backup of Polaris data.

G1O205 Evaluate adding an additional tape to the backup rotation to provide for more robust data recovery in case of a disaster.

G1O206 Install Symantec Antivirus on all ALC Windows servers.

G1O207 Install video monitoring equipment in the server room.

G1O208 Perform all critical updates in a timely manner; keep all software and services maintained and up to date; install security patches according to the security calendar.

G1O209 Make entire PowerPAC site HTTPS to prevent sidejacking attempts like Firesheep.

G1O210 Identify any custom reports that are emailed and where possible remove patron information from the report.

G1O211 Complete all tasks on the Security Calendar.

G1O212 Migrate from TinyDNS/Linux based Internet DNS servers over to Windows based DNS servers.

G1O213 Finish installing PowerChute UPS software to enable orderly shutdown of ALL servers in case of a power outage.

G1O214 Create server images for easy restore in the event of a disaster.

G1O215 Change the Admin password according to the Security Calendar.

G1O216 Review risk assessment according to the Security Calendar.

G1O217 Review Vendor compliance according to the Security Calendar.

Objective 3 Create inbound calling capability for patrons.

G1O301 Install Polaris API.

G1O302 Evaluate and select a hosted Integrated Voice Response (IVR) provider for the project.

G1O303 Develop API call workflow between hosted IVR system and Polaris API.

G1O304 Promote release of Inbound calling solution to patrons and other Polaris libraries.

Objective 4 Provide assistance to local libraries that install new servers and/or upgrade. (G1O4)

**Goal 2 Enhance the user experience by making our PAC, Websites, and potential public access tools more participatory, easier to use, and interoperable**

Objective 1 Embrace Mobile computing.

G2O101 Implement Mobile PAC.

G2O102 Implement text messaging.

G2O103 Create a Mobile version of the ALC Web Site.

G2O104 Turn IIS compression on PowerPAC server to speed up delivery of mobile web pages.

G2O105 Use customization ability of the Mobile PAC to integrate content from library sites that currently have a mobile presence.

Objective 2 Migrate all eight library websites to Drupal and integrate with the PAC.

G2O201 Migrate and Integrate 2 Libraries Q1.

G2O202 Migrate and Integrate 2 Libraries Q2.

G2O203 Migrate and Integrate 2 Libraries Q3.

G2O204 Migrate and Integrate 2 Libraries Q4.

Objective 3 Sort term, use existing off the shelf tools to enhance user experience on library websites.

G2O301 Identify a suite of widgets, browser plug-ins and so on for patrons (including but not limited to live reference, search boxes) and define code needed to interface widgets with PowerPAC.

G2O302 Set up a download page for ones that work.

Objective 4 Complete the Children's PAC customization (G2O4).

Objective 5 Improve Access to Image Databases.

G2O501 Update content DM to 6.0.

G2O502 Customize ContentDM site after 6.0 upgrade to more closely match the style of the Photohio.org website.

Objective 6 Explore possible paths to "ONE click downloads "to PC/Laptop and to mobile device of choice and synthesize the real choices likely to be available in 2012.

G2O601 Explore scripting and other methods to minimize steps for the user when they leave the control of PowerPAC.

G2O602 Monitor Overdrive changes and developments quarterly.

G2O603 Check on Polaris progress regarding downloads before ALA Annual and at PUG; review 4.1 specs for enhancements that address downloads.

G2O604 Research Available PAC and other discovery tool options. Estimate the cost and difficulty of integrating each with existing products (Polaris, Overdrive, Freegal, Databases, etc.).

Objective 7 Work with Local Library techs to develop a list of devices such as e-readers and e-audio players that are compatible with existing services for possible loan program and improve staff training in their use.

G2O701 Develop list.

G2O702 **Purchase one example of each and set up a ALC Lab.**

G2O703 Document issues/benefits/quirks of each device.

G20704 Develop an overview program and training for local staff on mobile devices (relates to G301).

***Goal 3 Assist libraries to develop a highly skilled, nimble, easily redeployed workforce focused on direct frontline service.***

Objective 1 Enhance and formalize training for staff at every level in ALC Member Libraries.

