

Technology Plan

This policy governs the development and growth of technology in the Library.

The Board of Trustees and Library Staff are committed to providing consistent and up-to-date technology to foster digital literacy in our community. We provide free computer access, Wi-Fi internet, and one-on-one Information Technology Training.

To that end, the Library has a professional development strategy to ensure that staff knows how to use the technology offered to our community, including continuing education and training in using computers, tablets, cell phones, and related software. Staff training can be available via:

- 1) In-house training provided by Library staff
- 2) Training offered by ALA
- 3) Continuing education offered by MHLS
- 4) Other commercial training (webinars or on-site)

All users must adhere to the Patron Code of Conduct and the Computer Use in the Library Policies. Please see the "About" section of our website for complete policies.

The Director maintains control of all installed software on computers and devices. Software or apps may only be added to Library Equipment with prior authorization from the Director.

Computer Maintenance (both buildings)

All computer workstations are "Checked for Updates" every week.

File Storage

The Catskill Public Library does not use a shared server for local files in either building. ---- Staff files are stored on the individual Staff PCs.

- The Director & Bookkeeper use Qbox as a backup for documents and QuickBooks. File changes are immediately saved to the Qbox cloud upon closing the file.

Additionally, the Library's financial file has a USB backup

- The Director & Bookkeeper computers (excluding Quickbooks) are backed up via Microsoft OneDrive
- As determined by the Director, some Board and Staff files may be saved (shared) or stored in Google Drive

System Updates, Firewall, and Anti-virus Protection

- Library computers are updated every week.

- Every Patron computer has Deep Freeze installed. This software erases all work done during a session and reboots the computer to a steady state.

- Mac computers (Staff & Patron) use Apple's software for Firewall / Antivirus protection.

- Patron PCs use Deep Freeze software for Firewall/ Anti-virus protection.

- Staff PCs use Windows Defender software for Firewall/ Anti-virus protection.

Passwords- the Library Director assigns all Staff and Workstation Passwords

Computer Workstation Passwords:

- Director and Bookkeeper have different administrative workstation passwords from Staff and Patron Computers
- Staff and Patron computers have the same administrative password

User Passwords:

- Individual user passwords are set for the Director, Bookkeeper, AS Librarian, YS Librarian, Branch Manager, and Senior Library Clerk
- Staff users share the same password
- Patron users share the same password

IT Infrastructure

Franklin St:

-This library utilizes 4 VLAN levels as follows: (each level has its password and runs on different IP addresses.

1. Admin (ethernet and wi-fi available to Director and Bookkeeper only)
2. Staff (ethernet and wi-fi available to Librarians and Clerks)
3. Building (ethernet and wi-fi available to devices throughout the building, not open to the staff or public)
4. Patron (ethernet and wi-fi available to computers and wi-fi for patron use)

Palenville Branch Library:

-This Library uses 3 VLAN levels, each with its password and running on different IP addresses.

1. Staff (ethernet and wi-fi available to Librarians and Clerks)
2. Building (ethernet and wi-fi available to devices throughout the building, not open to the staff or public)
3. Patron (ethernet and wi-fi available to computers and wi-fi for patron use)

Internet Connectivity

The Catskill Public Library is committed to providing our patrons with the highest level of connectivity. Management monitors services available and confirms with local telecommunications providers to ensure the highest level of bandwidth is being used in our buildings.

Franklin St.

- 1) Mid-Hudson Cablevision provides Internet Services
- 2) Connectivity is monitored by S&F Technology and Library Management

Palenville Branch

- 1) Spectrum Business provide Internet and Phone Services
- 2) Connectivity is monitored by S&F Technology and Library Management

Assessment and Anticipated Needs

The Trustees recognize that a knowledgeable Library Staff is critical in assessing the Technology needs of each building. To that end, Staff reports to Management when machines are not working, or there is difficulty with the internet. In addition, Staff will alert Management to suggestions from Patrons for new software.

The Director and assigned Staff manage the actual upgrading and monitoring of software updates. All changes are to be made to current configurations with expressed permission from the Library Director.

The Library has a five (5) year replacement plan in place, with funding managed explicitly in the Operating Budget to purchase, upgrade, repair, or replace all machines in the building.

Technology Disaster Plan

The Technology Plan (as outlined above) enables the Library to remain proactive in its technology needs. Antivirus software, regularly scheduled maintenance, and updating are vital to keeping computers and the data contained therein safe.

Resolution: Adopted on September 25, 2017, by unanimous vote of the Board of Trustees of the Catskill Public Library.

Resolution: Amended and Adopted on January 15, 2020, by unanimous vote of the Board of Trustees of the Catskill Public Library.

Resolution: Amended and Adopted on March 22, 2023, by unanimous vote of the Board of Trustees of the Catskill Public Library.