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**Metropolitan Library Service Agency
Technology Plan**

2008 – 2011 PLANNING CYCLE

Spring 2007



**2008-2011 TECHNOLOGY PLANNING CHECKLIST FOR
SCHOOL DISTRICTS, CHARTER SCHOOLS, NONPUBLIC
SCHOOLS AND PUBLIC LIBRARIES**

Please complete the contact information on this page and the checklist on the following pages and include them with your technology plan.

Name of School District, School or Public Library System or Public Library:

Metropolitan Library Service Agency (MELSA)

School District Number (if applicable): --

Contact Person Name: **Chris Olson, Executive Director**

Contact Person Mailing Address: **1619 Dayton Avenue, Suite 314,
Saint Paul, MN 55104**

Contact Person Phone Number: **651-645-5731**

Contact Person E-mail: **chris@melsa.org**

URL for this Technology Plan (if applicable): **www.melsa.org/techplan2008**

Please complete the following checklist by indicating on which page each of the criteria is addressed.

Criteria applying only to schools or school districts are indicated with “schools” in parentheses next to the criteria statement. Criteria applying only to public libraries are indicated with the word “libraries” in parentheses next to the criteria statement. Criteria applicable to both are indicated with “schools and libraries” in parentheses.

CHECKLIST

CRITERIA	PAGE(S) WHERE CRITERIA IS ADDRESSED
<p>I. Planning and Needs Assessment (schools and libraries)</p> <p>Organization Leadership and Technology Planning Committee</p> <p>Demographics of Regional Public Library System</p> <p>Needs Assessment Method and Results</p>	<p>5</p> <p>6</p> <p>7-8</p>
<p>II. Vision, Goals, Objectives, and Strategies for Technology</p> <p>Delivery of Services (libraries)</p> <p>Increase/Improve Technology Access (schools and libraries)</p> <p>Administration (schools and libraries)</p> <p>Professional Development (schools and libraries)</p>	<p>9-13</p>
<p>III. Policies and Procedures</p> <p>Equitable Access for Library Customers with Exceptional Needs (libraries)</p> <p>Data and Network Security (schools and libraries)</p> <p>Internet Safety and CIPA Compliance (schools and libraries)</p>	<p>14</p>
<p>IV. Technology Infrastructure, Management, and Support (use template provided by MDE).</p> <p>Telecommunications Capacity (schools and libraries)</p> <p>Assistive Technology (schools and libraries)</p> <p>Equipment Access for Delivery of Public Library Services (libraries)</p> <p>Average Age of Equipment for Instruction or Public Library Services (schools and libraries)</p> <p>Handhelds, Tablet PCs, Interactive Whiteboards and other devices (schools and libraries)</p>	<p>15-16</p>

CRITERIA	PAGE(S) WHERE CRITERIA IS ADDRESSED
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OFFICIAL SUBMISSION CERTIFICATION

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

Metropolitan Library Service Agency (MELSA)

(name of school, school district, regional public library system, or public library).

Signature of Superintendent, School Administrator, or Regional Public Library System Administrator and System Governing Board Chair, or Public Library Director

DATE

Metropolitan Library Service Agency (MELSA) was established in 1969 as a non-profit governmental agency in accordance with the MN Joint Powers Agreement, an agreement between the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington and the cities of Minneapolis and St. Paul. MELSA is the largest of the twelve regional library systems in Minnesota with 53% of the population and 1/3 of the state's public libraries in its service area. Through MELSA, library users in the seven county metro area enjoy access to public library services throughout the region, regardless of political boundaries. In addition to facilitating collaborative relationships among member libraries, MELSA provides other services such as a delivery system for materials sharing, coordination of various children and adult programming, cooperative purchase of library databases, training for library staff, and administration of funds received for library services from state, federal, and other sources on behalf of member libraries.

