Wichita Public Library

Interim Technology Plan

2024-2025

WICHITA PUBLIC LIBRARY

Endorsed by the Library Board February 20, 2024

Table of Contents

Introduction 4

Mission Statements 4

Current Technology Assessment 4

Technology Focus Areas 5

I. Service Stability 5

Goal I: Customers utilize the Library's latest technology to improve their circulation experience 5

Goal II: Staff utilize the Library's RFID technology to improve circulation and other workflows 6

Goal III: Staff can perform all necessary ILS functionality and reference services using non-City devices 6

Goal IV: The Library's online catalog provides the best possible experience to customers 6

Goal V: Customers are able to quickly and easily print from any Library computer 6

II. Maintain Critical Infrastructure 6

Goal I: Staff have access to the most current hardware and software to perform their duties 6

Goal II: Customers and staff have a vibrant, efficient meeting room reservation or online program experience 7

Goal III: Customers and staff have reliable branch internet 7

Goal IV: Customers and staff have reliable and effective wireless internet inside and outside the Advanced Learning Library 7

Goal V: Customers have reliable hold and transfer slips 7

Goal VI: Customers and staff have access to reliable and modern meeting room technology 7

III. Planned Projects & Enhancements 7

Goal I: All library locations are modern, with the latest technology 8

Goal II: Westlink opens as a state-of-the art facility 8

Goal III: Community organizations seek out the Library as a partner for technology programming 8

Goal IV: The Library fosters customer's creativity and technology exploration through its various maker technologies 8

Goal V: Wichitans connect to the Library regardless of their location 8

Goal VI: Wichitan are able to use a library card with a photo as a limited ID 9

Goal VII: The Library is a key partner in digital literacy and connectivity initiatives in Wichita 9

IV. Administrative Necessities 9

Goal I: Library staff have access to real time, accurate wireless statistics for all branches 9

Goal II: The Library understand the technology need of the community 9

APPENDIX A: BUDGET 10
APPENDIX B: COMPUTER BREAKDOWN 11
APPENDIX C: INTERNET COST PER LOCATION 12

Introduction

The Library is in the process of completing a strategic agenda that "meets community needs and leverages the organization's unique resources to make the greatest impact…The intention has been a customer-focused (library user and non-user) approach to service delivery to best serve the individual and the greater community."[1] This agenda will shape the Library's future technology needs for the next five to 10 years. However, while that agenda is being constructed, the Library must continue serving its customers and staff with updated and robust technology. Further, given the pace of technology improvements, equipment lifespans, and software expansion, the Library must not fall behind while creating this important strategic agenda.

Therefore, this technology plan is designed as a bridge plan to guide the Library's technology efforts while the strategic agenda is designed, developed, and then implemented. The focus will be on service stability, maintaining critical infrastructure, planned projects and enhancements, and administrative necessities.

However, innovation is a core tenant of the Library's technology philosophy and while this plan will identify and develop existing needs, the Library will continue to be open to new opportunities for technology enhancements.

Mission Statements

WPL Mission Statement
Connect. Discover. Learn. Thrive. (WPL, PHI-002)

WPL Vision Statement
Inclusive. Responsive. Collaborative. Your library makes your community limitless. (WPL, PHI-003)

Technology Vision Statement
The Library will be Wichita's primary access point to unfettered information, lifelong learning and early literacy development, and the exploration of ideas through the innovative use of technology and digital resources.

Current Technology Assessment

The Library is in a state of change. In addition to the strategic agenda, the Library is in the process of converting to RFID tags for collection processing, implementing new key software, remodeling and expanding branches, experimenting with mobile services, and expanding partnerships. Staff will be challenged in the next couple of years to adjust to new workflows and expand their technology competencies.

[1] Wichita Public Library Strategic Agenda. PPMC. 1.

Since 2021, the Library has completed almost 90% of the existing Technology Plan including major new services such as Chromebook and hotspot lending, developing a good maker resource, revitalizing Wichita Photo Archives with a new digital repository, and expanding internet infrastructure to gigabit service at most locations. Further, the Library has expanded partnerships with two large technology events, Tech Day and the Makerfaire, increased its maker activities, and improved staff knowledge of Polaris Leap. While there is still work to do, it has been a very successful three years.

As always, innovation has been the driver of the Library's technology agenda over the last three years. While perhaps not bleeding edge, the Library strives to be as cutting edge as its budget allows. Staff are consistently pushing for more, better, and experimental.

