Illinois Public Library Standards – Technology: Action Plan

Library Name   **Date**

Completed by   **Job Title**

The action plans in each section are to be used as a tool for library directors, staff and board members to discuss and determine how their library is addressing the Illinois Public Library Standards. It is important that library directors, boards and staff recognize that public libraries are always evolving due to new trends, changing societal norms and cultural influences. In order for a library to stay sustainable and viable, the library directors should regularly review the core standards with both board and staff.

STANDARD	CORE	INTERMEDIATE	ADVANCED	ACTION/PROGRESS
1	The library has a dedicated budget for technology equipment and services.	The library has a technology replacement schedule and/or a technology plan.	The library conducts a technology needs assessment that examines current and emerging trends and includes community input.	
2	The library has a board approved internet and computer use policy.	The library reviews and updates computer use policies on a regular basis		
3	The library provides a sufficient number of public use computers.	The library offers laptops or tablets for the public to use in-house.	The library allows laptops or tablets to be checked-out by the public.	

4	The library has access to a trained individual to maintain all technology.	The library has a trained staff person or contractual service to maintain the technology infrastructure.	The library has a dedicated IT department.	
5	The library takes steps to protect the integrity, safety and security of all technology. This may include anti-virus software, firewalls, authentication, routine upgrades, patches, and scheduled data backup.	The library provides staff training for best practices in computer safety and includes cyber security in its liability insurance.	The library conducts annual penetration testing to evaluate security measures to determine if improvements or upgrades are needed.	

6	Staff are aware of adaptive features available in library equipment and software and are able to facilitate their use by patrons of all abilities (e.g., narration, captioning, magnification, color contrast adjustment).	The library provides adaptive equipment for individuals of all abilities (e.g., large-print keyboards, large trackball mice) and guides patrons in their use.	The library provides adaptive equipment for individuals of all abilities for checkout.	
7	The library provides internet access, wired and wireless, with sufficient capacity to meet the needs of both the staff and the public.	The library annually evaluates and updates its internet connectivity options for service impact and cost effectiveness.	The library has multiple internet service providers available for failover back-up purposes and offers mobile hotspot checkout.	
8	The library has basic communication tools, such as telephones, photocopiers and printers for both staff and public use.	The library offers facsimile, mobile printing, and scanners.	The library offers video conferencing equipment and space.	

| 9 | The library is aware of emerging technology trends such as the maker movement. | The library offers maker tools (e.g., video cameras, 3D printers, digital conversion devices) either for in-house use or check-out. | The library offers a maker space with a dedicated staff who are knowledgeable of the equipment. | |

Notes/Comments: