ANOKA COUNTY LIBRARY &
COLUMBIA HEIGHTS PUBLIC LIBRARY
2008-2011
TECHNOLOGY PLAN

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URL for this Technology Plan: www.anoka.lib.mn.us/aboutTheLibrary/policies.htm

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OFFICIAL SUBMISSION CERTIFICATION

This 2008-2011 Technology Plan is the official submission of the
_____Anoka County Library and the Columbia Heights Public _____(name of public library).

Marlene Moulton Janssen
_____
Signature of Public Library Director
_____3/22/07_____DATE

CRITERIA I

1.   Organization Leadership and Technology Planning Committee

Anoka County Library (ACL) is a public library system in Anoka County, Minnesota with eight branches and centralized administrative and technical services offices.   Branch libraries include: Northtown (Blaine), Rum River (Anoka), Crooked Lake (Coon Rapids), Mississippi (Fridley), Centennial (Circle Pines), Johnsville (Blaine), North Central (Ham Lake), St Francis (St Francis) and the Associate library of Columbia Heights Public Library (CHPL). ACL also maintains outreach collections at the Anoka County History Center, the jail and area nursing homes. Homebound services and other outreach services are available to county residents.

Columbia Heights Public Library (CHPL) is a city public library in Columbia Heights, Minnesota. It is associated with Anoka County Library through a contractual relationship. One of the services that ACL provides to CHPL is an integrated library system and other technology assistance. CHPL provides bulk loans of materials to school classrooms (public and private) and local nursing homes and assisted living facilities. In addition, an At-Home Service for patrons who are unable to come to the library is available to residents of Columbia Heights.

ACL & CHPL participate in the MELSA regional system, METRONET, MnLINK, and MINITEX.

All hardware and software is purchased by library staff through either Anoka County Purchasing or Columbia Heights City offices using the best price available through either State/County contracts or the open market. Once purchased, hardware and software are inventoried and added to the existing list maintained by the Systems staff. Software upgrades are evaluated and added as needed.   Hardware is replaced on an as-needed basis according to recommendations from Systems staff. Anoka County provides Human Resources, Legal, Financial, Purchasing, Risk Management, and related services to ACL, which functions as a County Department.   The City of Columbia Heights provides Human Resources, Legal, Financial, Purchasing, Risk Management, and related services to CHPL, which functions as a City Department.

Technology Planning Committees

A committee comprised of the ACL assistant director, the CHPL director, Systems staff and the ACL director prepared the technology plan document.   The Library Boards of the respective library systems participated in the needs assessment and will review the plan for approval.

Anoka County Library Board:
> Jane Daniels, President
> Cathy Montain, Vice President
> Adrienne Yeager
> Diane LeTendre
> Norma Jean Falink
> Robert Hayden
> James Kordiak, County Commissioner liaison

Columbia Heights Public Library Board
> Barbara Miller, President
> Patricia Sowada, Vice-President

Catherine Vesley, Secretary
Nancy Hoium
Lynette Thomson
Bruce Kelzenberg, City Council Liaison

Committee Members:
Marlene Moulton Janssen, Director, Anoka County Library
Mary Caven, Assistant Director, Anoka County Library
M. Rebecca Loader, Director, Columbia Heights Public Library
Alan Rautio, Microcomputer Specialist, Anoka County Library
Judy Soule, Systems Specialist, Anoka County Library
Aleksandr Chernin, Information Systems Director, City of Columbia Heights
Paul Grosse, Information Systems Technician, City of Columbia Heights

Ongoing planning, direction and evaluation of technology occur within several committees – the Library Operations Council, the Circulation Committee and the Integrated Library System Committee. Members of those committees include branch librarians, technology staff, business operations staff and management.

2. DEMOGRAPHICS OF PUBLIC LIBRARIES IN ANOKA COUNTY

Serving a county with a population of over 323,500, ACL and CHPL circulated a total of 2,983,149 items in 2006 and hosted more than 1,325,000 visits. ACL and CHPL together own over 702,154 items (2006) and have combined staffs of 95.07 FTE's.

Because of its location north of Minneapolis and adjoining Ramsey and Hennepin Counties in the Twin Cities metropolitan area, Anoka County libraries provide service to a large number of crossover patrons. CHPL is a city-owned public library in a first-ring suburb north of the City of Minneapolis. In particular, CHPL provides service to a large number of crossover patrons from the Minneapolis Public Library. As neighboring libraries reduce hours, Anoka County Libraries have acquired more patrons wanting not only Internet access and word-processing programs, but also media and print materials. The service area also includes two additional types of patrons: 1) the remote user who does not enter any library, and 2) the patron who uses the collection on-site without borrowing materials.

The cities of Columbia Heights and Fridley have experienced a major change in ethnic make-up and age distribution among the population. Service to recent immigrants has created a large demand for English as-a-second-language materials both in the southern "peninsula" and in pockets throughout the rest of the county. Many Anoka County residents need the Internet access provided by the libraries to help them bridge the digital divide. Another significant need in the county as a whole is more support for assistive technologies. Due to the historically conservative budgets, funds have not been available for investments in a large number of assistive technologies.

3. NEEDS ASSESSMENT

Technical skills and competencies vary widely among public library users. Patrons have access to the online catalog, electronic databases, websites (www.anoka.lib.mn.us & www.ci.columbia-

heights.mn.us/departments/library.asp) wireless access points and Internet PC workstations in the libraries.

