

Summary of the Pfau Library Technology Plan 2012-2014

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Executive Summary

This technology plan is essentially a two-year plan that focuses on modernizing current technology in Pfau Library and laying the groundwork for future projects that will transform the library into a leader amongst peer institutions. Significant strides have been made recently to address many of the critical issues facing the library. The library website was redesigned, servers were relocated to the IRT server room, and a number of computers have been purchased to refresh public computers labs and offer new services. The continuation of these efforts to modernize is essential to building a solid foundation from which Pfau Library can launch digital initiatives to become a “future oriented” library which can effectively serve as “the catalyst for research and knowledge attainment at CSUSB.”¹

The process for creating this plan involved documenting the current technology environment, gathering stakeholder feedback via a student focus group, gathering feedback from librarians and library staff, and conducting an assessment of the current technology environment. Through assessing the library technology environment and evaluating feedback we were able to identify critical areas that need to be addressed as well as future goals to strive towards.

The technology plan can be summarized as follows:

- Modernize computer workstations in public and staff areas
- Address critical issues facing library technology and services
- Improve digital access to library resources and services
- Provide state-of-the-art technology services

The highlight of projects currently underway include: development of a mobile library application, refreshing public computers in two labs (55 workstations), the establishment of a digitizing unit, development of a laptop lending program (40 laptops), migrating servers to the virtual environment provided by IRT-DCHS, and an eCommerce solution that will allow library patrons to pay library fines online.

Opportunities for collaboration

Despite current efforts, there remains much to do in order to get public and staff computers up to official campus minimum standards. Following implementation of current projects, most librarian and staff computers as well as one-third of public computers will remain below 2011-12 standards. Even so, public workstations are in high demand, so increasing the number of available workstations should also take place. Once we achieve the campus standard, this plan recommends a three-year refresh cycle

¹ Pfau Library Vision Statement
<http://www.lib.csusb.edu/about/missionAndStrategicPlan.html>

for computers. These propositions are expensive and necessary, so cooperating with other campus units would be beneficial.

Another opportunity for collaboration involves a solution to provide access to library services and resources for the variety of patrons who use the library. Besides faculty, staff, and students, there are many other “types” of users, e.g., visiting scholars, volunteers, Friends of the President, special summer programs, etc. Some problems in providing access are introduced by inconsistencies with data entry in to PeopleSoft - particularly with the aforementioned special groups. When such problems do arise, the library does not have the ability to add or edit records in PeopleSoft. Granting additional PeopleSoft privileges to the library and enforcing standard data entry amongst campus units will go a long way towards solving these issues.

Document revision

With the ongoing acceleration of technological change, it is recommended that this document be reviewed on an annual basis, with additional fact finding and analysis conducted. It is recommended that the plan be significantly updated in 2014 with the goal of extending the plan to look three to five years into the future.

Action Items and Timeline

Project	Start	Finish
NovaStor Backup solution	underway	Spring 2012
PL-1003 Refresh	underway	Summer 2012
PL-2005 Refresh	underway	Summer 2012
Multimedia Production Workstations	underway	Summer 2012
Pfau Library Mobile App	underway	Summer 2012
Digitizing Unit	underway	Summer 2012
eCommerce Solution	underway	End of Summer 2012
Migration of Public Web Services off ColdFusion	underway	End of Summer 2012
Server Migration to Virtual Environment	underway	Spring Qtr 2013
Technology Documentation Project	underway	Summer 2013
Laptop Lending Program	Spring Qtr 2012	Winter Qtr 2013
Wireless Network Improvement	Summer 2012	Fall Qtr 2012
Staff Workstation Refresh	Fall Qtr 2012	Fall Qtr 2012
Website Usability Studies and Improvement	Fall Qtr 2012	Fall Qtr 2012
Migration of Staff Web Services off ColdFusion	Fall Qtr 2012	Fall Qtr 2012
Reference Lab Refresh	Fall Qtr 2012	Winter Qtr 2013
Alternative Printing Card Payment Method	Fall Qtr 2012	Winter Qtr 2013
Institutional Repository planning and implementation	Fall Qtr 2012	unknown
Website Accessibility Maintenance	Winter Qtr 2013	Winter Qtr 2013
Discovery Interface Study	Winter Qtr 2013	Spring Qtr 2013
Smart Group Study Rooms	Spring Qtr 2013	Summer 2013
Website Architecture Redesign	Spring Qtr 2013	Summer 2013
Staff Workstation Refresh	Summer 2013	Summer 2013
Review Technology Plan	Summer 2013	Summer 2013
Increase Number of Public Computer Workstations	Fall Qtr 2013	Winter Qtr 2014

Implement Digital Information Kiosk	Fall Qtr 2013	Winter Qtr 2014
Integrated Library System Evaluation and Study	Fall Qtr 2013	Spring Qtr 2014
Implement Self-Checkout	Fall Qtr 2013	Winter Qtr 2014
Revise Technology Plan	Spring Qtr 2014	Summer 2014
Staff Workstation Refresh	Summer 2014	Summer 2014