As always, there are challenges. The Library is behind on implementing the next generation ILS, Leap, and the next generation online catalog. Branch network infrastructure is antiquated and even equipment at the Advanced Library is past its prime. While the Library has made improvements to its maker offering inside buildings, most urban libraries are exploring maker outreach opportunities. Further, the Library has made some progress with general technology outreach, but it could do better.

However, the Library is well positioned for these challenges.

Technology Focus Areas

Although the pace of technology makes long term planning fluid -- with future partnerships and funding sources and new service demands creating sudden shifts in technology focus, there are a few key areas in which the Library should remain focused. These areas represent a mix of current service priorities, library industry trends, customer requests, and technology deficits. As a gap plan, time lines are approximate.

I. Service Stability

As this is a gap plan, a priority is to maintain the Library's existing levels of service until larger strategic themes are implemented. The goal is to continue to provide excellent technology services to customers and staff, improve existing services, and allow for exploration of new ideas as needed. Exact timelines are not provided, but should be developed as part of the goal. Most activities would be completed within a year to a year and a half.

Goal I: Customers utilize the Library's latest technology to improve their circulation experience

Action Plans

1. Complete RFID tagging process of Library's collections
2. Create awareness and training mechanisms for customers on how to optimize RFID to improve their Library experience

3. Explore self-service checkout of materials via personal devices

Goal II: Staff utilize the Library's RFID technology to improve circulation and other workflows

Action Plans

1. Complete staff training on how to use RFID
2. Evaluate RFID equipment, such as the wands, for improvement opportunities in existing workflows.
3. Identify additional RFID equipment needs

Goal III: Staff can perform all necessary ILS functionality and reference services using non-City devices

Action Plans

1. Identify and create solutions as possible for barrier's to Leap implementation
2. Identify and implement solution to receipt printing using Leap
3. Continue to expand Leap to branches with all staff using Leap by end of 2024

Goal IV: The Library's online catalog provides the best possible experience to customers

Action Plans

1. Identify key issues with existing online catalog
2. Evaluate next generation online catalogs or discovery layers

Goal V: Customers are able to quickly and easily print from any Library computer

Action Plans

1. Evaluate existing printing software for potential improvements to the customer experience
2. Identify possible alternatives to existing printing software and/or workflows

II. Maintain Critical Infrastructure

The Library must continue to update and improve current infrastructure that will be used regardless of future strategic initiatives. While not comprehensive, these are the software and equipment components that have been identified as in most need of maintenance or improvement. However, the Library should be prepared for future improvements.

Goal I: Staff have access to the most current hardware and software to perform their duties

Action Plan

1. Update all staff computers to Windows 11
2. Update all customer computers to Windows 11

3. Update Polaris to 7.5 or newer
4. Add mobile labs to branches as needed to facilitate technology classes
5. Modernize AV Studio equipment

Goal II: Customers and staff have a vibrant, efficient meeting room reservation or online program experience

Action Plan

1. Complete setup of Communico Attend and Reserve
2. Create awareness and training mechanisms for customers on how to optimize Communico to improve their Library experience
3. Evaluate Communico for possible staff workflow efficiencies or improvements

Goal III: Customers and staff have reliable branch internet

Action Plan

1. Create and implement plan to replace existing branch network equipment without impacting remodels
2. Increase branch internet to 1 Gbps once network equipment is viable

Goal IV: Customers and staff have reliable and effective wireless internet inside and outside the Advanced Learning Library

Action Plan

1. Create a plan to update and improve wireless connectivity inside the Advanced Learning Library

Goal V: Customers have reliable hold and transfer slips

Action Plan

1. Identify and implement replacement method for sticky label hold slips

Goal VI: Customers and staff have access to reliable and modern meeting room technology

Action Plan

1. Create asset inventory for all library meeting spaces with asset age and expected life cycle as applicable
2. Identify critical meeting room assets that need improved, replaced, or enhanced
3. Development long term replacement budget for critical meeting room assets

III. Planned Projects & Enhancements

During the strategic planning process, various commitments have been made to either maintain or improve Library facilities, partnerships, or other technology. These projects need to be completed regardless of the ongoing strategic planning. While these larger projects have been identified, smaller projects will take place as identified.