As the county library and city library are part of two different government structures, their needs assessments have taken two different paths. For purposes of this technology plan, ACL's process will be summarized first and then CHPL's process will be given last.

Anoka County Library

The ACL's technology staff provides technical support for the automation system and maintains associated documentation. In addition, technology staff maintains the word processing and other functions used by staff in the Library's business functions. They also evaluate equipment and workstations on an on-going basis and recommend changes and upgrades and assess future needs as appropriate.

Anoka County Library is in the midst of its first full-scale strategic planning in over a decade. Technology needs, priorities and plans are an integral portion of that planning. It is anticipated that this technology plan will be revised and updated once that process is complete.

The strategic planning process has an aggressive timetable and a number of meetings scheduled. The Library Board embarked upon the process in December of 2006 and anticipates that the plan will be complete by August 1, 2007. The following meetings have occurred or are planned. All have an agenda item on technology needs.

> A meeting with county commissioners and division managers was held on March 13th to discuss needed improvements and service priorities for the library. The participants identified provision of Internet access as their number one priority with emphasis on technology and services to new Americans as a theme throughout.
>
> The Library Operations Council met on March 15th and discussed technology needs for the library as part of their agenda. The group focused on practical needs for the system. Their list included:
> - Barcode scanners at internet sign up stations
> - Increased bandwidth
> - New media, such as streaming video
> - Color printers
> - Fax for public
> - Subscription to Web Dewey
> - New photocopiers (NTN is 9 years old)
> - New printers
> - Productivity software for the public

The Anoka County Library Board held a public meeting on March 19th and included a technology needs discussion as part of the agenda. During the course of the discussion, the Library Board identified the following needs:
- ACL is competitive and current with other library systems use of technology.
- Customers want efficient access to current technology and the library should strive to provide that.
- Good technical support.

- Adequate security
- Provide assistive technology to special needs customers.

A retreat for approximately 50 community leaders, ranging from early childhood family educators to representatives of multicultural groups to local government officials has been scheduled for May 4th. What ACL must do to support the community's future technology needs will be an item on the agenda.

Finally, the ACL strategic planning team will meet at least four more times to develop the framework for the library's strategic plan and will examine our technology needs in support of that plan. The strategic planning team includes:
- Jane Daniels, Library Board President
- Cathy Montain, Library Board Vice President
- Ellen Ward, Library Board member
- Dr. Michael Benz, Officer for the Friends of the Anoka County Library
- Krista Stankey, Branch Librarian for the Johnsville Branch Library
- Mary Caven, Assistant Director
- Marlene Moulton Janssen, Director
- Terry Johnson, Anoka County Administrator

Anoka County Library is also working closely with the Information Services (IS) department of the County. Discussions are focused on closer collaboration in the future. In order to achieve this, the study group comprised of IT staff from ACL, IS staff from the County, the Director of Anoka County IS, Cindy Kevern, and the Director of ACL, Marlene Moulton Janssen have been meeting regularly. They have identified necessary changes to both systems prior to closer collaboration. The chart illustrating their findings is copied below.

**Information Services and Library
Comparison of Technology Standards**

Technology Item	County	Library	Comments
Email	The County currently uses Novell for email services.	The Library currently uses Microsoft for email services.	A system-wide migration would need to be completed.
File and Print Services	The County currently uses Novell for email services.	The Library currently uses Microsoft for email services.	A system-wide migration would need to be completed.
Virus Protection	The County currently uses centralized protection such as redundant firewalls, anti-virus, anti- SPAM and anti-spyware.	McAfee VirusScan is installed locally on every server. The Library does not currently have anti-virus, anti-SPAM or anti-spyware on the workstations.	A security assessment would need to be completed, and appropriate hardware and software may be required.
PC Standards	The standard is Dell PC utilizing Microsoft Windows Operating System, utilized by County employees. There are	The Library has a combination of HP, Compaq, Gateway and Dell, PCs, with varied standards. There are 118	The Library could adopt the County standard for new PC purchases.

Technology Item	County	Library	Comments
	approximately 2000 PC's at the County	PC's for staff use and 120 PC's available for public access.	
Wireless	There is limited wireless access within the County Government Center, with credentials and authentication required for access.	The Library has wireless access points at each branch to provide Internet access to the public.	A security assessment would need to be completed to determine risks and potential solutions.
Internet Connectivity	The County's Internet Service Provider is the State of Minnesota	The Library's Internet Service Provider is Qwest (currently under contract).	The Library could adopt the County standard for Internet connectivity at the end of their current contract with Qwest.
Data Center Environmental Standards	Information Services connects all key systems through a large UPS and PDU, both of which were replaced in February, 2007.	The Library attaches individual UPS (small battery units) to each server.	The Library could adopt the County Data Center Environmental standards.
Data backup	Backup is accomplished with a centralized tape library Backup tapes are regularly moved off-site for secure storage.	Currently upgrading to a centralized backup solution.	A security assessment would need to be completed to determine risks and potential solutions.
Security	The County utilizes a redundant firewall for protection. Periodic security assessments are completed to review and update security policies and procedures.	The Library uses a single firewall to provide filtered access to the Internet and protect public servers from threats.	A security assessment would need to be completed to determine risks and potential solutions.
Staffing	County IS staff are assigned duties based on area of specialization.	Library IS staff are more generalized and address broad areas of technology.	Staff roles and responsibilities would need to be reviewed.

