



St. Charles City-County
Library District

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TECHNOLOGY PLAN

July 1, 2008 – June 30, 2011

**Final Plan
January 9, 2008**

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St. Charles City-County Library District

TECHNOLOGY PLAN
July 1, 2008 – June 30, 2011

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St. Charles City-County Library District

BACKGROUND STATEMENT

The St. Charles City-County Library District is a special service district in Missouri having a dedicated property tax. The District's nine member board consists of five members appointed by the County Executive and four appointed by the Mayor of the City of St. Charles.

The District contains three regional branches. Two have, or are in the process of expanding, from approximately 20,000 to 30,000 square feet. The third regional, slightly more than 22,000 square feet in size (together with a separate Non-Profit Development Center of 12,000 square feet) is expected to be replaced in FY11.

Branch	Size ft ²	Type
Linnemann Branch *	27,978	Regional branch
Middendorf-Kredell Branch	29,805	Regional branch
Spencer Road Branch	22,440	Regional branch
Corporate Parkway Branch	11,740	General Purpose branch
Deer Run Branch	11,880	General Purpose branch
McClay Branch	14,400	General Purpose branch
Kisker Road Branch	16,000	General Purpose branch
Library Express @ WingHaven	3,515	Express branch
Library Express @ Discovery Village	3,000	Express branch
North County Branch	1,128	Mini branch
South County Branch	1,200	Mini branch
Boone's Trail Branch	2,334	Mini branch

**The Linnemann Branch Expansion Project is in progress at the time of the development of this Technology Plan. The Expansion Project will expand the branch from 18,847 square feet to 27,978 square feet and is expected to open in the fall, 2008.*

St. Charles City-County Library District

MISSION STATEMENT

It shall be the Mission of the St. Charles City-County Library District to serve as the information utility that provides excellent and economical public library services to the residents and taxpayers of St. Charles County. Within this Mission, the District will emphasize:

- Community Referral
- Consumer Information
- Lifelong Learning
- Information Literacy
- Business and Public Management Services
- Consumer Health and Government Information
- Local History and generalized Genealogical support
- Not-For-Profit Services
- Current Topics and Titles
- General Information
- Children's Services

The District shall further strengthen its operating structure toward an overriding quality of service through implementing programs addressing:

- Facilities Planning
- Training and Staffing
- Community Partnerships and Linkages
- Funding and Finance
- Collection Management
- Telecommunications and Technology

*Section B - Goals, Expansion and Physical Plant
Policy Number B048 - Mission Statement
Revised 3/12/2007*

St. Charles City-County Library District

DEMOGRAPHICS

Fiscal Year	Population	Active Cardholders	% of Population – Active Cardholders
FY2007	340,000	154,775	45.5%
FY2006	334,000	153,305	45.9%
FY2005	323,000	150,117	46.5%

Source of Data:

Population: Salary Survey of the West North Central States (January 1 estimates)

Cardholders: Three year rolling average of active cardholders

About the County:

St. Charles County is a rapidly growing suburban St. Louis County. In recent years, the fast growing part of the County has “filled up”, leading to more growth outside of the “Golden Triangle”. In response to these changing demographics, the Library District has purchased land in western St. Charles County and has an option on another property. Both facilities, if developed, are expected to house general purpose branches of approximately 15,000-20,000 square feet.

Demographic Background: 2000 Census

Significant changes have occurred in the past seven years since the 2000 Census. As of 2000, there were 283,883 people, 101,663 households, and 77,060 families residing in the county. The [population density](#) was 196/km² (507/sq mi). There were 105,514 housing units at an average density of 73 persons/km² (188 persons/sq mi). The racial makeup of the county was 94.67% [White](#), 2.69% [African American](#), 0.23% [Native American](#), 0.85% [Asian](#), 0.03% [Pacific Islander](#), 0.46% from other races, and 1.07% from two or more races. [Hispanic](#) or [Latino](#) of any race were 1.47% of the population.

There were 101,663 households out of which 40.50% had children under the age of 18 living with them, 63.20% were [married couples](#) living together, 9.20% have a woman whose husband does not live with her, and 24.20% were non-families. 19.40% of all households were made up of individuals and 5.90% had someone living alone who was 65 years of age or older. The average household size was 2.76 and the average family size was 3.18.

In the county the population was spread out with 29.00% under the age of 18, 8.20% from 18 to 24, 32.60% from 25 to 44, 21.60% from 45 to 64, and 8.80% who were 65 years of age or older. The median age was 34 years. For every 100 females there were 97.10 males. For every 100 females age 18 and over, there were 94.10 males.

The median income for a household in the county was \$57,258, and the median income for a family was \$64,415. Males had a median income of \$44,528 versus \$29,405 for females. The [per capita income](#) for the county was \$23,592. 4.00% of the population and 2.80% of families were below the poverty line. Out of the total people living in poverty, 4.90% are under the age of 18 and 5.10% are 65 or older.

St. Charles City-County Library District
TECHNOLOGY VISION and GOALS

Technology Vision

The St. Charles City-County Library District strives to be a primary resource for St. Charles County Missouri. It will use telecommunications and computing to build a seamless connection between its physical facilities. It will seek partnerships that will allow delivering of virtual library services to points throughout the County. It will develop professional expertise of staff in its areas of subject concentration through an enhanced staff training program. It will continue to emphasize technological literacy in generalized and specialized training for St. Charles County residents in fully using the Internet and other new technologies.

Technology Goals

Goal 1	Existing	Maintain and improve existing technology
Goal 2	Emerging	Investigate, evaluate, and pilot emerging technologies
Goal 3	Promoting	Promote staff and customer awareness and use of existing and new technologies

St. Charles City-County Library District

TECHNOLOGY ASSESSMENT
and
GOALS-STRATEGIES

WIDE AREA NETWORK

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		

The Library District has multiple branches throughout St. Charles County, Missouri. The District's current wide area network consists of an Administration Building (host site) with twelve branch locations.

One of the twelve branch locations - Spencer Road Branch - is connected via private fiber to the Administration Building. Two of the branches – K. Linnemann Branch and the Middendorf-Kredell Branch – have two T1 Point-To-Point connections from the branch to the Administration Building. The remaining nine branches have a single T1 Point-To-Point connection from the branch to the Administration Building.

The District's Internet connection is located at the Administration Building (host site) and is a connection contracted and funded through MOREnet. This connection is funded through the District's participation in the MOREnet REAL (Remote Electronic Access for Libraries) Project and therefore, is not part of the District's budget.

The current network circuits were last bid in December, 2004 for the period July 2005 through June 2008. The following page outlines the current network connections as well as the number of PCs at each location; the number of PCs includes PCs to be added by the end of fiscal year 2008 (06/30/08).

In December, 2007, the District solicited proposals from qualified vendors to develop, implement, and operate an end-to-end high-speed wide-area-network (WAN) connecting the 12 total locations, including its central Administration building and multiple branch locations. At the time of the development of this Technology Plan, the District had not yet awarded the bid to the successful vendor. The award is scheduled for late January, 2008.

The Library District plans are to enter into a lease with the selected service provider for the implementation of the proposed WAN. Specifically, the RFP required high-speed network connections built in a star configuration between the Administration building and all branch locations at the bandwidth levels listed in the RFP. The RFP included service, support, and maintenance of the network by the service provider. The RFP stated that the selected service provider would design, install, maintain, and own the resulting WAN. The Library District would lease the service from the service provider the use of the network.

