



St. Charles City-County
Library District

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TECHNOLOGY PLAN

July 1, 2011 – June 30, 2014

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St. Charles City-County Library District

TECHNOLOGY PLAN

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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 expanded 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 in the process of being replaced by an approximately 55,000 square foot building.

Three of four General Purpose branches have been recently remodeled with smaller, more user friendly reference desks, new furniture, and more public PC's. Plans are to make minor modifications in the 4th branch.

In FY10, the Library Express at Winghaven was remodeled, and the South County branch in Augusta, MO was replaced with a new building. Both branches increased the number of Public Computers.

Branch	Size ft ²	Type
Linnemann Branch	27,978	Regional branch
Middendorf-Kredell Branch	29,805	Regional branch
Spencer Road Branch*	22,240	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	5,000	Express branch
Library Express @ Discovery Village	3,000	Express branch
North County Branch	1,128	Mini branch
South County Branch	2,800	Mini branch
Boone's Trail Branch	2,334	Mini branch

**The Spencer Road Branch Expansion Project is in progress at the time of the development of this Technology Plan. The Expansion Project will expand the branch from 22,240 square feet to 54,701 square feet and is expected to open in the fall, 2011.*

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
FY2010	358,800	159,740	44.5%
FY2009	357,000	157,281	44.1%
FY2008	353,000	158,431	44.9%

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:

While St. Charles County has been rapidly growing in the suburban St. Louis area, the economic downturn beginning in 2008 has slowed growth, especially in the lightly developed western part of the county. As a result, the Library District has put western branch expansion on hold, and has committed to remodeling and expansion of existing branches, to better serve the more populous areas of the County.

Demographic Background: 2009 Estimates

It is estimated that there are 355,367 people, 131,569 households, and 95,684 families residing in the county. There were 138,273 housing units. The racial makeup of the county includes 91% White, 4.6% African American, 1.0% Native American, and 1.9% Asian. Hispanic or Latino of any race are 2.5% of the population (numbers do not match 100% due to people with multiple races).

There were 131,569 households out of which 34.8% had children under the age of 18 living with them, 60.2% were married couples living together. The average household size was 2.65 and the average family size was 3.15.

In the county the population was spread out with 28% under the age of 20, 6.2% from 20 to 24, 27.7% from 25 to 44, 27% from 45 to 64, and 11.1% who were 65 years of age or older. The median age was 37 years.

The median income for a household in the county was \$68,221, and the median income for a family was \$79,543. Males had a median income of \$58,105 versus \$38,291 for females. The per capita income for the county was \$29,319. 4.60% of the population and 3.40% of families were below the poverty line. Out of the total people living in poverty, 5.8% are under the age of 18 and 3.20% are 65 or older.

Source: Missouri Census Data Center (MCDC) <http://mcdc.missouri.edu>

St. Charles City-County Library District

TECHNOLOGY VISION and GOALS

Technology Vision

The St. Charles City-County Library District will continue to be a primary information resource for St. Charles County Missouri. It will use high-speed telecommunications to build a seamless connection between its physical facilities. Via the Internet and public computer access, it will expand delivery of virtual library services to patrons, regardless of their location. It will develop professional expertise of staff in its areas of subject concentration through an enhanced staff training program. It will continue to explore new technologies and delivery methods, allowing County residents to have access to current, relevant, and significant information.

Technology Goals

- | | | |
|---------------|------------------|--|
| Goal 1 | Existing | Maintain and improve existing technology |
| Goal 2 | Emerging | Investigate, evaluate, and implement 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. Eight branches are connected to the Administration Building via 100Mbps Ethernet connections, and three branches are connected to the Administration Building via T1 point-to-point connections.

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.

In July, 2008, the District entered into a 5-year lease with Charter Communications to develop, implement, and operate an end-to-end high-speed wide-area-network (WAN) connecting nine locations, including its central Administration building and multiple branch locations (Three branches that were not in Charter's coverage area remained connected via their existing T1 connections). The high-speed network connections are built in a star configuration between the Administration building and all branch locations at the bandwidth levels listed. The RFP included service, support, and maintenance of the network by the service provider. Charter designed, installed, maintains, and owns the WAN. The lease runs from July 1, 2008 to June 30, 2013.

STRATEGY: The current contract for the WAN connections will expire June 30, 2013. The District will solicit bids for its WAN connections in December, 2012 for services beginning July 1, 2013 and continue to request E-rate funds for these connections. *[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, 20Mb in September 2007 and 45Mb in September 2009.

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 investigate cost effective options to improve performance to the three remaining locations with T1 connections. While these 3 locations are able to function within their limited bandwidth, increased responsiveness would be beneficial. Possible solutions may include alternative connection types, virtualization, terminal services, or a combination of

these possibilities. [Responsible parties: IT Coordinator and IT Network Administrator]

CURRENT WAN (01/2011)						
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	100Mbps Ethernet	Point-to-Point Circuit	25 (IA=21)	40 (IA=35; WP=2; EL=3)	17	82
<i>Regional branch</i> Middendorf-Kredell Branch O'Fallon, MO 63366	100Mbps Ethernet	Point-to-Point Circuit	26 (IA=20)	36 (IA=32; WP=2; EL=2)	17	79
<i>Regional branch</i> Spencer Road Branch St. Peters, MO 63376	(direct connect to Admin. Offices via private fiber)	n/a	26 (IA=21)	35 (IA=33; WP=2)	11	72
<i>General Purpose branch</i> Corporate Pky.Branch Wentzville, MO 63385	100Mbps Ethernet	Point-To-Point Circuit	14 (IA=11)	20 (IA=19 WP=1)	4	38
<i>General Purpose branch</i> McClay Branch St. Charles, MO 63303	100Mbps Ethernet	Point-To-Point Circuit	14 (IA=11)	24 (IA=22; WP=1;EL=1)	7	45
<i>General Purpose branch</i> Kisker Road Branch St. Charles, MO 63304	100Mbps Ethernet	Point-To-Point Circuit	12 (IA=9)	16 (IA=15; WP=1)	7	35
<i>General Purpose branch</i> Deer Run Branch O'Fallon, MO 63366	100Mbps Ethernet	Point-To-Point Circuit	13 (IA=10)	21 (IA=20; WP=1)	6	40
<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)	4 (IA=4)	1	7
<i>Express branch</i> Library Express @ Wingham O'Fallon, MO 63366	100Mbps Ethernet	Point-To-Point Circuit	3 (IA=3)	6 (IA=6)	2	11
<i>Express branch</i> Library Express @ Discovery Village Wentzville, MO 63385	100Mbps Ethernet	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>	45Mb		60 (IA=60)	n/a	n/a	60
TOTAL			201 (IA=174)	212 (IA=196; WP=10;EL=6)	75	488