This MELSA Technology Plan for 2008-2011 will include a summary of planned technology expenditures for MELSA as the headquarters for the regional system (since the MELSA office does not serve the public directly some of the required criteria are not applicable) and an individual plan from each of the nine member library systems. Please note that many of the systems will be updating their plans later in 2007 as part of their system's strategic planning process; revised technology plans will be submitted to State Library Services as received. Of particular significance is the potential merger between Hennepin County Library and Minneapolis Public Library systems. In anticipation of this merger and the dramatic impact on their technology budget, Minneapolis Public Library has drafted their plan through June 2008 only. An updated technology plan for the merged system will be submitted to SLS when available.

Criteria I: Planning and Needs Assessment

1. Organization Leadership and Technology Planning Committee

Each of the nine member library system plans attached identifies a technology planning committee consisting of library administrators, staff, board members, library users, and other stakeholders. Input for the MELSA office and system-wide portion of the tech plan was received from the following:

Chris Olson, MELSA Executive Director
Governing and Advisory Board members
Mona Scott, Business Manager
MELSA staff
TIES (outsourced technical support)
Nathan Miller (outsourced webmaster)

A Technology Interest Group with representation from each of the library system meets periodically throughout the year.

2. Demographics of Public Library System

Geographically, MELSA is the most compact of the regional library systems in Minnesota. It includes the libraries of the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington and the cities of Minneapolis and St. Paul. The Metropolitan Council's population estimate for the seven-county metro area in 2005 is 2.81 million individuals. MELSA members provide services through 105 service outlets (branches and bookmobiles). More than 1,100 staff members are employed at MELSA member libraries.

There are distinct advantages to serving customers in a metropolitan area. Telecommunications lines are generally cheaper. Skilled technology workers are readily available and services are in close proximity. Greater options exist for service delivery mechanisms. However, there are challenges, as well. MELSA member libraries serve over 53% of the state's population. The metro area's population is growing rapidly but unevenly. The table below indicates percentage increases by county. Figures are taken from the 2000 Census.

Anoka County	5.4%
Carver County	12.5%
Dakota County	4.9 %
Hennepin County	0.4%
Ramsey County	-0.9 %
Scott County	21.3%
Washington County	6.2%

Each of the individual system tech plans provides demographic data for their counties and cities. Notable are the following demographic changes that libraries must consider in future technology planning:

- Increasing immigrant/foreign-born populations (over 100 languages spoken throughout metro area)
- Rapid population growth in outlying counties; cities of Minneapolis and St. Paul are losing population while financial and service needs of population are increasing
- Aging populations may require new services
- Expectations for serving populations with special needs are increasing

Each of these demographic shifts presents a unique set of challenges to library operations and technology planning, especially given the funding constraints present in many of the MELSA library systems.

3. Needs Assessment

As detailed in the attached tech plans, the MELSA library systems utilized a variety of methods for assessing technology needs, such as patron surveys, management and committee meetings, staff communications, board discussions, etc.

To assess the needs for MELSA as the regional system, the following discussions were held:

1. MELSA Staff meeting March 16, 2007

Highlights:

- Expand use of MELSA member website for improved communication with library staff, and as a centralized information source for library patrons searching for literary events at member systems
- Research push technology/RSS feeds as a marketing tool and means of customer interaction for Museum Adventure Pass page of MELSA website
- Explore webinars, online learning, and other virtual communication methods as alternatives to onsite meetings and workshops for library staff
- Investigate cost of wireless access and increased bandwidth for MELSA office and conference rooms; consider offsite meeting location with space and improved technology for library staff meetings, workshops, and training events
- Determine if technology audit is needed for MELSA office

2. Met with Mark Gamelin from TIES (outsourced technical support for MELSA office) March 7, 2007 to discuss potential upgrades to MELSA server, firewall, physical configuration of hardware, PC and server software, and increased bandwidth.