CURRENT WAN (01/2008)						
Location	Current Circuit	Access Description	Number of Staff PCs	Number of Public PCs	Number of OPACs	TOTAL PCs
<i>Regional branch</i> K. Linnemann Branch St. Charles, MO 63301	2 - T1 circuits	Point-to-Point Circuits	25 (IA=21)	35 (IA=33; WP=2)	17	77
<i>Regional branch</i> Middendorf-Kredell Branch O'Fallon, MO 63366	2 - T1 circuits	Point-to-Point Circuits	25 (IA=20)	30 (IA=28; WP=2)	19	74
<i>Regional branch</i> Spencer Road Branch St. Peters, MO 63376	(direct connect to Admin. Offices via private fiber)	n/a	26 (IA=21)	31 (IA=30; WP=1)	15	72
<i>General Purpose branch</i> Corporate Pky.Branch Wentzville, MO 63385	T1 circuit	Point-To-Point Circuit	15 (IA=12)	14 (IA=13; WP=1)	8	37
<i>General Purpose branch</i> McClay Branch St. Charles, MO 63303	T1 circuit	Point-To-Point Circuit	14 (IA=11)	18 (IA=17; WP=1)	10	42
<i>General Purpose branch</i> Kisker Road Branch St. Charles, MO 63304	T1 circuit	Point-To-Point Circuit	11 (IA=8)	14 (IA=13; WP=1)	8	33
<i>General Purpose branch</i> Deer Run Branch O'Fallon, MO 63366	T1 circuit	Point-To-Point Circuit	15 (IA=12)	15 (IA=14; WP=1)	6	36
<i>Mini-branch</i> Boone's Trail Branch New Melle, MO 63365	T1 circuit	Point-To-Point Circuit	2 (IA=2)	3 (IA=3)	1	6
<i>Mini-branch</i> North County Branch Portage des Sioux, MO 63373	T1 circuit	Point-To-Point Circuit	1 (IA=1)	1 (IA=1)	n/a	2
<i>Mini-branch</i> South County Branch Augusta, MO 63332	T1 circuit	Point-To-Point Circuit	2 (IA=2)	2 (IA=2)	n/a	4
<i>Express branch</i> Library Express @ Winghamen O'Fallon, MO 63366	T1 circuit	Point-To-Point Circuit	4 (IA=4)	6 (IA=6)	2	12
<i>Express branch</i> Library Express @ Discovery Village Wentzville, MO 63385	T1 circuit	Point-To-Point Circuit	3 (IA=3)	6 (IA=6)	2	11
Administrative Offices St. Peters, MO 63376 <i>District's Internet connection funded through MOREnet</i>	20Mb		60 (IA=60)	n/a	n/a	60
TOTAL			203 (IA=177)	175 (IA=166; WP=9)	88	466

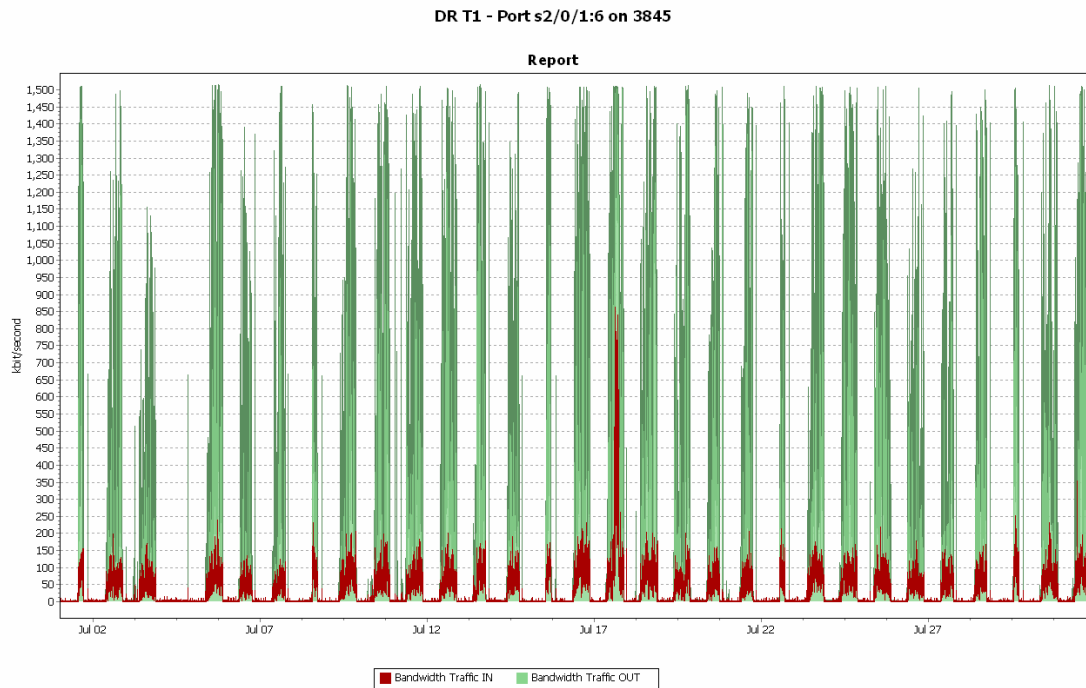
IA=Internet Access

WP=Public Word Processing PCs

K. Linnemann Branch: PC counts reflect counts when expanded branch reopens in Fall, 2008.

The current T1 point-to-point branch connections are currently the limiting factors for both patrons and staff. The current bandwidth-to-machine count ratio provides undue/unacceptable delay. The continual demand for additional PCs each year from both staff and patrons, the sharp increase in Internet streaming media over recent years (e.g. YouTube, Google Earth, news sites), the decision to offer reference materials in electronic format over print material when possible, the plans for offering more downloadable materials, and the fact that the District serves as an Application Service Provider for three libraries in the State, is evidenced by the increasing slowness of the network.

As an example, below is a graph representing network traffic for the Deer Run Branch. This graph reflects the current volume of traffic over the branch's current T1 and demonstrates the saturation of the circuit:



PRTO Traffic Grapher V5.1.1474 - 9/20/2007 10:54:43 AM

STRATEGY: The current contract for the WAN connections will expire June 30, 2008. The District solicited bids for its WAN connections in December, 2007 for services beginning July 1, 2008. The bid specifications called for a major increase in bandwidth for all regional, general purpose, and express branches to support the current and future needs of the network. Award of bid scheduled for late January, 2008. *[Responsible parties: IT Coordinator and IT Network Administrator]*

The District actively monitors all branch connections as well as the Internet connection available through MOREnet. MOREnet has been very responsive to the District's requests to upgrade the Internet connection when the need has been demonstrated through network usage statistics. This Internet connection was 4.5Mb in 2002; it was increased to 10Mb in December 2006, and again increased to 20Mb in September 2007.

STRATEGY: The District will continue to monitor the MOREnet Internet connection through utilization statistics and work closely with MOREnet on both current needs and anticipated needs for this connection. The District will notify MOREnet of the results of the WAN connection bid results in January, 2008 in order to plan accordingly for any needed upgrade in the MOREnet Internet connection. *[Responsible parties: IT Coordinator and IT Network Administrator]*

NETWORK HARDWARE & SOFTWARE

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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Network Hardware:

The District primarily uses Cisco routers and switches to connect the WAN links and to head each LAN at each branch. The District uses layer 3 switches and VLANS to manage appropriate network traffic flow. The Network Administrator manages all network equipment and related software.

STRATEGY: The District continually evaluates the network equipment needs and budgets for any new or replacement hardware as necessary. This includes, but not limited to, the eventual transition to gigabit Ethernet as applications dictate. The Technology Budget is developed each year in March-April; new hardware, replacement hardware or upgrades to existing hardware, are addressed and budgeted at that time. *[Responsible parties: IT Coordinator and IT Network Administrator]*

Filtering Software:

The Library District currently uses *SmartFilter Bess Edition* as its filtering software to meet CIPA requirements. The District purchases this software through MOREnet's *Customer-hosted Internet Filtering Services*.

STRATEGY: The District will continue to filter all PCs as required under CIPA regulations. *[Responsible parties: IT Coordinator and IT Network Administrator]*

Network Security

The Library District currently uses *Symantec Anti-Virus* as its anti-virus software for all District servers and PCs. Also, the District uses a number of desktop management practices to further protect the computing infrastructure. A CISCO PIX Firewall is used at the network edge.

The Library District's network consists of a Windows Server 2003 Active Directory network. It uses Windows Active Directory for authentication and management via Group Policy.

STRATEGY: The District will continue to maintain and upgrade all necessary software and hardware to provide security protection and systems management. *[Responsible party: IT Network Administrator]*

System Backups/Data Storage

The District currently uses a number of custom methods to support system backups of servers and local PCs.

