



LIBRARY BOARD'S AGENDA – MAY 24, 2021

Monday – 3:00 pm

**HYBRID MEETING ([LINK](#)) or
PHONE NUMBER 888 788 0099 (Toll Free)
(Webinar ID: 864 3019 9203
Passcode: 901812)**

[The Library Board's Policy Committee will meet at 2:00 PM]

3:00 p.m. Call to Order, Confirmation of Resolution Adopting Procedures for Public Meetings, & Disposition of the Minutes of the Previous Meeting

3:05 Announcements & Public Comments.

*Please consider leaving public comment in advance by emailing remarks to director@jmrl.org to be read into the public record. Otherwise the comment period will be open via the above link or phone number.

3:10 Trustee Continuing Education

1. NA

3:10 New Business

1. FY22 Officer Nominations
2. Director Goals - FY21

3:30 Committee Appointments and Reports

1. Policy Committee Report
2. Budget/Finance Committee Report
3. Personnel Committee Report

4:00 Old Business

1. FY22 Schedule of Library Closings
2. Vote on Policy 2.8 (Staff Memorials and Commemorations)
3. FY22-24 Technology Plan
4. JMRL's COVID Response Plan Update
5. Proposed FY22 Budget

4:30 Library Director's Report

4:45 Other Matters

4:55 Future Agenda Items

5:00 Proposed Adjournment



Jefferson-Madison Regional Library

201 East Market Street | Charlottesville, Virginia 22902 | (434) 979-7151 | FAX (434) 971-7035

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MINUTES OF THE APRIL 26, 2021 MEETING OF THE LIBRARY'S BOARD OF TRUSTEES

TRUSTEES PRESENT

President Marcia McDuffie (Nelson)	Michael Powers (Albemarle)
Carla Mullen (Charlottesville)	Thomas Unsworth (Albemarle)
Vice President Wendy Wheaton Craig (Louisa)	Tony Townsend (Albemarle)
James West (Greene)	Lisa Woolfork (Charlottesville)

TRUSTEES ABSENT

Kathy Johnson Harris (Charlottesville)

OTHERS PRESENT

David Plunkett, Library Director	Zach Weisser, Specialist
Ginny Reese, Staff Reporter & Greene Manager	Krista Farrell, Assistant Library Director
Jerry Carchedi, Business Manager	

CALL TO ORDER & DISPOSITION OF THE MINUTES OF THE PREVIOUS MEETING

The regular monthly meeting of the Jefferson-Madison Regional Library's (JMRL) Board of Trustees was convened **VIRTUALLY WITH NO TRUSTEES PHYSICALLY CONGREGATED** on Monday, April 26, 2021 at 3:00 PM using videoconferencing software. (Meeting recording: <https://youtu.be/6TlmMKhWJfs>). The minutes for the March 22, 2021 Board Meeting were approved unanimously (Trustees Craig and Harris absent).

ANNOUNCEMENTS AND PUBLIC COMMENTS

None.

TRUSTEE CONTINUING EDUCATION

1. *Teacher Cards (Brittany Eversberg, JMRL Circulation Manager)*

Manager Eversberg presented efforts to provide a new library card category of "Teacher Cards" for educators.

NEW BUSINESS

1. *FY22 Schedule of Library Closings*

Trustee Mullen motioned to approve the Schedule providing for vacation from December 24 through 27 inclusive. The motion passed (Trustee Craig present), Trustee Powers voting no.

Trustee Unsworth motioned to close the Library at 5:00pm on Election Day (November 2nd). Trustee Woolfork inquired as to closing the Library for a full or half-day. After a discussion, voting on the motion was suspended until the subsequent Board meeting.

2. *FY22 Officer Nominations Process*

Trustee Mullen committed to head the Officer Nominating Committee.

COMMITTEE APPOINTMENTS AND REPORTS

1. *Technology Committee Report*

Trustee Craig reported that the Committee recommends the Plan to the Board as the next Three-Year Technology Plan. President McDuffie requested that the Plan be summarized for non-technical readers before review and vote.

2. *Employee Handbook Working Group (WG) Report*

Trustee Powers reported that Section 4 ("The Workplace") and other major sections will be shown to full Library staff in early June 2021.

3. *Policy Committee Report*

Finalized language for Policy 2.81 Portraits in the Library will be presented in May 2021. Title of Policy 2.8 Staff Memorials has been changed to "Memorials and Commemorations." The proposed "Staff Use of Social Media" Policy will be reviewed by the Committee in May after soliciting legal commentary.