3. Met with Nathan Miller from NM Consulting (outsourced web design and support for MELSA office) March 13, 2007 to discuss improvements to MELSA website

4. Joint meeting with MELSA Governing and Advisory Board March 14, 2007 facilitated by Patricia Kovel-Jarboe

Below are participant responses to questions presented during the discussion:

- What are the most important services provided by libraries today? What is the role of technology in providing these services?
 - Bridging Digital Divide
 - 24/7 live homework help and virtual reference services
 - Encourage lifelong reading
 - Information literacy
 - Adaptive/assistive technology
 - Providing patrons with access to computer software such as Word, Excel

- Providing technology and services to underserved populations (i.e. immigrants, New Americans, persons living in poverty)
- How have changes in the demographics of our region changed the services requested by library customers and the technology needed to deliver these services?
 - Continually increasing demand for bandwidth
 - Insufficient number of computers to meet patron needs
 - Need to evaluate “tipping point” for materials and services to foreign-born patrons (collections, computer modifications, children’s services, etc.)
 - Challenge to determine how and where limited collections and technology funds should be allocated
- In what direction might MELSA’s role in technology be expanded and/or defined to better serve member libraries? What specific programs and services should MELSA offer to meet the needs of staff and other stakeholders in MELSA libraries?
 - Can MELSA use technology to assist with collection development/allocation of foreign language materials throughout the region?
 - Continue to facilitate discussions with libraries about assistive/adaptive services; how to increase visibility to intended audiences?
 - Find ways to use technology to better serve early literacy, children, and teen programs
 - Facilitate conversations about addressing needs of aging populations (computer training, programs with partners such as MN Historical Society, technological enhancements, outreach)
 - Could MELSA be involved in a statewide library technology conference for IT staff, decision makers, etc?
 - Continue financial support, training for, and marketing of e-resources
 - Consider use of Phase funds (annual distribution of MELSA funds to member libraries for technology expenditures) for ILS enhancements (i.e. programs “layered” on ILS), and new technologies such as RSS feeds, podcasts, other e-resources
 - How can MELSA offer increased online learning opportunities
 - What is MELSA’s role in information literacy, i.e. how to educate public about distinction between information found on the Internet and vetted, accurate information found in databases or other sources?
 - What is MELSA’s role in identifying the changing needs of libraries and library users, especially as technologies advance so quickly; how can MELSA help to “scan the horizon for emerging technologies?”

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

From MELSA's 2006-2008 Strategic Plan:

Vision Statement:

MELSA leads, dreams and delivers . . . making great public libraries better.

Mission Statement:

MELSA connects its members to

- Share resources and ideas
- Foster literacy
- Promote public library use
- Prepare for the future

Values:

MELSA's Governing Board, its Advisory Board, and Staff embrace these values in working to deliver the Mission:

- Commitment to Diverse Communities
- Commitment to Participation
- Cooperation
- Cost-effectiveness
- Extending Access
- Innovation

MELSA Core Services

- 1) Technology Services
 - E-rate and RLTA
 - Information sharing
- 2) Cooperative Services
 - Delivery
 - Youth/Summer programs
 - Literacy efforts
- 3) Education and Development
 - Training
 - Networking
- 4) Marketing/Public Relations
- 5) Funding and Financial Services

Goal Statements, Strategies & Measures

Goal Statement: MELSA will maintain revenue and seek to increase funding opportunities while operating in a fiscally responsible environment.

Goal Statement: MELSA will demonstrate leadership to foster literacy, promote the value of public libraries, and create innovative ways to improve library services.

Goal Statement: MELSA will collect, share and provide a forum to discuss and exchange data on emerging trends and issues important to member libraries in preparing for the future.

Goal Statement: MELSA will promote the value and strategic use of public libraries.

Goal Statement: MELSA will increase its member libraries' capacity for service and collaboration.