STRATEGY: Annually, the District will evaluate if the current methods will remain adequate or if a commercial solution should be implemented and, if so, budget accordingly. *[Responsible party: IT Network Administrator]*

ILS (INTEGRATED LIBRARY SYSTEM)

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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The Library District's IT Department developed a fully integrated library automation system, *LISTEN 2000*. The initial release of *LISTEN 2000* was in 1999. There have been numerous upgrades to the system since its initial development; its current design uses Microsoft *SQL Server 2000* as the database management system and *Windows Server 2003* as the operating system. The developers use both *Visual Studio 6.0* and *Visual Studio .net* (OPACS and Statistics) as the development tools. Plans include upgrading the database management system to *SQL Server 2005* and the primary development tool to *Visual Studio .net 2005* in FY08-FY09.

LISTEN 2000 includes the following:

- *Circulation* client
- *Cataloging* client
- *Patron Database* client
- *Collections* client
- *Periodicals & Standing Orders* client
- *Acquisitions* client
- *Statistics & Reports (web-based)*
- *OPACs/Online Catalog*
- Miscellaneous utilities

The *LISTEN 2000* ILS has been licensed to three other libraries in the State of Missouri - Trails Regional Library, Scenic Regional Library, and Livingston County Library. The Library District serves as an Application Service Provider for these three libraries with all servers housed at the District's Administrative Offices. **All ILS traffic from these three library systems is serviced through the District's current Internet connection funded through MOREnet.**

The Library District contracts with a collection agency, Unique Management Services, for retrieving long overdue material and collecting outstanding fines and fees. The District entered into the contract with Unique in August 2000. Through FY07 (ending 06/30/07), the District has submitted 21,932 patron accounts to collections reflecting a total value of material and fines/fees owed of \$1,834,454.88. Unique has successfully retrieved a total of \$1,217,983.70. The submission of accounts and update files is done electronically through the *LISTEN 2000 Collections* client by the District's IT Department. The District plans to continue using Unique Management Services as its collection agency.

The OPACs/Web Catalog currently supports online renewal through the "*Your Account*" option. It also supports the ability for patrons to place online reserves. The use of both options have continued to increase since their initial release. In December, 2003, the option was added that allows patrons to be notified via email when reserves are available for pickup; the use of this option has also shown a steady increase each year and is currently used as notification for approximately 55% of all filled reserves.

In March, 2005, the Library District added enriched content to the OPACs/Web catalog with the addition of *Content Café* through Baker & Taylor. This service provides full-color jacket images, full-text reviews, professionally-written summaries, and tables of contents.

STRATEGY: The Library District plans to upgrade to *Content Café 2* in FY08 or FY09. *Content Café 2* will expand the enhanced content to also include complete book details, publisher summaries, flap copy, and book excerpts. [Responsible parties: IT Coordinator and IT Developers]

One of the primary new features currently under development is 'auto-calling' of reserves with a scheduled release date prior to end of fiscal year 2008 (06/30/08). Currently, patrons elect to be notified by email for approximately 55% of reserves, leaving 45% of reserves to be notified by phone. The addition of an 'automated calling for reserve notification' function to the ILS will save a tremendous amount of staff time.

The volume of reserves has continued to increase each year. The number of reserves filled over the past three fiscal years is outlined below:

Fiscal Year	Total Reserves Filled	Reserves Notified by Email	Reserves Notified by Phone
FY07	573,349	317,068 (55.30%)	256,281 (44.70%)
FY06	503,900	254,409 (50.49%)	249,491 (49.51%)
FY05	421,866	168,221 (39.88%)	253,645 (60.12%)

STRATEGY: The District's developers will implement the initial release of 'auto-calling of reserves' in FY08 with possible enhancements in FY09. [Responsible parties: IT Coordinator and IT Developers]

STRATEGY: The *LISTEN 2000* ILS development is an ongoing process and has had multiple enhancements and features added over the past eight years. Development priorities are set at the time of the Technology Budget planning meetings, typically in April of each year. All management staff is present at the planning meetings. Some of the future development projects include, but not limited to, are: adding a "Reader's History" option under the OPAC "Your Account" option; ability to accept debit/credit cards to accept payments online; expanding the option to patrons to set their on "reserve blackout dates" through the "Your Account" option; implementing name/subject authority; analyzing the pros and cons of a 'floating collection'; analyzing the pros and cons of a "non-reservable" collection. Actual projects will be defined at the annual Technology Budget planning meetings. [Primary responsible parties: IT Coordinator and IT Developers, with input from all management staff.]

OFFICE APPLICATIONS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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Google Apps for Education & Microsoft Office

In October, 2007, the Library District chose to implement *Google Apps for Education* which includes *Gmail*, *Google Calendar*, and *Docs & Spreadsheets*. The Library District chose *Google Apps for Education* for many reasons: no software to install on staff PCs, no email backups necessary, no hardware or email software to purchase, install, and maintain; no email client to support on staff PCs. The email portion of *Google Apps* has 6 GB of storage per account, mail search tools and integrated chat. The *Docs & Spreadsheets* portion of *Google Apps* will provide staff with experience with the 'software-as-a-service' model and collaboration tools. The *Calendar* portion supports shared calendars and will be used to coordinate internal meetings. *Google Apps* is entirely web-based.

The Library District has Microsoft Office installed on all staff PCs. Although the use *Google Docs & Spreadsheets* will eventually be the primary word processor and spreadsheet used by District employees for most applications, the District recognizes that the need for Microsoft Office will continue.

STRATEGY: The Library District's IT department will expand the utilization of components of *Google Apps* by all staff by offering staff training throughout FY08 and continuing through FY09+. Trained staff will, in turn, promote the use of Google Docs to the public. [Primary responsible parties: IT Coordinator and IT Network Administrator initially; ongoing: all trained branch public service staff]

INTERNAL COMMUNICATIONS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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Internal Discussion Lists

The District relies heavily on several internal discussion lists for communicating policy changes, procedures, events, training opportunities, announcements of new electronic resources, HR benefit changes, and so forth.

The current staff discussion lists include:

<i>stafftalk</i>	this is the District's primary discussion list for <u>all</u> staff
<i>reftalk</i>	primarily a list specific to Reference Librarians and Paraprofessionals issues
<i>yateam</i>	primarily for staff in Young Adult Services
<i>rateam</i>	staff on Readers' Advisory team
<i>cattalk</i>	cataloging staff and catalog technicians

STRATEGY: In the 3rd quarter of FY08, the Library District will require subscription to the primary discussion list, *stafftalk*, for all District staff. The IT Department will maintain the accuracy of the list by automatically adding new employees and deleting employees when employment ends. [Responsible parties: IT Coordinator and Human Resources Coordinator]

Staff Newsletter

The District's marketing department produces a weekly staff newsletter, *The Grapevine*, which is produced both in print and electronic format.

STRATEGY: The staff newsletter will continue to be produced on a weekly basis. The continuation of the printed version will be reviewed in FY08/FY09. *[Responsible parties: IT Coordinator and CRM Coordinator]*

LIBRARY WEBSITE	Goal #1	Goal #2	Goal #3
	Existing	Emerging	Promoting
	•	•	•

Web Presence

The Library District maintains a web presence at <http://www.youranswerplace.org>. The District's website includes general information about the library and its services as well as highlights special areas such as Local History, Consumer Health, Business Services, NonProfit Services, Teen Services, Children's Services, and Readers' Advisory. Through the website, patrons can access the library's online catalog, renew items, reserve items, and view the status of their accounts. Patrons may also access electronic databases and subscriptions through the District's website as well as sign up for online book clubs and online book newsletters.

It is important to bring to customers' attention when the library adds new services and materials. The District makes every effort to maintain an attractive, easy-to-use website which promotes all library services. As the District continues to expand in all areas, this proves to be a challenging goal.

STRATEGY: The District's website is scheduled for a new design to both 'freshen' the look and to call attention to the many services and products that are available to customers. The redesign is scheduled for FY09. *[Responsible parties: IT Department and CRM Department]*

Online Program Registration, Meeting Room Booking, and Summer Reading Program Registration

The District is currently using a manual process to register customers for programs and to book meeting rooms. The FY08 Budget includes subscriptions to three different software packages which would allow the District to offer the convenience to patrons of online registration for programs, booking meeting rooms, and managing Summer Reading logs.

STRATEGY: The District's plans include purchasing the three online products with initial implementation in FY08 and full implementation in FY09. *[Responsible parties: IT Department and CRM Department]*

Readers' Advisory Services

The Library District is increasing Readers' Advisory services by purchasing various subscriptions to services from third party vendors. Currently, the District offers online book clubs and book newsletters.

