

Kitchigami Regional Library

2008-2011 TECHNOLOGY PLAN

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OFFICIAL SUBMISSION CERTIFICATION

This 2008-2011 Technology Plan is the official submission of the

Kitchigami Regional Library

Regional Public Library System Administrator and System Governing Board Chair, or Public Library Director

DATE

Criteria 1: Planning and Needs Assessment

1. Organization Leadership and Technology Planning Committee

Executive leadership of Kitchigami Regional Library (KRL) is delegated by the Board of Trustees to the Director. In matters related to technology, the Board, Director and staff receive direct technical support, advice and training from the Technical Services and Automation Department Manager (Automation Manager) and System Technician.

Technology is procured, organized and managed by the Automation Manager working with the System Technician in Pine River. The Automation Manager is the IT manager and ILS system librarian while the System Technician is the network manager, computer support staff, and ILS and email hardware and software manager.

The Technology Plan Committee consists of the Library Director, the Automation Manager, the Reference/ILL Manager, and representatives from the branches. The Technology Plan Committee meets with the branch supervisor group (DASH). to evaluate progress towards goals and identify new areas of need.

Representatives on the Technology Plan Committee for 2007 involved in the preparation of this report were:

Marian F. Ridge	Director
Alison Edgerton	Automation Manager
Happy Micheau	Reference/ILL Manager
Ross Berryman	System Technician
Carrie Musselman	Branch, Level I
Laura Spilman	Branch, Level II
Michelle Yliniemi	Branch, Level II
Marta Mersereau	Branch, Level III

The 2007 Plan includes as Need 1, Goal 1, formation of a permanent, five-member Technology Advisory Committee, which will review Tech Plan progress and recommend new goals as technological advances occur.

In addition, each branch has a branch technology specialist (BRAT) who is involved in the maintenance and evaluation of technology in the branches. BRATS meet once or twice a year for training and discussions on technology. Documentation for BRATS use is posted on the library intranet (KCHAT) at kchat.krls.org, which allows easy access to current documentation and policies. Three of the branch staff members on the 2007 Technology Planning Committee are also BRATs.

The Regional Board of Trustees has nineteen members and is comprised of one county commissioner and one citizen representative from each of the five counties and one representative from each of the nine cities with branch libraries. The Board meets eight times per year. Board policy requires two readings of all policies and long-range plans before final approval. The Technology Plan first

reading will be at the March 2007 Board meeting and the second reading and final approval at the May 2007 Board meeting. With advance approval from Nancy Walton, the draft Plan will be submitted to MDE in April and the final Plan in May, after final approval by the Regional Board.

The Regional Board has an Internet/Electronic Resources Committee (four board members and two non-voting staff members) which is involved in technology issues, specifically approval of subscription databases and Internet use policy as well as the Technology Plan.

2. Demographics : Regional Public Library System

Kitchigami Regional Library is a consolidated public library system operating nine (9) branch libraries and mobile library service to the residents of five (5) counties in north central Minnesota (Beltrami, Cass, Crow Wing, Hubbard and Wadena). It is located within six legislative districts (Districts 12A, 12B, 10B, 4A, 4B and 2B). Headquarters are located in Pine River, Minnesota.

Kitchigami Regional Library covers five counties with a total population served of 151,191 according to the 2000 Census. The population served is broken down for each branch:

Bemidji Library	32,656
Blackduck Library	3,278
Brainerd Library	32,309
Cass Lake Library	2,576
Longville Library	2,542
Park Rapids Library	9,114
Pine River Library	7,760
Wadena Library	8,601
Walker Library	3,414
Mobile Library	48,941

Demographic information on the KRL service area indicates that public access to the Internet for those without access from home as well as staff assistance for elderly customers continue to be major needs.

Kitchigami Regional Library is experiencing an increase in the number of residents over the age of 55 and a growing Hispanic population. To meet the needs of the senior residents we will need to have user friendly technology and user guides and training to use new technology available at all of our branch libraries. Kitchigami's Letter of Intent for a FY2007 *Seniors* LSTA grant was approved. With final approval, grant money will be used "to develop promotional and informational materials for our libraries....in large print formats". Information on availability and use of technology will be included.

Training opportunities for seniors varies from branch to branch. All branches offered Senior Surf training in past years, and some continue to offer similar sessions in collaboration with local senior organizations. Most of the larger branch libraries have regularly scheduled senior sessions, and smaller branches offer training sessions on demand. All provide one-on-one training with individual seniors as time allows. Trainers have discovered that most seniors who sign up for a class are true beginners, and want help with basic computer terms, navigation and email rather than assistance researching specific topics. Staff and volunteers and other service organizations work together to

provide these basic classes. Online tutorials on basic computer skills, which seniors can work on at their own pace, will be added in Year 2– see Need 1, Goal 5.

The two branches (Blackduck and Park Rapids) experiencing an increase in Hispanic patrons will train staff and patrons on using technology with a Spanish interface. All user guides will be translated into Spanish, with costs paid by a FY2006 *New Americans* LSTA grant “Blackduck Latino Community Information Support.” Staff received training in basic Spanish language to facilitate verbal communication with Hispanic users, and Internet use classes in Spanish will be offered. This is a challenge for local staff, as none speak Spanish well, but all are enthusiastic about working with the new community members. Spanish language fiction and non-fiction materials have been added to the local collections, and Spanish sites bookmarked on public computers.

3. Needs Assessment

The KRL Technology Plan Committee evaluated the 2004-2007 goals and objectives, with input from the branch technology specialists (BRATs) and branch managers (DASH). For most goals, evaluation was a matter of certifying that the technological changes either did or did not occur. Discussion with both groups also informed the committee’s development of new goals and objectives.

