Dakota County Library
Technology Plan
2008-2011

Dakota County Library
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Adopted by the Dakota County Library Board, October 11, 2007

URL for this Technology Plan:
www.dakotacounty.us/CountyGovernment/Reports/Library/TechnologyPlan2008-2011.htm

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OFFICIAL SUBMISSION CERTIFICATION

This 2008-2011 Technology Plan is the official submission of the **Dakota County Library**.

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Signature of Public Library Director

_____

DATE

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This 2008-2011 Technology Plan is the official submission of the **Dakota County Library**.

Kenneth Behrneck

Signature of Public Library Director

10/11/07

DATE

CRITERIA I: Planning and Needs Assessment

1. Organization Leadership and Technology Planning Committee

The Dakota County Library (DCL) is a public library system in Dakota County, Minnesota with eight branches, one bookmobile and centralized administrative and system services offices. Branch libraries include: Burnhaven (Burnsville), Farmington (Farmington), Galaxie (Apple Valley), Heritage (Lakeville), Inver Glen (Inver Grove Heights), Pleasant Hill (Hastings), Wentworth (West St Paul), and Wescott (Eagan which also houses the administrative and system services offices). Robert Trail (Rosemount) is scheduled to open in 2009. The Dakota County Library also provides library automation services (Horizon and online catalog) to the South St. Paul Public Library and the Simley High School.

The Dakota County Library Technology Committee created in 1996 and was charged with developing the first technology plan for the Library. Their plan was adopted by the Library Board in 1997. Annual planning updates were made with major revisions in 2001, 2004, and now in 2007 covering 2008 – 2011.

Dakota County Library Board (2007 members):

Donald Olson, Jr	District 1
Paul Larsen	District 2
Anita Kes	District 3
Nancy Johnson	District 4
Richard Duling	District 5
Barry Pogatchnik	District 6
Roxanne Mindeman	District 7

Technology Planning Committee

The Technology Committee consisting of staff members from most functional areas, as well as, various buildings developed the plan. Major plan revisions are submitted to the Library Director and finally the Library Board for approval. The Technology Committee meets quarterly to review the plan and discuss technology related items and services for consideration by the Library. Annually, the committee updates the progress against the plan.

Technology Committee Members:

Dave Bostrom	Librarian
Kathy Christensen	Technical Services Supervisor
Maureen Gormley	Library Manager – Information Services
Barb Hanson	Circulation Supervisor
Mary Johnson	Assistant Director
Kalla Kalloway	Library Manager – Teen and Media Services
Chris Larson	Librarian
Debbie Snyder	Circulation Supervisor
Susan Stoffel	Information Assistant

Mike Turbes	Technology Department Manager (chair)
Mary Wussow	Librarian

Library Technology Department
The Library Technology Department is responsible for the implementation and management of technology projects. Once a project is approved the department will plan, purchase necessary hardware and software, implement, test, and train staff for the new service. We cooperate and participate with the county and state in purchasing contracts to ensure the best possible pricing for the Library. Inventories are maintained and verified annually by the Library Technology Department.

2. DEMOGRAPHICS OF PUBLIC LIBRARY

The Dakota County Library serves a broad variety of customers. While we continue to have a strong demand for computer use in the Library buildings, we also have a large number of customers that use our resources from other locations. Additionally, there is an opportunity to provide additional services to customers that may not able or willing to come to our buildings.

The Robert Trail Library scheduled to open in Rosemount in 2009. This will allow us to serve a growing population in that part of the county.

Population Estimate
Population (2005): 391,558
Population (2000): 355,904
Population (1990): 275,227
Population Increase (1990 to 2000): 29%
Population Increase (2000 to 2005): 10%
Population Density (2004): 633 people per square mile
Median Age (2004): 35.2 years

Racial and Ethnic Diversity (2004)
White: 90.2%
Black/African American: 3.9%
Asian: 3.6%
Hispanic/Latino Ethnicity: 3.7%
Two or More Races: 1.7%
American Indian: 0.2%
Some Other Race: 0.2%
Native Hawaiian or Other Pacific Islander: 0.1%

Income
Median Household Income (2005): $66,487
Per Capita Income (2005 Estimate): $31,528
Percent of Households in Poverty (2005): 7%