STRATEGY: The District plans to continue to expand online Readers' Advisory services.
[Responsible parties: Deputy Director and CRM Department]

eMEDIA

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
●	●	●

The Library District has available eBooks (*NetLibrary*) and began acquiring eAudio (*OverDrive*) in November, 2007. The District's plans may include expanding eMedia services to include eVideo as well.

STRATEGY: The District will monitor the usage of both eBooks and eAudio in order to determine future budgets for all eMedia. It will also promote and market eMedia on the website as well as publications. *[Responsible parties: Deputy Director and CRM Department]*

ELECTRONIC PRODUCTS & ERMS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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The Library District has been in the process of transitioning from print reference materials to electronic format for several years and will continue to do so. The District makes every attempt to purchase electronic products which offer remote access for patrons from home, thereby allowing patrons 24/7 access. The District uses *EZProxy* to authenticate patrons before allowing remote access to these products.

The Library District currently budgets approximately \$600,000 annually for Electronic Resources. For a full listing of electronic resources, see the following link:
<http://www.youranswerplace.org/lanmenu/lanalpha.html>

In October 2007, the District acquired an Electronic Resource Management System (ERMS) with the following components:

- 1) storage and tracking of selection and acquisition data of electronic subscriptions
- 2) an A to Z listing of database contents providing titles which can be searched
- 3) MARC records and updates for the databases and contents
- 4) a link resolver to provide item level linking among numerous online resources and allowing customers to move seamlessly from one database to another
- 5) a federated search engine designed to provide a single search interface for all online resources including the District's OPAC/web catalog
- 6) linkages to updated contents of electronic resource databases
- 7) access to user statistics for all COUNTER compliant databases subscribed to by the District

The initial purchase of the ERMS (*Serials Solution*) was made through a LSTA grant. .

STRATEGY: The District's plans are to implement the various components of the ERMS in FY08 and FY09. After the complete ERMS system is implemented, customers should find using the vast array of electronic products the District subscribes to much easier and all-inclusive. [Primary responsible party: Deputy Director; other parties involved include the IT Department (importing MARC records into catalog and necessary programming changes) and CRM Department (marketing)]

DIGITIZED COLLECTIONS & INDEXING LOCAL NEWSPAPERS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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The Library District has developed the *St. Charles Banner News Project* which involves indexing articles from this local newspaper. The District has approximately 5,000 small envelopes with either a newspaper article or photographic negative in each; each envelope has a title associated with it. The Library staff developed a database indexing these articles and also developed a 'Finding Aid' to access the information in this database.

Part of this project also includes digitizing the photographs from the *St. Charles Banner News*. Eventually, the digitized photographs will also be accessible via the library's website.

STRATEGY: The Library District is committed to completing the *St. Charles Banner News Project* and has committed both staff and hardware to this project. [Primary responsible party: Local History and Genealogy Information Resource Manager]

A second project developed by the Library District staff is the *Local Newspaper Index Project*. This project is an ongoing project which involves staff indexing articles appearing in the *St. Charles Journal*, a local newspaper, as new papers are published. The *Journal* does not provide an index nor does it retain its old issues.

Library staff indexes the articles and enters the information into a database. This database is accessible through the library's website. Patrons can then access the actual article via microfilm which is available at the K. Linnemann Branch.

A second part of this project involves indexing the older issues of the *St. Charles Journal*. Currently, this information is stored on cards. This part of the project involves entering this information into the same database so that it too is accessible to patrons via the library's website.

STRATEGY: The Library District is committed to continuing the *St. Charles Journal Project* and has committed both staff and hardware to this project. [Primary responsible party: Local History and Genealogy Information Resource Manager]

PARTNERSHIPS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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The Library District partnered with the St. Charles County Historical Society to include the Historical Society's collection in the St. Charles City-County Library District's online catalog.

STRATEGY: The District may pursue expanding this service to other historical societies in St.

Charles County. As local history and genealogy sources become more digitized, the District will expand its web-accessible offerings. *[Responsible parties: Local History Information Resource Manager, Cataloging Manager, IT Developers]*

In 2007, the Library District partnered with Barnes-Jewish St. Peters Hospital and Progress West HealthCare Center to expand the District's consumer health services.

STRATEGY: Plans are under development regarding this partnership. The District and the Barnes-Jewish St. Peters Hospital and Progress West HealthCare Center are developing an interactive display at the Middendorf-Kredell Branch Library, including looping DVD presentations on a flat-panel large screen television. As the partnership matures, the existing medical education programming will be expanding, including the use of more technology to broaden the pool of presentation. *[Primary responsible parties: Consumer Health Information Resource Manager and CRM Coordinator]*

EARLY LITERACY STATIONS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
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The Library District currently does not have any PC stations devoted to small children. The Children's Services staff recommended the District install several Early Literacy Stations at the K. Linnemann Branch once the branch reopens in the fall 2008 (FY09) after its expansion. The Early Literacy Stations offer an entire series of products for young children which are for both educational purposes as well as entertainment purposes.

STRATEGY: The expanded K. Linnemann Branch is scheduled to open in the fall of 2008. The District will purchase 2-3 Early Literacy Stations as a pilot project at this branch in FY09. If the pilot project is deemed successful, the purchase of additional Stations at the K. Linnemann Branch as well as other branches throughout the District will be reviewed at the time of the FY09 or FY10 Technology Budget planning meetings. *[Primary responsible party: CRM Coordinator and Children's Services Librarians]*

REPLACEMENT of MICROFILM READERS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		

The K. Linnemann Branch specializes in Genealogy and Local History services and therefore houses a large collection of microfilm. Three of the current microfilm readers will be replaced with a PC/ScanPro 1000 (or similar equipment) when the expanded K. Linnemann Branch reopens in the fall of 2008. The ScanPro 1000 is an all-in-one microfilm viewer, scanner-to-PC, digital solution; view is on PC monitor; can be used with all film types and micro opaques; 360 degree optical image rotation and digital rotation.

STRATEGY: The District will purchase and install the initial three ScanPro 1000 (or similar equipment) in the fall of 2008 (in FY09). The District will decide whether to replace the remaining two microfilm readers during the FY10 Technology Budget planning meetings. *[Responsible parties: IT Department and Local History Information Resource Manager]*

RFID

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
	•	

The Library District will adapt RFID technology at some point in the future in order to provide self-checkout of materials, inventory of collections, and a materials security system upgrade. To date, the high cost of implementing RFID has been prohibitive, but costs should continue to decrease over the next few years.

STRATEGY: The District will continue to research RFID technology and keep abreast of current costs for implementation. A local firm is researching the use of metallic inks which could theoretically greatly decrease the costs of reusable, high quality tags. The District will continually build upon contacts within and outside of the library supply industry in order to ascertain which of the emerging technologies are best and identify the optimum time for conversion to the new technology. *[Responsible parties: Director and IT Department]*

TIME & PRINT MANAGEMENT SOFTWARE

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•	•	•

The Library District currently owns 166 Public Internet Access PCs throughout the District. The total number of times all Public Internet PCs were used in the past five fiscal years is reflected in the following statistics:

FY07 -- 240,008
FY06 -- 211,575
FY05 -- 198,527
FY04 -- 172,099
FY03 -- 133,458

79.83% increase FY03 to FY07

Currently, an in-house developed “PC Tracking and Queuing” program is used by the public service staff to both track current PCs in use as well as track patrons queued to use a PC when one becomes available. This data is from the ILS and offers some assistance to branch staff in managing the Public Internet PCs.

STRATEGY: The continual increase in public PC usage warrants the District to consider purchasing Time & Print Management software from a third-party vendor. Although no funds were budgeted in FY08, plans are to review various Time & Print Management software in FY08 and budget for a product in FY09, within budget constraints. *[Responsible parties: IT Department and management staff]*

GIS SOFTWARE

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		

In the past, Geographic Information Systems utilization was a discrete specialization, represented by an Information Resource Manager at the Middendorf-Kredell Branch. Unlike other subject specializations, GIS was a tool rather than a discrete informational component or customer service. Like E-Mail or a spreadsheet it was a means to an end. Referral by Business and Non-Profit Information Resource Managers (IRMS) to the GIS specialist meant that the customer had to re-connect at a new branch. The District has re-centered the GIS specialization, making it available to each of the Information Resource Managers. The District is currently using *Arcview* for this purpose.

