

State Library of Oregon IT Strategic Plan Annual Review

Executive Summary:

The State Library's IT Strategic Plan was published in May 2025 and covers the 2024-2026 timeframe. There are 31 initiatives outlined in the plan; as of today, 24 are completed, 4 are in progress, and 3 have not yet begun. The IT Strategic Plan ties in closely with the State Library's overall strategic plan.

Provide Excellent Customer Service (State Library Focus Area I)

Objective	Initiative	Status
Create a Welcome Center and enhance lobby display.	Improve hardware and software for Welcome Center.	Completed: The hardware and software were updated.
	Upgrade the lobby display hardware.	Completed: The lobby monitor network access has been updated and hardened.
Continue annual surveys and explore new opportunities for feedback.	Annual feedback surveys to: Library staff and Operations.	Not yet started: Surveys to staff and leadership regarding Operations will be developed in Summer 2026 and released in Fall 2026.
	Begin surveying Conference Room users to baseline.	Completed: Conference room use surveys have been completed and are being sent to renters of the conference rooms.
Implement credit card payments for conference rooms.	Assist in obtaining through 3 rd party.	Completed: Work was completed through a third party. This has sped up the process of collecting rental room fees.
Upgrade systems and hardware.	Upgrade ticketing system.	Completed
	Update security camera systems	In progress: 12 security cameras are at end of life and will not get security updates. Reviewing budget to determine when to purchase updated software.
	Upgrade servers for Talking Book and Braille Library.	Completed
	Life cycle replacement for cell phones, laptops, and desktop computers.	Completed
	Work with EIS for advice to aid Government Services in their single-sign-on investigation.	In progress: Conversations with EIS are continuing.
	Update all laptops/desktops to Windows 11.	Completed

Objective	Initiative	Status
De-commission equipment and services which are no longer needed.	De-commission co-locations servers related to DCS managed services.	Completed
Update Network Closet	New network switch from DAS.	Completed.
	Improve wire management.	Completed: IT staff improved and clean up the wire management in the network closets.
Continuation of Operations	Create an IT disaster plan as part of Continuity Of Operations Plan.	Completed. Will be updated in 2026.
	Conduct a tabletop IT disaster recovery exercise.	Not yet started: Will conduct a tabletop disaster recovery exercise in 2026 as part of the Annual Cyber Security hosted by EIS.

Expand Our Reach (State Library Focus Area II)

Objective	Initiative	Status
Work together with Library Support and Government Information and Library Services in consultations with tribal nations to identify and preserve documents and resources on interest. By providing hardware, software advice, and troubleshooting.	Collaborate with Government Information and Library Services to obtain hardware.	Completed: Provided and installed the hardware needed.
	Advice on technical issues and troubleshoot.	Ongoing – providing advice and troubleshooting on technical issues.

Empower Staff (State Library Focus Area III)

Objective	Initiative	Status
Continue regular check-in and performance feedback process and implement new guidelines for quality improvement.	Regular check-ins every 3 months with the IT manager.	Ongoing: As per guidance from DAS CHRO, quarterly check-ins and completed with goals outlined for the next 3 to 6 months.
	Maintain processes and procedures to ensure ongoing quality of service.	Ongoing: Process documentation is reviewed and updated as needed.
Provide ongoing staff development and training activities to progressively build competency in and encourage application of DEIB principles to daily work.	Attend and actively participate in all DEIB offered trainings.	Completed: Staff have attended and participated in DEIB trainings.
Encourage staff to actively participate in communities of practice through professional collaboration opportunities.	Meet every three months with divisions to set goals, identify opportunities, and actively participate in discussions.	Ongoing: IT staff routinely move around the building and talk to staff where to troubleshoot any minor issues. IT Coordinator will be setting up meetings with each Division starting in July.
Improve functionality and streamline the process for identifying government documents for the collection and making them accessible.	Advise and set up additional needed hardware for the Repository Acquisition Tool.	Completed: IT staff advised and obtained necessary hardware and software for the Repository Acquisition Tool.
Migrate digital collection to a more stable and supported platform.	Provide technical advice and support as needed.	Completed: IT Staff provided technical support to Government Services as they migrated to new platform.
Develop an IT strategic plan that meets future business needs.	Hire consultant to facilitate input to plan, meet with Library representatives to gather future IT needs, create and finalize plan, and report yearly on plan.	Completed: Hired consult to gather input from staff and Leadership to help shape the IT strategic plan which was published in May 2025.
Improve understanding of IT duties and communication channels.	Create IT/EIS business roles and responsibilities matrix and share with all business units.	In progress: An IT/EIS Business Roles and Responsibilities matrix is in the early stages and not completed. Completion of the matrix is scheduled for late Summer 2026.

Resources Allocation

Currently the State Library has three IT staff members. These members of the Operations division have handled most of the initiatives in this plan with assistance and support from the Web Services and Digital Initiatives Librarian in the Government Services division. Initiatives within this plan have been covered with the legislatively approved budget, although the cost of the digital asset management system required the State Library to seek an increased limitation to cover the cost of purchase and migration. All future costs are within budget limits.

Conclusion

The remaining initiatives are expected to be completed within the timeframe for this current IT strategic plan. Highlights from the current plan have been the move to a new digital asset platform, acceptance of credit cards for conference room rentals, and the de-commissioning of the co-location servers. The focus for 2026 is the updating of the IT Disaster Plan, including holding an IT Disaster tabletop exercise. IT will also continue supporting the Web Services Librarian in the ongoing work to provide single sign-on access to State Library electronic resources for state employees.

Since the State Library staff is fewer than 50 FTE, it is recommended that the next IT Strategic Plan be incorporated into the agency's next overall strategic plan, scheduled to begin in 2027.