Land
Land Area: 593 square miles
Land Use: One-third suburban, two-thirds rural

Source: American Community Survey
Copyright 2006 Dakota County, Minnesota
Source:
http://www.co.dakota.mn.us/CountyGovernment/Reports/Demographic/default.htm

3. NEEDS ASSESSMENT

In preparing for the 2008-2011 Technology Plan several surveys were conducted to gather additional information from our customers and staff. The surveys were available electronically on our web site and public catalog, as well as, in paper format at each building. The following surveys were conducted in 2007:

- **Library Catalog Usage Survey** – This survey was conducted in July 2007 to determine how customers use our online catalog and find materials in our buildings. An opportunity for general comments was also provided. This was part of a larger Process Improvement project for the Technical Services area.
- **Public Technology Survey** – The intent of this survey was to gather feedback and comments from the public regarding technology items covering facilities and equipment, accessing and using Library services, education opportunities, and an opportunity for general comments.
- **Staff Technology Survey** – This survey placed a staff perspective to the public survey but also targeted some areas that relate specifically to staff at the Library.
- **Staff Technology Assessment**– Conducted in August 2006, this survey looked at the current level of comfort with technology and identified target areas for delivering staff education. Several training sessions were developed and delivered based on this survey.
- **Comment cards** – Comment cards are available for customers at all buildings. These cards are responded to by the appropriate staff. We regularly receive technology related comments.
- **Email comments** – Similar to the comment cards, customers often submit their comments via email to our AskALibrarian email reference service.

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

Technology plans, projects and services are considered based on the County and Library mission statements as well as the technology vision statement for the Library.

County Mission Statement
The mission of Dakota County is efficient, effective, and responsive government.

Dakota County Library Mission Statement
To support lifelong learning for County residents of all ages by

- anticipating and responding to their needs for information,
- encouraging their desire to read, and
- enriching the quality of life in their communities.

Adopted by Dakota County Library Board, May 14, 1998

Vision for Technology at Dakota County

The people of Dakota County, in and through their Dakota County Library, will have convenient access to library resources through proven technology and telecommunications. In the virtual and physical libraries, our role will be to provide value-added products and services that guide and direct customers to information and resources. Customers will be assisted as needed by a sufficient number of knowledgeable, trained staff who can help them make the best use of both new and traditional information resources. Staff will be supported by up-to-date technology that ensures provision of quality services that are efficient and cost-effective.

To support this vision we draw on these **values**:

> ***We value*** acquiring and using technology to support the missions of the Library and the County.
> ***We value*** the principles of intellectual freedom guiding the Library in developing access to electronic resources, with customers responsible for what they choose to use.
> ***We value*** making electronic information resources available to persons of all ages, physical conditions and locations in Dakota County.
> ***We value*** electronic resources extending library services, complementing other materials and services provided by the Library, and where appropriate, substituting for equivalent resources in other formats.
> ***We value*** promoting electronic resources and complementary resources in other formats to all residents of Dakota County, both current and potential customers.
> ***We value*** staff interaction with customers, instructing them as necessary, assisting them in locating, using and evaluating information, whether a customer is on library premises or accessing library services from a remote location.
> ***We value*** the ongoing offering of new and emerging resources delivered via new technologies.
> ***We value*** the continuing education and training of Library staff in the use of electronic resources and new technologies.

We value adequate and reliable equipment through the use of a planned equipment upgrade cycle.

In implementing the vision, the following **principles** will be followed:

- The Library strives for user-friendly interfaces for technology, and when possible will attempt to use software similar or identical to software people are familiar with using at home, school, or work.
- No one will be denied basic access to electronic information (catalog and electronic databases) in Library buildings because of fees.
- Charges to customers for using technology may include printing, supplies (such as computer disks), and any costs incurred by the customer for access to proprietary databases or other extended services that the Library does not provide as a basic service for all users. Customers may be denied Internet access based on compliance with current Library circulation policies.
- To the greatest extent possible, access to electronic resources will be provided to customers in Library buildings, from homes and workplaces, and from other public places.
- The Library may need to restrict access in order to comply with copyright and licenses agreements.

In implementing the vision, our **strategies** are:

- Develop information strategies flexible enough to adapt to new technologies and their opportunities.
- Provide ongoing staff development so that Library staff can facilitate and educate customers' pursuit and use of electronic information resources.
- Be active in relationships with vendors of electronic information to ensure intellectual freedom, equity of access and user friendly methods of access.
- Coordinate our efforts with those of other metropolitan public libraries, with schools and higher education institutions, and with other units of county government.