STRATEGY: The District will continue supporting the decision to view the GIS software as a tool for the Business and Non-Profit Information Resource Managers.

The GIS software is used by the District to plot patron usage based on data from the District's ILS (*LISTEN 2000*). This information is provided by the IT department when requested by the Library Board or the Director.

STRATEGY: The IT department will continue to provide usage maps using the GIS software when requested. *[Responsible party: IT Department]*

WIFI for PATRONS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		•

The Library District offers free Wi-Fi for patrons at several branches. The service is delivered using a standard DSL connection independent of the District's network. The Library District began this service at the Spencer Road Branch in June 2006. The service was added at the Middendorf-Kredell Branch after the branch was expanded in October 2006 and to the K. Linnemann Branch in December 2006. WiFi was also added at the Library Express @ Winghaven in December 2006.

STRATEGY: WiFi service will be expanded to the four general purpose branches -- Kisker Road Branch, Corporate Parkway Branch, Deer Run Branch, and McClay Branch -- by June 30, 2008. Possible expansion of this service to the second express branch -- Library Express @ Discovery Village -- and the mini-branches will be discussed during the FY09 Technology Budget planning process. *[Responsible parties: IT Department]*

VIDEOCONFERENCING

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		•

The St. Charles City-County Library District's current videoconference equipment is located in a large meeting room at the Administrative Offices. This equipment was purchased through a LSTA Grant obtained in 2002. In 2006, a second LSTA Grant was obtained to expand the ability to videoconference from various rooms throughout the Administrative Offices by purchasing a 'mobile cart solution'. This has allowed the District to take advantage of the mobility of the new

videoconference equipment. Often times, a small group attends the videoconferences but would tie up the large meeting room. Since the room is in high demand for many purposes and is not a dedicated videoconference room, adding the ability to videoconference from smaller rooms for smaller groups has been very advantageous.

Although the District primarily uses the videoconference equipment for in-house programs and training, it has made the equipment available to other groups in the metro area (e.g. Mental Health/Juvenile Justice, Office of the State Courts, Missouri School Boards Association, Truman University, Girl Scouts Council, etc.)

Videoconferencing is also used for staff development purposes as well as 'meeting' staff from other library districts to aid in the development and identification of best practices.

STRATEGY: The Library District will continue to use its videoconferencing services for both in-house training and development as well as outside groups as the meeting room schedule allows. *[Responsible parties: All management staff]*

POLICIES

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		

The Library District's Policies are available on the District's website. The District currently lacks an official Employee Email Usage Policy and an Employee Computer Usage Policy.

STRATEGY: The Library District will develop an Employee Email Usage Policy and an Employee Computer Usage Policy in FY09. *[Responsible parties: Director, IT Coordinator, and Network Administrator]*

PHONE LINES & PHONE SYSTEMS

Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
•		

The Library District currently has basic telephone lines at all branches. The District's current contract for the branches located in the "AT&T service area" is scheduled to expire June 30, 2008. The branches located in the "CenturyTel service area" are on a month-to-month contract. The District solicited bids for all District phone lines in December, 2007 for services beginning July 1, 2008.

Each regional branch and general purpose branch, as well as the Administrative Offices, has a phone system installed. The Administrative Offices and the Spencer Road Branch share a single phone system, connected via private fiber. Both the Administrative Offices/Spencer Road Branch and the K. Linnemann Branch have Voicemail and Auto Attendant as part of the phone system. Due to both the size of each mini-branch and express branch, and the low number of phone lines in each location, no phone system is installed at these branches.

The current number of phone lines and the type of phone system per location are listed on the chart on the following page.

PHONE LINES & PHONE SYSTEMS				
Location	Number of Phone Lines	Notes	Service Area	Phone System
K. Linnemann Branch	8	1 line has DSL to support WiFi for patrons (DSL not funded thru E-Rate)	AT & T	InterTel Access Digital Telephone System; Version 5.2; to be upgraded to version 10.0 after expansion (with Voicemail & AutoAttendant)
Middendorf-Kredell Branch	6	1 line has DSL to support WiFi for patrons (DSL not funded thru E-Rate)	CenturyTel	Cortelco Millennium Digital Telephone System
Spencer Road Branch	8	1 line has DSL to support WiFi for patrons (DSL not funded thru E-Rate)	AT & T	InterTel Access Digital Telephone System; Version 10.0 (with Voicemail & AutoAttendant)
Corporate Parkway Branch	7	1 line will have DSL to support WiFi for patrons (DSL not funded thru E-Rate)	CenturyTel	InterTel Access Digital Telephone System; Version 10.0
McClay Branch	6	1 line has DSL to support WiFi for patrons (DSL not funded thru E-Rate)	AT & T	InterTel Access Digital Telephone System; Version 10.0
Kisker Road Branch	6	1 line has DSL to support WiFi for patrons (DSL not funded thru E-Rate)	AT & T	InterTel Access Digital Telephone System; Version 10.0
Deer Run Branch	6	1 line will have DSL to support WiFi for patrons (DSL not funded thru E-Rate)	CenturyTel	Cortelco Millennium Digital Telephone System
Boone's Trail Branch	2		CenturyTel	not applicable
North County Branch	2		AT & T	not applicable
South County Branch	2		CenturyTel	not applicable
Library Express @ WingHaven	2	1 line has DSL to support WiFi for patrons (DSL not funded thru E-Rate)	CenturyTel	not applicable
Library Express @ Discovery Village	2		CenturyTel	not applicable
Administrative Offices	15		AT & T	InterTel Access Digital Telephone System; Version 10.0 (with Voicemail & AutoAttendant)
TOTAL	72			

STRATEGY: The District solicited bids for all District phone lines in December, 2007 for services beginning July 1, 2008. [Responsible party: IT Coordinator]

HARDWARE INVENTORY

January 2008

SERVERS INVENTORY – January 2008

<u>Description</u>	<u>Quantity</u>	<u>Locations</u>
File Servers:		
Gateway E4000 , P4, 2.4GHz, 512MB RAM, 40GB HD; Windows Server 2003 [File Server]	8	SP,MK,KL,CP,KR,DR,MY,IT
Gateway Pentium III , 450 MHZ, 8.4 GB HD, 128MB RAM [Miscellaneous Internal Databases]	1	IT
Gateway E4100C , P4, 2.86GHz, 1GB RAM, 40GB HD; Windows Server 2003 [N2H2 Filtering Server; N2H2 Log Server; GA Server]	3	IT
LISTEN (ILS) Servers:		
Dell PowerEdge 6600 ; Dual Processors; 1.6GHz per processor; twelve 18GB HD; 4GB memory; Windows 2003 Server [LISTEN 2000 Backup Server]	1	IT
Dell PowerEdge 2850 ; Dual socket; Dual 3.20GHz processors; 3 drives in RAID; 1 hot spare; Windows 2003 Server [Production Server-Livingston] [Production Server-Trails Regional] [Production Server-Scenic Regional] [OPAC Data Server - SCCCLD]	4	IT
Dell PowerEdge 1850 ; Dual socket; Dual 2.80GHz processors; 2 drives; Windows 2003 Server [Web/COM+ Server - Livingston] [Web/COM+ Server - Trails Regional] [Web/COM+ Server - Scenic Regional]	3	IT
Dell PowerEdge 6850 ; Dual socket; Quad 3.0GHz processors; includes Dell PowerEdge MD1000 Storage Unit; Windows 2003 Server [Production Server-SCCCLD]	1	IT
Dell PowerEdge 1435SC ; Dual core, Single 1.8GHz processor; Windows 2003 Server [OPAC Web Server - SCCCLD] [Statistics & Reports Server - SCCCLD]	2	IT
Dell PowerEdge 1650 ; Windows 2000 Server [COM+ Server - SCCCLD]	1	IT