IA=Internet Access WP=Public Word Processing PCs EL=Early Learning Stations

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. 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 *Netsweeper* 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/Disaster Recovery

The District currently uses a number of custom methods to support system backups of servers and local PCs, including redundant servers and local and off-site backups. A backup copy of District passwords is stored in a fireproof safe and is updated yearly. Network equipment and other critical hardware are currently supported by surge suppressor/battery UPS systems.

Starting in November 2009, critical staff e-mail accounts using Google Mail are backed up and archived using Google Postini, administered by a third-party vendor. E-mail is archived for 10 years.

STRATEGY: Annually, the District will evaluate the current methods of backups and disaster recovery. If new technology improves the reliability and/or financial feasibility of new equipment or software, the IT Department will evaluate these opportunities. The District will also explore bolstering the UPS protection of the equipment at the Administration Building with a gas powered generator. *[Responsible party: IT Coordinator and IT Network Administrator]*

Virtualization

The District has begun the process of implementing server virtualization, and is running some production applications in this environment. The District has purchased a Dell EqualLogic SAN which, as of January, 2011, is not yet in production.

STRATEGY: The District will continue to maintain and upgrade all necessary software and hardware to maintain a reliable virtualized environment. When feasible, physical servers and other machines will be migrated to virtual servers. *[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 *Visual Studio (6.0, .net, .net2003, .net2005, and .net2008)* as the development tool. Plans include upgrading the database management system to a later *SQL Server* edition.

LISTEN 2000 includes the following:

- *Circulation* client
- *Cataloging* client
- *Patron Database* client
- *Collections* client
- *Periodicals & Standing Orders* client
- *Acquisitions* client
- *Statistics & Reports & Other Utilities (web-based)*
- *OPACs/Online Catalog*
- *Inventory* client
- *Companion* client
- *OverDrive* client

Over the past several years, more web-based development has taken place to replace some of the previous *LISTEN* clients (e.g. *Withdraw* client, *Possible Transfer* client, various utilities, and so forth). Web-based programs are easier to maintain and more accessible to branch staff since any staff PC can access all *LISTEN* web-based programs.

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. In February 2010, the Washington Public Library joined *LISTEN* through the Scenic Regional Library. The Library District serves as an Application Service Provider for these 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 primarily 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 FY10 (ending 06/30/10), the District has submitted 33,199 patron accounts to collections reflecting a total value of material and fines/fees owed of \$2,771,632. Unique has successfully retrieved a total of \$1,790,400. 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.

Multiple enhancements have been made to the *LISTEN Circulation* client, resulting in a savings of staff time:

- In FY08, the developers released a new feature in *LISTEN* -- '**auto-calling**' of reserves. Prior to the release of auto-calling, staff had to manually call each patron (who had not elected to be notified by email) to notify the patron when a reserve was available for pickup. The addition of the 'automated calling for reserve notification' function in the ILS saved, and continues to save, a tremendous amount of staff time. Over 955,000 reserves were placed in FY10.
- Added "Quick Fill" of reserves, reducing the number of screens staff have to access when filling a reserve, saving staff time.
- Changed Reserve Wrapper to support two versions of the reserve wrapper: one for those branches which shelve reserves in a staff area, and one version for those branches which shelve reserves in the public area.
- Added option to allow branch staff to change a patron's email address in the patron record.
- Added option to search patrons by email address.
- Added option to allow branch staff to modify a patron's pickup branch and/or notification method for all unfilled reserves in a single action.
- Other developments are outlined below.

In FY10, extensive development was done to support the Library District's new *Most Wanted* collection. This collection represents high demand items and are non-reservable. The *Most Wanted* collection represents the District's first circulating collection that is non-reservable. To support this new collection, modifications were made to numerous *LISTEN* clients: *Circulation*, *Cataloging*, *Acquisitions*, *OPACs/Online Catalog*, as well as numerous web programs & utilities.

In FY10, a new client - *LISTEN Companion* client – was developed. This client supports synchronization of catalog records obtained from third party vendors (e.g. Serials Solutions). Eventually, this client will also be used for maintaining electronic Government Document records, OverDrive records, NetLibrary records, and any other third party systems that use a control number in the catalog record. This client is used to track adds/deletes/edits in order to maintain the accuracy of the *LISTEN* catalog database records relative to these third party vendors.

In FY10, development using SIP protocol for *LISTEN* to interface with Envisionware's PC Time & Print product was necessary. This allows the PC Time & Print software to 'talk to' the *LISTEN* system, verifying that the patron is in good standing before allowing the patron to use a public PC.