III: POLICIES AND PROCEDURES

The Dakota County Library wishes to provide unencumbered access to the internet and other information resources. However, it is necessary to implement certain polices and procedures to ensure equitable access, to protect Library equipment and network, and to comply with government regulations, such as the Children's Internet Protection Act. The following policies are currently in effect at the Dakota County Library and will be periodically reviewed as needed. Policies affecting the public are posted on the Library web site and on internet computers.

In addition to resources and policies for the public, Dakota County Library also maintains an intranet site with current news, policy and procedure manuals, meeting calendars and a variety of other resources for staff.

CIPA Compliance

The Dakota County Library has been CIPA compliant since May 2004 and will continue to do so until directed otherwise by the Dakota County Library Board. Websense internet filtering software is used to accomplish compliance.

Disaster Recovery Plan

Emergency contact information is maintained my all managers with a designated calling tree. Data is backed up nightly and rotated to off-site storage weekly. A more comprehensive plan will be developed in 2008. The Library uses standard hardware that is readily available in a worst case scenario where the main data center is destroyed. We do, however, lack the funding required to maintain a spare set hardware at a backup location.

Security Audit

The Library participated in an independent security audit contracted for by the County Information Technology Department. The Library network met all criteria for passing the audit. A few computers were identified that did not have all the current patches installed. Since the audit was completed we have implemented automated tools to ensure that all computers are updated regularly with operating system and anti-virus updates. Additionally, we have reviewed and upgraded the group policies that are used with Microsoft Active Directory.

Web site and ADA Compliance

The Library web site is currently hosted with the Dakota County web site. This site was completely redesigned for 2007 and is ADA compliant. Library staff contributed significantly to the content contained on the Library portion of the web site.

Assistive Technologies

The Dakota County Library is interested in providing equipment and software needed by customers. We currently have wheel chair height workstations available for public computers. All internet and catalog computers were updated in 2007 to make Microsoft Accessibility Tools available. The Library participates in the MELSA Assistive Technology Interest Group. The Library intends to monitor the changes and add the appropriate assistive technology to meet our customer needs

Policies listed below can be found at
http://dakotacounty.us/LeisureRecreation/CountyLibraries/UsingLibrary/PoliciesAndMission.htm

Dakota County Library Mission Statement

To support lifelong learning for county residents of all ages by anticipating and responding to their needs for information, encouraging their desire to read, and enriching the quality of life in their communities.

Adopted by the Dakota County Library Board, May 14, 1998

Dakota County Library System Internet Policy

In fulfilling its mission, Dakota County Library provides access to the Internet as an information resource. The Internet is a global electronic network without local, state or federal control over its contents. The Internet offers access to material beyond traditional collections and other electronic resources. The Internet also contains inaccurate and controversial material.

Dakota County Library meets the federal requirements for filtering the Internet as mandated by the Children's Internet Protection Act or CIPA (PL 106-554). Our Internet policy along with filtering will be used together to make Internet use at the Dakota County Libraries as safe and enjoyable as possible for customers of all ages. As required by CIPA, customers 17 or older may request staff to unblock an Internet site that meets acceptable criteria noted below. CIPA Compliance Filtering Procedures

Dakota County Library also expects its customers to use the Internet responsibly and to respect the rights of others. Those who fail to do so risk losing library Internet privileges. When using the library Internet access, it is not acceptable to

- violate federal, state or local laws and regulations, including those governing obscenity, child pornography, and materials harmful to minors (including but not limited to Minnesota Statutes Sections 617.241 and 617.291 through 617.294; and Section 134.5, and PL106-554.
- violate copyright laws or database license agreements
- display or print graphics or text that is obscene, child pornography, or harmful to minors
- engage in any activity that is deliberately offensive or creates an intimidating, disruptive or hostile environment for library customers or library staff
- invade the privacy of individuals
- degrade, alter or disrupt equipment or system performance
- download or save to the hard drive except to the designated temporary "My Documents" folder on public Internet computers (contents of this folder are automatically erased at the end of each customer session.)
- plug in non-library device except USB storage devices that do not require software or driver installation (acceptable devices include USB storage devices, MP3 players and cameras; unacceptable devices would be printers, scanners, keyboards, USB storage devices or any other device requiring software or driver installation)
- vandalize the data of any other user
- gain unauthorized access to resources or entities.