The Committee evaluated the unfinished goals of the old plan and included information about them in the new plan. Some were started, but not completed. Internet Policy was revised and adopted, with ability to turn filters off for all public and staff workstations installed. But evaluation of filter vendors was not completed so filter vendor has not changed. The KRLS web page was implemented with Intranet for staff use, but without security levels that would allow time-sheet transmittal. The on-line staff bulletin board was created, but not fully utilized by staff for communication. The mobile library uses a laptop aircard to connect to headquarters servers for full access to the ILS and email services, but no public access laptop has been installed. Assistive technology remained a low-level priority and, other than magnifiers, has not been installed. Self-check was installed in the largest branch, Brainerd, but usage statistics are not yet evaluated. All of these are carried forward as goals in the new plan.

The Technology Plan Committee did an informal survey of DASH to gather information on new goals to add to the 2008-2011 plan. Increased bandwidth and wireless access for public users at all branches are at the top of the list. Internet management/print server software at the busiest branches is also a priority. Improved communication between staff and staff, and staff and public, as well as public to public, using new technology such as IM, blogs, online tutorials, webinars, public comments and reviews, and RSS feeds continues to be a need.

The Kitchigami Automation Manager and System Technician together visited each branch in the fall of 2006 to complete a photographic and written inventory of all telecommunication equipment and internal configurations and wiring. Ownership and maintenance responsibility of all equipment was noted as well as recommendations for upgrading or replacing. KRL purchased spare equipment to use as quick temporary replacements for the telecomm equipment we own, and updated procedures for contacting outside owners when troubleshooting or replacement is needed. Recommendations for increased bandwidth were made to the Director, who incorporated those increases to her applications for FY2008 where possible. These increases are noted in the infrastructure template.

Keeping up with the newest technology is a big challenge for Kitchigami. Incorporating new technology without incurring large costs or by investigating new methods of covering costs must be a part of each goal area. Where costs must be paid by either Kitchigami or the member cities and counties, those costs must be anticipated and built into the proposed budget by May of the preceding year.

The general trend in the Library 2.0 world, towards more patron-initiated activities and social interaction, requires an openness to sharing and innovation which may be difficult for some current staff to accept. The Technology Advisory Committee needs to continue to meet and guide Kitchigami into the next stage of the evolving library community. Stimulating, educating and training staff must remain a key part of each goal as well.

Criteria II: Vision, Goals, Objectives and Strategies for Technology

Kitchigami Regional Library Mission Statement

We welcome and support all people in their enjoyment of reading and pursuit of lifelong learning. Working together to enrich individual and community life, we strive to provide equal access to information, ideas and knowledge through books, programs and other resources.

KRLS Technology Vision Statement

Technology is a powerful tool Kitchigami Regional Library can use to provide services to its member individuals and communities. It allows immediate access to usable, current, textual and graphical information, ideas and knowledge from all over the world, for the entire KRL community, regardless of geographic location. KRL uses technology as a tool to provide cost-effective, efficient support for library goals and services.

Needs and Goals

The Kitchigami Technology Planning Committee identified four main technology needs to be completed in Year 1 to Year 4. Within each need area we identified from 2-8 goals and for each goal we developed an action plan. The action plan shows who is responsible, the timeline and estimated budget costs. The budget costs are included in the budget template. Evaluation of each goal will be done by the Technology Advisory Committee annually.

Action Plan: details are outlined under each separate goal below.

Responsible parties: [indicated in brackets in Action Plan]

Director: KRL Director

Tech Manager: Technical Services Manager

Sys Tech: System Technician

Tech Serv: Technical Services manager and System Technician

Tech Comm (Technology Advisory Committee): Representative from small, medium and large branch, Technical Services Manager and System Technician

DASH: Branch and department supervisors, Technical Services Manager and Director

Ref Lib: KRL Reference Librarian, works at Brainerd Public Library branch

BRATs: Branch Technologist (one at each branch)

Managers: Branch managers of Level I (small), II (medium) and III (large) libraries

Timeline:

Yr1 = FY2008 (July 1, 2007 – June 30, 2008)

Yr2 = FY2009 (July 1, 2008 – June 30, 2009)

Yr3 = FY2010 (July 1, 2009 – June 30, 2010)

Yr4 = FY2011 (July 1, 2010 – June 30, 2011)

Budget : Estimated capital costs are included here, with the caveat that it is difficult to project costs for technology two, three or four years in the future.

All capital and ongoing expenses that will be covered with the KRL budget, both for KRL and for individual cities, must be included in the budget for the following year.

That budget process is started in the spring and is set by May of the preceding year.

For example in May of Year 1, costs and KRL funding source for all action plans for Year 2 are identified and built into the Year 2 budget, which must be approved by the city and county. Purchase and implementation takes place in Yr 2 on approved items.

1. NEED: Efficient, easy to use, and up-to-date methods of communication between KRL and its public, amongst KRL staff, and amongst KRL patrons.

Goal 1 – Develop an on-going staff Technology Advisory Committee

- a. Select members from Level I, II and III branches, plus Technical Services Manager and System Technician. Yr1
- b. Establish meeting schedule and methods (online or in person) Yr1
- c. Responsibilities of Technology Advisory Committee
 1. Periodic review of overall Technology Plan goal progress (annually)
 2. Act on Tech Plan goals with Tech Comm responsibility (all years)
 3. Develop and implement KRL training guidelines to ensure uniformity of training in all branches Yr1
 4. Develop and implement publicity guidelines and procedures on technology issues Yr1
 5. Communicate evaluation of Tech Plan and recommend action on technology issues to DASH and Director (all years)

Goal 2 – Expand and enhance communication between KRL and the public via access to KRLS.org and kitchicat.krls.org