OLD BUSINESS

1. JMRL's COVID Response Plan Update

Director Plunkett reported a large increase in usage during Tier 3 ascribable to expanded hours in April. The target date for Tier 2 is May 17, 2021. Tier 2 will mean: appointments will no longer be required, but a ratio of 8 patrons per public-facing staff will not be exceeded; a continued increase in service hours; materials quarantine has been reduced to 24 hours. Programming will remain virtual.

2. Proposed FY22 Budget

Director Plunkett reported that the City of Charlottesville approved JMRL's full request (including a 2% cost of living increase). It appears likely that JMRL will receive full funding for the proposed budget.

LIBRARY DIRECTOR'S REPORT

Poem in Your Pocket Day will be this Thursday, April 29. JMRL rejoined the Center for Nonprofit Excellence, which offers Board and Staff training. The Downtown Jobs Center and the Home to Hope program will relocate to City Space in FY22. The managers will test a "hybrid" virtual/in-person meeting format at the Managers Meeting in May at Northside branch.

OTHER MATTERS

Trustee Harris joined the meeting after technical difficulties.

FUTURE AGENDA ITEMS

Possible future agenda items include reports from the Policy and Personnel Committees, an update on the Technology Plan, officer nominations, and a discussion and vote on the suspended Schedule of Library Closings motion regarding Election Day. The next regularly scheduled Board Meeting will take place on May 24, 2021 with the meeting format and location to be determined.

ADJOURNMENT

The meeting adjourned at 4:48pm.

(MM:DP:zw)



JEFFERSON-MADISON REGIONAL LIBRARY

201 E. Market Street | Charlottesville, VA
434.979.7151 | FAX 434.971.7035 | jmrl.org

JMRL Prioritized Director Objectives for FY21:

1. Guide JMRL through the Library's 5 Tiered COVID-19 response plan.
2. In FY21, work with the Board Policy Committee and JMRL Equity Committee to craft an anti-racism policy for JMRL.
3. Update the staff training plan (JMRL Five Year Plan Goal 3, Objective 5).

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Serving Charlottesville, Albemarle County, Greene County, Louisa County, and Nelson County

JMRL
FY2022 Equipment Fund Requests

	FY2017	FY2017	FY2018	FY2018	FY2019	FY2019	FY2020	FY2020	FY2021	FY2021	FY2022											
REVENUE	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Total Projected	Proposed Budget											
Fines and Fees	\$	219,754		\$ 207,377		\$ 218,819		\$ 151,638	\$	180,000	\$ 40,378	\$ 130,000										
Out of Area Fees	\$	11,880		\$ 9,450		\$ 12,015		\$ 8,070	\$	-	\$ 1,820	\$ 8,000										
Contributions	\$	-		\$ 2,330		\$ 3,385		\$ 1,505	\$	-	\$ 1,306	\$ -										
E-Rate Category 1	\$	59,044		\$ 47,373		\$ 39,150		\$ 17,742	\$	20,000	\$ 24,777	\$ 32,898										
E-Rate Category 2												\$ 104,620										
	\$	325,000	\$	290,678	\$	325,000	\$	266,530	\$	236,914	\$	273,369	\$	265,500	\$	178,955	\$	200,000	\$	68,281	\$	275,518
EXPENSE																						
Supplies & Equipment	\$	384,968	\$	308,983	\$	107,181	\$	295,214	\$	170,566	\$	405,489	\$	130,307	\$	323,000	\$	96,024	\$	455,002		
Services	\$	12,823	\$	62,900	\$	32,426	\$	67,900	\$	51,179	\$	60,000	\$	41,310	\$	60,000	\$	34,180	\$	60,000		
	\$	526,023	\$	397,791	\$	381,883	\$	139,607	\$	363,114	\$	221,745	\$	465,489	\$	171,617	\$	383,000	\$	130,204	\$	515,002
Net change in Fund Balance	\$	(107,113)		\$ 126,923		\$ 51,624		\$ 7,338		\$ (61,923)		\$ (239,484)										
Year-End Fund Balance	\$	420,347		\$ 547,270		\$ 598,894		\$ 606,510		\$ 544,587		\$ 305,103										

