



**JOINT POWERS AUTHORITY
BOARD TRANSMITTAL**

DATE: January 27, 2022

TO: Joint Powers Authority Board

FROM: Jennifer Weeks, County Librarian

SUBJECT: **Adopt the Three-Year Technology Replacement and Improvement Plan**

RECOMMENDED ACTIONS

The Finance Committee recommends that the JPA Board adopt the Three-Year Technology Replacement and Improvement Plan and direct that \$12,967,000 be transferred from fund balance to the designated Technology Reserve to finance the plan for Fiscal Years 2022/2023- 2024/2025.

BACKGROUND/REASONS FOR RECOMMENDATION

The JPA adopts a Technology Plan every three years, which provides a budgetary framework for the Library's acquisition of hardware and software, implementation of new technology, as well as wireless and network support. The last plan covered Fiscal Years 2019/2020-2021/2022. The purpose of this report is to provide a final synopsis of work completed in the 2019/2020-2021/2022 Plan and present the proposed Fiscal Year 2022/2023-2024/2025 Plan.

2019-2021 Technology Plan Review

Of the \$8,720,000 allocated for the 2019-2021 Technology Plan, 75% of the projects were or will soon be completed. Some of the current projects were postponed while new initiatives emerged that were needed to provide public services due to the COVID pandemic. Key initiatives are mentioned below. Any remaining unspent balances will be returned to the library fund balance at the end of this fiscal year.

Updated technology includes: the replacement of security gates, self-check machines, and WiFi access points; implementing a new VoIP phone system that can be accessed remotely; installing WiFi in all community library parking lots and Bookmobiles; and adding laptop dispensing kiosks at every community library. Milpitas, Saratoga, Cupertino and Morgan Hill Library also received AV upgrades.

The Library has installed a second Broadband CENIC line to add redundancy if our AT&T network goes down which will help increase our uptime to provide greater patron access to the online library. Multiple servers and routers were replaced, and the Integrated Library System (ILS) was migrated from onsite servers to cloud based for added functionality, accessibility, and security.

Innovative tools included offering Adobe classes to patrons and tech kits for library programming in support of STEAM (Science, Technology, Engineering, Arts, Math).

The website was fully redesigned and new features were added, including an eCard online registration platform and online library card renewal feature. In addition, a new mobile library app was introduced and an online “suggest for purchase” platform initiated. Finally, the student portal, which supports over 90,000 K-12 students throughout the Library District, was redesigned.

2022-2025 Technology Replacement and Improvement Plan

The Technology Reserve Fund was established as a designated budgeted reserve by the JPA Board to accrue financing for large, costly network and system upgrades, as well as equipment replacement identified in the Plan. Every three years the JPA is presented with a Technology Replacement and Improvement Plan, which outlines major initiatives during the next fiscal years.

Proposed technology is evaluated using the following criteria to ensure that the Library acts in a fiscally responsible manner:

- Public benefit
- Enable public and staff self-service
- Enhance staff interaction with the public
- Accommodate service equity
- Training impact for both staff and the public
- Implementation costs in dollars and staff time
- Cost of equipment, software and ongoing maintenance
- Security
- Support efficiency
- Standards based architecture
- Space in existing and new facilities
- Remodeling and expansion projects
- “Must be done” (i.e., when a critical piece of hardware fails, equipment or software no longer being maintained, or current hardware cannot handle increased workload)
- Network stability and recovery

Network and System Infrastructure

The Library requires a fast, dependable network link between each library and library administration, which houses the servers and the Internet connection. Servers, network and the Internet connection must be available 24/7/365 to access the Library’s website, catalog and online library resources. The servers, routers and a second CENIC line were implemented in the previous Tech Plan.

In the next three years, the Plan allocates funds to maintain and replace remaining aging equipment, as well as implement tracking solutions for system operations.

A Privacy and Security audit is also planned, working with the County Privacy and Security Offices.

Technology Replacement and Improvement

Automatic Material Handling (AMH) machines at each location have reached end of life in the current Tech Plan. Due to the pandemic and staffing changes, the replacement has been delayed to the next three-year plan. In addition to the replacement costs, given the significant investment into this critical

equipment, a consultant will be involved in the Request For Proposal to ensure best results.