- a. Add mobile/cell phone access to krls.org [Sys Tech] Yr2
- b. Evaluate market, identify fund source, build in to budget online survey software (e.g. surveymonkey) [Sys Tech] [\$240] Yr1
- c. Purchase, install, train staff and public on survey software [Tech Serv] Yr2
- d. Create and install surveys on public opinion and use [DASH] Yr2
- e. Implement instant messaging (IM) to Reference desk “Ask a librarian” [Sys Tech, Ref] Yr2
- f. Create catalog subset for e-resources on krls.org [Sys Tech] [\$100] Yr2
- g. Distribute OPAC catalogs in the stack area of libraries [Level II + III libs] Yr2
- h. Create Online tutorials on basic library catalog and computer use for public (e.g. how to change your PIN, print to color printer, copy to flashdrive, use wireless laptop etc.)
 1. Evaluate software market and identify funds [Tech Serv] [\$600] Yr1
 2. Install software and create tutorials [Tech Serv] Yr2
- i. Expand links to free e-resources and web sites
 1. Evaluate market and identify funds for url checker [Tech Serv] Yr1
 2. Add url checker [Sys Tech] [\$30] Yr2
 3. Evaluate and select reference links to add [Ref Lib] Yr2
 4. Create reference links from krls.org [Sys Tech] Yr2
 5. Evaluate existing and add new links [Ref Lib] [Sys Tech] Yr2-3-4
- i. Incorporate more user friendly terms to krls.org and kitchicat.krls.org [Tech comm] Yr2
- j. Implement Director’s blog or online newsletter on news and events for public [Dir] Yr1
- k. Implement Branch manager’s blog or online newsletter on news and events for public [Managers of Level II and III libs] Yr2

- l. Evaluate market, identify fund source, build in to budget online new digital technology to improve communication between public and KRL [Tech Comm] Yr3
- m. Purchase, install, train staff and public on new communication technology [Sys Tech] Yr4

Goal 3 – Use new technology to improve staff to staff communication and minimize staff time spent communicating with each other

- a. Director’s blog or online newsletter to staff (all staff access at their convenience) [Dir] Yr1
- b. Increase use of KChat (KRL staff Intranet)
 - 1. Install DASH roundtable news - Yr1
 - 2. Install Technology Committee notes and ongoing issues -Yr1
 - 3. Install Content Management Solution [Sys Tech] Yr2
- c. Evaluate market and cost of online training or meeting software, identify budget [Tech Comm] [\$600 annual] Yr2
- d. Install training or meeting software, develop use guidelines, implement use [Tech Comm] Yr3

Goal 4 – Create a “mobile librarian” with headset for walking reference

- a. Evaluate market, identify fund source, build in to budget [Tech Comm] [\$50 each] Yr1
- b. Implement Level III branch pilot – reference librarian with headset [Branch] Yr2
- c. Implement Level II branch pilot – reference librarian with headset [Branch] Yr3
- d. Evaluate, budget and implement “mobile librarian” Level II + III branch– Yr4

2. NEED: Patrons need efficient and innovative access to expanded electronic resources

Goal 1 – Install Wireless for public

- a. Develop wireless audit and security policy and procedure [Sys Tech] Yr1
- b. Evaluate market, identify fund source, build into budget [Tech Serv] [\$4000] Yr1
- c. Develop policy on use/abuse, train branch staff [Sys Tech] Yr1
- d. Install wireless at all branches [Sys Tech] Yr1

Goal 2 – Provide access to downloadable e-books and e-audiobook

- a. Research market for free e-book and e-audiobooks [Ref Lib] Yr1
- b. Provide access to free e-book and e-audiobooks via catalog with online tutorial [Sys Tech] Yr1
- c. Research market for subscription e-book and e-audiobooks [Ref Lib] [\$2000 min.] Yr1
- d. Provide access to subscription e-books and e-audiobooks (e.g. netlibrary) [Sys Tech] – Yr2

Goal 3 -Provide access to more online resources

- a. Activate Internet/E-resources committee (done in 2006)
- b. Establish e-resources funds (\$5,400 in 2006) [Dir]
- c. Increase funds for e-resources (\$33,000 in Yr1) [Dir]
- d. Evaluate, select and purchase online databases [Ref Lib] Yr1
- e. Install, train staff, publicize and open to public new online databases [Ref Lib] [Sys Tech] Yr1
- f. Evaluate market, identify fund source, build into budget additional resources [Ref Lib] Yr3
- g. Purchase, Install, train staff, publicize and open to public new online databases [Ref Lib] [Sys Tech] Yr 4

Goal 4 – Increase number of public access Internet and catalog PCs

- a. Inventory existing PC configuration, placement and function [BRATS] Yr1
- b. Identify branches with need and space for more public access PCs [DASH] Yr1
- c. Identify funding sources for additional PCs and build into budget [DASH] (Yr1-Yr2-Yr3)
- d. Purchase and install additional PCs with newest configuration [Tech Serv](Yr2-Yr3-Yr4)

Note: See Appendix C: Technology Inventory spreadsheet for details

Goal 5 – Verify ADA compliance and provide appropriate assistive technology in all branches

- a. Update buildings to be ADA compliant as much as possible [Branch managers] Yr1
 - 1. Survey existing buildings and ADA laws
- b. Survey branch assistive technology needs and evaluate market [DASH] [Tech comm]
 - 1. Survey branch use of and need for magnifiers or zoom text technology Yr1
 - 2. Evaluate market and need for new digital technology as assistive technology Yr1
 - 3. Apply for LSTA or other grant for assistive technology [Dir] Yr2
 - 4. Purchase and install, train staff and public, and publicize new assistive technology [Tech Comm] Yr3

Goal 6 – Improve ability to send and receive digital files, for ILL and other use

- a. Evaluate markets, identify fund source, build into budget [Tech Comm] [Dir] Yr2-Yr3
- b. Purchase and install, train staff on document/photo scanner in each branch for staff ILL use [Sys Tech] [\$300]Yr3
- c. Install digital technology (e.g. podcasts of storyhours) for branch use [Sys Tech] Yr4

Goal 7- Transition from current formats (e.g. audio tapes and CDs) to new formats (e.g. MP3 and other digital formats) and provide KRL patrons opportunity to check out and use new technology

- a. Evaluate markets, identify fund source, build into branch budget [Managers] all yrs
- b. Purchase MP3 “playaway” with book installed (e.g. Recorded Books) [Managers] Yr1
- c. Purchase MP3 or other digital books to download to patron’s player/PC [Managers] Yr2
- d. Purchase digital interactive learning technology for children to use (e.g. Leapster and Leappad) [Managers]
 - 1. Pilot program at Park Rapids (in-house use only) [Managers] Yr1
 - 2. Pilot program at Park Rapids (available to check out) Yr1
- e. Evaluate market of new digital technology, identify fund source, build into budget [Managers] Yr2-Yr3-
- f. Purchase and install, train staff on new digital technology [Managers] Yr3-Yr4

Goal 8 – Upgrade, enhance, and improve the integrated library system (ILS) on a regular basis to provide efficient and innovative access to KRL catalog and resources for staff and patrons.