JMRL
FY2022 Equipment Budget Requests

Department	Branch	Department2	Item Name	Units	Unit Cost	Item Cost	Shipping			
							Cost	Total Cost		
Branches	Administration	Administration	Collection Fees	1	\$ 8,000	\$ 8,000		\$ 8,000		
			Credit Card Fees	1	\$ 4,000	\$ 4,000		\$ 4,000		
			Other Contractual Services	1	\$ 10,000	\$ 10,000		\$ 10,000		
			Other Miscellaneous	1	\$ 7,000	\$ 7,000		\$ 7,000		
			Service Contracts	1	\$ 31,000	\$ 31,000		\$ 31,000		
	Administration Total							\$ 60,000	\$ 60,000	
	Central	Central	Central	Water Bottle Filler	1	\$ 2,000	\$ 2,000		\$ 2,000	
				Central Total						
		Central Childrens	Central Childrens	Central Childrens	Display Trays	4	\$ 115	\$ 460		\$ 460
					Office Chair 1	2	\$ 200	\$ 400		\$ 400
					Office Chair 2	1	\$ 115	\$ 115		\$ 115
					Spinner Racks	3	\$ 520	\$ 1,560		\$ 1,560
		Central Childrens Total							\$ 2,535	\$ 2,535
		Central Reference	Central Reference	Central Reference	Slatwall Display Panels	8	\$ 310	\$ 2,480		\$ 2,480
		Central Reference Total							\$ 2,480	\$ 2,480
		Circulation	Circulation	Circulation	Booktrucks	6	\$ 410	\$ 2,460		\$ 2,460
	Carts for audiobooks				8	\$ 350	\$ 2,800		\$ 2,800	
Staff chairs	3				\$ 193	\$ 579		\$ 579		
Circulation Total							\$ 5,839	\$ 5,839		
Job Center Area	Job Center Area	Job Center Area	Chairs	6	\$ 167	\$ 1,000		\$ 1,000		
			Tables	3	\$ 1,000	\$ 3,000		\$ 3,000		
Job Center Area Total							\$ 4,000	\$ 4,000		
Central Total							\$ 16,853	\$ 16,853		
Crozet	Crozet	Crozet	Custom Supply Room Organizer	1	\$ 1,500	\$ 1,500		\$ 1,500		
Crozet Total							\$ 1,500	\$ 1,500		
Gordon Avenue	Gordon Avenue	Gordon Avenue	Animal Cushions	3	\$ 85	\$ 255		\$ 255		
			Book Carts	2	\$ 345	\$ 690		\$ 690		
			Picture Frames (Large)	7	\$ 110	\$ 770		\$ 770		
			Picture Frames (Small)	6	\$ 17	\$ 102		\$ 102		
			Public Computer Table 1	1	\$ 6,345	\$ 6,345		\$ 6,345		
			Public Computer Table 2	1	\$ 6,708	\$ 6,708		\$ 6,708		
			Sensory Bins (4)	1	\$ 69	\$ 69		\$ 69		
			Sign Holders (Double)	3	\$ 14	\$ 42		\$ 42		
			Sign Holders (Single)	2	\$ 14	\$ 27		\$ 27		
			Slatwall End Panel	4	\$ 172	\$ 688		\$ 688		
			Slatwall Holder	25	\$ 5	\$ 118		\$ 118		
			Slatwall Sign and Poster Holder 3101	2	\$ 15	\$ 30		\$ 30		
			Slatwall Sign and Poster Holder 4101	2	\$ 15	\$ 31		\$ 31		
			Task Stools	2	\$ 282	\$ 564		\$ 564		
			Washable Sensory Spirals	1	\$ 33	\$ 33		\$ 33		
			Wide Base Slatwall Holder	15	\$ 6	\$ 83		\$ 83		
Gordon Avenue Total							\$ 16,553	\$ 16,553		
Greene	Greene	Greene	Book Browser	1	\$ 560	\$ 560		\$ 560		
			Chair Re-upholstery	1	\$ 400	\$ 400		\$ 400		
			Double faced shelving unit	1	\$ 2,260	\$ 2,260		\$ 2,260		
			Foldup Mesh Cubes	0	\$ 112	\$ -		\$ -		
			Garden Bed renovation	1	\$ 15,000	\$ 15,000		\$ 15,000		
Greene Total							\$ 18,220	\$ 18,220		
Louisa	Louisa	Louisa	Booktrucks	2	\$ 385	\$ 770		\$ 770		
			Café height Stools	4	\$ 190	\$ 760		\$ 760		
			Letterboard sign	1	\$ 233	\$ 233		\$ 233		
			Sanitizer	2	\$ 130	\$ 260		\$ 260		
			Touch free Sanitizer	1	\$ 200	\$ 200		\$ 200		
			Wall sanitizer units	2	\$ 45	\$ 90		\$ 90		
			Water Bottle Filler	1	\$ 595	\$ 595		\$ 595		
Louisa Total							\$ 2,908	\$ 2,908		
Monticello Avenue	Monticello Avenue	Monticello Avenue	Hardware Discretionary Fund	1	\$ 1,000	\$ 1,000		\$ 1,000		
			Headphones	15	\$ 20	\$ 300		\$ 300		