Columbia Heights Public Library

For a full-time staff of five and a part-time staff of thirteen, the Library has six PC workstations, one copier/printer/scanner, two laser printers, one color ink jet printer, and one scanner maintained by the City. Six of the PC workstations can emulate the integrated library system (ILS).

Major programs and software used by the Library include:
- Microsoft Office 2000 (e.g. Word, Excel, PowerPoint)
- Quark (desktop publishing)
- Laserfiche (optical imaging used for permanent City records)
- Groupwise (e-mail & calendar)
- Cable television Scala designing program in separate PC

The City has departments in eight buildings which are linked by fiber-optic, wireless, or broadband network connections. All hardware and software is maintained by IS staff, and they evaluate both on an on-going basis for upgrades and/or replacement. Hardware and

software problems are reported to IS staff by using "tasks" set in Groupwise. Emergency situations are dealt with by phone, and either remote or on-site resolution. All network wiring is Category 5.

Several methods are used by the CHPL IS Department to define priorities for its City-wide development cycle:

- semi-annual user surveys
- departmental requests
- meetings with users and vendors
- analysis of IT use by other local government bodies
- analysis of IT industry trends

The City IS staff meets with the Library Director to discern changes in service and use of the network to determine changes to software and hardware. All changes must be approved by the City Finance Director, who is also the supervisor of the IS Department, before implementation so that the integrity of the network is maintained. Major considerations include:

- Heavier use of PowerPoint and Quark for presentations and desktop publishing
- Age and capacity of hardware

Items implemented since last Technology Plan:

- Secure Internet ordering of books
- Installation of wi-fi in Activity Room
- Purchase of laptop to facilitate presentations off-site and flexibility
- Upgrade of memory and processors on City pc's to accommodate ILS client

Summary of CHPL needs assessment:

- PC workstations connected to City LAN
  - Evaluate memory and processor speed to accommodate future upgrades of ILS
- Heavy use of portable equipment borrowed from other departments for presentations and programs
  - Evaluate purchase of projector
- Evaluate addition of wi-fi in Library Boardroom
- Evaluate alternative methods of user identification to ensure additional user security and accountability
  - Biometrics

II. Vision, Goals, Objectives, and Strategies for Technology

Anoka County Library Mission Statement: Anoka County Library will provide to the community, without discrimination, current, reliable and easily accessible information.

The objectives of the Anoka County Library in the achievement of this mission shall be:

- To provide information on specific subjects to enrich individual and community life.
- To promote the economic vitality of the community.
- To aid the individual in the pursuit of learning throughout life.

- To provide children and adults with materials for the creative use of leisure.
- To provide information and responsible opinion on all sides of public issues to help citizens in fulfilling their democratic responsibilities.
- To promote literacy.
- To be readily accessible to all.
- To link with the total library resources of the area, state, nation and beyond through participation in regional systems.

Anoka County Library Technology Vision Statement:
Anoka County Library will utilize task-appropriate, cost-effective technology to support its overall mission. It will employ skilled staff and maintain on-going training in current and emerging technologies.

OBJECTIVES:
- Implement enhancements of the current Sirsi Unicorn system including NCIP, MyBistro, and the Director's workstation to allow ACL to more effectively serve its users.
- Identify and fund a pc management system that provides excellent customer service and staff support. Presently, access is provided in the libraries through dedicated workstations with printing capabilities through print managers for photocopiers.
- Enhance ACL's presence on the Internet and provide a greater number of resources in electronic or virtual format. The Internet has made it possible to develop remote access and has become the preferred publishing medium for online documents. ACL & CHPL currently have Internet access to the catalog and information services with "Ask a Librarian" email reference services provided. The website (www.anoka.lib.mn.us) is updated daily by systems staff.
- Continue to explore alternative assistive technologies for potential implementation in ACL.
- Explore and plan for adoption of emerging technologies that support or enhance ACL's mission.
- Increase use of ACL Intranet to provide training and information for staff.
  Implemented in September 2001, the intranet is an efficient mechanism to distribute and update relevant documentation and to provide training. Because the libraries are located in various geographic areas of the county, utilization of the intranet provides an efficient means of providing training, ordering supplies, submitting maintenance requests, and reporting hardware/software problems.
- Identify, plan for and implement new materials handling technologies to increase staff productivity.
- Continue to work with partner organizations such as MELSA and MINITEX to provide staff training via webinars, online seminars and other formats that utilize technology to support staff educational needs while limiting the time and distance expended.

Columbia Heights Public Library Mission Statement: The Columbia Heights Public Library will provide free access to informational and recreational materials for the patrons in a barrier-free environment.

Columbia Heights Public Library Technology Vision Statement: The Columbia Heights Public Library will utilize current technology within budgetary limits to provide on-site and remote access to the community by participating in the ILS maintained by ACL and will explore emerging technologies as they apply to library services. As a City department, the Library will participate in the local area network maintained by the City of Columbia Heights in order to keep

internal administrative functions operating efficiently and to provide current tools for staff to utilize.