**MISCELLANEOUS HARDWARE
INVENTORY - January 2008**

<u>Description</u>	<u>Quantity</u>	<u>Locations</u>
Routers:		
Cisco 1841 Router	1	DE
Cisco 2621 Router	7	KL, MK, CP, KR, DR, MY, WH
Cisco 2501 Router	3	NC, SC, BT
Cisco 3662 Router	1	GA
Total Routers	12	
Switches:		
Cisco 3550	14	Multiple branches
Cisco 2950	13	Multiple branches
Cisco 3650	1	
Total Switches	28	
UPSs:		
APC Smart UPS 2200	6	KL, MK, CP, KR, DR, MY
APC Smart UPS 1000	1	WH
APC Smart UPS 700	1	SC
APC Smart UPS 3000	3	GA (Computer Room)
APC Smart UPS 2200	1	GA (Computer Room)
APC Smart UPS 2200xl	2	GA (Computer Room)
APC Smart UPS 1400	1	GA (2nd Floor Cable Closet)
Tripp Lite 1500	1	DE
Total UPSs:	16	
PCs:		
Celeron	88	Multiple branches
PIII	57	Multiple branches
P4	321	Multiple branches
Total PCs:	466	
Videoconference Equipment		
Polycom ViewStation FX	1	GA
Polycom VSX7000	1	GA
Wireless Equipment		
Cisco Aironet Access Points	12	SP-2; GA; MK; KL-2; MY-2; KR, DR, CP, WH
Miscellaneous		
Digital cameras	8	MK,SP,KL,CP,KR,DR,MY,IT/CRM
Scanners	3	IT,CRM,KL
LCD/Video Projectors & LCD Projectors	8	MK,SP,KL,CP,KR,DR,MY,GA
VCR	8	MK,SP,KL,CP,KR,DR,MY,GA
Television	8	
Fax Machines	14	MK,SP,KL,CP,KR,DR,MY,NC,SC,BT,WH,DE,GA-2

**PRINTER INVENTORY –
January 2008**

<u>Description</u>	<u>Branch</u>	<u>Location</u>
Brother HL-730DX	GA	Purchasing Specialist
Brother HL-730DX	SP	Stand-Alone Public PC
Epson DFX8500	GA	Finance Office
Epson DFX8500	IT	IT Department
HP Color LaserJet 4650n	IT	IT Department
HP Color LaserJet 4700n	CRM	CRM Department
HP Color LaserJet 4700n	MK	Reference Desk
HP Color LaserJet 4700n	SP	Reference Desk
HP LaserJet 4	CRM	CRM Department
HP LaserJet 5P	TO	Tech.Oper. Manager
HP LaserJet 5P	GA	Receptionists
HP LaserJet 6L	IT	IT Department (Network Administrator)
HP DeskJet 612C	WH	Circulation Desk
HP DeskJet 712C	KR	Off-Duty Reference
HP DeskJet 712C	CP	Circulation Desk (staff)
HP DeskJet 712C	DR	Off-Duty Reference
HP DeskJet 712C	MY	Off-Duty Parapro
HP DeskJet 712C	SP	Children's Services
HP LaserJet 1160	KR	Public Word Processing station
HP LaserJet 1160	CP	Public Word Processing station
HP LaserJet 1160	DR	Public Word Processing station
HP LaserJet 1160	KL	Public Word Processing station
HP LaserJet 1160	MK	Public Word Processing station
HP LaserJet 1160	SP	Public Word Processing station
HP LaserJet 1160	MY	Public Word Processing station
HP LaserJet 1160	MY	Circulation Supervisor
HP LaserJet 1160	MY	Branch Manager
HP LaserJet 1320n	MK	Children's Desk
HP LaserJet 2100	KR	Branch Manager
HP LaserJet 2100	CP	Off-Duty Reference Office
HP LaserJet 2100	DR	Off-Duty Reference Office
HP LaserJet 2100	DR	Circulation Supervisor
HP LaserJet 2100	DR	Branch Manager
HP LaserJet 2100	TO	Tech.Oper. Manager (not used)
HP LaserJet 2100	TO	Acquisitions Desk
HP LaserJet 2100	TO	Catalog Technician
HP LaserJet 2100	TO	Catalog Technician

<u>Description</u>	<u>Branch</u>	<u>Location</u>
HP LaserJet 2100	KL	Workroom
HP LaserJet 2100	KL	Children's Office
HP LaserJet 2100	MK	Reference Off-duty Office
HP LaserJet 2100	MK	Gov Doc Office
HP LaserJet 2100	MK	Branch Manager's Office
HP LaserJet 2100	SP	Off-Duty Parapro Office
HP LaserJet 2100	SP	Secretary
HP LaserJet 2100	SP	Branch Manager
HP LaserJet 2100	MY	Off-Duty Parapro
HP LaserJet 2100	GA	ILL Department
HP LaserJet 2100	GA	Director
HP LaserJet 2100	SC	Circulation Desk
HP LaserJet 2200D	TO	Processors
HP LaserJet 2200D	GA	Human Resources Coordinator
HP LaserJet 2200D	GA	Planning Coordinator
HP LaserJet 2200D	SP	Off-Duty Reference Office
HP LaserJet 2250tn	KL	Reference Desk
HP LaserJet 2300	TO	Catalog Technician
HP LaserJet 2300	TO	Catalog Technician
HP LaserJet 2300	TO	Catalog Technician
HP LaserJet 2300	TO	Catalog Technician
HP LaserJet 2300	KL	Branch Manager
HP LaserJet 2300	GA	Deputy Director
HP LaserJet 2300	GA	Community Branches Manager
HP LaserJet 2300	DE	Circulation Desk
HP LaserJet 2300dn	DR	Reference Desk
HP LaserJet 2300dn	WH	Circulation Desk
HP LaserJet 2300dn	GA	CollDev/Purchasing/Cataloger
HP LaserJet 2300n	DR	Reference Desk
HP LaserJet 2300n	DR	Circulation Island
HP LaserJet 2300n	KL	Circulation Desk
HP LaserJet 2300n	NC	Circulation Desk
HP LaserJet 4300n	CP	Circulation Desk
HP LaserJet 4300n	MK	Circulation Desk
HP LaserJet 4300tn	KR	Reference Desk (for public PCs)
HP LaserJet 4300tn	KR	Reference Desk - staff
HP LaserJet 4300tn	CP	Reference Desk
HP LaserJet 4300tn	CP	Reference Desk
HP LaserJet 4300tn	MY	Reference Desk
HP LaserJet 4300tn	MY	Reference Desk
HP LaserJet 4300tn	KL	Reference Desk
HP LaserJet 4300tn	KL	Reference Desk
HP LaserJet 4300tn	SP	Reference Desk

<u>Description</u>	<u>Branch</u>	<u>Location</u>
HP LaserJet 4350tn	KR	Circulation Desk
HP LaserJet 4350tn	MY	Circulation Desk
HP LaserJet 4350tn	MK	Reference Desk
HP LaserJet 4350tn	SP	Circulation Desk
HP LaserJet 5100tn	KL	Reference Desk
HP LaserJet P2015	GA	Development Specialist
HP LaserJet P2015dn	SP	Children's Services
Lexmark E330	KL	Circulation Supervisor
Lexmark E330	GA	Finance Office
Lexmark E330	GA	Warehouse
Lexmark E330	GA	Volunteer & Training Specialist
Lexmark Optra S 1650	GA	Finance Office
Lexmark Optra S 1255	IT	IT Department
Lexmark Optra S 1250	MK	Gov Doc Office
TLP 3742	IT	IT Department
TLP 3742	TO	Catalog Technicians Work Area
TLP 3742	TO	Processors area
TLP 3742	TO	Processors area
TLP 3742	TO	Processors area
TLP 3842	GA	ILL Department
TLP 3842	TO	Processors area

**BARCODE SCANNERS
INVENTORY - January 2008**

<u>Description</u>	<u>Branch</u>	<u>Quantity</u>
Barcode scanners - assorted models	SP	15
Barcode scanners - assorted models	KL	14
Barcode scanners - assorted models	MK	21
Barcode scanners - assorted models	MY	14
Barcode scanners - assorted models	CP	9
Barcode scanners - assorted models	KR	10
Barcode scanners - assorted models	DR	13
Barcode scanners - assorted models	WH	3
Barcode scanners - assorted models	DE	3
Barcode scanners - assorted models	SC	2
Barcode scanners - assorted models	NC	1
Barcode scanners - assorted models	BT	2
Barcode scanners - assorted models	TO	13
TOTAL		120