JMRL
FY2022 Equipment Budget Requests

Department	Branch	Department2	Item Name	Units	Unit Cost	Item Cost	Shipping		
							Cost	Total Cost	
Branches	Monticello Avenue	Monticello Avenue	Software Discretionary Fund	1	\$ 1,000	\$ 1,000		\$ 1,000	
			UPS Battery Replacement	1	\$ 400	\$ 400		\$ 400	
			Virtualmin License Renewal	1	\$ 120	\$ 120		\$ 120	
			Wildcard SSL	1	\$ 370	\$ 370		\$ 370	
	Monticello Avenue Total						\$ 3,190		\$ 3,190
	Nelson	Nelson	Mobile Display Unit	1	\$ 1,070	\$ 1,070		\$ 1,070	
	Nelson Total						\$ 1,070		\$ 1,070
	Northside	Northside	Book Supports	62	\$ 10	\$ 620	\$ 140	\$ 760	
			Mop and Broom Holder	1	\$ 75	\$ 75		\$ 75	
	Northside Total						\$ 695	\$ 140	\$ 835
	Scottsville	Scottsville	Book browsers	4	\$ 279	\$ 1,116		\$ 1,116	
			Classroom chairs	4	\$ 110	\$ 440		\$ 440	
			Closet shelf	1	\$ 246	\$ 246		\$ 246	
			Kids area table	1	\$ 229	\$ 229		\$ 229	
	Scottsville Total						\$ 2,031		\$ 2,031
Branches Total							\$ 123,021	\$ 140	\$ 123,161