In FY10, Washington Public Library contracted with the IT department to program the *LISTEN Circulation* client to support the use of receipt printers. This feature supports printing information in a receipt format which includes the title of the item, due date, and so forth, to be given to the patron after a check-out session. Receipts can also be printed when fines are paid, as well as printing the patron's listing of all unfilled reserves, all unpaid fines, etc. This new feature was then released to the SCCCLD in the fall of 2010. The use of receipt printers saves both printing costs and staff time in CRM (no longer printing Date Due slips), as well as providing more detailed information to the patron. A corresponding web application was developed for CRM's use to create custom messages/advertisement printed at the bottom of receipts.

In FY10, IT staff developed a new *LISTEN* client that is used exclusively by the Technical Operations Department. The new client – *LISTEN OverDrive* client – manages the acquisitions of material from OverDrive (eMedia) as well as all associated record keeping. This client is used to export the relative ISBNs in order to obtain OCLC catalog records, saving staff time.

In FY10-FY11, Scenic Regional Library requested the development of a *LISTEN Inventory* client. This client is intended to run on a laptop with a wireless connection in a branch. Staff simply sets weeding criteria in this client, and then scans each item on the shelf. The client notifies the staff if the item scanned meets some or all of the criteria set. Development of this client replaces the need for printing 'weed lists', saving both staff time and printing costs.

STRATEGY:

LISTEN 2000 has had multiple enhancements and features added over the past eleven years. However, development is an ongoing process. At the time of preparation of this Technology Plan, the following items are in development, or scheduled to be developed:

- The Library District added enriched content to the OPACs/Web Catalog with the addition of *Content Café* through Baker & Taylor (FY05) and later upgraded to *Content Café 2* (FY09). This service provides full-color jacket images, full-text reviews, professionally-written summaries, and tables of contents.

To further enhance the OPACs/Web Catalog, IT is currently investigating incorporating additional enhanced content available through *NoveList Select*. The product would provide the patron information regarding "similar authors", "similar titles", and so forth, further enhancing the web catalog.

- Plans include enhancing the OPACs/Web Catalog by adding an "All Keyword" search option.
- Expanding the OPACs/Web Catalog to include:
 - Allowing the patron to set his own 'reserve blackout dates'
 - Allowing the patron to elect to receive overdue notices via email
 - Changing the "*Your Account*" option to use an SSL certificate. SSL certificate enables encryption of sensitive information during online transactions
 - Introducing the use of a "Cart" in order to simplify the process when a patron is placing multiple reserves at one time. Currently, the patron must enter his information for each reserve placed. With the use of a cart, the patron would only need to enter his information one time.
 - Giving the patron the option to request the library to maintain a "Reader's History List" which would track each item a patron has checked out.
 - Support the use of a patron PIN to enhance the security of the "*Your Account*" option. The use of a PIN would then be expanded to 'PC Time & Print' as well as remote access to the District's electronic products.
- Modifying the *LISTEN Circulation* client to support the drive up windows at the KL branch and the new SP branch. This would allow the patron to designate, at the time the reserve is placed, whether the patron will be picking up the reserve at the drive up window. This, in turn, would help the staff to know where to shelve the reserve, making retrieval of the item more efficient.

- Investigate incorporating an “Address Web Service” in order to obtain each patron’s standardized street address.
- Incorporating the use of name/subject authority records to improve consistency of authors and subjects in the catalog database. This addition would improve searching the catalog database for both staff and patrons.
- RDA is a new standard for resource description and access relative to MARC catalog records. The District will keep abreast of this new standard in order to eventually implement the use of RDA into the LISTEN catalog.
- RFID: Over the past several years, IT has kept abreast of RFID activity and trends relating to libraries. The cost of individual RFID tags as well as RFID equipment has come down. The District will continue to monitor and evaluate the cost efficiency of implementing RFID.
- Evaluate incorporating “Fountas & Pinnell” and “Lexile” Readings Lists in the District’s website, then linking titles to the Library’s web catalog. (Reading Lists are used by most school districts).
- Explore the possibility of adding additional Missouri libraries if it is fiscally and technologically advantageous.

[Primary responsible parties: IT Project Coordinator and IT Developers]

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

Google Apps for Education, Open Office & Microsoft Office

In October, 2007, the Library District chose to implement *Google Apps for Education* which includes *Gmail*, *Google Calendar*, and *Docs & Spreadsheets*. While IT staff continue to promote use of Google Docs and Spreadsheets, Google Apps role as the primary desktop office application has not materialized. Instead, it is used primarily as a collaboration tool and as a repository for District-wide documentation. Gmail and Google Calendar are used as the District’s sole email and scheduling programs.

In the second quarter of FY2011, the IT Department began installing Oracle’s Open Office software on all public computers in the District. Previously, no word processing or spreadsheet software was installed on any Internet accessible public computer. Stand-alone PC’s loaded with Microsoft Office were available in most branches. Open Office will eventually eliminate the need for these stand-alone workstations, freeing up the space to install more full-service public computers.

The Library District has Microsoft Office installed on all staff PCs. Word and Excel continue to be the primary word processor and spreadsheet used by District employees for most applications.

STRATEGY: The Library District’s IT department will expand the utilization of Open Office on the public computers. Beginning in FY12, the IT staff will evaluate the success of Open Office on public computers and consider upgrading staff computers with the latest version of Microsoft Office, keeping the current version of Office, or migrating to Open Office. Staff training will be offered if upgrading to a new version of Office, or switching to Open Office is selected. *[Primary responsible parties: IT Coordinator, IT Computer Systems Administrator, and IT Network Administrator]*

INTERNAL COMMUNICATIONS

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

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: The Library District requires 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 IT Project Manager]

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 FY12/FY13. [Responsible parties: IT Coordinator and CRM Coordinator]

District Intranet

As part of the District's Website Redesign project, the IT Department was tasked to create an internal Intranet to provide information and documentation to all staff. It will be password protected, and on a secure network available from any Internet accessible computer. Included will be a District-wide Bulletin Board, electronic version of the employee handbook, staff newsletter, and on-line PDF forms.