Specific MELSA goals for 2008-2011 Technology Plan:

- Continue to facilitate Assistive Technology Interest Group discussions; conduct workshops as needs are identified
- Discuss foreign language materials collections with Advisory Board and Collections Management task force to determine if member libraries would benefit from collaboration
- Research and discuss with MELSA Youth Services Team and Teen Interest Group methods of using technology to enhance early literacy, children, and teen programs and services
- Facilitate discussions/conduct workshops to address needs of aging populations (i.e. computer modifications, training, etc.)
- Facilitate information sharing with Tech Interest Group and other subgroups of library IT staff
- Provide a collaborative venue for reviewing technology products and services at the request of Directors and Tech staff of member libraries
- Continue to explore system-wide technology such as RFID and ILS alternatives as directed by Advisory Board

- Facilitate discussions with member libraries for information-sharing on issues relating to bandwidth, Internet vendors, etc.
- Periodically evaluate current and potential databases to be purchased with MELSA funds
- Coordinate additional workshops for member library staff on methods of communicating/interacting with library users
- Annually review Phase program, i.e. amount of total allocation, formula used to distribute funds, and approved uses of funds
- Explore ways technology can be used to address various information literacy issues
- Develop plan with Tech Interest Group to monitor emerging technologies; bring in consultants as needed
- Assist in development of technology competencies for different levels of staffing in member libraries
- Monitor technology (hardware and software) at MELSA office and MELSA staff training to maximize productivity in providing services to member libraries
- Explore virtual or online meeting opportunities for MELSA meetings with member library staff
- For E-rate and RLTA: continue to develop procedures for efficient information gathering, accurate processing of forms, effective communication with library contacts, and maximization of refunds for members
- Evaluate current ITV technology to determine if newer technologies offer cost savings and increased service options
- Explore ways MELSA website can be used for increase communication with member library staff and to promote library services to the public

MELSA purchases the following online resources for member library users:

ALLDATA (in library access only)

Automotive repair information for US and most imported cars and trucks.

Ancestry Library (in library access only)

From ProQuest, this comprehensive online source of information for conducting genealogical and local history research includes the digitized images of the U.S. Federal Census from 1790 to 1930, the American Genealogical Biographical Index, extensive indexed passenger lists, and much more.

Biography Resource Center + Complete Marquis Who's Who (available off site)

The Biography Resource Center is a comprehensive database of biographical information on more than one million people from throughout history, around the world, and across all disciplines and subject areas. It combines approximately 250,000 biographies from respected Gale Group sources with nearly one million biographies from *The Complete Marquis Who's Who*®. The database also includes full-text articles from nearly 250 periodicals. Search for people based on one or more personal facts such as birth and death years and places, nationality, ethnicity, occupation or gender, or combine criteria to create a highly-targeted custom search path.

Business & Company Resource Center (available off site) Business, company, and industry information including news articles, profiles, rankings, histories, reports, and industry overviews.

Health & Wellness Resource Center (available off site) A new expanded version of *Health Reference Center*, this includes up-to-date health reference material as well as full-text magazines, journals and pamphlets from a wide variety of authoritative medical sources. (1980 - present)

Literature Resource Center (available off site)

Literature reference database that combines biographical, bibliographical, and contextual information to deliver a resource package on authors and their works (fiction, nonfiction, poetry, drama, history, and journalism). It includes information from the following works: *Contemporary Authors*, *Dictionary of Literary Biography*, *Contemporary Literary Criticism*, *Classical and Medieval Literature*, *Criticism*, *Nineteenth-Century Literature Criticism*, *Twentieth-Century Literature Criticism*, *Shakespeare Criticism*, *Drama Criticism*, *Poetry Criticism*, *Short Story Criticism*, and *Literature Criticism 1400-1800*

NewsBank InfoWeb (in-library access only)

Provides full-text content of local and regional news from the *Duluth News-Tribune* (1995-present), *St. Cloud Times* (1999-present), *St. Paul Pioneer Press* (1988-present), and *Star Tribune* (1986-present).

Pioneer Press Archives (in library access only)

The archives of the St Paul Pioneer Press (1988-present).

Reference USA (available off site)

Database containing directory information for US public and private companies. Companies may

be searched by size, location, type of business, etc. A typical entry includes the company address, phone number, annual sales, number of employees, chief executive, and line of business. Maps can be generated showing individual company locations. Also includes the Residential module which contains information on 102 million U.S. residents compiled from more than 3,900 White Page telephone directories.