JMRL
FY2022 Equipment Budget Requests

Department	Branch	Department2	Item Name	Units	Unit Cost	Item Cost	Shipping		Total Cost
							Cost		
Tech Service	IT	Crozet	HD Webcam for programming	1	\$ 100	\$ 100			\$ 100
			Maker equipment	1	\$ 900	\$ 900			\$ 900
Crozet Total						\$ 1,000			\$ 1,000
		Gordon Avenue	Children's Area Self-Check Machine	1	\$ 2,500	\$ 2,500			\$ 2,500
			Document Scanner for Staff Use	1	\$ 250	\$ 250			\$ 250
			Mobile Charging Tower and charging cables	1	\$ 400	\$ 400			\$ 400
Gordon Avenue Total						\$ 3,150			\$ 3,150
	IT		Antivirus maintenance	1	\$ 4,500	\$ 4,500			\$ 4,500
			Backup Barcode Scanners	10	\$ 200	\$ 2,000			\$ 2,000
			Backup power strips & Surge Protector	15	\$ 33	\$ 500			\$ 500
			Backup Server	1	\$ 4,000	\$ 4,000			\$ 4,000
			Chromebook perpetual licenses	1	\$ 7,500	\$ 7,500			\$ 7,500
			Deep Freeze maintenance	1	\$ 1,500	\$ 1,500			\$ 1,500
			Envisionware Maintenance	1	\$ 7,491	\$ 7,491			\$ 7,491
			Estimated hardware shipping	0	\$ -	\$ -	\$ 15,720		\$ 15,720
			Fortres	1	\$ 431	\$ 431			\$ 431
			Gsuite	1	\$ 6,308	\$ 6,308			\$ 6,308
			Hardware Discretionary Fund	1	\$ 5,000	\$ 5,000			\$ 5,000
			Hosting Maintenance	1	\$ 1,588	\$ 1,588			\$ 1,588
			Hotspots with new service provider	10	\$ 200	\$ 2,000			\$ 2,000
			HR / Leave Software	1	\$ 6,250	\$ 6,250			\$ 6,250
			Hybrid Programming Cameras & Mics	8	\$ 2,500	\$ 20,000			\$ 20,000
			Kajeet	1	\$ 5,000	\$ 5,000			\$ 5,000
			Large Format Laminator	1	\$ 2,000	\$ 2,000			\$ 2,000
			MEDC	1	\$ 5,500	\$ 5,500			\$ 5,500
			New Coin Box (Louisa)	1	\$ 2,000	\$ 2,000			\$ 2,000
			Ongoing Authority Control	1	\$ 1,000	\$ 1,000			\$ 1,000
			Online program registration system	1	\$ 2,700	\$ 2,700			\$ 2,700
			Public printers	3	\$ 700	\$ 2,100			\$ 2,100
			RDA toolkit	1	\$ 528	\$ 528			\$ 528
			Replacement desktop PC's	60	\$ 900	\$ 54,000			\$ 54,000
			Replacement laptops	5	\$ 1,250	\$ 6,250			\$ 6,250
			Smartnet Maintenance	1	\$ 5,500	\$ 5,500			\$ 5,500
			Software Discretionary Fund	1	\$ 5,000	\$ 5,000			\$ 5,000
			SSL certificates	1	\$ 1,000	\$ 1,000			\$ 1,000
			Staff Cell Phones	4	\$ 800	\$ 3,200			\$ 3,200
			Staff printers	5	\$ 300	\$ 1,500			\$ 1,500
			Web filter Maintenance	1	\$ 2,550	\$ 2,550			\$ 2,550
			Website Consulting	1	\$ 8,000	\$ 8,000			\$ 8,000
			Website Server Support	1	\$ 8,000	\$ 8,000			\$ 8,000
Website software support	1	\$ 5,000	\$ 5,000			\$ 5,000			
Wireless printing	1	\$ 5,800	\$ 5,800			\$ 5,800			
IT Total						\$ 195,696	\$ 15,720		\$ 211,416
		Louisa	AV System	1	\$ 5,000	\$ 5,000			\$ 5,000
Louisa Total						\$ 5,000			\$ 5,000
		Nelson	Archival Grade Book Scanner	1	\$ 500	\$ 500			\$ 500
			Charging Stations	4	\$ 50	\$ 200			\$ 200
			Drone and Doodler programming device	1	\$ 600	\$ 600			\$ 600
			Kindle Fire HD10 Kids	2	\$ 200	\$ 400			\$ 400
			Laptops	4	\$ 1,000	\$ 4,000			\$ 4,000
			Large Format Plotter Printer	1	\$ 2,000	\$ 2,000			\$ 2,000
			Maker PC	1	\$ 1,200	\$ 1,200			\$ 1,200
			Power Banks	2	\$ 50	\$ 100			\$ 100
Nelson Total						\$ 9,000			\$ 9,000
		Northside	Expanded security camera system	1	\$ 5,000	\$ 5,000			\$ 5,000
			New Pi and monitor	1	\$ 500	\$ 500			\$ 500
			PA system	1	\$ 4,000	\$ 4,000			\$ 4,000
Northside Total						\$ 9,500			\$ 9,500

JMRL
FY2022 Equipment Budget Requests

Department	Branch	Department2	Item Name	Units	Unit Cost	Item Cost	Shipping			
							Cost	Total Cost		
Tech Serv	IT	Reference	Archival + Photo editing Software (Ref)	1	\$ 2,000	\$ 2,000		\$ 2,000		
			+ Server for Omeka hosting (Hist Librarian)	1	\$ 2,000	\$ 2,000		\$ 2,000		
		Reference Total					\$ 4,000	\$ 4,000		
		Scottsville	Laptops and Office 365	8	\$ 1,250	\$ 10,000		\$ 10,000		
		Scottsville Total					\$ 10,000	\$ 10,000		
IT Total								\$ 237,346	\$ 15,720	\$ 253,066
Tech Services Total								\$ 237,346	\$ 15,720	\$ 253,066

JMRL
FY2022 Equipment Budget Requests

Department	Branch	Department2	Item Name	Units	Unit Cost	Item Cost	Shipping	
							Cost	Total Cost
E-Rate	E-Rate	E-Rate	Network Rack Upgrade (includes 17 switches; 3 firewalls; 2 modules; cabling; 1 rack; and labor cost.2	1	\$ 127,468	\$ 127,468		\$ 127,468
			Wireless Network Equipment (includes 8 access points; 15 antennas; 7 licenses; and labor cost.	1	\$ 11,307	\$ 11,307		\$ 11,307
		E-Rate Total				\$ 138,775		\$ 138,775
E-Rate Total						\$ 138,775		\$ 138,775
Grand Total						\$ 499,142	\$ 15,860	\$ 515,002