As with all materials in the Library, responsibility for a child's use of the Internet rests with the parent or guardian. Parents are encouraged to work with their children to develop rules for the use of the Internet, including rules for the safety of minors when using electronic mail, chat rooms, and other forms of electronic communications.

Consequences of violation of this Internet policy:

1. Customers will be asked to discontinue the activity.
2. If they continue, they will be asked to leave the library facility.
3. If they refuse to leave, they will be considered trespassers and the police will be called to remove them.
4. If the activity is thought to be illegal as defined by law (above), police will be called to deal with the customer.

Adopted by Dakota County Library Board, December 8, 2005

Internet Disclaimer Statement

The Internet is a global electronic network; there is no governmental control of its users or content. Resources available over the Internet may contain controversial material. Parents of minor children must assume responsibility for their children's use of the Internet resources through the library's connection. Information links often change rapidly and are unpredictable and response times will vary in speed. Not all sources on the Internet provide accurate, complete or current information. Filtering mandated by CIPA cannot block every potential harmful or offensive Internet site at every moment.

This page contains links to other Internet sites that Dakota County and the Dakota County Library System do not own or control. These links are provided for the convenience of the users of our site. However, the content of other Internet sites can change quickly, and Dakota County and the Dakota County Library System make no representations concerning the content of those sites. The inclusion of a link does not constitute an endorsement, warranty or guarantee of the information, products or services, if any, described or offered at these other Internet sites.

Adopted by Dakota County Library Board, December 8, 2005

IV: TECHNOLOGY INFRASTRUCTURE, MANAGEMENT, AND SUPPORT

TECHNOLOGY INFRASTRUCTURE, MANAGEMENT AND SUPPORT QUESTIONS FOR PUBLIC LIBRARIES

Please describe plans for technology implementation based on responses to the following questions. Think about these questions in terms of a planning context. For example, where are you now in terms of telecommunications/Internet connectivity and where do you need or want to be at the end of the planning cycle? The table can be expanded as needed to provide complete information.

QUESTION	RESPONSE
What is your telecommunications/Internet connectivity capacity in your regional public library system or public library for Internet access and video connectivity?	We have a minimum of 30mbps to each building and in most cases more. Our internet connection, provided through the Office of Enterprise Technology, is currently 10mbps. As participants in institutional networks and in cooperation with Dakota County and the State of Minnesota we have fiber-optic connections between all our buildings.
Do you have plans to expand this capacity within the next three to four years?	We continue to monitor utilization and will expand when justified. The connection to the internet is currently the limiting factor for our patrons. Increased use of streaming media will undoubtedly cause us to expand at some time.
If you plan to expand telecommunications capacity, what will be your anticipated capacity by the end of this planning period (July 1, 2011)?	It is likely that we could triple our internet capacity by the end of the planning period.
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?	We currently have 179 public computers that have internet access. Current plans call for the addition of approximately 40 computers via remodeling and new construction plans during the planning period.
What is your capacity to provide Internet-accessible computers for staff? What will this capacity be at the end of the planning cycle?	All 159 staff computers have access to the internet. Due to space and budget limitations some staff are required to share computers. New building construction will add approximately 12 new computers during this planning period.
What is the average age of computer equipment used for information resource access in your regional public library system or public library?	On average 4.5 - 5 years. We are working toward a four-year replacement cycle. We anticipate that this will be fully achieved by the end of the planning cycle.
What is schedule/timeline for your computer equipment replacement cycle?	We have established a 4 year replacement cycle for all public and staff computers. This will take a couple of years to fully implement.