Standard & Poor's Net Advantage (in library access only)

Standard & Poor's Net Advantage combines eleven of popular investor information products on a single easy-to-use platform.

Star Tribune Online Archives (in library access only)

The archives of the Minneapolis Star Tribune Online (1986-present).

What Do I Read Next? (available off site)

Featuring more than 93,000 recommended titles, *What Do I Read Next? Online* cumulates entries from the popular print products *What Do I Read Next?*, *What Do Young Adults Read Next?*, *What Do Children Read Next?*, *What Do I Read Next? Multicultural Literature*, *What Historical Novel Do I Read Next?*, and *What Inspirational Literature Do I Read Next?* plus thousands of award winners, bestsellers, and librarian favorites.

Criteria III: Policies and Procedures

The MELSA website was developed using Section 508 guidelines. Verification of full ADA compliance will occur annually.

MELSA currently uses Watchguard LiveSecurity for filtering. An updated filtering product and firewall may be purchased by 2008. MELSA computers are used by staff only and are not accessible by the public; therefore, MELSA does not maintain an Internet Safety Policy.

A full backup of data on the MELSA network server is done each week with incremental backups each day. Servers are stored in a locked room and copies of backup are stored offsite.

MELSA is currently investigating a security audit on behalf of member libraries. As the regional system headquarters, the MELSA office maintains no library patron data subject to privacy issues.

MELSA has previously facilitated workshops for member libraries on creating a disaster recovery plan. MELSA does not currently have a formal disaster recovery plan but anticipates implementation of a plan by 2008.

Criteria IV: Technology Infrastructure, Management, and Support

MELSA office:

QUESTION	RESPONSE
What is your telecommunications/Internet connectivity capacity in your regional public library system or public library for Internet access and video connectivity?	½ T-1 for MELSA office Internet access ISDN line for ITV equipment in conference room
Do you have plans to expand this capacity within the next three to four years?	Considering increase in bandwidth Exploring current technology for virtual meetings as alternative to aging ITV equipment
If you plan to expand telecommunications capacity, what will be your anticipated capacity by the end of this planning period (July 1, 2011)?	At least T-1 by 2011 Bandwidth capacity may be driven by demand at desktop level as virtual meeting technology evolves
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?	N/A
What is your capacity to provide Internet-accessible computers for staff? What will this capacity be at the end of the planning cycle?	All staff currently have Internet-accessible computers Will upgrade based on changing technology
What is the average age of computer equipment used for information resource access in your regional public library system or public library?	1-3 years
What is schedule/timeline for your computer equipment replacement cycle?	3 year replacement schedule
What is your computer platform? PC-based, MacIntosh-based or both?	XP Professional with Service Pack 2 PC-based
How many technology support staff do you have to manage your technology infrastructure and network?	Outsource technical support to TIES-biweekly Outsource web design and maintenance-monthly contract
Is the technology support staff sufficient to the task of effectively	Outsourcing is currently meeting our needs at the MELSA office

QUESTION	RESPONSE
managing your technology infrastructure and network? If not, what staff capacity do you think you need?	
Is assistive technology for customers with special needs provided and supported in your public library?	N/A
Is technology support staff provided with the necessary training they need, including training associated with assistive technology?	N/A
How and when is technology support staff provided with training?	N/A
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?	Technology coordinator position eliminated in 2005; Executive Director, Business Manager, Tech Interest Group, E-rate/RLTA consultant, and other project consultants must collaborate to address system needs

Criteria V: Staff Development and Training

Without a MELSA Technology Coordinator, the Executive Director and Business manager will need to seek out opportunities to become knowledgeable on current technology issues. Sources of information may include publications focusing on technology in libraries, tech seminars and conferences, Web sources such as technology blogs, project-based consultants, and by taking advantage of the expertise of member library IT staff.

In order to optimize service to member libraries, all MELSA office staff must be trained on current technology. Skill levels and training needs will be assessed and addressed annually.