- a. Follow upgrade path of current ILS vendor (all years)
- b. Evaluate new ILS features, recommend adoption, train staff [Tech Comm] all years
- c. Select and install incoming RSS feeds via ILS [Tech Comm] Yr1
- d. Add outgoing RSS feeds via ILS
 - 1. Evaluate technology and identify funds [Tech Comm] [\$7500] Yr2
 - 2. Select and install outgoing feeds [Tech Comm] Yr3
- e. Improve public interface on ILS [Tech comm.] Yr2
- f. Investigate alternative method of providing access to ILS for rural Beltrami Country patrons. [Director] Yr 1
- f. Investigate ILS vendor market and identify possible partners to allow most efficient provision of ILS to KRL staff and patrons Yr3
 - 1. Hire consultant to assist KRL staff in evaluation of ILS options [Dir] Yr3
- g. Select, purchase and install new ILS for KRL staff and patrons [Tech Comm] Yr 3

3. NEED: KRL patrons and staff need efficient and stable technology to access resources.

Goal 1 – Provide efficient and stable telecom lines

- a. Inventory current telecomm equipment and identify equipment to replace [Tech Serv] Yr1
- b. Increase bandwidth at identified problem branches where funds and e-rate allows [Dir] Yr1-Yr2-Yr3
note: see Infrastructure template on bandwidth increases for July 2007
- c. Upgrade to best telecomm technology (e.g. Ethernet) in all branches as available [Dir] Yr2-3-4
- d. Increase bandwidth at headquarters as e-rate and funding allow [Dir] Yr1 Yr2 Yr3

Goal 2 – Improve efficiency of desktop maintenance offered by System Technician and BRATS

- a. Evaluate markets, identify fund source, build into budget for below [Sys Tech] Yr1
- b. Install remote access to all branch PCs to reduce System Technician site visits [Sys Tech] Yr2
- c. Install ticketing software to manage troubleshooting events [Sys Tech] Yr2
- d. Continue System Technician two visits per year per branch [Sys Tech] (all years)
- e. Continue annual training labs with BRATS at headquarters [Sys Tech] (all years)
- f. Increase and improve use of KChat for BRATS use
 1. Install all BRATS documentation on KChat [Sys Tech] Yr2
 2. Schedule routine use of KChat with BRATS [Sys Tech] Yr2
 3. Online tutorials on KChat for BRATS [Sys Tech] Yr2

Goal 3 – Develop policy and schedule of upgrade and/or replacement of networked desktop technology to insure uniformity for easier sharing, training, maintenance, and support

- a. Develop policy and schedule for Microsoft Office upgrade and deployment [Tech Serv](Yr2)
 1. Adopt policy of purchasing Office software assurance, to enable upgrade to newer version without extra cost [Sys Tech] (Yr1)
 2. Inventory existing Office versions [sys Tech] (Yr2)
 3. Install new Office on all staff and public PCs on set schedule [Sys Tech] Yr3
- b. Develop policy and schedule for Operating System upgrade and deployment [Tech Serv] Yr1
 1. Evaluate Microsoft Vista versions for acceptability and compatibility (Yr3)
 2. Purchase hardware compatible with selected Vista version (Yr1 and on)
 3. Move all existing PCs to Vista (Yr4)
- c. Develop policy and schedule for Internet browser and related software use
 1. Evaluate vendors and how other libraries use them (Yr2)
 2. Allow choice of browsers on all KRL PCs (Yr2)
- d. Develop policy and schedule for replacement of and additions to desktop hardware
 1. Inventory all public and staff hardware and OS software [Sys Tech] Yr1
 2. Set goal for replacement of all Windows NT and windows 2000 technology [Sys Tech] Yr1
 3. Adopt policy for replacement schedule of all staff and public desktop equipment [DASH] Yr1
 - a. Replacement 4 years after purchase
 - b. Stop KRL tech support 5 years after purchase
- e. Allow branches to install and maintain non-networked desktop equipment for patron use for games and word processing
 1. Continue policy of no support on all non-networked technology by KRL technical services staff

Goal 4 – Improve methods of securing and filtering PCs to minimize downtime and staff maintenance time while allowing functions needed by public users.

- a. Evaluate alternate methods of applying security on public use PCs [Sys Tech] Yr2
 1. Continue to use Deep Freeze on Windows NT and 2000 PCs [\$1000]
 2. Evaluate free methods of security on Windows XP [Sys Tech] (Yr3)
 3. Install new method on all new and existing public PCs with Window XP [Sys Tech]((Yr3)
- b. Evaluate policy of requiring privacy filters on all public Internet monitors
 1. Evaluate current policy and problems, modify as indicated [Tech Comm] Yr2
 - a. Develop new policy for allowing removal upon request [Tech Comm] Yr2
 - b. Purchase privacy monitors where possible [Tech Serv] Yr2+3+4
- c. Evaluate methods of filtering public and staff access to the Internet, to insure CIPA compliance while allowing efficient access to all legal and allowed activities
 1. Evaluate filtering technology market, installation, and costs [Tech Serv] [\$2000-\$3000] Yr1
 2. Install new filtering technology [Sys Tech] Yr1
 3. Continue to allow removal of filter upon request [Sys Tech] [Managers]