OBJECTIVES:
- Update Library news on City website through City Webmaster
  - Establish direct link to City website from public Internet workstations
- Continue to expand electronic document delivery
  - Calendar, scheduling, meetings through Groupwise
  - Distributions of agendas and minutes as attachments to e-mail
  - Continue existing online ordering of books and supplies
- Continue cooperative ventures with Independent School District #13 to teach students how to access online catalog from home
- Address literacy needs of changed demographics to include cooperative programs with English-As-a-Second Language (ESL) and Adult Basic Education (ABE) groups
- Expand use of Intranet to provide fillable forms and links to often-used websites
- Continue to provide classes to patrons on use of online catalog and Internet
- Provide announcements and information via the Library's cable television channel utilizing the Scala designing program

In 2004-2007 the top priorities for City-wide information system development are:

- Increase user productivity by using state-of-the-art applications, ensuring inter-departmental and City-wide application and data integration, and providing ongoing user training
- Ensure information system security by implementing comprehensive organizational and technical measures to provide information integrity, availability, and confidentiality
- Extend City's web presence by improving on-line public access to City information and services
- Increase IS staff productivity by implementing state-of-the-art system management tools, using outsourcing and consultancy services, and providing training
- Decrease total cost of ownership for the Information System by using cost-effective solutions and extending hardware and software life cycle

Customer Access to Online Resources
Online access to electronic resources is available on licensed database PC's in the libraries and through the website. The 2006 electronic reference budget was approximately $20,000. This figure represents local money only. ACL & CHPL receive access to many electronic resources through MELSA and the State.

<div align="center">

Online Resources at Anoka County

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Funding sources are indicated by the following:

🔺 Purchased byAnoka County Library and Columbia Heights Public Library, using local tax money.

Part of the [Electronic Library for Minnesota](#), purchased by the MINITEX Library Information Network, using state tax money.

Purchased by the [Metropolitan Library Service Agency](#), using state and federal tax revenues.

[Academic Search Premier](#)	General & specialized research journals	ELM
[Biography Resource](#)	Living & deceased biographies including *Who's Who*	melsa
[Business and Company](#)	Corporate & investment reference sources and mags	melsa
[Business Source Premier](#)	Business periodicals and reports	ELM
[CQ Public Affairs Collection](#)	Congressional Quarterly publications on government and politics	▲
[Discovering Collection](#)	Kid's reference sources on authors, geography, history and science	ELM
[Encyclopedia Americana](#)	General encyclopedia for adults and older children	▲
[General Reference Plus](#)	Popular periodicals and general reference.	▲
[Grolier Atlas](#)	Geopolitical, thematic, historical and explorer's maps	▲
[Grolier Dictionaries](#)	Adult and children's English and Spanish dictionaries	▲
[Health and Wellness](#)	Medical reference sources and magazines	melsa
[Informe](#)	Una colección de revistas hispánicas con textos completos	ELM
[Kids InfoBits](#)	Kid's reference sources and magazines	ELM
[Literature Resource](#)	Summaries & criticism of novels, plays and poetry	melsa & ▲
[MasterFile Premier](#)	Popular magazines, books and images	ELM
[netLibrary](#)	General ebook collection	ELM
[New Book of Knowledge](#)	Kid's encyclopedia and games	▲
[Newsstand Complete](#)	Over 250 newspapers including the *New York Times, Star Tribune* and *Wall Street Journal*	ELM
[NoveList](#)	Detailed subject guide to fiction including author "read alikes"	▲
[Professional Collection](#)	Periodicals for teachers	ELM
[Rosetta Stone](#)	Online language learning	▲
[ReferenceUSA](#)	Directories of businesses and residences	melsa
[Regional Business News](#)	Regional business periodicals	ELM
[What Do I Read Next?](#)	Guide to fiction and nonfiction	melsa

IN-HOUSE use only below		
AllData	Car and light truck repair plus repair costs from 1982-	melsa
Ancestry Library Edition	Genealogy, local history and census images	melsa
Fact Book	Directory of businesses and business people in Minnesota	▲
Minnesota Newspapers	*Duluth News Tribune, Pioneer Press, St. Cloud Times* and *Star Tribune*	melsa
S & P NetAdvantage	Standard and Poor's investment sources	melsa
Study for the U.S. Citizenship Test	Study, read and practice for test	▲

III: POLICIES AND PROCEDURES

Anoka County Library (ACL) is a department of Anoka County government, and as such, must have compatible policies concerning technology. The County's overall technology goals are described in the Enterprise Strategic Technology Plan 2006-2011, which includes policies concerning: 1) Data Security Policy, 2) End-User Computing Policy, 3) Use of Internet and Online Services, 4) Policy on Access and Disclosure of E-mail Messages, and acquisition of software and hardware.

A security audit of the Library's network was conducted in 2006 and ACL was found to meet or exceed security standards.

ACL & CHPL maintain online manuals and procedures, which include policies, organizational descriptions, emergency procedures, as well as personnel and public service information. The online manuals and procedures are up-dated on a regular basis. ACL & CHPL, in compliance with the Minnesota Data Privacy act, "Maintain(s) the records that identify materials used by borrowers as a confidential file…" (Policies of ACL section 5.9). The mission statement, "ACL will provide to the community without discrimination, current, reliable, and easily accessible information," (adopted 9/19/94) is stated at the opening of the policy manual.

Anoka County has a disaster recovery plan, which includes the Library. ACL & CHPL both maintain off-site data storage. ACL has off-site storage at two branch libraries. This data is updated on a weekly basis.

The City of Columbia Heights' IS Policy is posted on the Intranet, and states the details concerning data and network security. For the purposes of Internet acceptable use, CHPL utilizes the ACL policy. The ACL and CHPL Library Boards will continue to monitor and to revise policies as needed.