Criteria VI: Budget for Technology

CATEGORY	ITEM(S) DESCRIPTION	FY2008 BUDGET	FY2009 BUDGET	FY2010 BUDGET	FY2011 BUDGET
Salaries and Wages for Technology Staff					
Fringe Benefits for Technology Staff					
Purchased Technology Services	Outsourced technical support-MELSA office equipment Website design and maintenance Online databases for member libraries	\$15,000 \$5,500 \$772,479	\$16,000 \$6,000 \$803,378	\$17,000 \$6,500 \$835,513	\$18,000 \$7,000 \$868,934
Consultant Services	Technology consultants for member libraries (as needed for specific topics) E-rate/RLTA consultant	\$10,000 \$10,000	\$10,000 \$11,000	\$10,000 \$11,000	\$10,000 \$12,000
Communications (telephone, Internet access)	Telephone and Internet access for MELSA office Internet access to member library headquarters (from RLTA funds)	\$10,800 \$86,400	\$12,000 \$86,400	\$13,000 \$86,400	\$13,000 \$86,400
Computer and System Services					
Technology Staff Development	MELSA Staff development	\$2,000	\$2,000	\$2,500	\$2,500
Technology Workshops and Conferences	Workshops for member libraries	\$2,000	\$2,000	\$2,500	\$2,500
Technology Leases and Rentals					
Purchased Technology Services (i.e. maintenance)	Maintenance for routers at member library headquarters (from RLTA funds)	\$4,500	\$4,500	\$4,500	\$4,500
Supplies and Materials (computer software, etc. both instructional and non-instructional)	Software for MELSA office	\$3,500	\$3,500	\$3,500	\$3,500
Capital Expenditures (technology equipment)	Router upgrades for member libraries (RLTA funds) Equipment for MELSA office Funds allocated to member libraries through Phase program for Capital expenditures	\$7,500 \$20,000 \$365,000	\$7,500 \$16,000 \$365,000	\$7,500 \$16,000 \$365,000	\$7,500 \$17,000 \$365,000

Criteria VII: Evaluation Plan

Evaluation Questions	Information Needed	Information Source	Proposed Methods/Analysis	Staffing	Time Line
How can technology be used to assist with the collection development of foreign language materials?	What are libraries currently collecting? In what formats do users want this information?	Local member staff. New American residents	Survey data collected from local staff members. Partnerships with community agencies working with these populations. Survey and/or focus groups with targeted audiences.	Executive Director, Advisory Board and potentially new MELSA interest group.	2008
Assistive Technology: What needs do local libraries have and how do we increase visibility to the intended audiences.	New technologies in the marketplace. Marketing needs assessment of audience.	Partnerships with community organizations. State Library Services. Users of assistive technology	Facilitated meetings with community organizations and users.	Executive Director and Community Relations Manager along with the Assistive Technology Interest Group.	September 2008 – September 2009.
How can MELSA use technology to better meet the needs of services to the K-12 population?	Technology needs to enhance library services for early literacy, children and young adults.	Teen Interest Groups in member libraries Partnerships with community organizations	Facilitated meetings with interested groups. Concentrated discussion on youth services needs with member staff and Advisory Board	Youth Services Coordinator, MELSA Youth Services Team, Teen Int Group, Business Manager and Executive Director	July 2009 – July 2010
How can MELSA provide its IT staff and other decision makers a place for discussion of future trends in technology?	Information sharing topics, e.g. RFID, Library 2.0, new products, bandwidth alternatives, etc.	Local library staff experts National technology leaders and consultants Literature reviews	Facilitated meetings Workshops for member staff Coordinated product reviews Presentations by field	Business Manager, Executive Director, Technology Interest Group and Advisory Bd	Ongoing, July 2007 – July 2011

