2023-2025

TECHNOLOGY PLAN

Board Approved 10/13/2023

LCI
Library Connection, Inc.
COLLABORATION | INNOVATION | SAVINGS

Library Connection, Inc.

2023-2025 Technology Plan

Library Connection, Inc. (LCI) strives to provide a valuable and affordable service to all its members and technology is an important tool to help further this goal. LCI has recently transitioned to a fully remote workplace and this change impacts the types of technology necessary to connect staff and to continue to serve member libraries. This Technology Plan, along with LCI's mission, vision, and values, will help guide the organization's acquisition and implementation of technology resources over the next three years. Additionally, this plan will further enable LCI to support member libraries' innovation goals including their work to support digital equity, accessibility, and future needs as they arise.

Mission: Adding value through collaboration

Purpose: To increase members' efficiencies and savings

Vision: Libraries will be sustainable and relevant through the changing twenty-first century landscape

Values: Collaboration, Efficiencies and Savings, Responsiveness, Transparency

Technology Assessment

LCI will regularly evaluate, monitor, and actively plan for staff hardware and software needs to ensure seamless operations and the ability to provide exemplary support services to member libraries. A list of current hardware assets, as well as a list of current software resources being used by LCI are available to members of the Board of Directors upon request.

LCI will regularly confer with the Technology Committee and the Board of Directors to understand member libraries' technology needs and determine appropriate avenues of support that can be provided by LCI. Current member libraries' technology needs, as reported in the Technology Survey conducted in 2023, include the following:

- A modern, consortia-ready, user-friendly ILS
- An intuitive public catalog/discovery layer that works well on both mobile and desktop
- Seamless integration with a variety of third-party products (e.g. self-check, e-content collections, mobile apps, MuseumKey, public PC/print cost recovery software)
- Stable, predictable costs for technology
- Training, documentation, and support for the ILS and catalog

Technology Goals

Organizational Operations

- Hardware
  - Update staff members' primary computers every three years.
  - Ensure that each staff member has a laptop for in-person meetings, trainings, and visits to member libraries.
  - Migrate staff to laptop computers with docking stations whenever possible to eliminate the need for multiple computers per person. Currently three of the six staff members have laptops for primary computers including the new position.
  - Provide LCI staff with hardware necessary to run the business remotely and support member libraries' needs.
- Software
  - Evaluate the pros and cons of migrating staff email to Office 365 from Gmail in order to partition LCI staff software from software used to support members.
  - The Technology Committee will facilitate discussions with the Board of Directors to determine whether to migrate LCI to a .org domain.
  - Provide LCI staff with the software necessary to run the business remotely and support member libraries' needs.
- LCI Staff Continuing Education
  - Ensure staff have access to continuing education opportunities (i.e. online training sites, in-person workshops, etc.) to remain abreast of changes in technology relevant to the operations of the organization as well as changes that impact member libraries.
- Cybersecurity
  - Maintain anti-virus software on all staff devices.
  - Provide password managers for all staff.
  - Use Office 365, with backup capabilities, for all staff data storage.
  - Use a VPN for all staff connections.
  - Maintain sufficient cyber insurance coverage.

Member Support

Integrated Library System

- A task force will prepare and release an RFP for new ILS and public catalog
  - Develop a timeline for releasing the RFP.
  - Develop the content for the RFP.
  - Develop a rubric for evaluating RFP responses.
  - Solicit and evaluate responses from vendors.
  - Select a preferred vendor and negotiate contract terms.
- Support Sierra and Encore for the duration of the current contract with Innovative

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- Keep abreast of options for mobile access to the LCI catalog
  - Continue to update the Capira Mobile app as needed.
  - Continue to support the mobile web version of Encore.
  - In collaboration with LCI staff, the Technology Committee will evaluate the market for alternative mobile options prior to the April 2025 expiration of the current contract for Capira Mobile app.
- Document available reporting tools available to member libraries
  - Continue to market and train on CollectionHQ.
  - Provide documentation on other reporting tools (Decision Center, etc.) and offer training as needed.
- Reevaluate the consortial subscription to meeScan
- Assist with API and SIP2 connections for member libraries between the ILS and third party products

Shared e-content

- Coordinate with the Connecticut State Library and the Palace Project to ensure member libraries can fully participate in eGO to access the State's collection of e-content and aggregate local e-content in the Palace app
- Explore options for e-content integration in the public catalog via API as part of the RFP process

Communication and Knowledge Sharing

- Experiment with providing regular office hours and/or appointment options for LCI support staff to provide one-on-one consultation and training for member libraries' staff
- Survey member libraries on what training is needed and at what cadence in order to fully orient new staff members
- Working with the Governance Committee, the Technology Committee will assist with an update of LCI's Email Retention Policy
- Explore the option of providing a platform for member libraries to share with each other documentation (both patron-facing and staff-facing documents) created in-house

General IT Support and Group Purchasing

- Using feedback from member libraries, find the appropriate focus for the new IT Support Specialist, expanding services to include general IT support to member libraries based on their needs
  - Solicit feedback from member libraries.
  - Adjust the IT Support Specialist's job description and task assignments as needed, in consultation with the Personnel Committee.
- The Technology Committee will evaluate software or hardware that may prove useful to all or most member libraries

- Priority will be given to products that directly relate to the core services of LCI (i.e. ILS, public catalog, shared e-content collection).
- Products unrelated to core services may be redirected to CLC for group purchase or contracted discount options.
- Products related to core services and deemed of value will be recommended to LCI's Board of Directors for action.

Policies

- Policy review
  - The Technology Committee will assist the Governance Committee in updating LCI's Privacy Policy.
  - Review LCI's PCI/DSS policy and refer it to the Governance Committee for any proposed updates.
- Assist with FERPA compliance for LCI's academic library member
- Work with the LCI Board of Directors to apply two-factor authentication and a password complexity/length/age policy where appropriate for LCI supported products

Methods

Working with the Finance Committee, LCI's Executive Director will assure appropriate assessments and sufficient budget to maintain and enhance LCI's technology assets that help complete their mission and to achieve the goals delineated in this plan.

The Technology Committee will regularly survey member libraries to learn about their technology needs, recognizing that LCI's mission and resources may only allow them to address a portion of those needs directly. All input will be used to update both this Technology Plan and to inform and improve LCI's continuing support of member libraries.

Periodic progress reports from the Technology Committee will be provided to LCI's Board of Directors, with an emphasis on any significant impediments towards meeting the goals delineated in this plan.