2021-2022 SCHEDULE OF LIBRARY CLOSINGS

(p)	July 5, 2021	Monday	Independence Day
(p)	September 6, 2021	Monday	Labor Day
	October 11, 2021	Monday	In-Service Day
(p)	November 11, 2021	Thursday	Veterans Day
(p)	November 25, 2021	Thursday	Thanksgiving Day
(p)	November 26, 2021	Friday	Day after Thanksgiving
(p)	December 24, 2021	Friday	Christmas Eve
(p)	December 25, 2021	Saturday	Christmas Day
	December 26, 2021	Sunday	Day after Christmas
(p)	December 27, 2021	Monday	Second Day after Christmas
(p)	January 1, 2022	Saturday	New Year's Day
(p)	January 17, 2022	Monday	Martin Luther King, Jr. Day
(p)	February 21, 2022	Monday	Presidents' Day
	April 17, 2022	Sunday	Easter (Central Library)
(p)	May 30, 2022	Monday	Memorial Day
(p)	June 20, 2022	Monday	Juneteenth

- (p) Indicates staff paid holidays.
- If a paid holiday falls on a staff member's non-work day, the staff member will be given compensatory time off to be used during the fiscal year at their supervisor's discretion.
- In addition to the above 13 paid holidays, eligible staff receive 2 personal days. New regular staff members are eligible for personal days after 90 days of service.
- Library closes at 5:00 p.m. on Thanksgiving Eve & New Year's Eve.
- **Central Sunday Openings:** September 12, 2021 thru May 22, 2022 (Sunday after Labor Day through Sunday before Memorial Day weekend).

STAFF MEMORIALS AND COMMEMORATIONS

~~Privately funded~~ Memorials and commemorations for ~~former~~ Library personnel and volunteers are welcomed and encouraged.

~~Especially~~ Appropriate memorials are include:

1. Funding for books and/or library materials
2. Funding a program or collection within the system in honor of an individual
3. Funding some particular furnishings or equipment in the person's name
4. Planting a tree or other outdoor landscaping.

Memorials may include plaques or bookplates, but not portraits (Policy 2.81).

~~Unsolicited gifts~~ Staff memorials and commemorations may be subject to approval by the Library Board of Trustees, at the discretion of the Library Director. ~~(Policy 1.6)~~.

Draft JMRL Tech Plan (FY22-24)

JMRL incorporates two separate three year technology plans into every five year strategic plan, in order to remain flexible for changes in technology and the needs of the Library's patrons.

The focus for JMRL's FY20-22 Technology Plan was on digitization, expanded audio-visual capacity, and increased communication capabilities. The most significant accomplishments from the FY20-22 plan included adding new phone systems to three library branches (Gordon Avenue, Louisa, and Scottsville), upgrading audio-visual capabilities for staff and the public at all locations, overhauling the public catalog, adding circulating streaming media, implementing online library card sign-up, and adding credit card acceptance at service desks.

Several goals from the FY20-22 plan need to be carried over into the FY22-24 plan, especially the completion of a new jmrl.org website, adding email express machines to every branch, and expanding IT security and tech liaison training for staff. A few projects were shelved for the time being, either due to capacity issues or because an internal assessment concluded that these goals were no longer necessary to streamline staff processes or to provide increased service to the public. These projects include the need for library-branded wifi outside library buildings and new self-checkout systems at JMRL branches.

For the FY22-24 plan, JMRL's technological focus will be on access, modernizing tools for library staff, and exploring avenues to save resources on IT hardware spending. Highlights of this plan include the projected completion of JMRL's website redesign, a desktop virtualization project, and expanded technology training for library staff.

This technology plan seeks to improve access for the public to JMRL offerings in a variety of ways, such as further integrating catalog searching into a new public website, exploring solutions for contactless pickup of materials post-pandemic, adding archival tools to allow for digital access to local historical information, and improving technological capacity for virtual programming and meetings. JMRL's FY22-24 technology plan will modernize tools for library staff, including adding a virtual leave tracking system, evaluating the tools used to print and make reservations for public computers, and expanding tech training. In order to efficiently spend public resources, JMRL will explore a desktop virtualization system that will allow for more efficient hardware replacement over time, as virtual tools will be used for maximum hardware flexibility.