STRATEGY: The IT, CRM, and HR departments will work together on providing content for the Intranet. The IT Coordinator will act as webmaster until such time an official Webmaster position is created. [Responsible parties: IT Coordinator, HR Coordinator, and CRM Coordinator]

LIBRARY WEBSITE

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

Web Presence

The Library District maintains a web presence at <http://www.youranswerplace.org>. In FY2010, the District completely redesigned this website. The site continued to provide general information about

the library and its services and to highlight special areas such as Local History, Consumer Health, Business Services, NonProfit Services, Teen Services, Children's Services, and Readers' Advisory. However, the entire site was remapped and graphically redesigned, providing both patrons and staff with a more consistent and easier to navigate website. Also, the library's online catalog was redesigned to match the theme of the updated site. Patrons can also access electronic databases and subscriptions, download electronic materials through the District's website as well as sign up for online book clubs and online book newsletters. Children's and Teen blogs allow patrons and staff to interact and share thoughts on books and other materials provided by the library.

A mobile version of the site was created at <http://m.youranswerplace.org> in order to provide site access to those with smart phones. Also, a separate site at <http://www.stchlibraryfoundation.org> was created for the District's Foundation and Friends groups. This information was previously housed on the District website. Its appearance and content are entirely different from the District's site, and helps to give these groups a separate identity.

STRATEGY: The IT and CRM staff will continue to update and improve the site. Web 2.0 applications, such as RSS Feeds, additional blogs, and interactive messaging are planned to further increase the value of the site. *[Responsible parties: IT Department and CRM Department]*

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

In the past, the District used a manual process to register customers for library programs and a manual process to book meeting rooms.

In July 2008, the District began a subscription to Evanced Solutions *E-Vents* product. This web-based product is a full featured program/event management utility with online registration options, automatic email reminders, statistics reporting, and so forth. It allows patrons to conveniently register online for events or programs through the Library's website, greatly reducing staff time.

In July 2009, the District began a subscription to Evanced Solutions *Room Reserve* product, a companion product to *E-Vents*. *Room Reserve* is meeting room scheduling software used to manage the Library District's meeting rooms. This web-based software makes information easily accessible, eliminates double bookings, and provides self-service options for patrons. The self-service option for patrons is scheduled to be released through the Library's website in January 2011.

The District currently uses a manual process to manage its Summer Reading program as well as other reading programs. Future plans call for subscribing to a third Evanced Solutions product called *Summer Reader*. This product provides an easy way to manage summer and year-round reading programs for patrons of all ages. *Summer Reader* will help library staff manage in-house registration as well as offer online registration self-service option for patrons. Other features include prize management and reports.

STRATEGY: The District's plans include releasing the patron-side of *Room Reserve* in January 2011. Plans also include purchasing and implementing the *Summer Reader* product, coordinating the date of such with other department heads and branches. *[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]

SECURITY CAMERA SYSTEMS	Goal #1 Existing	Goal #2 Emerging	Goal #3 Promoting
	•	•	

Coaxial and IP Based Camera Systems

Starting in 2009, the IT Department began installing coaxial based cameras and DVR systems in all branches. In 2010, staff began installing IP based cameras also. These cameras originally were designed to only view the public entrance areas, however, branch staff also saw the need to add additional cameras in public areas around the buildings. Parking lots, and staff entrances were also added beginning in 2010 at the request of the Board of Trustees, and Branch Managers. None of these systems are actively monitored and are only used for "after the fact" video and still pictures.

Coaxial cameras and DVR's capture approximately 2 weeks of video, and have been used in several instances to provide evidence for local police investigations. IP cameras are being installed to provide additional security at staff entrances and parking areas.

STRATEGY: IT staff will continue to add and adjust camera views to provide necessary security for both staff and patrons. [Responsible parties: IT Department]

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

The Library District has eBooks (*NetLibrary*) and eAudio and eBooks(*OverDrive*) available via download from the Internet. The District's continues to expand its eMedia collection, and eMedia circulation has grown from 26,800 items in FY 2009 to 42,400 in FY 2010, an increase of 58%. In FY11, the District began to install Download Stations in its branches, allowing patrons to download materials via the high-speed Internet connections used by the Library. As the market changes, video eMedia may become part of the District's collection.

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
	•	•	•

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 \$740,000 annually for Electronic Resources. For a full listing of electronic resources, see the following link:
<http://www.youranswerplace.org/electronicatoz>

In October 2007, the District acquired an Electronic Resource Management System (ERMS) from *Serials Solutions* with the components listed below. Customers now find the vast array of electronic products the District subscribes to easily accessible.

- 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
- 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. .

In June 2010 (FY10), the initial import of catalog records into the LISTEN catalog database of all eJournals and eBooks managed through the Serials Solutions product was done. This part of the implementation of the ERMS gave patrons more inclusive access to both print and electronic materials through the online catalog. As of November, 2010, there were 33,896 eJournals and 9,109 eBooks, managed through Serial Solutions, represented in the LISTEN catalog database. Updates which include adds/edits/deletes are processed monthly.

STRATEGY: The District's plans include continuing monthly Serials Solutions updates of catalog records in the LISTEN catalog database. Plans also include expanded record keeping of individual products available through the ERMS. *[Primary responsible party: Deputy Director; other parties involved include the IT Department (importing/updating Catalog records) and CRM Department (continued marketing)]*

DIGITIZED COLLECTIONS & INDEXING LOCAL NEWSPAPERS	Goal #1	Goal #2	Goal #3
	Existing	Emerging	Promoting
	•		•

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

Consumer Health Services

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.