ACL & CHPL participated in a study for compliance with the Americans with Disabilities Act (ADA) in 1997, and ACL & CHPL continue to meet ADA requirements. Also in 1997, the Library did an analysis of standards for Minnesota libraries, and ACL & CHPL met or exceeded the categories of essential, enhanced, or excellent in the section dealing with facilities and access.

Both ACL & CHPL comply with the Children's Internet Protection Act and have an Internet Use/Safety Policies in place. The policy is clearly stated on the libraries' public website and must be read and "clicked through" on library Internet stations used by the public. Internet Safety and Internet Use Policies are reviewed regularly and meet the requirements. ACL & CHPL will continue to monitor policies regarding Internet use and safety.

Technology measures to protect children from pornographic images are currently in place. Documentation regarding the process used to select the software along with the policies are included below.

Anoka County Libraries

Internet Policy

Anoka County Library's mission includes the provision of reliable and easy accessible information. The library's traditional resources for useful and reliable information are augmented by the Internet. Not all Internet sites are suitable for all users and some many contain misleading, controversial or offensive information or graphics.

Anoka County Library applies a technology protection measure, known as a filter, to all Internet computers.   Adult users (defined here as age 17 or older), as required by law, may request and receive non-filtered Internet access. (Please see library staff).

Anoka County Library complies with state laws and regulations governing obscenity, child pornography and materials harmful to minors (including but not limited to Minnesota Statutes sections 134.50, 617.241, 617.245, and 617.291 – 617.293).

Parents or guardians are responsible for the use of the Internet by their minor children.

Anoka County Library is not liable for any direct, indirect or consequential damages related to the use of online information accessed through the library's Internet connection.

Guidelines for Internet Use

The Library affirms the right of individuals to access constitutionally protected material on the Internet and supports user privacy and confidentiality in accordance with the Minnesota Government Date Privacy Act.

Parents and their children are encouraged to read various publications, including those found on the National Center for Missing and Exploited Children's website (www.missingkids.com).

ACL is not an Internet Service Provider (ISP). However, e-mail accounts can be set up with other providers. These accounts are not secure and ACL does not support them. Those who choose to use the Internet or e-mail for financial or other confidential matters do so at their own risk.

Internet workstations are available on a first-come, first served basis. Sign up is required and use is limited to a one half hour period per day.

Users may not:
- Display or print obscenity, child pornography or material harmful to minors in text or graphic format.
- Act to degrade, alter or disrupt equipment or system performance.
- Save a file to disc or to the local server
- Play sound or video files or view certain graphic file formats
- Set up their own web page

Failure to Comply with Guidelines

Failure to comply with these guidelines will result in a request for the activity to stop. If not stopped, you will be asked to leave the library. If you refuse, police will be called.

Staff is authorized to enforce all library rules, including those, which regard the use of materials (including Internet), buildings and behavior.

Excerpt from Policy Manual dated 8/8/2006

6.3   Anoka County Library Internet Policy

6.3.1   Anoka County Library's mission includes the provision of reliable and easily accessible information to the community. The Library collects a variety of materials to make such information available, and affirms that useful and reliable information is available on the Internet. Anoka County Library provides access to the Internet at all library locations; the electronic resources found on the Internet augment traditional library collections.

Because of the transient nature of the Internet, the Library is unable to apply traditional selection criteria to resources and sites found on the Internet. The Library recognizes that not all Internet sites are suitable for all library users, and some sites may contain misleading, inaccurate, controversial or offensive information or graphics.

Anoka County Library, in compliance with the federal Children's Internet Protection Act (CIPA), applies a technology protection measure, commonly referred to as a filter. CIPA was designed by Congress to enforce Internet safety by protecting against access to visual depictions of child pornography, obscenity and material harmful to minors. No filter product is perfect, however, nor are they capable of keeping every harmful or offensive Internet site from computer screens. The library's use of filters does not change parental responsibility to monitor their children's Internet use. Adult users, defined here as age 17 or older, as required by the law, may request and receive non-filtered Internet access.

Disclaimer: The Library affirms the right of every individual to have access to constitutionally protected material on the Internet and supports library users' rights to privacy and confidentiality in accordance with the Minnesota Government Data Practices Act. Anoka County Library also complies with state laws and regulations including those governing obscenity, child pornography, and materials harmful to minors (including but not limited to Minnesota Statutes sections 134.50, 617.241, 617.245, 617.292, and 617.293).

Anoka County Library is not liable for any direct, indirect, or consequential damages related to the use of online information transmitted or accessed through the library's Internet connection.

6.3.2   Guidelines for Internet Use at Anoka County Library

The Library affirms the right of every individual to access constitutionally protected material on the Internet. The Library also supports the right to privacy and confidentiality of library users in accordance with the Minnesota Government Data Practices Act.

Parents and their children are encouraged to read various publications The Library has provided links to current sites regarding children and safe

use of the Internet on its webpages and staff can help parents find additional information. Parents must work with their children to understand what is inappropriate behavior and material. In doing so, they help to assure the safety and security of minor children when using the Internet, and other forms of electronic resources or communications.

All library users should understand that unlawful conduct is not allowed at the Library. Unlawful conduct in relation to the Internet includes "hacking" and other unauthorized access to electronic resources, unauthorized disclosure, use and dissemination of personal information about minors, behaviors which endanger safety of self or others or the security of data and actions which violate copyright laws.