COPY MACHINE INVENTORY
January 2008

<u>Description</u>	<u>Branch</u>	<u>Location</u>
Konica Bizhub C550 Digital Color Copier	GA	Copy Room
Canon PC 980	GA	Finance Department
Canon PC 940	GA	IT Department
Ricoh Aficio 1035	GA	1st floor copier (TO)
Canon PC 1060	SP	Staff-Children's Area
Ricoh Aficio 1027	SP	Staff-Reference
Ricoh Aficio 401	SP	Public
Savin 9027DL	SP	Public
Ricoh 5535	KL	Staff
Savin 9032DL	KL	Public
Xerox 50280ZT	KL	Public
Ricoh Aficio 220	MK	Public
Ricoh Aficio 270	MK	Public
Ricoh Aficio 500	MK	Staff
Canon PC 1060	MK	Children's Desk
Savin 9220DL	MK	Public
Ricoh Aficio 1027	MY	Public
Ricoh Aficio 401	MY	Staff
Ricoh Aficio 1027	KR	Public
Ricoh TF5535	KR	Staff
Canon PC 1060	CP	Staff
Ricoh Aficio 1027	CP	Public
Savin 9400D	CP	Staff
Ricoh Aficio 1027	DR	Public
Ricoh Aficio 401	DR	Staff
Sharp AL-2030	DR	Staff
Ricoh Aficio 200	WH	Public & staff
Savin 9027DL	DE	Public & staff
Canon PC 980	SC	Public & staff
Sharp AL-1631	NC	Public & staff
Canon PC 980	BT	Staff
Sharp AL-1631	BT	Public & staff

SOFTWARE INVENTORY

January, 2008

ILS

- *LISTEN 2000* (in-house developed integrated library system; see pages 11-12 for details)

Network/District and Server Software:

- *Microsoft Windows 2000 and 2003* and associated CALs
- *SmartFilter Bess Edition* - Filtering software purchased through MOREnet's *Customer-hosted Internet Filtering Services*; CIPA compliance
- *Symantec Anti-Virus* - anti-Virus software
- *Boot-It Next Generation* – used for PC rollout management and recovery
- *Image for Windows* – used for PC rollout management and recovery
- *Ghost* – used for PC rollout management and recovery
- *Microsoft Shared Computer Toolkit* – used to secure public access PCs
- *Deep Freeze* – used to secure public access PCs
- *EZProxy* – software supporting patron remote access to electronic products
- *Mailman (Discussion Lists Management Software)* – used to support several staff discussion lists; hosted by third party (ISDN)
- *Counting Opinions* - tool to evaluate patron needs and satisfaction; hosted by third party
- *E-Vanced Solutions* – events online registration software, meeting room online reservation software, online summer reading program management software (to be purchased in FY08); hosted by E-Vanced Solutions.

Software – All Staff

- *Google Apps for Education* (implemented October 2007); web-based:
 - Email
 - Calendar
 - Documents
 - Presentation
- *Microsoft Office* – all staff

Software for specific staff members or functions only:

- *SQL Server 2000/2005* - to support in-house developed ILS – *LISTEN 2000*
- *Visual Studio.net 2005* - ILS developers only
- *Pronexus VB Voice* - ILS; to support automated calling for reserves
- *Arcview* (GIS Software)
- *Microsoft Visio* (IT department)
- *Dreamweaver* (IT and Marketing)
- *Firefox* (IT department)
- *FrontPage*
- *Pagemaker* (Marketing Department)
- *Adobe Web Bundle* (Marketing Department)
- *Adobe Illustrator* (Development Office)
- *Adobe Photoshop* (Development Office & KL)
- *OCLC Connexion* (Cataloger and Catalog Technicians)
- *OCLC FirstSearch* (Interlibrary Loan Department & Branch Staff; web-based) --

St. Charles City-County Library District

NEEDS ASSESSMENT

At the time of the development of the Technology Budget each year, managers from all departments and branches submit requests for additional hardware. At the same time, the IT Department develops a comprehensive list of hardware to be upgraded or replaced as well as recommendations for new software and upgrades to existing software. Generally, PCs and other hardware are replaced when performance degrades (or expected to degrade) due to hardware deficiencies. These hardware deficiencies are identified during the Technology Budget planning cycle. The District does not typically replace existing PCs until there is a demonstrated need to do so in order to maximize efficiency.

As the IT industry moves forward, new minimums and benchmarks are defined. When appropriate, the District evaluates the need to meet these new minimums and benchmarks and budgets to replace PCs, equipment, or software if applicable or necessary.

Based on the requests from managers and the recommendations of the IT Department, additional electrical needs are identified as well and budgeted accordingly. The IT Department also works closely with the architect and the contractor on any building project to assure that electrical requirements of all computer hardware are met.

The District is aware of the continual rise in the demand for PCs in most of the branches. However, actual building size often dictates how much the District can respond to this demand. As branches are expanded or replaced, emphasis is placed on expanding the floor space necessary to accommodate additional PCs.

While being cognizant of staff input, the District needs to get “ahead of the curve” in meeting its technology needs. The District has recently made a major deployment of G-Mail/Google Docs. While not ready to replace Microsoft Office in all areas of functionality, Google Docs has a number of advantages:

1. It is collaborative by nature, opening new abilities for staff to come together for creative projects. By nature it's also “green” since this allows collaboration without having staff drive from different branches to a central point.
2. Staff can easily access documents at work or at home without worrying about creating duplicate documents.
3. Presentations can be given any where the Internet is available, again without creating duplicate documents. Power Point presentations easily transfer to the Google format.
4. It has tremendous advantages for customers using public computers. No need to use jump drives or diskettes, a customer will always be able to find documents at any computer, in essence it's the same advantage enjoyed by web-based e-mail programs.

However, training the customer to use Google Docs and other emerging technologies means that the District must first train its employees:

1. There are “work-arounds” that the customer (or staff) may not be aware of; for example, the ability to turn off address information at the browser (not Google Docs) level.
2. Active marketing of Google Docs to the customer is essential (rather than stating—“I’m sorry we don’t have that many Microsoft Office suites deployed for the public.”)
3. This means that staff and the IT department must form a “teaching” environment where both parties seamlessly pass information back and forth which is both responsive to and “leads” the public into new paradigms.

Ways that the District has to be responsive and still assume a technologically visionary role:

1. Proactively use “Counting Opinions” as a tool to measure customer satisfaction and new technology.
2. Finding creative responses to expressed “Counting Opinions” reactions and using responses to “lead” the customer to a better way of doing things. Using ubiquitous tools like Google Docs is one example. Inexpensive head phones, similar to those dispensed on an airplane is another. (Reusable expensive head phones need to be cleaned; inexpensive (sell at a minimal price at the desk) head phones do not. Both provide a quieter environment than putting speakers at the desktop.
3. Getting the word out is a major challenge. Patron responses on query cards and OPAC responses can be directly answered. Counting Opinions has only non-identified individual responses so web, print and news story responses are critical (the District needs to more proactive in this regard).
4. The District has never used focus groups. Although over use of focus groups can result in reactionary rather than cutting edge technological deployment, allowing influencers to see what is available and getting their feedback is increasingly important.
5. Modified focus groups are also important in getting greater use of our existing on-line products including downloadable audio and other emerging technologies.
6. The District has used customer training, but some of these approaches need to be refocused. Most people now know how to use a mouse and have basic Internet skills. Those that don’t, probably never will. The District needs to launch an entire new suite of class offerings. This means training the trainers.
7. The District needs to be more open to measuring the bandwidth impact on new tools, including Web2 applications. YouTube and increased multi-media delivery by the Internet means that the public will be demanding more and more bandwidth. The District must deploy technology to stay ahead of emerging technologies.

(‘Needs Assessment’ has also been addressed in other areas of this Technology Plan.)

St. Charles City-County Library District

STAFF TRAINING

Training – IT Staff

The Library District's *Technology & Telecommunications* section of the budget includes a *Training* line item specific to IT staff training. Typically this budget reflects \$15,000-\$18,000 per year and is earmarked for training directly related to the developers and the network administrator.

The District also takes advantage of IT training offered through MOREnet/State Library as well as training available through some vendors. Often, the training available through these avenues is free of charge or offered at a greatly reduced rate. Examples include: MOREnet's *Windows Server 2003 Training*, MOREnet's *Security Symposium*, *SANS Network Security* classes.