The District and the Barnes-Jewish St. Peters Hospital and Progress West HealthCare Center developed an interactive display at the Middendorf-Kredell Branch Library, including looping DVD presentations on a flat-panel large screen television. In 2008, the District created a full-time Consumer Health Information Resource Officer position. Among other responsibilities, this person performs the following:

- Coordinates the presentation of health related events with both hospitals and the District.
- Maintains and distributes a monthly electronic newsletter
- Represents the District at health-related programs and presentations
- Acts as a liaison between the District and its health partners

STRATEGY: The medical education programming will continue to expand and include the use of more technology to broaden the pool of presentation *[Primary responsible parties: Consumer Health Information Resource Manager and CRM Coordinator]*

Community Council

In FY10, the District entered into a contract with a local non-profit organization called The St. Charles Community Council. The Community Council is an umbrella organization for local non-profits that provides them with support and networking opportunities by coordinating services and leveraging the limited resources of small organizations.

In FY11, the District will open a replacement for the existing Spencer Road branch. This building will include over 13,000 square feet of meeting space that will be managed and maintained by the Community Council. This space will be available to public, non-profit, and Library groups in the same manner as meeting rooms in other branches. Some of these rooms will have audio-visual equipment that will be supported by the IT Department and usage will be controlled by the District's online meeting room software. In addition, the Community Council will be given space in the new branch for their offices. While not directly supported by the District's IT staff, building facilities and infrastructure, including cameras, security, phone and networking systems will be maintained by the IT Department.

STRATEGY: The Library District is committed to supporting the Community Council and the local non-profit community, and is providing both staff and hardware to this project. *[Primary responsible parties: Nonprofit Information Resource Manager, Planning and Development Coordinator, IT Staff]*

St. Charles County Historical Societies

In FY05 (October 2004), 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 web catalog. In FY08 (March 2008), the Library District partnered with the Boone Duden Historical Society and in FY11 (August 2010), the Augusta Historical Society, to include the collections of both in the District’s web 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 also expand its web-accessible offerings. *[Responsible parties: Local History Information Resource Manager, Cataloging Manager, IT Developers]*

NEW LIBRARY BRANCH	Goal #1	Goal #2	Goal #3
	<i>Existing</i>	<i>Emerging</i>	<i>Promoting</i>
		•	•

In June 2010, the District began construction of a new, two-story 55,000 square foot branch to replace the existing 22,000 square foot Spencer Road branch. This branch is scheduled to open in the 2nd quarter of FY12. This branch will incorporate expanded and new services supported by the IT Department. Many, but not all, of these services are mentioned elsewhere in this document. They include:

- A 20 seat training room that can be used for both public and staff training sessions. When not in use, these computers can be used as Public Internet computers.
- An additional 30-50 Public Access computers.
- Thirteen meeting rooms, including 2 large configurable rooms, with audio and video equipment, including sound systems and overhead projectors.
- Additional Early Learning Stations that are not available in the current branch.
- Building-wide wi-fi, including meeting room and Community Council Partner offices. In addition, multiple spaces will contain electrical outlets for laptops and electronic media devices.
- Building-wide security, including indoor/outdoor video cameras, card-swipe entry doors, and motion detectors.
- Three network rooms, one of which will serve as a backup site for the Administration Building servers.

STRATEGY: The IT Department will achieve its goals, and manage its responsibilities in building and maintaining this branch. *[Primary responsible party: IT Staff, Spencer Road Staff and Director]*

EARLY LITERACY STATIONS	Goal #1	Goal #2	Goal #3
	<i>Existing</i>	<i>Emerging</i>	<i>Promoting</i>
	•		•

The Library District currently has 6 PC stations devoted to small children. The workstations are located in the Children’s area at the K. Linnemann, Middendorf-Kredell, and McClay Road Branches. The Early Literacy Stations offer an entire series of products for young children which are for both educational as well as entertainment purposes.

STRATEGY: Depending upon their popularity and use, the District will evaluate the need for additional Early Literacy Stations each year at budget time. In the meantime, the IT Staff will continue to update and maintain both the hardware and software. *[Primary responsible party: IT Staff, 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. When the branch was remodeled in FY2009, two Cannon MS-300II's and one Cannon MS-350II were installed in the branch, replacing outdated microfilm readers. The MS series is an all-in-one microfilm viewer, scanner-to-PC, digital solution; can be used with all film types and micro opaques; and has digital rotation.

STRATEGY: The District will assist and support the Local History and Information Resource Manager in the use of these machines. *[Responsible parties: IT Department and Local History Information Resource Manager]*

YOUNG ADULT AND VIDEO GAMING SOFTWARE

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

One of the emerging interest areas in the Library is the Young Adult collection and YA programs. Movie nights, increased space for YA activities, and a YA presence on Facebook are just some of the ways the Library is responding to the needs of young adults in the district. A separate Young Adult room is being developed in our Middendorf-Kredell branch, and one is planned for the new Spencer Road branch.

A new entry in the FY11 budget is the purchase of video gaming software. The Board of Trustees has decided to move cautiously in this area, restricting the ratings and content of the games. It is expected that this collection will start slowly and build over the next few years.

STRATEGY: The IT Department will support the Young Adult staff by providing technical assistance and guidance, including installing new computers in the YA areas, and providing support with Web 2.0 projects. *[Responsible parties: IT Department and Young Adult Staff]*

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. Also, the upfront costs, including the labor needed for tagging materials, make budgeting for this process difficult.

STRATEGY: The District will continue to research RFID technology and keep abreast of current costs for implementation. 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
•	•	•

In FY10, the Library District added 51 new Public Internet Access PCs throughout the District and installed a Time and Print Management software package in all branches. This replaced an in-house developed “PC Tracking and Queuing” program 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. After a nationwide RFP, Envisionware was selected as our vendor.