G30101 Establish a Training Committee.

G30102 Identify critical skills to support patrons such as WIFI, downloads, and mobile devices.

G30103 Identify critical skills for Polaris.

G30104 Develop a certification program.

G30105 Implement tools for creating Computer Based Training and for tracking progress.

Objective 2 Centralize at least one backroom function as proof of concept.

G30201 Identify a candidate. Serials and Weeding have been proposed.

G30202 Present plan to Governing Council by June.

G30203 Identify a proposed list of services that could be dropped entirely.

Objective 3 Identify tools that add efficiency to library workflow and save staff hands on time.

G30301 Evaluate and if possible implement address verification software in the Polaris ILS.

G30302 Evaluate and if possible implement Summer Reading Program, Meeting Room Reservation, and/or Reference Portal Knowledgebase software.

G30303 Implement method of automatically deleting self-registered patron accounts that have not been used.

G40304 Rewrite any custom reports to include item/patron barcodes that can be scanned where feasible.

Objective 4 Reexamine the ALC positions (G304).

Objective 5 Develop webinar capability

G40501 Present one meeting or class as a Webinar to test the waters

G40502 Document ALC webinar methods for future use

G40503 Create or identify a Web site for scheduling and conducting webinars

***Goal 4 Create direct content provider relationships and investigate ways we can have greater control over our content.***

Objective 1 Develop a ALC Collection Plan.

G40101 Set up a content committee.

G40102 Identify existing "niche" collections currently available at our libraries that can be enhanced.

G40103 Implement rotating responsibility for subject areas.

G40104 Write a broad plan for collection development.

G40105 Identify content from non-traditional providers (Local and regional nonprofit and academic groups).

G40106 Recommend discovery methods for delivering non-traditional content.

Objective 2 Evaluate sources of free content and methods for delivering it.

G40201 Identify more free content.

- G4O202 Analyze actual need and define parameters for locally stored content and/or hosting services to store content.
- G4O203 Evaluate and test methodologies for one click download of Project Gutenberg or other content.
- G4O204 Review current hardware for possible reuse as a content server; budget for content storage in 2012.

***Goal 5 Maintain data, develop reports, and leverage information to articulate return on investment and demonstrate value. Promote the ALC's value proposition.***

Objective 1 Increase the ALC's visibility statewide. Become one of the cool kids.

G5O101 Write an annual report and release it. Promote efficiency measures and size of collection etc.

G5O102 Promote accomplishments under Goal2.

G5O103 Reinforce a visible presence at OLC events and on OLC Committees.

Objective 2 Define the ALC's value proposition in hard times.

G5O201 Create a compelling value statement.

G5O202 Create boilerplate language for member Web sites and promotional material.

Objective 3 Identify a compelling package to bring on 3-4 libraries using in part an LSTA Grant.

G5O301 Do an analysis of libraries of similar size by revenue, staff and circ.

G5O302 Contact potential candidates to determine interest level.

G5O303 Write grant proposal if there is strong enough interest from potential candidates.

Objective 4 Continue to develop a strong partnership with Polaris.

G5O401 Plan, promote and carry out OHPUG2.

G5O402 Determine level of interest in reviving Midwest regional users' group meeting.

G5O403 Participate in PUG Steering Committee (PUG calls and Polaris monthly calls plus other duties as required/requested).

G5O404 Participate in Annual PUG Conference; present any significant ALC customizations to Polaris Users.

Objective 5 Implement tools to measure and communicate value.

G5O501 Keep the point-in-time statistics on the web site up to date.

G5O502 Create an ROI form like the "Michigan" form for library web sites.