The District's ILS developers attend training relative to the ILS: *SQL Server 2005-Programming*, *SQL Server 2005-Administration*, *Visual Studio 2005*, and related applications.

The IT staff also serves as Administrator for various third-party products such as *Google Apps* (Google Email, Docs & Spreadsheets, Calendar), *E-Vanced Solutions* (online events registration, online meeting room booking, online Summer Reading registration), *Baker & Taylor Title Source 3*, and *Mailman Discussion List* software (manages the multiple staff discussion lists). The IT staff attends the administrator training, typically web-based training, for these types of products and then, in turn, offers training to the appropriate management and branch staff.

Training – All Staff

ILS Training

The District's ILS is an in-house developed, by the IT Department, automation system. As new features are added to the automation system, or changes made to the existing features or functions, the IT staff prepares full 'Release Notes' which outline all changes. The IT staff also reviews the changes at various group meetings throughout the District (e.g. Branch Managers Meetings, Circulation Supervisors Meetings, Children's Services Meeting, Reference Staff Meetings, and so forth).

Electronic Reference Products

The Library District currently budgets approximately \$600,000 annually for Electronic Resources. For a full listing of electronic resources, see the following link:
<http://www.youranswerplace.org/lanmenu/lanalpha.html>

As new electronic reference products are added, the District arranges training offered by the vendor to train the Reference staff on the use of the products. The Deputy Director typically arranges for this type training available from vendors.

Training for New Products/Services

The District is increasing Readers' Advisory services by purchasing various subscriptions to services from third party vendors. Currently, the District offers online book clubs and book newsletters. Also, the Library District has available eBooks (*NetLibrary*) and began acquiring eAudio (*OverDrive*) in November, 2007.

In preparation of rolling out new services like those mentioned above, typically a core group of staff is named as the group charged with training all public service staff. The members of the core group may change from product to product. The Deputy Director selects the members of the training group.

Training for New Tools

When the District acquires new tools for the staff and/or patrons such as *E-Vanced Solutions* (online events registration, online meeting room booking, online Summer Reading registration), the IT Department serves the role of Administrator of such products. For this type of product, the IT Department is responsible for training all applicable staff. Another example of this type of product is *Baker & Taylor TS3*.

In October 2007, the District began using *Google Apps for Education* which includes email, docs, spreadsheets and calendar. The IT Department serves the role of Administrator for *Google Apps* and is responsible for training all library staff.

Parapro Training

Unique to the Library District is the *Paraprofessional Training Program* for Reference and Children's Services staff. This intensive, 17-week sequence of classes, supervised practice, hands-on experience is designed to expose Paraprofessionals to all phases of reference, customer service, and programming for the district's adult, young-adult, and children's patrons. An integral part of the training, and one that becomes increasingly important with each passing year, is the inclusion of electronic resources throughout all subject areas. As more reference information becomes available via the computer, classes in Internet Searching, Electronic Resources, and information specialties such as Government Documents, Business Information and NonProfit services are constantly revised to offer the most current and comprehensive information available. Individual staff members work with government and local industries to ensure the most current information at all times.

The Paraprofessional Training is coordinated by the District's Volunteer Resources & Staff Training Specialist.

General Staff Training

The Human Resources Coordinator in conjunction with the Volunteer Resources & Staff Training Specialist arrange for a wide-variety of specialized training opportunities for library staff through the EAP program and other agencies. Examples of this type of training include:

- *Coaching for Supervisors*
- *Supervisor Module: Performance Evaluation*
- *Excellence In Business Writing*
- *Boosting Employee Morale*
- *Myers-Briggs*
- *Anti-Harassment Workshop*

The Library staff is also encouraged to participate in training offered through other agencies such as MOREnet, the State Library, and MLNC. When applicable training is available, the Human Services Coordinator announces the availability of such training through the staff discussion list, *stafftalk*, as well as the District's staff newsletter, the *Grapevine*. Examples of this type of training include:

- *Library 2.0: Stepping off the Technology Treadmill* (MLNC)
- *Library Outreach to Spanish Speakers* (State Library)
- *Using the OCLC Connexion Client* (MLNC)

The Library District is in the process of developing 'best practices'. Staff members representing various areas of public service are selected to both visit other library districts as well as host reciprocal visits. The groups from the two library districts then exchange information concerning services, procedures, operations, layout, and so forth. The exchange of information and ideas is sometimes done through videoconferencing between the two libraries.

The District encourages attendance at staff development opportunities offered by Missouri Library Association, Public Library Association, and American Library Association and other professional organizations.

Every Child Ready-To-Read Training

The Library District offers *Every Child Ready to Read @ Your Library* workshops to parents, grandparents, caregivers & others interested in helping young children be ready to learn how to read when they start school. The free workshops are designed to educate and empower adults to effectively introduce and use Six Early Literacy Skills in age appropriate ways with the children in their care. The program partners the Library District with other community organizations such as Parents as Teachers, Headstart, & Mothers of Preschoolers to strengthen early literacy and help all children become successful readers and learners.

All of the District's children's services staff have received training & certification to offer the ECRR workshops and integrate the Early Literacy Skills in the District's programs.

St. Charles City-County Library District

BUDGET

The Library District's budget is adopted in June of each year for the fiscal year that begins the following month. The District's fiscal year runs July 1 through June 30. The budget is comprised of four sections: Salaries & Benefits, Materials, Operations, Technology & Telecommunications, and Capital Projects.

The primary sources of funding are from local real estate and property taxes. In the FY08 Budget, of the total \$16,913,812 projected income, a total of \$15,187,212 is anticipated tax revenue. Other sources of income are State Aid, interest income, fines and miscellaneous fees.

The Library District applies for E-Rate funds for Telecommunications only. This includes both basic telephone service and the data circuits supporting the District's Wide Area Network (WAN). The District has historically budgeted the full anticipated telecommunications costs in each year's budget since E-Rate funds and funding level may change in any given year and is not known at the time the budget is compiled. District plans are to continue this method of budgeting the full telecommunications costs in each fiscal year's budget.

The *Cabling* and *Equipment* line item budgets are both greatly influenced by any new branch construction or current branch expansion project planned for the fiscal year. The *Consulting/Professional Fees* line item budget directly relates to any specific projects outlined in the budget that the District anticipates may require outside consulting services.

TECHNOLOGY BUDGET	#7810 Software	#7820 Consulting/Prof.Fees	#7830 IT Training	#7840 Telecommunications	#7850 Cabling	#7860 Equipment	TOTAL
FY04 Actual Budget	46,710	29,000	18,000	163,300	16,200	275,954	549,164
FY05 Actual Budget	42,525	23,000	18,000	173,225	11,600	215,498	483,848
FY06 Actual Budget	43,320	17,625	14,000	129,600	30,450	200,408	435,043
FY07 Actual Budget	44,640	9,000	16,000	125,400	22,775	238,650	456,465
FY08 Actual Budget	43,345	8,000	16,000	130,100	37,300	186,850	421,595
FY09 Estimated Budget	50,000	10,000	18,000	160,000	35,000	200,000	473,000
FY10 Estimated Budget	50,000	10,000	18,000	160,000	25,000	225,000	488,000
FY11 Estimated Budget	50,000	10,000	18,000	160,000	75,000	350,000	663,000

*Anticipating increase in #7840-Telecommunications line item as a result of dramatic upgrade of WAN infrastructure in FY09. Anticipating increase in #7850-Cabling and #7860-Equipment in FY11 for the Spencer Road Branch replacement building.

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EVALUATION PROCESS

The District shall use the following evaluation tools in monitoring its progress in developing its telecommunications and technology capacity.

Planning Document	Relationship to Telecommunications and Technology Support Functions of Library District
Telecommunications and Technology Plan	District shall monitor annually each of the areas developed within Technology Plan.
Operating and Capital Expenditures Budget	Line items of District's Telecommunications & Technology Budget continually monitored for expenditures.
Strategic Plan	Strategic Plan concentration areas are monitored and reflected in Technology Plan.
Director's Evaluation	Director's evaluation dependent upon initiatives developed in the Strategic Plan.
Governmental Accounting Standards Board Statement #34 Audit Compliance	GASB 34 standards call for measuring line item expenditures against approved planning documents including Strategic and Technology Plans.