The following hardware is installed in each branch to support the Time and Print Management System:

Location	Print Release Stations	Reservation Stations	Coin and Bill Acceptors
K. Linnemann Branch	X	X	X
Middendorf-Kredell Branch	X	X	X
Spencer Road Branch	X	X	X
Corporate Parkway Branch	X	X	X
McClay Branch	X	X	X
Kisker Road Branch	X	X	X
Deer Run Branch	X	X	X
Boone's Trail Branch	-	-	-
North County Branch	-	-	-
South County Branch	-	-	-
Library Express @ WingHaven	X	-	-
Library Express @ Discovery Village	X	-	X
Administrative Offices	-	-	X
TOTAL	9	7	9

The project was funded by an LSTA grant, reimbursing the District for between 50-75% of the total project cost. The benefits of this project include:

- **Reduced staff time in checking out and delivering printouts to patrons.** This gives staff more time to perform other customer service activities.
- **Better control of patron queuing during busy times.** The software allows for PC time management and both true queuing and computer reservation. Combined, this allows patrons to spend less time waiting, and making more PCs available for use.
- **Better printout management.** Previously, staff had to manually retrieve and cashier patron printouts. Blank and unwanted pages resulted in wasted paper. The new system has resulted in a reduction of paper use and staff time used in the process.
- **Better customer experience.** Patrons can self-login, and control their printouts without staff intervention. They can also use express PCs to shorten the process.

Public Computer Checkouts

FY10 -- 327,338
 FY09 -- 283,050
 FY08 -- 248,948
 FY07 -- 240,008
 FY06 -- 211,575

54.71% increase FY06 to FY10

STRATEGY: The IT Department will assist and support staff and patrons in the use of this software. In addition, IT will maintain and upgrade the software when necessary. *[Responsible parties: IT Department]*

WIFI for PATRONS

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

The Library District offers free Wi-Fi for patrons at all branches except those served by a T1 line in the smaller municipalities. The service is delivered using a standard DSL connection independent of the District's network. Currently, there is not enough demand to justify service in these branches. The IT Staff is testing password protected software and hardware that will limit use of these networks to library patrons in the branch.

STRATEGY: WiFi service will continue to be supported and maintained. It is likely that service will be expanded to allow printing from WIFI connected machines. *[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.

The District primarily uses the videoconference equipment for in-house programs and training, and as a local resource for videoconferences held by the State Library and MORENet.

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.

In FY12, the District will look at enhancing video and audio connectivity by looking at web-based webinar and web meeting software. Depending upon the technical requirements and cost, the District may implement a District-Wide video system with webcams in each Regional and General Purpose branch. A certain percentage of meetings would be web based, reducing mileage costs and staff time necessary for meetings.

STRATEGY: The Library District will continue to use its videoconferencing services for both in-house training and development as the meeting room schedule allows. We will also research the feasibility of creating a District-wide video network. *[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 FY11. *[Responsible parties: Director, IT Coordinator, and Network Administrator]*

PHONE LINES & PHONE SYSTEMS

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

Phone Lines:

The Library District currently has basic telephone lines at all branches. The current contract for the majority of the District's phone lines is with Charter Communications and is scheduled to expire June 30, 2011. The District is scheduled to solicit bids in December 2010 for service beginning July 1, 2011. E-Rate funds are requested for these phone lines.

E-Rate funds are not requested for lines used for DSL for WiFi for patrons and building security, fire alarms, etc. These lines are on a month-to-month contract.

Phone Systems:

A phone system is installed at the Administrative Offices as well as each regional branch and general purpose branch. The Administrative Offices and the Spencer Road Branch share a single phone system, connected via private fiber. No phone systems are installed at any of the mini-branches or express branches due to the small size of these branches along with the low number of phone lines in each of these locations.

Replacement phone systems were purchased and installed in June 2010 at the Deer Run Branch and the Middendorf-Kredell Branch. The phone systems were replaced due to age and difficulty acquiring replacement parts.

The phone systems at the following branches include voicemail & auto-attendant: Administrative Offices/Spencer Road Branch, K. Linnemann Branch, Middendorf-Kredell Branch, and the Deer Run Branch.

Aging phone systems will be replaced on an as-needed basis at the Corporate Parkway Branch, Kisker Road Branch and the McClay Branch. Replacement systems will include voicemail & auto-attendant.

Future plans include purchasing a replacement phone system for the Spencer Road Branch/ Administrative Offices at the time the Spencer Road Branch relocates to the new building in the summer/fall of 2011. Replacing the existing phone system will result in an inventory of replacement parts and replacement phones which can be used to maintain the phones systems at the Corporate Parkway Branch, Kisker Road Branch, and McClay Branch as needed.

The chart below shows the current number of phone lines and the type of phone system at each location.

PHONE LINES & PHONE SYSTEMS				
Location	Number of Phone Lines	Notes	Current Provider (# of Lines)	Phone System
K. Linnemann Branch	11	1 line has DSL to support WiFi for patrons & Bldg. Security; 2 lines for Fire Alarm (E-Rate is not requested for these 3 lines)	Charter (8) AT & T (3)	InterTel Access Digital Telephone System; Version 10.0 (with Voicemail & AutoAttendant)
Middendorf-Kredell Branch	7	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (6) CenturyLink (1)	Mitel Digital/IP CS5000 Telephone System (with Voicemail & AutoAttendant)