Goal 5 – Upgrade and improve central site hardware and software

- a. Evaluate current security systems (firewall etc.), research options and costs, identify funds and build into budget [Sys Tech] [\$3000] Yr2
- b. Install improved security systems Yr3
- c. Evaluate current central site non-ILS servers, research upgrades and costs, identify funds and build into budget [Sys Tech] [\$6500-\$9000] Yr2
- d. Install improved central site non-ILS servers Yr3

4. NEED: KRL needs improved user management to satisfy patron needs for self-service and reduce staff time spent on record keeping tasks

Goal 1 - Purchase and install simple “people counter” technology at most branches

- a. Branches to purchase with local funds [Managers] (Yr1)

Goal 2 – Purchase and install PC Management software in largest branches

- a. Evaluate markets, identify fund source, build into budget [Sys Tech] [KRL \$7500] Yr1

- b. Purchase and install in Brainerd, Bemidji, and Park Rapids [Sys Tech] (Yr2)

Goal 3 – Purchase and install print Management software with coin-op in largest branches

- a. Evaluate markets, identify fund source, build into budget [Sys Tech] [Branch \$3500] Yr1

- b. Purchase and install in Brainerd and Bemidji [Sys Tech] (Yr2)

Goal 4 – Install software at central site to count resource use

- a. Evaluate market, select vendor and identify funds or existing equipment to use [Sys Tech] (Yr3)
- b. Install software and establish routines for collection and use of statistics [Sys Tech] (Yr4)

Criteria III: Policies and Procedures

The KRLS Director, DASH, and various board and staff committees review and revise all policies on a regular basis, including those related to technology. In 2006 Kitchigami created a new Internet/Electronic Resources Committee, comprised of four board members and two non-voting staff members, which will recommend electronic resources to purchase and install as well as develop policies and procedures for their use by library patrons and staff.

Internet Safety and CIPA Compliance

In 2004, the Kitchigami Board adopted a revised Internet Use/Safety Policy and procedures to be CIPA compliant. The Policy includes a technology protection measure to protect minors from accessing pornographic images or other activities harmful to minors. The Policy was discussed at a public hearing as part of the adoption procedure. The Policy is available on the Kitchigami website www.krls.org and at the main desk of each branch. All Internet users are required to read and accept the Policy before using the library's public computers. A paragraph concerning wireless users was added and approved in spring 2007. See Appendix A for the 2007 Internet Use/Safety Policy and procedures.

All public and staff workstations are filtered by default, as all Internet traffic is routed through the filter which is housed at headquarters. Kitchigami revised the Internet filtering procedures to be CIPA compliant by installing software that allows the filter to be turned "off" on any public or staff computer on request. All staff were trained on the procedure to turn the filters on individual workstations to "off" and back to "on" if necessary. The Policy and filter procedures were reviewed at the annual Employee Development Day October 2006 attended by all staff and are part of the new employee orientation offered by headquarters staff. The Internet Use/Safety Policy and the filter procedure documentation is posted on the staff Intranet "KChat" and is included in the "KitchiCat Manual" 3-ring binder housed at every branch.

The new Internet/Electronic Resources Committee will review the Internet Use/Safety Policy annually to ensure it remains current. Any policy of blocking access to social networking sites would come from this Committee.

Data and Network Security

All incoming and outgoing data traffic is routed through a firewall at headquarters. The IPCOP firewall uses rule-based connection filtering to control the data flow, allowing access to approved senders only. A replacement firewall is planned for Year 3.

Kitchigami protects patron privacy by the use of privacy screens on all public access computers and the use of drive-locking software to provide a level of anonymity thru a 0-bit data retention policy. New desktop backup procedures will be developed, tested and deployed to prevent staff data loss. Current server backup procedures (daily full backup with offsite storage of tapes) will be continuously enforced. All security updates on server, software and the ILS and Web catalog will be kept up to date.

The public wireless local area network (WLAN) in every branch library is separate from the local area network (LAN) of the staff and public Internet access computers. The LAN traffic is proxied through the firewall and filter at headquarters. The WLAN traffic is sent directly to the ISP gateway, and not

to the firewall or filter. All public users of wireless networks in Kitchigami branches are warned of the lack of security and filtering, and are required to read and accept the Kitchigami Internet Use/Safety Policy. An audit of the wireless network at each branch will be conducted annually by the System Technician.

Equitable Access

To ensure optimum accessibility, guidelines for branch facilities and equipment that will assure wheelchair accessibility were prepared and shared with all branches. All branches are now wheelchair accessible, with the exception of Walker and Cass Lake which have structural deficiencies that prevent them from being viable candidates for renovation and/or remodeling.

For the visually impaired, the library system has upgraded its standards for monitors and will continue to explore and implement new assistive technology options. Some Kitchigami branch libraries have text magnifiers which were provided by the Lions. Branch managers report that these are used infrequently. All branches have handheld magnifiers which patrons can and do use. All branch staff have been trained on increasing the font size on standard Windows applications on the public computers. ZOOM text is installed on one branch staff computer to meet the needs of a visually-challenged staff person. All branches have information on the *Minnesota Library for the Blind* to share with patrons. The library's website *krls.org* has been checked and is ADA compliant.

Criteria IV: Technology Infrastructure, Management, and Support

Personal Computers (PCs) and Peripherals:

The System Technician, under the direction of the Automation Manager, manages the selection, purchase and installation of PCs and peripherals for all Kitchigami branches and headquarters. The System Technician maintains all headquarters PC technology, and provides support to BRATs on branch PC technology maintenance. The System Technician makes biannual visits to every branch, in addition to or in combination with visits to install new or replacement equipment. We will continue to manage computers by user/group permissions and restrictions.

Maintenance of Technology

One staff person in every branch is identified as the Branch Technologist ("BRAT"). BRATS are responsible for maintaining the PCs and peripherals in the branch, with telephone support and onsite visits from the System Technician as necessary.

BRATs attend an annual day-long hands-on training session at headquarters and will have access to expanded maintenance documentation or tutorials on KChat. This helps ensure BRATs have sufficient knowledge and comfort levels to handle routine maintenance of technology, as well as efficiently communicate about technology problems to the System Technician.