Computer Users at ACL may not:

- **Display or print obscenity, child pornography or material harmful to minors in text or graphic format**
- **Act to degrade, alter or disrupt equipment or system performance.**

Anoka County Library is not an Internet Service Provider (ISP) and does not provide email accounts. E-mail accounts may be set up through other web sites. The Library does not assure the security of such accounts and will not support them or advise users. Those who choose to use sites for financial transactions or other confidential matters do so at their own risk.

Internet workstations are available on a first-come, first-served basis. Please see staff at individual libraries for details.

Failure to Comply:

Failure to comply with these guidelines will result in a request for the activity to stop. If the user does not stop, he will be asked to leave the building. If the user refuses to leave, the police will be called.

Library staff is authorized to monitor use of Library resources and to take prompt and appropriate actions to enforce these policies and to prohibit use by persons who fail to comply with these policies.

These Guidelines and the consequences of failing to comply will be posted at Internet computers in each building.

IV: TECHNOLOGY INFRASTRUCTURE, MANAGEMENT, AND SUPPORT

TECHNOLOGY INFRASTRUCTURE, MANAGEMENT AND SUPPORT QUESTIONS FOR PUBLIC LIBRARIES

QUESTION	RESPONSE
What is your telecommunications/Internet connectivity capacity in your regional public library system or public library for Internet access and video connectivity?	10Mb Internet connection to central site. Wide area network uses a 1.544 Mb point-to-point connection from the central site to each branch location.
Do you have plans to expand this capacity within the next three to four years?	Yes.
If you plan to expand telecommunications capacity, what will be your anticipated capacity by the end of this planning period (July 1, 2011)?	20Mb – 100Mb Internet connection to central site. 3Mb – 10Mb circuits between the central site and each branch.
What is your capacity to provide Internet-accessible computers to public library customers? What will this capacity be at the end of the planning cycle?	112 public PC's.
What is your capacity to provide Internet-accessible computers for staff? What will this capacity be at the end of the planning cycle?	116 staff PC's. 125 staff PC's
What is the average age of computer equipment used for information resource access in your regional public library system or public library?	5.5 years old
What is schedule/timeline for your computer equipment replacement cycle?	5 Year PC replacement cycle
What is your computer platform? PC-based, MacIntosh-based or both?	PC-based only.
How many technology support staff do you have to manage your technology infrastructure and network?	2 FTE

QUESTION	RESPONSE
Is the technology support staff sufficient to the task of effectively managing your technology infrastructure and network? If not, what staff capacity do you think you need?	No, the library has insufficient technology support staff. A minimum of two more FTEs is necessary to keep up with current needs. If emerging technologies do not replace current requirements, even more staff is needed.
Is assistive technology for customers with special needs provided and supported in your public library?	We currently provide: page magnifiers, page turner, "grabber, " video magnifier, TDD, accessible website and catalog, and materials including Large Print books, audio books, described and closed captioned video materials. We will investigate available hardware and software solutions which might assist users with special needs: screen/text enlarger software such as Magic and ZoomText; large print keyboards; and larger format monitors may be purchased. Ongoing testing and monitoring of the website and catalog will be necessary. We will continue to acquire library materials to serve a diverse user population and will consider acquiring additional special materials including more Described Video.
Are technology support staff provided with the necessary training they need, including training associated with assistive technology?	Technology staff receives some training, i.e. systems' manager attended the SirsiDynix annual conference in Colorado in 2007. However, staff is stretched so thin attending to daily needs that training is often delayed or completely postponed.
How and when are technology support staff provided with training?	ACL technology staff have the opportunity to attend MELSA training, specialized training subsidized through MELSA, and selected workshops. Online training, professional resources and ongoing discussions with other county staff are utilized, too. CHPL IS staff provides group training in a computer lab located in Murzyn Hall (a City-owned facility). Each training course lasts from 1 to 3 hours, and the training schedule is set three months in advance. The self-registration procedure utilizing Groupwise allows users to schedule and re-schedule courses as necessary. City staff may register to use the lab on an individual basis either to utilize online training or to practice skills using various software programs. CHPL IS staff publishes a bi-monthly online newsletter, "mISsion Possible!", that is used to keep City staff updated on changes, training offered, and general tips. Off-site classes are also utilized by CHPL employees. Funding is provided through the City and Library training budgets.
What particular challenges does your regional public library system or public library face in providing sufficient access and technology resources to your customers and staff?	Constrained budgets have been and will continue to be the largest challenge in providing access and resources.

V: STAFF DEVELOPMENT AND TRAINING

ANOKA COUNTY LIBRARY
ACL's reference coordinator develops and distributes a regular and ongoing series of training bulletins aimed at professional staff. These bulletins, distributed via staff intranet, provide information about new databases, up-to-date search strategies and useful tidbits about library practice and materials. This will continue. We use our intranet for other training purposes too and use it to update staff on the latest policies, procedures, etc. We have made great progress in training related to the use of the ILS installed in 2005. Regular upgrades to the system are made and corresponding updates in training materials are provided.   We provide an annual staff training day with one or more technology-related sessions. There is not a current option for hands-on computer learning at staff day as there is no suitable training location available. Some technical training, such as Word and Excel, is offered through the County; we send staff as the opportunity arises. Training is also offered through the regional library system, MELSA, and we send as many staff as possible to these sessions; product vendors are sometimes involved in this training; some training is available through sources such as MINITEX and their webinars. Hands-on training is offered on-site at our libraries as new employees are hired and as new releases of existing software are implemented.