Goal I: All library locations are modern, with the latest technology

Action Plan

1. Work with staff to develop technology needs assessment for the Alford, Angelou, and Rockwell remodels.
2. Work with staff and vendor to determine cost and possible location of laptop dispenser at Angelou and Rockwell

Goal II: Westlink opens as a state-of-the art facility

Action Plan

1. Work with Tech Logic to complete design and installation of AMH
2. Work with vendor to purchase and install a laptop dispenser

Goal III: Community organizations seek out the Library as a partner for technology programming

Action Plan

1. Plan and implement an all-day event focused on technology

Goal IV: The Library fosters customer's creativity and technology exploration through its various maker technologies.

Action Plan

1. Create a plan to improve usage of the Advanced Learning Library pop up-maker space and evaluate the facility for makerspace upgrades to meet customer demands and expectations
2. Work with staff to develop equipment needs for the new Maker section at Westlink
3. Explore and develop assessment for maker activities as part of the Alford and Rockwell remodels.
4. Create a plan to introduce robotics to the maker technologies at the Advanced Learning Library

Goal V: Wichitans connect to the Library regardless of their location

Action Plan

1. Work with City partners to install prototype wireless benches at locations best needed for public internet access
2. Evaluate Book Bus technology for possible improvement or enhancement

Goal VI: Wichitan are able to use a library card with a photo as a limited ID

Action Plan

1. Work with City partners to create an enhanced library card that includes a photograph on the card
2. Work with City and Wichita partners to create programs that accept the library card with a photo as a temporary or alternate ID in various circumstances

Goal VII: The Library is a key partner in digital literacy and connectivity initiatives in Wichita

Action Plan

1. Host a Digital Equity Summit which explores how to improve Wichitan's access to internet and related technologies
2. Explore partnerships related to the Digital Equity Summit to continue fostering communication between relevant organizations to improve Wichitan's internet access and digital literacy

IV. Administrative Necessities

The Library has certain projects that need to be completed in order to maintain compliance with various grants and organizations. The Library must also take next steps to prepare for future technology needs.

Goal I: Library staff have access to real time, accurate wireless statistics for all branches

Action Plan

1. Work with IT to develop a method of capturing necessary wireless statistical data for all locations

Goal II: The Library understand the technology need of the community

Action Plan

1. Create an online survey focused on technology to evaluate how customers use the library's technology, what technology is missing, and what technology is expected

APPENDIX A: BUDGET

Vendor	Item/Service	Goal(s) Using Item	Projected 2024	Funding Source	Projected 2025	Funding Source
Communico	Connect module	Service I	$ 12,322		$ 12,322	
Tech Logic	RFID readers, wands	Service II	$ 15,000		$ 2,000	
TBD	Discovery Layer	Service IV	$ 30,000		$ 25,000	
Multiple	Mobile Lab	Maintain I	$ 20,000		$ 10,000	
Multiple	AV Studio upgrades	Maintain I	$ 10,000		$ 5,000	
Multiple	Networking Equipment	Maintain III*	$ 150,000		$ 30,000	
IdeaTek	Internet	Maintain III**	$ (1,600)		$ (800)	
TBD	Wireless AP	Maintain IV	$ 50,000		$ -	
ConvergeOne	Wireless Setup	Maintain IV	$ 5,000			
Epson	Receipt Printers	Maintain V	$ 8,000		$ -	
CTI	Projectors, lectern, etc.	Maintain VI	$ 130,000		$ -	
Laptop Anytime	Laptop Dispenser (2)	Projects I	$ 60,000		$ 10,000	
Laptop Anytime	Laptop Dispenser	Projects II	$ 30,000		$ 5,000	
Multiple	Maker Day	Projects III	$ 10,000		$ -	
Multiple	Maker space	Projects IV	$ 5,000		$ -	
Multiple	Robotics supplies	Project IV	$ 10,000		$ 2,000	
EngoPlanet	Benches	Projects V	$ 30,000		$ -	
Zebra	Card Printer	Project VI	$ 3,000			
Vendor	Card blanks	Project VI	$ 500		$ 500	
Cisco	Wireless reporting module	Administrative I	$ 5,000		$ -	
Multiple	Survey supplies	Administrative II	$ 2,500		$ -	