PHONE LINES & PHONE SYSTEMS				
Location	Number of Phone Lines	Notes	Current Provider (# of Lines)	Phone System
Spencer Road Branch	8	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (7) AT & T (1)	InterTel Access Digital Telephone System; Version 10.0 (with Voicemail & AutoAttendant)
Corporate Parkway Branch	8	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (7) CenturyLink (1)	InterTel Access Digital Telephone System; Version 10.0
McClay Branch	7	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (6) AT & T (1)	InterTel Access Digital Telephone System; Version 10.0
Kisker Road Branch	7	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (6) AT & T (1)	InterTel Access Digital Telephone System; Version 10.0
Deer Run Branch	7	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (6) CenturyLink (1)	Mitel Digital/IP CS5000 Telephone System (with Voicemail & AutoAttendant)
Boone's Trail Branch	2		CenturyLink	not applicable
North County Branch	2		AT & T	not applicable
South County Branch	2		CenturyLink	not applicable
Library Express @ WingHaven	3	1 line has DSL to support WiFi for patrons & Bldg. Security (E-Rate is not requested for this line)	Charter (2) CenturyLink (1)	not applicable
Library Express @ Discovery Village	3	1 line has DSL to support WiFi for patrons (E-Rate is not requested for this line)	Charter (2) CenturyLink (1)	not applicable
Administrative Offices	16	1 line has DSL to support WiFi; 3 lines for Bldg. Security, Fire Alarm, & Elevator Monitoring (E-Rate is not requested for these 4 lines)	Charter (12) AT & T (4)	InterTel Access Digital Telephone System; Version 10.0 (with Voicemail & AutoAttendant)
Cool Springs Warehouse	1		CenturyLink	not applicable
TOTAL	84			

STRATEGY: The District's current contract for phone lines is with Charter Communications. This contract will expire June 30, 2011. District plans include soliciting bids for all District phone lines in December, 2010 for services beginning July 1, 2011. The District will continue to request E-Rate funding for a majority of the phone lines. *[Responsible party: IT Coordinator / IT Project Manager]*

STRATEGY: Plans call for the purchase of a replacement phone system for the Spencer Road Branch/Administrative Offices at the time the Spencer Road Branch relocates to the new building in the summer/fall of 2011. *[Responsible party: IT Coordinator]*

HARDWARE INVENTORY

January 2011

SERVERS INVENTORY –

January 2011

<u>Description</u>	<u>Quantity</u>	<u>Locations</u>
File Servers:		
Gateway E4000 Windows Server 2003 (Domain controllers; misc application servers)	10	SP,MK,KL,CP,KR,DR,MY,IT
HP ProLiant Servers - VMWare vSphere 4	2	IT
LISTEN (ILS) Servers:		
Dell PowerEdge 6600; Windows 2003 Server [LISTEN 2000 Backup Server]	1	IT
Dell PowerEdge 2850; Windows 2003 Server [Production Server-Livingston] [Production Server-Trails Regional] [Production Server-Scenic Regional/Washington Public Library] [OPAC Data Server - SCCCLD]	4	IT
Dell PowerEdge 1850; Windows 2003 Server [Web/COM+ Server - Livingston] [Web/COM+ Server - Trails Regional] [Web/COM+ Server - Scenic Regional/Washington Public Library]	3	IT
Dell PowerEdge 6850; Windows 2003 Server [Production Server-SCCCLD]	1	IT
Dell PowerEdge 1435SC; Windows 2003 Server [OPAC Web Server - SCCCLD] [Statistics & Reports Server - SCCCLD]	2	IT

**MISCELLANEOUS HARDWARE
INVENTORY - January 2011**

<u>Description</u>	<u>Quantity</u>	<u>Locations</u>
Routers:		
Cisco 2621 Router	3	NC, SC, BT
Cisco 3845 Router	1	GA
Total Routers	4	
Switches:		
Cisco 3650	1	DE
Cisco 3560	7	Multiple branches
Cisco 3550	9	Multiple branches
Cisco 2970	1	GA
Cisco 2960	2	GA
Cisco 2950	14	Multiple branches
HP 2810	1	KL
HP 2524	1	MK
Netgear FS524	1	KL
Total Switches	37	
UPSs:		
APC Smart UPS 2200	5	MK, CP, KR, DR, MY
APC Smart UPS 1400	1	GA
APC Smart UPS 1000	1	WH
APC Smart UPS 3000	2	GA,MK
Tripp Lite SU3000RTXL3U	2	GA, KL
Tripp Lite SMART15000SLT	1	DE
Total UPSs:	12	
PCs (All with Windows XP Pro):		
Celeron – Windows 98 OPAC	39	Multiple branches
Core 2 Duo – Windows XP Pro	81	Multiple branches
PIII – Windows XP Pro	30	Multiple branches
P4 – Windows XP Pro	358	Multiple branches
Total PCs:	508	
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
Coaxial Cameras	54	MK-6,KL-6,CP-4,KR-4,DR-8,MY-4,NC-4,SC-3,BT-2,WH-5,DE-4,GA-4

**PRINTER INVENTORY –
January 2011**

<u>Model</u>	<u>Number</u>
HP Color LaserJet 4700	8
HP Color LaserJet 4650	10
HP Color LaserJet 2605	2
HP Color LaserJet CP3525	3
HP LaserJet P4014	1
HP LaserJet 4300	4
HP LaserJet 4350	2
HP LaserJet 2300	12
HP LaserJet P2015	8
HP LaserJet P2055	1
HP LaserJet 5100	1
HP LaserJet 2100	15
HP DeskJet 712c	2
HP LaserJet 1160	2
Lexmark Optra S 1650	1
Lexmark Optra S 1255	1
Lexmark Optra S 1250	1
TLP 3742	3
GX430t	4
TLP 3842	4
EPSON, TM-T88V, THERMAL PRINTER	34

**BARCODE SCANNERS INVENTORY
January 2011**

<u>Description</u>	<u>Quantity</u>
Barcode scanners - assorted models	120

**COPY MACHINE INVENTORY
January 2011**

<u>Copier Location</u>	<u>Copier Model</u>
Corporate Pkwy Branch	Ricoh 6655 Savin 9400D
Deer Run Branch	Ricoh 6655 Ricoh 401
Discovery Village	Savin 9027DL
Kathryn Linnemann Branch	Savin 9032DL Ricoh 5535
Kisker Road Branch	Ricoh 6665 Ricoh 5535
Library District Admin Offices	Ricoh 1035
Library Express at Winghaven	Ricoh 200
McClay Branch	Gestetner 2740 Ricoh 401
Middendorf-Kredell Branch	Ricoh 270 Ricoh 220 Savin 9220 DL Ricoh 400
Spencer Rd. Branch	Savin 9027DL Ricoh 401