QUESTION	RESPONSE
What is your computer platform? PC-based, MacIntosh-based or both?	We have only PC-based computers.
How many technology support staff do you have to manage your technology infrastructure and network?	The Library Technology Department has 5.75 FTE. We also work with the Dakota County IT department for advanced network support issues.
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?	Yes.
Is assistive technology for customers with special needs provided and supported in your public library?	We currently have limited specialized tools for assistive technology. We are working on identifying the greatest areas of need for our customers.
Are technology support staff provided with the necessary training they need, including training associated with assistive technology?	Staff has many opportunities for training through County sponsored training programs, on-line seminars, MELSA sponsored programs and other training sessions.
How and when are technology support staff provided with training?	Technology Support staff have the opportunity to participate in County sponsored training sessions. When new systems or technologies are introduced we usually use a train-the-trainer method providing formal education to one or two of the staff and they in turn provide training to the rest of the staff.
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?	Funding for new services is always a challenge as there are always more projects than funds. We have a high demand for internet computers but, with limited space, we need to make decisions about the best balance of services.

V: STAFF DEVELOPMENT AND TRAINING

A well trained staff is essential to the continued success and development of library services to the public. The Library is addressing these on-going issues by providing training opportunities and resources for continuous staff development and growth.

Training Opportunities

A New Hire Orientation program is in place to create consistency in new staff training. Along with this initial new hire orientation, a new Employee Manual was devised to provide on-going training for new staff during their first year on the job.

The Library also participates in the County funded EDGE training classes to ensure basic training skills in PC software and customer service training.

MELSA provides opportunities for staff training by sponsoring workshops for Library staff. Training sites rotate among the seven counties in the metropolitan area.

Experts are also brought to the Library to train staff on Library subscription databases, to upgrade work skills, and provide other specialized training.

Training Resources

The Library ensures that basic information on improving work skills is available by providing funding for the staff development collection. The collection consists of print and non-print materials to upgrade staff skills and work performance.

Currently email and the Library Intranet are being used to disseminate information on training workshops, policies, procedures, calendars and events for staff.

The Library is continually funding equipment upgrades to help staff perform their assignments with greater efficiency. Also, the Library funds a training budget to support staff participation in seminars and workshops to improve their work related skills.

In 2007 a mobile computer lab consisting of 13 laptop computers in a travel case was purchased for staff and public training use. The lab is available for staff checkout. Additionally, digital cameras, MP3 players, and USB flash drives were purchased to be used for training. These devices can be checked out separately from the mobile computer lab. Several training sessions were held for staff on the setup and use of the lab.

Training Challenges

Finding adequate time for staff to attend training is a major challenge. As we undertake major software upgrades we will need to find ways to deliver training to staff using a variety of methods such as in-person, on-line, and pre-recorded sessions.

VI: BUDGET FOR TECHNOLOGY

PROPOSED TECHNOLOGY BUDGET FOR DAKOTA COUNTY LIBRARY

The Dakota County Library continues to refine budgeting and funding plans on an annual basis. We are, however, bound to the accounting and budgeting processes within Dakota County. In 2006 budget requests were approved for dedicated funding of a replacement cycle for public computing equipment. Additionally, funds were approved for the replacement and addition of self service checkout stations within the Library. These approvals assisted the Library in covering the growing costs of upgrading computers and infrastructure components. We continue to request funding for technology upgrades and expansion of services to support the continuing demand for electronic services within the Library.

CATEGORY	ITEM(S) DESCRIPTION	FY2008	FY2009	FY2010	FY2011
Salaries and Wages for Technology Staff	5.75 FTE	318,000	334,000	350,000	368,000
Fringe Benefits for Technology Staff		82,998	87,174	91,350	96,048
Purchased Technology Services		0	0	0	0
Consultant Services					
Communications (telephone, Internet access)	internet and telephone services	42,000	44,000	46,000	49,000
Computer and System Services		0	0	0	0
Technology Staff Development	ongoing training for staff	5,000	5,000	5,000	5,000
Technology Workshops and Conferences	User group and ILS conferences	6,000	6,500	6,500	7,500
Technology Leases and Rentals		0	0	0	0
Purchased Technology Services (i.e. maintenance)	software and hardware maintenance contracts	95,000	100,000	105,000	110,000
Supplies and Materials (computer software, etc. both instructional and non-instructional)		0	0	0	0
Capital Expenditures (technology equipment)	public computing equipment replacement	65,400	70,500	92,200	210,700
Capital Expenditures (technology equipment)	staff and infrastructure equipment replacement	92,600	122,600	138,000	92,400
Other Expenditures (list)		0	0	0	0

VII: IMPLEMENTATION PLAN

The implementation plan is reviewed at least annually but may be updated at any time during the year. Priorities within the plan are subject to change as Library priorities change.