**G5O503 Complete inventory of ALC's physical assets in accordance with policy.**

## 2011-2012 Implementation/ Schedule and Budget

### Ending 2011 Quarter 1

Start Date	Proj Ref#	Task Type	Core Service(s)	Description	Estimated Complete Date	Owner	ALC Estimated '11 Cost	Percent Completed	Actual Date Completed
Jan-11	G1O101	Implement	L-ILS	Update to Polaris 4.0	Q1	All staff		0%	
Jan-11	G1O201	Implement	D-Network	Configure and begin using GFI log tools	Q1	Jane/Joe		0%	
Jan-11	G1O204	Implement	L-ILS	Add drop box to backup routine	Q1	Joe		0%	
Apr-11	G1O206	Implement	D-Network	Symantec Antivirus on all ALC Windows servers	Q1	Jane/Joe		0%	
Jan-11	G1O210	Research	L-ILS	Review all emailed custom reports for patron info security	Q1	Sue		0%	
Jan-11	G2O603	Review	L-ILS	Check Polaris progress on downloads	Q1	Sue		100%	
Feb-11	G3O101	Implement	admin	Establish a Training Committee	Q1	Sue		0%	
Jan-11	G5O101	Implement	admin	Write Annual Report and Release	Q1	Sue		0%	
Feb-11	G5O201/ G5O202	Implement	admin	Draft boilerplate language for member sites/materials	Q1	Sue		0%	
Feb-11	G5O301	Research	admin	Analysis of similar sized non-consortium libraries by revenue, circ,	Q1	Sue		0%	
Jan-11	G5O302	Research	admin	Contact potential members about grant idea	Q1	Sue		0%	

### Ending 2011 Quarter 2

Start Date	Proj Ref#	Task Type	Core Service(s) Affected	Description	Estimated Complete Date	Owner	ALC Estimated '11 Cost	Percent Completed	Actual Date Completed
Apr-11	G1O203b	Evaluate	D-Network	Perform firewall platform upgrade and add additional ports if needed for OPLIN fiber	Q2	Joe		0%	
Apr-11	G1O205	Evaluate	D-Network	Add drive to offsite backup rotation	Q2	Joe		0%	
Jan-11	G1O209	Implement	D-Network	PowerPAC to HTTPS	Q2	Joe		0%	
Jan-11	G1O214	Implement	D-Network	Create server images	Q2	Joe		0%	

Jun-11	G1O215	Implement	D-Network	Change Admin Passwords	Q2	Jane/Joe	\$0.00	0%	
Jan-11	G1O302 & G1O303	Implement	L-ILS	Develop inbound call workflow between IVR and API	Q2	Joe	\$0.00	0%	
Apr-11	G2O202	Implement	g-Web	Migrate Web and Integrate 2 Libraries	Q2	Jane	\$0.00	0%	
Jan-11	G2O4	Implement	L-ILS	Complete CPAC customization	Q2	Sue	\$0.00	0%	
Jul-11	G2O601	Research	L-ILS	Minimize steps / users leaving control of PowerPAC	Q2	Joe	\$0.00	0%	
May-11	G2O603	Review	L-ILS	Check Polaris progress on downloads at before ALA Annual	Q2	Sue	\$0.00	0%	
Mar-11	G5O502	Implement	admin	Create an ROI form for member websites	Q2	Jane	\$0.00	0%	
Jan-11	G4O501/ G4O502	Implement	R Training	1 Webinar 1 <sup>st</sup> half	Q2	Sue	\$0.00	0%	

### **Ending 2011 Quarter 3**

Start Date	Proj Ref#	Task Type	Core Service(s) Affected	Description	Estimated Complete Date	Owner	ALC Estimated '11 Cost	Percent Completed	Actual Date Completed
Jul-11	G1O102	Evaluate	L-ILS	Polaris 4.0 update needed?	Q3	Jane		0%	
Jul-11	G1O202	Implement	D-Network	Security audit per security calendar	Q3	Sue		0%	
Mar-11	G2O301	Research	L-ILS	Identify a suite of widgets/plugin ins	Q3	Jane		0%	
Jun-11	G2O501	Implement	c-FT Data	Update content DM to 6.0	Q3	Joe		0%	
Sep-11	G2O603	Review	L-ILS	Check Polaris progress on downloads at PUG	Q3	Sue		0%	
Jan-11	G2O701	Research	L-ILS	Develop list of PAC/Overdrive compatible devices	Q3	Joe		0%	
Apr-11	G2O703	Research	L-ILS	Document quirks/issues/benefits of each device	Q2	Joe		0%	
Aug-11	G2O702	Research	L-ILS	Seek quotes and Purchase one example of each and set up a ALC Lab	Q3	Joe		0%	
Jul-11	G3O104	Implement	admin	Develop a certification program	Q3	Sue/ Training		0%	
Feb-11	G4O203	Evaluate	L-ILS	One click download for Project Gutenberg	Q3	Jane		0%	
Jul-11	G5O102	Implement	admin	Promote accomplishments under G2	Q3	Sue		0%	