Technology in all community rooms and meeting rooms will be reviewed, and AV equipment will be updated or replaced, including the Campbell, Gilroy, and Morgan Hill Libraries as well as the new facility planned for 1344 Dell. This will create a better user experience and utilize the increased network capacity for initiatives such as virtual and streaming programs.

Website will be continually enhanced and is an ongoing process with money allocated throughout the Plan.

The Digitization project continues to digitize back issues and current issues of local newspapers and publications to make them available online.

Technology to Enhance Patron Experience

Support of digital literacy remain a priority for the Library. Line items in the Plan include tech learning for the public including instruction, hardware, software and services, expanded community access, public power accessibility and displaying and/or loaning smart devices to patrons. Identified initiatives include piloting community vs. individual based hotspots that provide access to online books, technology programs for all ages, tech kits and materials for public programs, and adding electronic device charging stations to all libraries.

Staff and Public Computers

The current public and staff computers were installed in 2017 for a shelf life of 5+ years. All staff and public computers including the laptop carts for public programs and the computer labs must be replaced as they are end of life.

Budget

The total three-year budget of \$12,967,000 includes network improvements, hardware/software replacement and innovation. Costs are spread throughout the three years, with the bulk in Year 2 with the AMH replacement. The significant increase from the previous Plan vs. the current Plan stems from the need to replace the AMH and all public and staff computers.

Summary

The Library must be prepared to take advantage of new products and technologies to best serve the information and technology needs of our patrons, run an efficient workplace, take advantage of self-service components for staff and patrons, and support the growing use of online library resources and services. The Santa Clara County Library District can continue to meet the high expectations of our communities by using the opportunities for improved service offered by new technology. The Plan will be reviewed annually by the JPA.

FISCAL IMPLICATIONS

Adoption of this plan does not commit the Board to the expenditures or timing outlined herein. Each fiscal year, the proposed technology expenditures will be presented in the Budget document for the Board's decision to appropriate funding.

SCCLD Tech Plan Fiscal Year 2022/23 2024/25					
No.	Item Description	FY 2022/23	FY 2023/24	FY 2024/25	Total Cost
1	Updated audiovisual equipment, wireless microphones for each community room (CA, MH, GI, 1344)	\$312,000	\$400,000		\$712,000
2	Conference Room/Meeting Room AV	\$25,000	\$25,000	\$25,000	\$75,000
3	Public and Staff Computers	\$1,000,000			\$1,000,000
4	Laptop Carts/Computer Labs	\$350,000			\$350,000
5	AMHS Replacement		\$6,000,000		\$6,000,000
6	Wi-Fi Access Points upgrade	\$75,000			\$75,000
7	Network Security and Privacy Audit	\$100,000			\$100,000
8	Network enhancement/Network Switch Upgrade	\$145,000	\$75,000	\$180,000	\$400,000
9	Servers and Data Storage needs, UPS replacement - On going	\$50,000	\$50,000	\$50,000	\$150,000
10	Fee, printing payment kiosks	\$75,000			\$75,000
11	Expanded Community Access	\$155,000	\$715,000	\$150,000	\$1,020,000
12	Digitization project	\$40,000	\$40,000	\$40,000	\$120,000
13	Display monitors and software (digital signage)	\$25,000	\$15,000	\$15,000	\$55,000
14	Displaying and/or loaning smart devices for the public	\$150,000	\$200,000	\$150,000	\$500,000
15	Tech learning for the public including instruction, hardware, software and services	\$625,000	\$625,000	\$625,000	\$1,875,000
16	Website enhancements	\$50,000	\$50,000	\$50,000	\$150,000
17	Virtual Program Recording Studio	\$10,000			
18	Public Power Accessibility	\$50,000	\$25,000	\$25,000	\$100,000
19	RFP Consultant	\$100,000			\$100,000
20	Public Interactive Display Feature	\$100,000			\$100,000
	Total All Priorities	\$3,437,000	\$8,220,000	\$1,310,000	\$12,967,000