

Eagle Public Library

Technology Plan, 2024-2028

Adopted by the Board of Trustees, September 20, 2023

Plan Objectives

This plan is intended to guide technological development in the library for the next six years. It supports the minimal needs of the library's mission statement, stimulates thought and discussion about the technological needs of our community, provides structure for planning and budgeting, and meets the criteria of an approved plan for the LYNX! Library Consortium member libraries.

Current State of Staff Technology Knowledge

The Library provides training for library staff in the use of the various technology resources available to both staff and the public. The training reflects the Library's Performance Standards and Competencies.

Current State of Technology

- Internet/computer access is available for guest and employee use. The Library currently has a dedicated fiber line.
- Wi-Fi allows library guests to use the Internet from their own wireless device.
 - Subscription online databases allow library guests access to information in the library and elsewhere.
 - Library provided remote access databases include Overdrive, Freegal, Hoopla, Kanopy, Freeding, Blackstone+ Unlimited, ValueLine Investment Service, Novelist, Pronunciator, Niche Academy, Reference USA, The Idaho Statesman Collection, The Idaho Press Collection, America's News, Black Life in America, Hispanic Life in America, The Wall Street Journal, Heritage Hub, iVox Children's Books, Weston Woods, TrueFlix, Teachables, Bookflix, The New York Times, and BookPage.
 - The Library also provides access to the various LiLI digital services through its website.
- The Library also subscribes to Consumer Reports, but remote access is not allowed for this database.
- The Library's network consists of a router, firewall, domain controller, switches, servers, surveillance camera system, desk computers, laptops, and peripherals. The system is networked together using CAT-6 cable.

Automation Objectives

- Use of automation technology to create an efficient and effective environment in which library guests can have educational, enlightening, and enjoyable experiences.
- Upgrade software and equipment according to schedule, or when appropriate or necessary.
- Provide guest and staff access to current automation technology.

Review of Existing Automation Systems

- Integrated Library System (ILS)
The Library acquired Innovative Interfaces' (III) Polaris in May 2016. The Library's ILS production server is housed at III and is maintained by the company. The Consortium upgrades as required by Innovative Interfaces and maintains equipment equal to or better than required.
- Network
The Library's web server is hosted by the Idaho Commission for Libraries. The web site is built using the eBranch in a Box interface.
The Library utilizes the City's email services.
Wiring in the building is CAT6, utilizing 3-48 port switches and a firewall/router which also acts as the content filter for internet access and runs over a 50 mbps fiber backbone.
- Email
The Library utilizes the City's email services hosted in the cloud.
- Web Site
The Library utilizes eBranch in a Box provided to libraries throughout the State of Idaho by the Idaho Commission for Libraries. Funding for eBranch is provided through the Library Services and

Technologies Act through the Institute of Museum and Library Services. The website domain eaglepubliclibrary.org is hosted by GoDaddy and paid yearly for the domain ownership.

- **Wireless**
Eagle Public Library’s wireless network is comprised of 11 wireless access points, 6 indoor, 4 outdoor. There are 3 wireless networks broadcasting off all access points. EPL_PUBLIC_WiFi, provides open internet access for patrons of the library, utilizing a splash page to force patrons to accept the Library’s terms and conditions of internet use. EPL_Staff is password protected and provides access to staff systems. EPL_Secure, is password protected and provides library managed devices access to necessary services such as Envisionware and Faronics. All wireless networks are content filtered.
- **Guest Access Computing**
Guest access is provided on the public internet computers through either a valid LYNX! Consortium Libraries card or with a temporary use pass printed by staff from Envisionware. The Library also makes laptops available for patron use within the Library (laptops circulate through Guest Services). The Library has Microsoft’s Windows 10 Professional and Microsoft Office 2019, and Faronics’ DeepFreeze Cloud.
- **Internet Access**
The Library has a 50MB fiber connection. The Library’s Internet is provided by Zayo. Updating to current versions of Internet browsers, web applications, and various plug-ins is the responsibility of the City of Eagle’s Information Technology Department. The IT Department utilizes DeepFreeze’s Cloud software to update applications every Thursday morning on all public computer. Updates and patches for network security, which is the responsibility of the City of Eagle’s Information Technology Department, are automatically installed every Tuesday night in the event of catastrophic technology failure, and to ensure continuity of service, the City’s Information Technology Department performs nightly backup of data. Power outages are protected by battery backups which can power the servers enough to shut down equipment safely.

Annual Review

The Technology Plan is reviewed annually and presented to the Eagle Public Library Board of Trustees for approval. Planning technology for the future requires flexibility and the ability to adapt and adjust to technical trends and changes. Since technology is constantly evolving, this plan is considered a framework that will guide, but not limit, the library’s use of technology.

Inventory Item	Acquired	Replacement	FY 23-24	FY 24-25	FY 25-26	FY 26-27	FY 27-28
Network Server	2022		1	1	1	1	1
Peripherals							
Guest Checkout with monitors	2018/19	7 years	4	4	4	4	4
Receipt Printers	2013/14	As needed	7	7	7	7	7
Tablet (staff) (7 iPad)	2018/2020	5 years	7	7	7	7	7
Print Management Station	2015	5 years	1	1	1	1	1
Guest Copier/Scanner (leased)	2016/17	5 years	1	1	1	1 (replace)	1
Staff Copier/Scanner (leased)	2016/17	5 years	1	1	1	1 (replace)	1
Digital Signage Monitors	2015	6 years	5	5	5	5	5
Xhibitsignage.com	2016	6 years	1	1	1	1	1
3M Inventory Wand	2013/14	7 years	1	1	1	1 (replace)	1
Wifi Access Point (open system, SSID=EPL)	2020/21	5 years	1	1	1 (replace)	1	1
DVD/CD Resurfacers	2018	5 years	1	1	1	1 (replace)	1
Automated Materials Handling System	2017	7 years	1	1	1	1	1
Productivity Software							
Faronics	2010/12	Yearly	13	13	13	13	13
DeepFreeze	2010/12	Yearly	13	13	13	13	13
Microsoft Office Software Suite	2015/16	Yearly	16	16	16	16	16
Envisionware	2014/15	Yearly	1	1	1	1	1
3M Checkout	2019/20	7 years	4	4	4	4	3
3M Staff Checkout	2013/14	7 years	3	3	3	3 (replace)	3
Collection HQ	2019/20	Yearly	1	1	1	1	1
Patron Point	2019/20	Yearly	1	1	1	1	1
Analytics on Demand	2018/19	Yearly	1	1	1	1	1
ILS Polaris (replace as determined by Lynx)	FY 2016	7 years	1	1	1	1	1