FY22

Infrastructure

1. Explore a desktop virtualization solution for all staff PCs including budgeting and evaluating hardware purchases
2. Formally and permanently establish a digital library branch
3. Plan a full replacement of current phone system at Central, Northside, Gordon Avenue, Bookmobile, & Crozet branches
4. Develop a formal process for acquiring and deploying staff laptops
5. Perform a cost and needs analysis for acquiring a cell phone for each branch
6. Gather information needed for JMRL to potentially pay for employee cell phone plans proportionate to work use
7. Implement digital employee hours and leave tracking system
8. Explore a digital platform for training staff on FOIA requirements for government employees
9. Initiate, along with managers and administrators, the incorporation of technology skills into job competencies
10. Explore the incorporation of technology skills into cross-training plans
11. Explore a replacement for current print-and-mail notifications system
12. Explore an improved managed credentialing system such as Active Directory or an LDAP system
13. Explore a new backup/archival system
14. Evaluate tech liaison system
15. Evaluate and update technology security manual; implement cyber-security training for all staff

Programming Support

1. Conduct a training needs assessment
2. Work with the training committee to offer new technology training
3. Continue offering technology workshops to staff on a rotating and as-needed basis
4. Acquire and support archival software for use by the Historical Librarian
5. Explore creation or interest in web-based resource center with mini-tutorials for common technology questions from a staff perspective
6. Evaluate all teleconferencing and remote desktop control systems



Public Resources

1. Complete website redesign and proactively collect feedback, followed by website launch
2. Explore desktop virtualization for all public PCs
3. Explore new remote printing software
4. Explore and begin implementation of technology solutions to allow for hybrid physical-digital meetings and programming
5. Explore installation of an “email express” PC station at all branches
6. Continue offering technology workshops and other public programming on an as-needed basis
7. Explore hosting a platform for local writers and media creators
8. Evaluate hotspot lending program and explore other service providers for individual branch lending programs
9. Evaluate all audio-video equipment system-wide and identify any upgrade needs
10. Explore creation or interest in public web-based resource center with mini-tutorials for common technology questions
11. Assess curbside service technology needs
12. Explore installing PA systems in branches

FY23

Infrastructure

1. Explore a new phone system at all JMRL branches that allows for better inter-branch communication
2. Implement branch cell phones
3. Investigate alternatives to public PC management software system
4. Streamline equipment budget request system to allow for better regional coordination and communication
5. Implement findings from FY22 tech liaison system evaluation
6. Explore and assess email, storage, and productivity software alternatives to G-Suite
7. Explore and assess the production of a JMRL app (both Android/iOS)
8. Explore replacements for library programming scheduling platform
9. Create digital alternatives to all paper-based JMRL forms



10. Evaluate and update technology security manual; implement cyber-security training for all staff

Programming Support

1. Explore and encourage broad application of API tools
2. Assess all technology-related committees and subcommittees
3. Explore augmented reality technologies
4. Work with programming staff to assess augmented and virtual reality programming needs
5. Explore the feasibility of offering public library programming using Unity as a tool

Public Resources

1. Explore new notification system that includes email, text, and phone
2. Assess alternatives to the current JMRL wiki
3. Develop a formalized system for gathering and interpreting data on public PC usage; evaluate current time limits and login systems and implement changes as needed
4. Explore technologies that would be required to implement a JMRL Open Library location

FY24

Infrastructure

1. Evaluate all goals from FY22 and FY23 in crafting the next Technology Plan
2. Explore needs for an additional Digital Branch FT position
3. Explore needs for an additional Collections FT position focusing on API integration and digital librarianship
4. Perform comprehensive technology assessment including hardware and software
5. Evaluate surveillance cameras in each branch and make recommendations for changes

Programming Support

1. Continue offering technology workshops and other public programming on an as-needed basis



2. Implement system-wide Unity subscription and related library programming

Public Resources

1. Evaluate all audio-video equipment system-wide and identify any upgrade needs
2. Explore the idea of publicly-accessible lockers for contactless hold retrieval and checkout
3. Evaluate the technological needs for establishing library branch stations that provide holds pickups and dedicated WiFi
4. Explore offering film digitization services
5. Explore the efficacy of library book vending machines at strategic community locations and/or at branches for after-hours lending service