Jan-11	G5O103	Implement	admin	Visible presence at 3 OLC events	Q3	Sue		0%	
Mar-11	G5O401	Implement	L-ILS	OH PUG	Q3	Sue		0%	

**Ending 2011 Quarter 4, 2011**

Oct-11	G1O103	Implement	L-ILS	Beta Test Polaris 4.1	Q4	Joe and all staff	\$0.00	0%	
Jan-11	G1O203	Implement	D-Network	Maintain Firewall routinely	Q4	Joe	\$0.00	0%	
Jan-11	G1O208	Implement	D-Network	All critical updates	Q4	TBA	\$0.00	0%	
Sep-11	G4O204	Research	L-ILS	Hardware needed for content storage /one click download	Q4	Jane	\$0.00	0%	
Jan-11	G5O403	Implement	L-ILS	Participate in PUG steering Committee (meets at least 2 times a month)	Q4	Joe	\$0.00	0%	
Oct-11	G5O404	Implement	L-ILS	Attend PUG	Q4	All staff	\$0.00	0%	
Jan-11	G5O501	Implement	admin	Web Stats up to date monthly	Q4	Joe	\$0.00	0%	
Jun-11	G4O503	Implement	R-Training	Web site for webinar schedule/	Q4	Joe	\$0.00	0%	
Jul-11	G2O704	Implement	R-Training	Develop program / training for local staff on mobile devices	Q4	Sue	\$0.00	0%	

**Ending 2011 Quarter 5-6 (Q1 and 2, 2012)**

Start Date	Proj Ref#	Task Type	Core Service(s) Affected	Description	Estimated Complete Date	Owner	ALC Estimated '11 Cost	Percent Completed	Actual Date Completed
Jan-11	G2O604	Research	L-ILS	Investigate discovery tools that could be used instead of PowerPAC	Q5	Sue	\$0.00	0%	
Jan-12	G5O103	Implement	admin	Visible presence at OLC events	Q6	Sue	\$0.00	0%	
Jan-12		Implement	c-FT Data	Tasks on Security Calendar	Q6	All staff	\$0.00	0%	
Jan-12		Implement	L-ILS	Install Polaris 4.1	Q6	All staff	\$0.00	0%	
Jan-12		Implement	L-ILS	Content server according to plan	Q6	Joe/Jane	\$0.00	0%	

## EVALUATION

- The director will report to the ALC Directors monthly on all core and optional services covered under this plan.
- The director will provide an overview of the schedule and budget plan status to the ALC Directors every quarter
- The criteria for success for each activity shall be completion unless otherwise noted.

## TRAINING

Our strategic direction demands that training play a major role in ALC planning over the next three years. We believe that libraries will be compelled by economic circumstances to continue to provide services with smaller, more tactically deployed staff. We believe, at the same time that demand for such services as wireless access, downloadable digital content, self checkout, and so on will pressure remaining staff and require technology skills that may not currently be ubiquitous among library staff members. During 2011 the ALC will take initial steps toward developing formal training programs to support a highly skilled, nimble, easily redeployed workforce.

### 2011 Training Objectives for the ALC as a Whole

1. Establish a ALC-wide training committee
2. Identified a core set of required skills
3. Define ALC Skills Certification program
4. Investigate free and commercial sources that could contribute to training.
5. Implement training management software to track the progress of individuals
6. Set benchmarks for 2012, 2013 and 2014.