As new staff is hired they're trained in the use of technology related to provision of library services. This training varies according to the building and expertise of the trainer and need and experience of the trainee. We have a small, four-station training room for staff. We do not have a training area accessible to the public. We have not had formal assessment of such training or assessment of staff proficiency. We will investigate training and assessment programs used by neighboring library systems, evaluate their usefulness for our purposes and implement when feasible.

Columbia Heights Public Library
IS staff provides group training in a computer lab located in Murzyn Hall (a City-owned facility). Each training course lasts from 1 to 3 hours, and the training schedule is set three months in advance. The self-registration procedure utilizing Groupwise allows users to schedule and re-schedule courses as necessary. City staff may register to use the lab on an individual basis either to utilize online training or to practice skills using various software programs.

IS staff publishes a bi-monthly online newsletter, "mISsion Possible!", that is used to keep City staff updated on changes, training offered, and general tips.

Off-site classes are also utilized by employees. Funding is provided through the City and Library training budgets.

VI: BUDGET FOR TECHNOLOGY

Anoka County Library's potential budget is given below. Columbia Heights' potential budget follows.

CATEGORY	ITEM(S) DESCRIPTION	FY2008 BUDGET	FY2009 BUDGET	FY2010 BUDGET	FY2011 BUDGET
Salaries and Wages for Technology Staff	Systems Specialist, LAN Specialist, Systems Operators	$240,145	$249,751	$259,741	$270,130
Fringe Benefits for Technology Staff	FICA, PERA, Health, Life, Dental, LTD	$55,293	$57,505	$59,805	$62,197
Purchased Technology Services					
Consultant Services					
Communications (telephone, Internet access)	POTS, LAN & WAN, ISP	$76,875	$80,719	$84,755	$88,992
Computer and System Services					
Technology Staff Development					
Technology Workshops and Conferences	Workshops, training, etc.	$800	$850	$900	$950
Technology Leases and Rentals					
Purchased Technology Services (i.e. maintenance)	ILS maintenance	$79,595	$82,779	$86,090	$89,534
Supplies and Materials (computer software, etc. both instructional and non-instructional)	Scanners, printers, etc.	$13,260	$13,790	$14,342	$14,916
Capital Expenditures (technology equipment)	PC workstations, servers, etc.	$56,916	$59,193	$61,560	$64,023

Columbia Heights Public Library

Year	Operating	Capital
2008	$25,440	$10,000
2009	$26,203	$15,000
2010	$26,989	$15,000
2011	$27,799	$10,000

The Library budget contains technology expenditures in two sections: 1.) Operating (supplies, equipment under $5,000, software, etc.) and 2.) Capital (equipment over $5,000)*. Projected operating expenditures include maintenance contracts, telecommunications, supplies, furniture, and fees. All expenditures are approved by the Library Board and tracked through the City's Finance Department.

*Explanation for Capital:

2008	Workstation and printer replacement
2009	Installation of print manager
2010	Replace or change-out existing pc's
2011	Printer replacement; workstation replacement

Funding Issues
Both ACL and CHPL function as part of larger governmental systems. Both had very lean and cost effective budgets prior to the loss of state funding in 2003. The significant reductions in aid from the state occurred even though the State of Minnesota retained its expectation that counties and cities would continue or, in some cases, begin programs that were mandated by the state and federal government with no corresponding match of financial assistance. This has meant that previously compressed library budgets are strained even farther. It is extremely difficult to adopt new technologies or even maintain current ones when additional funds are unavailable.

ACL and CHPL's budgets are primarily supported by local property taxes. Less that 3% of their total budgets come from state and federal funding sources. Nonetheless, MELSA's assistance in cooperatively purchasing on-line databases, supporting delivery of materials between systems, distributing Regional Library Telecommunications Aid (RLTA) and monetary support of technology make a critical difference in day to day library operations and technology utilization. It is important that the state legislature recognize this vital role and provide greater support for regional systems.

VII: IMPLEMENTATION PLAN

Objective	Task	Timeline	Operating Costs	New Equipment	Other costs	Communication Strategies	Milestones	Evaluation
Adequate bandwidth to support current and emerging technologies	Provide additional bandwidth to branch libraries as needed	July 2007-June 2101	$10,000 per year per branch	Add'l servers/routers as needed	network monitoring devices	Prepare justifications for Count Board and Library Board	Minimum of 3 Mb at Rum River Branch by Sept. 07, minimum of 3 Mb at 3 medium branches by Jan. 09	Marjority of customers and staff able to use resources w/ max. of 15 second page loads
	Connect with Anoka County Fiber optic network	Implement by 2010	$85,000/yr	9 servers, 9 routers, add'l firewalls, new software, various cabling, additional network monitoring devices	Migration to county standards, firewalls, training on new systems, connection to fiberoptic backbone	Develop detailed plan. Regular meetings with County IS, cost/benefit analysis for both County Board and Library Board	Migrate Library Admin Building by 2009	Majority of customers and staff able to use resources w/ max. of 10 second page loads
Seamless, timely, and convenient access to library materials	Remain current w/ ILS upgrades	Ongoing	$72,000/yr	None	Replacement workstations, scanners, printers and other equipment as needed	Marketing of system to customers, surveys of customer satisfaction	"New Kat" by Sept. 2007 Explore purchase of "Director's workstation" Implement other enhancements as appropriate	Customers report they are able to find information, reserve items, and manipulate their account in a convenient, easy fashion
	Explore potential alternatives to current OPAC	Initiate in January 2010	Unknown	Unknown equipment, software utilizing open source	Provision of greater bandwidth for connections to outside sources	Environmental scanning, reliance on MELSA and other leaders to provide information	Customer access to materials is provided within their preferred platform	Ongoing costs for ILS are reduced and customer satisfaction is increased as measured by online surveys
Skilled, responsive support for technology	Increase number of technology staff	Hire 1st FTE in January of 2008, 2nd in January 2009	Est. of $120,000/ yr	Additional workspaces, tools for analysis,	Recruitment and training costs	Develop job descriptions Work with Library Board and County Board to convey need Work with County IS to determine appropriate skill sets	Adequate staff to support daily troubleshooting	Technology staff are able to resolve or identify potential solutions to routine technological difficulties within two hours 80% of the time