Staff time for BRATs for PC maintenance is scheduled as possible at every branch, although “not enough time” is a frequent cause for failure to follow recommended maintenance schedules.

Kitchigami has a set of spare equipment (PC tower and monitor, receipt printer, barcode scanner, and laser jet printer) for branches to use while their equipment is being repaired or replaced, which helps to reduce downtime of any public or staff workstation.

The System Technician will build a network infrastructure to enable LDAP as well as SNMP for a centralized user and device management implementation. A trouble ticketing server will be installed to provide manageable IT workflow between BRATs and the System Technician.

Telecommunication lines are provided by Kitchigami for its member branches, with most costs covered by either E-rate or RLTA grants. All other costs, including equipment rental are paid by the cities and counties to Kitchigami who pays the vendors.

Kitchigami contracts with NWLinks in Moorhead MN, which assists schools and public library systems in providing a telecommunication infrastructure, applies for E-rate on telecommunication lines on behalf of its members, and collaborates with other telecommunications cooperatives, higher education and other public entities to secure quality services at affordable costs. NWLinks will continue to contract with 702 Communications for dedicated lines and network equipment and with local telephone companies for DSL or cable connections on behalf of Kitchigami libraries, with a contract for FY2008-2010 recently signed.

The System Technician manages the telecomm equipment and lines for all of Kitchigami, working with either 702 Communications or local telephone companies on installations and troubleshooting. Telecommunication equipment at the branches and at headquarters is maintained by the owner of each piece of equipment, which could be 702 Communications or the local telephone company or Kitchigami. The System Technician maintains an inventory of this equipment.

Each Kitchigami branch has written telecomm troubleshooting guidelines which are accessible to all employees in case of equipment or line problems. If the BRAT is available, she would handle troubleshooting, but all staff know the initial steps.

Central Site Technology

Central site technology is housed at the headquarters building in Pine River. The System Technician manages, maintains, upgrades and recommends replacement or upgrade of all central site equipment, under the direction of the Automation Manager. This includes the ILS server, the web-Email server, the Telephone Notification System server, the Internet filter, firewall, notice printer, and telecomm Cisco router, terminal server and hubs.

Technology Inventory

A centralized inventory of all networked technology (computers, printers and laser scanners and telecomm routers and hubs) is maintained by the System Technician and Automation Manager, with details on hardware and software as well as cost and automation repair and replacement reserve figures. This inventory is shared with the branch managers and BRATs to aid them in identifying equipment to be replaced, and is used to identify annual costs for Automation Replacement and Reserve which is built into the annual city and headquarters budgets. (See Appendix C)

TECHNOLOGY INFRASTRUCTURE, MANAGEMENT AND SUPPORT TEMPLATE FOR PUBLIC LIBRARIES

QUESTION	RESPONSE
<p>What is your telecommunications/Internet connectivity capacity in your regional public library system or public library for Internet access and video connectivity? As of 7-1-2007</p>	<p>Bemidji – 1536k Ethernet Blackduck – 512k DSL Brainerd – 1536k dedicated Cass Lake – 512k DSL Longville – 512k DSL Park Rapids – 768k dedicated Pine River – 1.5m DSL Wadena – 768k dedicated Walker – 512k DSL Mobile Library – aircard connection on laptop Headquarters – 3M dedicated</p>
<p>Do you have plans to expand this capacity within the next three to four years?</p>	<p>No firm plans to expand capacity beyond the 7-1-2007 expansion.</p>
<p>If you plan to expand telecommunications capacity, what will be your anticipated capacity by the end of this planning period (July 1, 2011)?</p>	<p>If available and without large increase in costs to Kitchigami, we would move DSL lines to dedicated or Ethernet lines, and would increase Park Rapids and Wadena to 1536k capacity.</p>
<p>What is your capacity to provide Internet-accessible computers to public library customers? What will this capacity be at the end of the planning cycle?</p>	<p>Bemidji – 6 now, 12 end of cycle Blackduck – 4 now, 5 end of cycle Brainerd – 11 now, 17 end of cycle Cass Lake – 2 now, 4 end of cycle Longville – 3 now, 3 end of cycle Park Rapids – 8 now, 10 end of cycle Pine River – 3 now, 3 end of cycle Wadena – 7 now, 7 end of cycle Walker – 3 now, 5 end of cycle Mobile Library – 0 now, 1 end of cycle Headquarters – 0 TOTAL 46 now, 64 end of cycle</p>
<p>What is your capacity to provide Internet-accessible computers for staff? What will this capacity be at the end of the planning cycle?</p>	<p>Bemidji – 8 now, 8 end of cycle Blackduck – 2 now, 2 end of cycle Brainerd – 7 now, 7 end of cycle Cass Lake – 1 now, 1 end of cycle Longville – 2 now, 2 end of cycle Park Rapids – 6 now, 6 end of cycle Pine River – 2 now, 2 end of cycle Wadena – 2 now, 2 end of cycle Walker – 2 now, 2 end of cycle Mobile Library – 1 now, 1 end of cycle Headquarters – 12 now, 12 end of cycle TOTAL 45 now, 45 end of cycle</p>