### 2011 Training Objectives for ALC Central Staff

1. Continue to exploit Microsoft Technet/MSDN online training.
2. Make use of Acquia Drupal Network
3. Become proficient with GFI LanGuard
4. Monitor free sources of training such as WebJunction, Polaris Webex and so on for opportunities.
5. Increase skills in:
  - a. Simply Reports
  - b. Microsoft Report Manager

## **TASKS AND RESPONSIBILITIES**

The Core Services, Optional Services and Action Plan contained in this document are generally the responsibility of the ALC Central Office Staff, with the exceptions and additions listed below.

### **ALC Governing Council Responsibilities**

- Review and monitor progress of 2011-12 ALC tech/action plan (ongoing)
- Participate in or appoint delegates to ALC Training and Content Committees (February)
- Develop ALC Marketing and Recruiting Plan (January-March)
  - Review the ALC Pricing model
  - Determine the Value Proposition
  - Identify four candidates and propose LSTA Grant Idea
- Review ALC Job Descriptions; plan Director transition (May/June)
- Review Polaris ILS enhancements and prioritize (August)
- Review Three Year Technology Plan and set objectives for 2012 (September-October)
- Submit member library's 2011 tech plan to ALC staff (September)
- Review 2012 ALC tech/action plan (November)
- Review and approve 2011 ALC budget (November)
- Approve 2012ALC tech/action plan (December)

## Library IT Tech Staff Responsibilities

- Maintain local Network
- Adhere to the ALC Security Policy and any local security rules.
- Maintain local inventory using the Web HelpDesk Asset Manager or other method
- Label patch panels, switches and hubs
- Update Network Maps as changes are made
- Maintain all PCs and Servers
- Update Service packs and patches on a timely and regular schedule
- Update antivirus definitions on a timely and regular schedule
- Provide a hardware and software summary to the Directors
- Automate updates and use imaging tools to increase efficiency in configuring PCs whenever possible
- Invoke the PC naming convention as agreed to by the tech committee
- Adhere to password standardization (12 character password complexity) for all PCs
- Adhere to password standardization for admin accounts (admin formula) on servers and PCs
- Adhere to Account Decommissioning Standards for all departing staff.
- Set PC and server clocks to synchronize with an atomic clock whenever possible
- Maintain WebPages
- Keep database/e-sources links up to date
- Utilize proper links to the Library Catalog
- Repair broken links
- Create an Annual Technology Plan to be approved by Local Library Director
- Provide a copy of the plan for ALC review prior to December of each year
- Maintain communications with ALC on a regular basis
- Read and respond to ALC emails
- Use Helpdesk system
- Alert ALC staff and Technology Committee members of major hardware and software purchases
- Attend and participate in ALC Tech meetings

## MAINTENANCE CONTRACTS

<b>Product or Service</b>	<b>Start</b>	<b>Stop/Renew</b>
Polaris	1-Jan-10	31-Dec-11
Enriched content (Novelist Plus/EBSCO)	1-Jan-10	31-Dec-11
Enriched content (Novelist Select/Polaris)	1-Jan-10	31-Dec-11
Enriched content (Syndetics/Polaris)	1-Jan-10	31-Dec-11
Zmarc for Authorities/Polaris	1-Jan-10	31-Dec-11
Checkpoint	1-Jan-10	31-Dec-11
NetVault Maintenance	1-Jan-10	31-Dec-11
Mango	1-Jan-10	31-Dec-11
Emerson: Liebert UPS	1-Jan-10	31-Dec-11
Contentdm Maintenance (OALC)	1-Jan-10	31-Dec-11
Help Desk	1-Jan-10	31-Dec-11
Comprise: 8e6 Filter Maintenance	1-Jan-10	31-Dec-11
Postini SPAM Protection	1-Jan-10	31-Dec-11
Talking Tech	1-Jan-10	31-Dec-11
Acquia Drupal Network subscription	1-Jan-10	31-Dec-11
HTTPS Wildcard Cert	1-Jan-10	31-Dec-11
HTTPS Extended Validation Cert (PAC)	1-Jan-10	31-Dec-11
HTTPS Exchange Cert	1-Jan-10	31-Dec-11
SmartNet 8X5 Support (Cisco Router)	1-Jan-10	31-Dec-11
Renew of Photohio.org Domain	1-Jan-10	31-Dec-11
Envisionware	1-Jan-10	31-Dec-11
GFI LanGuard	1-Jan-10	31-Dec-11