2007

- Improve public computer usability and customer privacy by
    - implementing Microsoft Shared Computer Toolkit on all public computers (completed May 2007)
    - evaluating and upgrading software on public computers (completed May 2007)
- Continue public and staff computing equipment upgrade schedule
- Expand access alternatives for customers
    - Implement Instant Messaging service for reference.
    - Investigate consolidated/federated searching.
- Customer and staff training enhancements
    - Implement a mobile computer training lab. (completed January 2007)
    - Implement a training gadget program (MP3 players, digital cameras, USB flash drives). (completed January 2007)
    - Investigate online training tools to deliver on demand training.
- Continue customer self sufficiency and convenience initiatives by
    - Installing six additional self checkout machines.
    - Investigating web-based credit card payment system.
    - Investigating customer self-registration.
    - Investigating and recommending public internet timing and printing software replacement. (completed May 2007)
- Investigate replacement of carbon mailers to improve readability by customers and increase the number of items that can be printed per mailer.
- Implement WIKI or equivalent for staff documentation and collaboration.
- Upgrade and centralize data storage capacity.
- Complete technology disaster recovery plans.
- Begin Windows Vista evaluation, testing and upgrade planning including staff and public training.
- Wentworth remodeling project adds a computer center.
- Update Horizon Information Portal
    - Add “online” location to allow flexibility in information displayed in public catalogs. It also clarifies customer initiated request transactions.
    - Adding indexes and filters to improve customer usability.
    - Restrict in-house requesting of materials currently checked in at that location to reduce staff time spent pulling items.
- Annual evaluation of internet capacity.

2008

- Requested five additional self check machines in 2008 budget process.
- Remodeled Wentworth Library reopens.
- Planning activities for new Robert Trail Library in Rosemount.
- Wescott remodeling project adds a computer center.

- Evaluation of Library web presence.
- Implement Horizon software upgrades.
- Upgrade staff computers to Microsoft Office 2007. This will include significant training for staff.
- Continue upgrade cycles for public and staff computing equipment.
- Consolidate/upgrade domain controllers.
- Annual evaluation of internet capacity.
- Replacement of wireless access equipment.
- Review CIPA policies for current status prior to renewing license for filtering software.

2009

- Robert Trail Library opens in Rosemount.
- Evaluate options for upgrading Integrated Library System. Hardware upgrades will also be likely.
- Continue upgrade cycles for public and staff computing equipment.
- Continue evaluating library services and make changes as necessary.
- Monitor I-Net changes that may affect Library communications network.
- Annual evaluation of internet capacity.

2010

- Continue upgrade cycles for public and staff computing equipment. Evaluate to make sure that we continue to use the right technology for the Library.
- Radio Frequency Identification for library materials.
- Annual evaluation of internet capacity.

2011

- Continue upgrade cycles for public and staff computing equipment.
- Network infrastructure upgrades.
- Server upgrades.
- Annual evaluation of internet capacity.

VIII: EVALUATION PLAN

The Technology Committee and Library management annually review the plan and update with completed and additional projects.

Dakota County Library Technology Plan
Annual Evaluation Checklist

2004

- Four year replacement cycle for public and staff computers was developed.
- Fiber optic communication lines installed at Wescott, Burnhaven, Galaxie and South St Paul as part of collaborative INET projects coordinated through Dakota County.
- Network equipment was upgraded at Wescott, Wentworth, Burnhaven, and Pleasant Hill Libraries.
- Library automation systems were upgraded to the following versions Horizon 7.3.2 and iPac 3.0.
- Installation of computer center at Galaxie was delayed until 2005.
- All network servers were upgraded to Windows 2003 Server.
- Investigate options for customer data storage devices.
- **Websense internet filtering software was installed in May for compliance with CIPA at the directions of the Library Board.**
- Network security procedures were implemented following County guidelines.
- Investigation of telephone system upgrades was deferred to 2005.
- All new computer systems were purchased with Windows XP installed.
- Email notification for holds was implemented allowing customers to receive quicker notification of items being held for them.
- The Friends of the Wescott Library funded the installation of a Workforce Center computer. Staff were trained in the use of this computer. The addition allows expanded access to the Workforce Center resources for library customers.
- Children's CD ROM computers were installed at Farmington and Wentworth sponsored by the Library Foundation, one teen station was installed at Inver Glen sponsored by the Friends of the Inver Glen Library.