How does MELSA continue its financial, training, and marketing support for electronic resources?	Monitoring of database costs and usage Staff knowledge of MELSA-purchased database content	Database vendors MELSA member staff General public awareness of library databases	Due diligence process for database selection Annual member staff training for specific databases Community evaluation of database usage at a local level	MELSA Executive Director, Office Manager, and Community Relations Manager. Electronic Resources Team and Advisory Board	Ongoing, July 2007 – July 2011
What should the focus of Phase funds be in the future?	Available funds from MELSA budget High demand needs for MELSA member libraries Distribution formula	MELSA Advisory Board and Board of Trustees	Facilitated discussions among Technology staff, library directors and governing board members.	Executive Director, Technology Interest Group, Advisory Board and Board of Trustees	Annually for budget amount. July 2007 for distribution formula Ongoing for needs assessment
What is MELSA's role in information literacy for its member libraries and their users?	Evaluation of information literacy needs of library users Determine best practices	Library surveys Partnerships with K-16 communities Minnesota Information Literacy Coalition	Collaborate with Metronet's information literacy project program Produce educational program for in-library use and in promotional activities	MELSA Advisory Board, Youth Service Team, Executive Director and Youth Services Coordinator	July 2008 – July 2010
How does MELSA assist local library staff to "scan for new technologies"?	Identify topic areas Create effective ways to distribute this information	Facilitated meetings with Technology Interest Group and leading experts Monitor emerging communications tools	Sponsorship of leading experts programs Coordinated sharing of information among technology staff via email, electronic lists, blogs, wikis, etc.	Business Manager with Technology Interest Group, Advisory Board and Executive Director	Ongoing, July 2007 – July 2011

Does local library staff have the basic skills to understand technology components in libraries?	Minimum competencies for technology for different levels of staffing	Individual library basic proposals Minnesota Voluntary Certification Program Other library standards for technology	Creation of document with minimum levels of technology standards for at least three levels of staffing	Ad hoc committee of MELSA technology managers with Executive Director and Business Manager	Research beginning in 2008 with final document created by June 2009
Has the MELSA office maintained an appropriate level of technology to assist staff in their job functions?	New technologies in office software New technologies in meeting communications	Product vendors when purchasing new computers Literature reviews Marketplace reviews at conferences, workshops, etc.	Assessing MELSA office staff training needs for technology during employee evaluations Monitor marketplace for new technology for desktop communications	All MELSA office staff with Executive Director taking the lead role for training needs assessment	Ongoing for training evaluations.
How can MELSA continue to provide service value to member libraries through E-Rate and RLTA applications?	Best practices for efficient information gathering, accurate processing of forms, effective communications with library contacts, and maximization of refunds for member libraries.	E-Rate Consultant State Library Services Universal Service Administration Company Reports	Review and evaluation of annual submissions Attend workshops Literature reviews	Business Manager and Executive Director with E-Rate consultant	Ongoing, July 2007 – July 2011
Is the current ITV equipment and technology in the MELSA conference area adequate and efficient?	New technologies for meeting and communications software and its price component	Local telecommunications cluster ITV providers in the marketplace	Assess compatibility with other ITV networks in the state. Explore desktop meeting software options.	Executive Director	July 2009

<p>How can the MELSA website be used to increase communications with local library member staff and help promote libraries?</p>	<p>Identify new content areas to assist local staff</p> <p>Identify new content areas for library promotion.</p> <p>New technology layers to enhance web services, e.g. RSS feeds.</p>	<p>MELSA group meetings, especially Promotions Interest Group</p> <p>Local library web teams</p> <p>Website consultant</p>	<p>Ongoing review of MELSA website for current and accurate information.</p> <p>Annual review of website for ADA compliance.</p> <p>Ongoing communications with local website consultant.</p>	<p>Community Relations Manager and Executive Director with website consultant.</p> <p>MELSA staff in liaison with member staff groups.</p>	<p>Ongoing, July 2008 – July 2011</p>
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CRITERIA VIII: EVALUATION PLAN

GUIDING QUESTIONS FOR LIBRARIES:

- a. What measures of performance have you incorporated into your plan to determine whether your technology implementation and investments have been effective in achieving your identified technology plan objectives?