QUESTION	RESPONSE
What is the average age of computer equipment used for information resource access in your regional public library system or public library?	Average purchase date is mid-2004, so average age is 3 years
What is schedule/timeline for your computer equipment replacement cycle?	Every four years (purchase in 2007, pay into reserve in 2008-2009-2010, replace late in 2010, pay into reserve in 2011,2012,2013 etc)
What is your computer platform? PC-based, Macintosh-based or both?	PC-based
How many technology support staff do you have to manage your technology infrastructure and network?	20% department manager time (40 hrs wk) plus 30 hours week system technician and 1 BRAT (“branch tech”) at each branch who is the local tech support staff in addition to regular library assistant duties.
Is the technology support staff sufficient to the task of effectively managing your technology infrastructure and network? If not, what staff capacity do you think you need?	We added 7 hours per week to system technician in 2007, and are improving our remote access for him to work on technology in the branches which should relieve time pressure on BRATs.
Is assistive technology for customers with special needs provided and supported in your public library?	Some Kitchigami branch libraries have magnifiers which were provided by the Lions. Branch managers report that these are used infrequently. All branches have handheld magnifiers which patrons can use. All branch staff have been trained on increasing the font size on public computers. All branches have information on the <i>Minnesota Library for the Blind</i> to share with patrons. The krls.org website has been checked and is ADA compliant.
Are technology support staff provided with the necessary training they need, including training associated with assistive technology?	Yes. All staff were trained on using larger fonts on public computers.
How and when are technology support staff provided with training?	All BRATs attend a day-long, hands-on training session at Kitchigami headquarters once or twice a year. A survey of training needs is completed by BRATs before the session, which is designed to meet stated needs. Each attendee completes an evaluation form after training, which helps identify areas where further training is needed. Evaluation forms and verbal comments confirm that troubleshooting skills are enhanced, comfort level with technology problems increased and general downtime reduced by training sessions. Training on new technology is presented at the branch when installed by the system

QUESTION	RESPONSE
	<p>technician. For example, two self-checkout workstations were installed in Brainerd in 2007. All staff were trained on routine use and BRATs on regular maintenance.</p> <p>The System Technician and Automation Manager attend the Minnesota ILS Users Group conference annually, and alternate attending the annual national ILS Users Group conference.</p>
<p>What particular challenges does your regional public library system or public library face in providing sufficient access and technology resources to your customers and staff?</p>	<p>The long distances from headquarters to branches limits the number of visits the system technician makes to each branch. Improving remote access to workstations will help some, but computers are frequently sent in the library delivery van for work by the system technician. We have two spare computers to send out while work is being done. We schedule a minimum of two visits by the system technician each year per branch, as other peripheral equipment problems often require an in-person visit.</p>

Criteria V: Role of School Library Media Center

Not applicable for Kitchigami

Criteria VI: Staff Development and Training

Train the Trainer

Kitchigami utilizes the “train the trainer” concept in order to provide individualized learning experiences for all staff. A temporary training lab is created at the headquarters meeting room, with 10 laptops and additional PCs as necessary, an LCD projector and white markerboards or paper easels.

In some cases, a region-wide training team is trained which then goes to every branch to train all other staff. This format was used to train all staff on the new ILS installed in 2004, as it provided uniformity of experience in all branches on that complex subject. The training team received three days of training by the ILS vendor, then the team created documents specific for Kitchigami applications and an ILS user manual in a three ring binder. The training team, with the help of the Automation Manager who provided laptops and projector and technical assistance, traveled to every branch and trained every regular and substitute branch staff member in small group day-long, hands-on training sessions. This process worked well for the new ILS and would be used again for a project of similar scope and complexity.

For most new technology, the branch managers receive training at headquarters from system support staff and then train their own branch staff using a schedule and format that fits their needs. Training documents are provided by the system support staff for branch managers to use in the training process, along with end user documents, such as quick tips or searching guidelines. These documents are also posted on KCHAT, to provide easy access by all staff to updated information. This process was used for introducing new databases available for staff and public use in spring 2007. Increasing uniformity of training in all branches will be a goal of the Technology Advisory Committee.

BRATs

Every branch has a branch technologist (BRAT) who is responsible for routine maintenance of all desktop and peripheral technology at that branch, and who is the main liaison with the System Technician for troubleshooting. In the smaller branches the branch manager is the BRAT, in larger branches the BRAT is a library assistant with an interest and aptitude for technology. Kitchigami created a BRATs Technology Manual and Technology Kit a few years ago, which is supplemented with documentation on the BRATs section of KCHAT, the staff intranet.

All BRATs attend day-long, hands-on training sessions on PC maintenance at Kitchigami headquarters at least once a year. A competency test and survey of BRATs training needs is completed before each training day, to ensure that appropriate topics are covered. A training lab is set up at headquarters, with a laptop or PC provided for each trainee. Written evaluations after each training session and verbal comments by BRATs confirm that troubleshooting skills are greatly enhanced, comfort level with technology problems increased, and general downtime reduced. Occasionally, BRATs and branch managers are all trained on new technology, when new hardware as well as new software is introduced.

Use of new training technology (webinars, online tutorials, etc.) in order to reduce travel and meeting time by BRATS and System Technician and allow more frequent training is included in the needs and goals and action plan section.

Employee Development Day

All staff attend the annual Employee Development Day held at headquarters every Columbus Day, with four or five sessions on various topics of region-wide interest. Usually half of the sessions are technology oriented. The Automation Manager always presents a 60-90 minute session covering the ILS, Windows tricks, and Email issues. Prior to the session, questions or problems are solicited from all staff, to ensure relevancy and coverage of problems. WebJunction was covered in the 2006 session, with all staff encouraged to utilize the excellent classes and information available there. Any staff member can use staff time to take a WebJunction class, with prior approval of the branch manager. In the past other technology sessions at Employee Development Day covered MORE (Minnesota Opportunities for Reference Excellence), Novelist (a database Kitchigami subscribes to), the ELM databases, and MnLINK. As new databases or technology is installed for Kitchigami staff and patrons, this training day for all Kitchigami staff will be used for review and special questions that have come up since the initial training.

Outside Training Opportunities

Administration staff are encouraged to attend relevant classes offered by outside vendors to meet professional development goals. In 2006, three system support staff attended classes offered through the Science Museum of Minnesota on various Microsoft software packages. The System Technician attended classes on Low-voltage Installations and the Minnesota ILS users group meetings. The Automation Manager or System Technician attends the annual national ILS users group conference.

All branch and department managers are encouraged to attend training sessions available in our area that are offered in collaboration with other regional library systems or MNITEX. For example, thirteen Kitchigami staff members attended the "Toward Library 2.0 - Training and Technology" presented by Michael Stephens in Detroit Lakes in 2006. The Automation Manager attended a similar presentation at Lake Agassiz Regional Library in Moorhead.