SOFTWARE INVENTORY

January, 2011

ILS

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

Network/District and Server Software:

- *Microsoft Windows Server* and associated CALs
- *Netsweeper* - 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
- *Steady State* – 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); hosted by E-Vanced Solutions.
- *Open Office* – Open source word processing, spreadsheet, and presentation software installed on all public computers
- *Envisionware Time and Print* – PC Reservation and Print Management software installed on all public PC's. Management Console running on 9 servers and web software running on one server. Seven Reservation stations and 9 Print Management Consoles running in branches.
- *VMWare* – Virtual Server Software

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* - to support in-house developed ILS – *LISTEN 2000*
- *Visual Studio.net* - ILS developers only
- *Pronexus VB Voice* - ILS; to support automated calling for reserves
- *Microsoft Visio* (IT department)
- *Pagemaker/Adobe Creative Suite* (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 and cabling 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 and cabling 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.

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

1. Proactively use survey sites as a tool to measure customer satisfaction and new technology.
2. Keeping up with, but not outpacing, current technology. Because of the transient nature of technology, it is fiscally and procedurally advantageous to provide staff and patrons with tested, stable versions of hardware, software, and systems. Smartphones, e-readers, and netbooks are examples of emerging technology that must be supported. Open source software is a viable alternative to turnkey vendor applications that must be bought and privately licensed. An example is the Open Office suite, which performs almost exactly like MS Office, but without the licensing fees. The District installed this on all public computers only after it was accepted as a general alternative business practice.
3. Public education of library services is a major challenge. Patron responses on query cards and OPAC responses can be directly answered. Online survey results have only non-identified individual responses so web, print and news story responses are critical. The District will better utilize its revamped website to inform the public of expanding and new services offered.
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. The District has continuously offered customer training, but has reduced its use in previous years. The addition of a public training room in the new Spencer Branch will expand training opportunities. Most people are familiar enough with computers that the classes taught must be more focused and of a higher skill level.
 6. The District needs to be more supportive of Web 2.0 applications. YouTube, Facebook, Twitter, and media based applications will provide more interactivity and opportunities to present programs and deliver information. The District must deploy technology to stay ahead of emerging technologies.
 7. In order to provide the increasing number and types of technical services for the District, the IT Department must maintain a current and robust network. The use of virtual software, updated network equipment and storage systems, and the continual upgrade of hardware and software are ways that the District can continue providing stable, reliable access to information. Network and Internet access speeds must be monitored and increased if response time degrades and/or applications require increased bandwidth.
 8. The in-house ILS must continue to meet the changing needs and policies of the District. Organizational feedback, suggestions from patrons, and system improvements initiated by the IT Staff will maintain the flexibility and scalability of the system. Because changes are made in-house, updates, new features, and corrections can be made more timely and with less costs than by a third-party vendor system.
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(‘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-\$20,000 per year and is earmarked for training directly related to the IT Staff.

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 2008 Training*, MOREnet's *Security Symposium*, *SANS Network Security* classes.

The District's ILS developers attend training relative to the ILS: *SQL Server 2010-Programming*, *SQL Server 2008-Administration*, *Visual Studio 2008*, and related applications.

The IT staff also serves as Administrator for various third-party products such as Envisionware Time and Print Management software, Open Office, *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 \$750,000 annually for Electronic Resources. For a full listing of electronic resources, see the following link:

<http://www.youranswerplace.org/electronicatoz>

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 and eAudio through (*NetLibrary*) and (*OverDrive*).

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

The IT Department serves the role of Administrator of *E-Vanced Solutions* (online events registration, online meeting room booking, online Summer Reading registration). 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*
- *Anti-Harassment Workshop*
- *Write It Right - Business Writing Techniques*
- *The Administrative Assistant Conference*

The Library staff is also encouraged to participate in training offered through other agencies such as MOREnet, the State Library, and MLNC. In addition, online classes are available through WebJunction, at <http://mo.webjunction.org/mocentral>. 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:

- *Customer Satisfaction: Analysis and Implementation* (WebJunction)
- *Developing Youth Library Services to Keep Them Coming Back!* (State Library)
- *MLNC Speakers Series: The Future (or Not) of Libraries and Library Collections* (MLNC)
- *Google Tools* (MOREnet)

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 FY11 Budget, of the total \$15,521,906 projected income, a total of \$14,984,794 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.

In addition, the District received approximately \$75,000 in LSTA grants in FY10 for Website Redesign and Time and Print Management software. It is anticipated that if opportunities exist for Grant fund reimbursement for projects like RFID, the District will apply for related funds.

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
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 Actual Budget	106,245	8,000	16,000	236,714	7,950	247,140	622,049
FY10 Actual Budget	112,745	25,000	16,000	164,574	13,415	209,877	542,111
FY11 Actual Budget	55,970	11,000	16,000	164,574	10,600	289,900	548,044
FY12 Estimated Budget	55,000	10,000	16,000	175,000	25,000	650,000	931,000
FY13 Estimated Budget	125,000	10,000	16,000	175,000	15,000	225,000	566,000
FY14 Estimated Budget	55,000	10,000	16,000	175,000	15,000	825,000	1,096,000

* Anticipating increase in #7850 *Cabling* and #7860-*Equipment* in FY12 for the Spencer Road Branch replacement building. Anticipating increase in #7810-*Software* as line item as a result of Microsoft Software upgrade FY13. Anticipating increase in #7810-*Software* and #7860-*Equipment* line items as a result of RFID software and equipment in FY14.

St. Charles City-County Library District

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.