See attached chart for proposed methods of analysis and timelines.

- b. How often will you evaluate progress on your technology plan?

Continuous with a written report submitted to the state library in 2009.

- c. What types of data will you collect to measure progress?

See attached chart for proposed methods of analysis and timelines.

- d. Who will do the evaluation?

MELSA staff members will evaluate the MELSA portions of the document. Staff members assigned to this project include: Chris Olson, Executive Director and Mona Scott, Business Manager. Individual plans submitted by member systems will be evaluated by local staff as indicated in their plans.

- e. Who will be responsible for documenting the evaluation process?

Individual staff members at local member systems, as designated in their plans, will document evaluations. On the MELSA system level, the documentation process will be conducted by the Executive Director and Business Manager.

- f. What are the results of the evaluation of your 2004-2007 technology plan?

The MELSA Technology Coordinator position was vacated in 2005. The Board of Directors determined to not fill the position, but to transfer these personnel funds to a technology consulting line item in the budget. General office technology maintenance is now performed through a contract with TIES. Other duties of this position are now being performed by Business Manager Mona Scott and Executive Director Chris Olson.

The 2006 – 2008 MELSA Strategic Plan, including technology goals, was adopted in December 2005.

The MELSA-funded databases were reviewed on an annual basis by the Electronic-Resources team. In addition, a list of locally-subscribed databases was created and published in the members-only section of the MELSA website. Training for two of the databases (Net Advantage and Ancestry Library Edition) was hosted by MELSA during the summer of 2006.

MELSA office staff, along with a hired consultant, successfully applied for RLTA and E-Rate funds for member libraries.

MELSA sponsored two telephone conference calls with public libraries to learn more about RFID implementation. Conversations were held with the library directors from Queens Public Library and Des Moines Public Library.

MELSA hosted workshops for member library staff and trustees to learn more about new technology. These workshops included: Stephen Abrams in October 2005; Michael Stephens in May 2006. A workshop concentrating on network security was presented by Joel Helgeson, president of Appiant, Inc. in June 2008.

A subgroup of the MELSA Technology Interest Group concentrated on issues regarding the CybraryN software product. This software product, used by eight of the nine members, provides a general public access computer management system. The group met with representatives of the software company and sought solutions to existing problems. The group may also review other software products.

Web hosting and email services for the MELSA office were moved to a new provider. Included in this new package is electronic list software which is being implemented to enhance communications among member library staff.

Content on the MELSA website is continuously being monitored and updated by the entire MELSA staff. MELSA has two designated members to work on specific site projects and contracts with NM Consulting for monthly maintenance and additions to the site. As program services have expanded within MELSA (e.g. the Museum Adventure Pass), the website has grown with additional content for both the public and member library staff.

MELSA continues its three-year cycle of staff computer replacement.

MELSA purchased a license to use Survey Monkey software. This electronic survey software has allowed MELSA staff to collect data from member libraries and to evaluate workshops. The most significant staff time savings was created by eliminating the need to hand-collate the hundreds of evaluations from the summer reading program.

The process to evaluate the onsite backup system for staff computers and the need for a local server began in early-2007. No conclusions have been determined at this time.

Phase VI funding for technology uses continued through 2006. The MELSA Advisory Board and Board of Trustees reviewed and renewed a one-year Phase VII plan for 2007 using the same guidelines as previous years. A discussion of the future of the next Phase program will begin after July 1, 2007 when a stronger knowledge of funding will be in place from state legislative activity.

MELSA reviewed the ITV equipment currently used in the office conference room in the summer of 2006. Executive Director Chris Olson worked with staff from the Socrates group to determine the existing equipment was adequate for keeping access on the statewide network.

A new MELSA library staff group was created in 2005 to deal with common interest of Assistive Technology. The group meets several times each year, including staff from State Library Services, to discuss the assistive technology needs of libraries. Tours of the Saint Paul, Hennepin County, and Minneapolis Public Libraries assistive technology sites have taken place.