Training Challenges

The main challenge to professional development activities for our staff is providing travel time as well as class time. Classes offered in our geographical area, which don't require an overnight stay, are preferred. Webinars and other training sessions delivered online are very welcome and will be utilized more frequently as they become available.

Criteria VII: Budget for Technology

Kitchigami has recognized the need to budget adequately for the costs of technology since installing our first ILS in 1991. The mechanisms to support technology funding are addressed in the KRLS Master Agreement and in the Automation Repair and Replacement Reserve Policy (see Appendix B for ARR Policy). All technology costs must be identified and included in the budget process in the spring of the year preceding the installation year.

The budget needs for automation technology fit into five categories:

1. Central system hardware/software (including PC level software required on a system-wide basis) (Capital)

KRLS has an automation capital reserve sufficient to fund a system upgrade in 2009-2010. The 2007 budget includes separate funds to cover purchase of a new ILS server, required for a software upgrade expected at the end of the year.

2. Headquarters hardware (Capital)

This is funded through annual transfers from the regional operating budget into a partitioned Automation Repair and Replacement Reserve under the requirements of the Automation Repair and Replacement Policy.

3. Branch library hardware (Capital)

This is fully funded through annual city contributions to a partitioned Automation Repair and Replacement Reserve under the requirements of the Automation Repair and Replacement Policy. This policy provides that each city with a branch library must pay 1/3 of the original capital purchase price of each piece of equipment that is an intrinsic part of the ILS in that branch, in each year following the year of purchase.

4. Operating costs

KRLS budgets annually for the operating costs of the system. These funds include: part-time wages and benefits, supplies, ILS maintenance contract, telephone lines, etc. E-rate for all data lines is applied for on our behalf by NWLinks; Kitchigami applies for E-rate on all telephone lines.

5. Special implementation costs

Special projects may be funded by city or county contributions or grant money. For example, print management software with coin-op hardware will be built into the 2008 city budget for large branches. The city and county must approve the 2008 budget in 2007.

BUDGET TEMPLATE FOR PUBLIC LIBRARIES

CATEGORY	ITEM(S) DESCRIPTION	FY2008 BUDGET	FY2009 BUDGET	FY2010 BUDGET	FY2011 BUDGET
Salaries and Wages for Technology Staff	20% time department manager (8 hours week) plus 30 hours week system technician	\$36,600	\$41,000	\$44,000	\$46,200
Fringe Benefits for Technology Staff		\$9,150	\$10,250	\$11,000	\$11,600
Purchased Technology Services					
Consultant Services	To identify and recommend new ILS options			\$20,000	
Communications (telephone, Internet access)	Pre-RLTA and E-rate data line costs	\$86,000	\$90,300	\$95,800	\$102,000
Computer and System Services					
Technology Staff Development	System Technician and Automation Manager users conferences and other outside training	\$2,500	\$2,500	\$2,500	\$2,500
Technology Workshops and Conferences	BRATs and branch staff training	\$1,500	\$1,750	\$1,750	\$2,000
Technology Leases and Rentals	Subscriptions and annual fees	\$50	\$940	\$600	\$600
Purchased Technology Services (i.e. maintenance)	Innovative Interfaces, Inc, (ILS) maintenance	\$31,000	\$34,500	\$36,000	\$39,000
Supplies and Materials (computer software, etc. both instructional and non-instructional)	Misc. software all years and new ILS to be purchased in FY 2010	\$13,378	\$8,500	\$226,227	\$8,000
Capital Expenditures (technology equipment)	Additional public PCs all years and new ILS to be purchased in FY 2010	\$60,252	\$66,333	\$170,425	\$64,227
Other Expenditures (list)					

Criteria VIII: Implementation Plan

See Criteria 2: Needs and goals/ action plan

Criteria IX: Evaluation Plan

2004-2007 Tech Plan Objectives Review

The KRL Technology Plan Committee spent the first 2007 committee meeting evaluating the 2004-2007 goals and objectives, going over each need, goal and action plan. For most goals, evaluation was a matter of certifying that the technological changes either did or did not occur.

Need 1. Customers need an Internet policy that is compliant...

Evaluation: Internet Policy was revised and adopted, with procedure to turn filters off for all public and staff workstations installed and staff trained. But evaluation of filter vendors was not completed so filter vendor has not changed. New filter is added to the 2008-2011 plan.

Need 2. Customers need user-friendly access to KRLS's resources.

Evaluation: The new ILS was installed, with full staff training and user manual provided.

Need 3. Fast, effective internal and external communications amongst all KRL entities and its public.

Evaluation: The new KRLS web page was implemented with Intranet for staff use, but without security levels that would allow time-sheet transmittal.

Evaluation: The email server was installed at KRLS headquarters, with training on creating email group addresses. The on-line staff bulletin board was created, but not fully utilized by staff for communication.

Need 4. Customers need mobile library telecommunications upgraded to support catalog access.

Evaluation: The mobile library uses a laptop aircard to connect to headquarters servers for full access to the ILS and email services but no public access laptop has been installed.

Need 5. Customers need up-to-date assistive hardware and software for access to the library's resources.

Evaluation: Assistive technology remained a low-level priority and, other than magnifiers, has not been installed.

Need 6. Customers need prompt well-balanced service at the largest branch library.

Evaluation: Self-check was installed in the largest branch, Brainerd, but usage statistics are not yet evaluated.

2008-2011 Technology Plan Evaluation

The new Technology Advisory Committee will meet during first quarter of each year to evaluate the current technology plan. Each need and goal will be examined to see if the goals have been met and if not what corrections need to be made in order to achieve the goal in the plan's timeline.

Evaluation data will be collected by written reports from the branch managers or BRATs, informal surveys of staff, or by the physical evidence of the objective having been met or in use. In some cases, an informal survey of public users will be done. Purchase of online survey software is a goal of this Tech Plan, so that technology will be used in the evaluation process. Website suggestions and public comments will be compiled and consulted in the evaluation as well.

Results of the annual evaluation will be presented to DASH for further discussion and guidance.