*Cost possibly offset by erate

**See Appendix C

APPENDIX B: COMPUTER BREAKDOWN

Public Computing Stations

Location	Number of Units				Projected Cost			
	Current	2024	2025	2026	Current	2024	2025	2026
ALL	77	77	77	77	$ 102,410.00	$ 102,410.00	$ 107,800.00	$ 115,500.00
Alford	9	9	9	9	$ 11,970.00	$ 11,970.00	$ 12,600.00	$ 13,500.00
Angelou	8	8	8	8	$ 10,640.00	$ 10,640.00	$ 11,200.00	$ 12,000.00
Evergreen	9	9	9	9	$ 11,970.00	$ 11,970.00	$ 12,600.00	$ 13,500.00
Walters	16	16	16	16	$ 21,280.00	$ 21,280.00	$ 22,400.00	$ 24,000.00
Rockwell	9	9	9	9	$ 11,970.00	$ 11,970.00	$ 12,600.00	$ 13,500.00
Westlink*	12	12	12	12	$ 15,960.00	$ 15,960.00	$ 16,800.00	$ 18,000.00
System	140	140	140	140	$ 186,200.00	$ 186,200.00	$ 196,000.00	$ 210,000.00

PAC/Thin Clients

Location	Number of Units				Projected Cost			
	Current	2024	2025	2026	Current	2024	2025	2026
ALL	25	25	25	25	$ 33,250.00	$ 33,250.00	$ 35,000.00	$ 37,500.00
Alford	4	4	4	4	$ 5,320.00	$ 5,320.00	$ 5,600.00	$ 6,000.00
Angelou	2	2	2	2	$ 2,660.00	$ 2,660.00	$ 2,800.00	$ 3,000.00
Evergreen	3	3	3	3	$ 3,990.00	$ 3,990.00	$ 4,200.00	$ 4,500.00
Walters	3	3	3	3	$ 3,990.00	$ 3,990.00	$ 4,200.00	$ 4,500.00
Rockwell	6	6	6	6	$ 7,980.00	$ 7,980.00	$ 8,400.00	$ 9,000.00
Westlink*	6	11	11	11	$ 7,980.00	$ 14,630.00	$ 15,400.00	$ 16,500.00
System	49	54	54	54	$ 65,170.00	$ 71,820.00	$ 75,600.00	$ 81,000.00

Staff Computers

Location	Number of Units				Projected Cost			
	Current	2024	2025	2026	Current	2024	2025	2026
ALL	69	69	69	69	$ 91,770.00	$ 91,770.00	$ 96,600.00	$ 103,500.00
Alford	8	8	8	8	$ 10,640.00	$ 10,640.00	$ 11,200.00	$ 12,000.00
Angelou	3	3	3	3	$ 3,990.00	$ 3,990.00	$ 4,200.00	$ 4,500.00
Evergreen	6	6	6	6	$ 7,980.00	$ 7,980.00	$ 8,400.00	$ 9,000.00
Rockwell	7	7	7	7	$ 9,310.00	$ 9,310.00	$ 9,800.00	$ 10,500.00
Walters	4	4	4	4	$ 5,320.00	$ 5,320.00	$ 5,600.00	$ 6,000.00
Weslink*	9	11	11	11	$ 11,970.00	$ 14,630.00	$ 15,400.00	$ 16,500.00
System	106	108	108	108	**$ 140,980.00**	**$ 143,640.00**	**$ 151,200.00**	**$ 162,000.00**

***Some computers temporarily stored**

APPENDIX C: INTERNET COST PER LOCATION

INTERNET PRICING PER MONTH

	Current		2024		2025	
	Bandwidth	Cost	Bandwidth	Cost	Bandwidth	Cost
ADVANCED	1 Gbps	$ 875.00	1 Gbps	$ 875.00	1 Gbps	$ 875.00
ALFORD	500 Mbps	$ 1,629.25	1 Gbps	$ 875.00	1 Gbps	$ 875.00
ANGELOU	500 Mbps	$ 1,629.25	1 Gbps	$ 875.00	1 Gbps	$ 875.00
EVERGREEN	1 Gbps	$ 875.00	1 Gbps	$ 875.00	1 Gbps	$ 875.00
ROCKWELL	500 Mbps	$ 1,629.25	500 Mbps	$ 1,629.25	1 Gbps	$ 875.00
WALTERS	1 Gbps	$ 875.00	1 Gbps	$ 875.00	1 Gbps	$ 875.00
WESTLINK	500 Mbps	$ 1,629.25	500 Mbps	$ 1,629.25	1 Gbps	$ 875.00
TOTAL		**$ 9,142.00**		**$ 7,633.50**		**$ 6,125.00**