	Develop closer collaboration with county IS department to take advantage of their expertise	Identify plan by January of 2008 Begin Implementation by January 2009	$450,000/ yr	Replace library equipment over a span of 3 yrs. to meet current IS standards	Training staff for integration within County IS	Maintain close communication with county IS, Develop job descriptions Work with Library Board and County Board to convey need Work with County IS to determine appropriate skill sets	Library staff utilize County Help desk Project manager, dept. directors, and respective boards evaluate cost/benefit analysis	Library staff report greater support in accomplishing routine technology enhancements
Customer technology needs supported by knowledgeable staff.	Establish a cost-effective, structured curriculum to assist staff in developing and retaining technology skills	Identify plan by April of 2008, imiplementation ongoing	$6,000/yr., $15,000 start up costs		Replacement and potential addition of equipment in training lab. Greater bandwidth for individualized instruction via the Internet	Work with branch managers, reference supervisors and other staff to identify gaps, guide training, and reward participants. Identify and convince funding agents of value	Basic competencies identified All staff complete skill assessments Staff seek opportunities to provide assistance and training to customers in technology	All staff meet list of core competencies with 75% exceeding basic skills as measured by internal assessments.
New technologies adopted when needed and proven cost-effective		Ongoing	Not available	To be determined	Staff training	Staff will remain current with new technologies and identify those that are most popular and cost effective for pilot projects		Anoka County Library will remain competitive with other MELSA member libraries in technology offered

VIII: EVALUATION PLAN

Goals/activities included in the 2004-2007 plan were:
  o Provide access in branch libraries to PC productivity tools where appropriate
  o Development of web-based user tutorials
  o Expand electronic delivery
  o Filtering (CIPA)
  o Consider special screen display devices for ADA
  o Skill assessments and development of staff
  o Internet policy review
  o Develop written procedures on system life-cycles
  o Computer-generated voice notification system will be upgraded
  o Staff training

Evaluation of the previous plan was accomplished using several different groups. The Anoka County Library Board requested a formal review of the migration process for the ILS. Systems staff, branch librarians, the assistant director, and the director participated in the process. As part of the technology needs assessment process with the county commissioners and division managers, they were asked what the Library could have done better. In addition, the Library Operations Council, Circulation Committee, Public Services Committee, and Integrated Library System committee routinely evaluate progress of technology development and staff training needs.

Anoka County Library did not reach a few of its 2004 goals. Staff have identified that more work remains to be done in staff training in technology, assessment of staff skills and in development of web-based user tutorials. A gap has been found due to the lack of funding for investments in assistive technology for individuals with challenges. Improvements have been made in the usability of library web pages and online catalog but ongoing vigilance is necessary. However, most of the other goals were met and a number surpassed.

Requirements for CIPA were met before the deadline for federal E-rate funding and the Internet policy was reviewed. A new ILS was installed in May of 2005 with staff well-trained and prepared. The use of the intranet was expanded to include more training opportunities and document provision and enhancements are ongoing. Electronic delivery was increased and the computer generated voice notification system was upgraded. Customers have been generous in their praise of the new systems. A new pc management system was purchased and implemented for public access to the Internet. The low bid was accepted which was perhaps not the best choice. A significant amount of staff time has been devoted to working with the software to increase its productivity. Wireless access was identified as a customer-desired enhancement that was successfully installed shortly after the pc management system was rolled out. It was much more successful both in customer satisfaction and in ease of use.

As the new Technology Plan is implemented, regular evaluation will insure that the goals, objectives, and action plan timelines are on schedule and realistic. The Library anticipates that significant amendments to the technology plan will occur once the strategic plan is completed in

July of 2007. Congruence with the strategic plan and long-term commitment to the technology plan are essential for successful maintenance of current technology and adoption of improvements.   This can only be achieved by re-evaluating the technology plan in light of the identified priorities for the strategic plan. The following evaluation strategy is recommended:

- Reconvene the Technology planning team when the strategic plan is completed.
- Compare the strategic plan priorities with the mission, goals and objectives of the technology plan.
- Solicit input from library stakeholder groups.
- Identify gaps and reprioritize goals.
- Analyze timeline and tasks and amend where needed.
- Resubmit the plan to the state Library office.
- Include status updates on technology projects in monthly operational reports (systems staff)
- Review Technology Plan quarterly (Library Systems Staff and LOC Committee)
- Review with Library Board annually (Library Director)
- Review with Library Operations Council annually for progress and public service input (Library Director)
- Review annually during budget preparation for revisions and funding requests (Library Director)