## **TECHNOLOGY INVENTORY**

### **Equipment as of February 2011**

<b><i>Inventory Barcode</i></b>	<b><i>Manufacture Name and Model</i></b>	<b><i>Equipment Description</i></b>	<b><i>Date Received</i></b>
31870005574248	Sharp Carousel Microwave	Microwave	Pre 2011 Inventory
31870005574388	Great Lakes Steel Telcomm Network Cabinet	Telco Cabinet	Pre 2011 Inventory
31870005574404	Quantum DLT 4000	Tape Backup Drive	Pre 2011 Inventory
31870005574412	HP LaserJet 4000N	Laser Printer	Pre 2011 Inventory
31870005574446	HP 2524	Ethernet Switch	Pre 2011 Inventory
31870005574453	HP 4000 Switch	Ethernet Switch	Pre 2011 Inventory
31870005574693	Netgear FS108 Switch	Ethernet Switch	Pre 2011 Inventory
31870005574974	Dell Optiplex 740	Desktop PC	Pre 2011 Inventory
31870005575005	Dell Optiplex GT150	Desktop PC	Pre 2011 Inventory
31870005575310	SunFire v40z	Rack Mounted Server	Pre 2011 Inventory
31870005575336	Dell PowerEdge 850	Rack Mounted Server	Pre 2011 Inventory
31870005575351	SunFire x4200	Rack Mounted Server	Pre 2011 Inventory
31870005575369	Dell PowerEdge 1950	Rack Mounted Server	Pre 2011 Inventory
31870005575377	Dell PowerEdge 2950	Rack Mounted Server	Pre 2011 Inventory
31870005575385	Dell PowerEdge 1850	Rack Mounted Server	Pre 2011 Inventory
31870005575393	HP Lefthand P4000	SAN Node	Pre 2011 Inventory
Etc.			

### **Software**

Coming by May Governing Council meeting

## Electrical System

The ALC’s electrical system is powered by two 100 Amp circuit breakers located on the MDP panel in the building’s electrical room. The MDP panel circuits 31 & 33 feeds the ALC Liebert UPS System that in turn is connected to a 150 Amp service panel located in the Computer Room. The Computer Room service panel contains two 30 Amp circuit breakers with the remaining being 20 Amp circuit breakers. The computer room outlets and the wall outlets on the opposite side of the computer room wall in System Administrator’s office are all on the Liebert UPStation S 12 KVA. The average load is 48%-51%. See **Appendix A** for the ALC Electrical Diagram. The circuits are as follows:

Cir.#	Amp.	Location	Cir.#	Amp.	Location
1		Empty	2		Empty
3		Empty	4		Empty
5		Computer Room	6		Computer Room
7		Open	8		Open
9		Main Room	10		Main Room
11		Open	12		Open
13		Empty	14		Empty
15		Office	16		Office
17		Open	18		Open
19		Empty	20		Empty
21		Empty	22		Empty
23		Computer Room	24		Computer Room
25		Open	26		Open
27		Main Room	28		Main Room
29		Open	30		Open
					Network Cabinet
		RPM			Remote Power Management
		ext			Extended Circuit

## Network Configuration

The ALC maintains 6 Class C networks within ALC and 3 or 4 Class C networks for each library (Network, Staff, Public and Wireless(optional)). See **Appendix B** for detailed network maps. See **Appendix C** for network diagram. The networks are:

Library	ISP IP	Public	Staff	Network	Wireless
ALC (Staff)					
ALC (Web)					
ALC (Servers)					
OPLIN					
North					
Anytown					
Any County					
City					
Main					

**Sue Jane Smith**  
ALC Executive Director

*The State Library of Ohio would like to thank the Central Library Consortium for their permission to use this modified Technology Plan as a sample. This plan has been modified to protect sensitive information.*