2005

- Computer lab opened at Galaxie Library providing training facilities for public and staff in January. The lab will be open for public internet access when not being used for training.
- Replacement cycle for computers continued with the replacement of 70 computers in the library. Public printing capabilities were also upgraded with the addition of color laser printers for all public printing. This allowed us to reduce the number of devices needed for printing while allowing higher quality printing for customers.
- The new computers for the public allowed us to offer CD burning and allow the use of USB storage devices on all public internet computers.

- A new spine label system was implemented which will make it easier for customers and staff to read the spine labels on our items. The new labels are also more durable that the old labels.
- The Pleasant Hill Library was connected to the fiber-optic network in May.
- Downloadable audio ebooks were implemented allowing registered customers to access and download audio ebooks to personal computers and MP3 players from an internet connected computer.
- A service agreement was negotiated with the Dakota County IT department for advanced technical support of the library network. The agreement allowed us to terminate an external support contract. Library technical staff are still responsible for the first line of network support.
- All new computers are being purchased with Windows XP. Microsoft Office software upgrades will be delayed until the county sets a direction for the upgrade.
- Wireless internet access for customers installed at all locations in March.
- Planning started for conversion of library phone systems to the county phone system.
- Negotiated purchase of 10 – 3M V-Series self checkout machines and installed two in December. The balance will be installed in 2006.
- Implemented "open" hold shelves allowing customers to pickup their held items cn use the new self checkout machines.
- Software updates included VendPrint and CybraryN. Websense was licensed until 12/2008. Sybase and Telecirc were also upgraded.
- The library changed internet service providers in May to InterTech (State of Minnesota). The internet connection uses existing fiber optic connections and allowed us to increase our bandwidth to 10MBPS from the former T1 speed of 1.5 MBPS which was inadequate for the number of installed computers. The new service allows us to easily increase bandwidth as needed without the installation of additional lines or equipment. Customers benefit from a much faster connection to the internet.

2006

- Staff participated in the design of a new county web page (ADA compliant).
- Fiber optic network completed with the installation of Farmington and Heritage libraries being connected.
- Customer service was improved on the Bookmobile when access to Horizon was provided via Sprint wireless connection.
- Participated in MELSA Assistive Technology Interest Group gathering information and ideas that would be applicable to Dakota County Libraries.
- The Dakota County Law Library opened a service desk in the Galaxie Library providing greater access and assistance to legal databases.
- The Library phone systems were replaced with a Voice over IP phone system that is part of the county phone system. All staff were trained on using the phone and voice mail systems. The phone project also required the upgrading of several network switches to supply power to the telephone hand sets.
- Work continued on Instant Messaging for reference questions but technical problems have delayed any implementation until 2007. Our hope was to use Microsoft Communicator

with the public IM interface but once the system was finally running we found out that it would not notify multiple people in a consistent manner.

- Eight new self check machines were installed during the year (3 each at Burnhaven and Galaxie and 2 at Wentworth)
- An internal staff blog was implemented as an informal means for sharing of staff ideas and comments.
- 46 public use computers were purchased as part of a new county funded replacement program for public computing equipment.
- 42 staff computers were replaced as part of the regular replacement cycle and 3 additional computers were added due to reallocation of staff duties as part of the Library reorganization.
- Four additional Workforce Center computers were installed (one each at Heritage, Pleasant Hill, Galaxie and Burnhaven).
- In an effort to improve customer usability and provide better security we investigated Microsoft Shared Computer Toolkit (MSCT) for use on all public computers. We have installed this at the Wentworth and Inver Glen libraries and will install at all other location in 2007.
- CybraryQ was implemented at Burnhaven to assist with the management of internet computers. It works OK there but will not work with the MSCT. Therefore, we began an investigation to replace CybraryN at the end of 2006.
- Evaluation of core servers – a recommendation was made for consolidation and replacement in 2007.
- A .75 FTE position was created in the Technology Department to expand training, support, and Horizon administration capabilities.

On-Line Distance Learning

The Dakota County Library currently offers remote access for our customers to a wide variety of databases (currently 43) and other electronic resources covering a wide variety of interests. Funding for these tools comes from state, regional, and Dakota County Library funds. We will continue to support and enhance remote access to these resources.