

Kitchigami Regional Library System 2004-2007 TECHNOLOGY PLAN

A. Planning and Needs Assessment

1. Organization Leadership and Technology Planning Committee

Executive leadership of the Kitchigami Regional Library System is delegated by the Board of Trustees to the Director. In matters related to technology, the Board, Director and staff receive direct technical support, advice and training from the Technical Services and Automation Department Manager (Automation Manager). Support, advice and training for technology content such as interlibrary loan are provided by the Interlibrary Loan/Reference/Mobile Library Department Manager (Reference Manager).

Technology is procured, organized and managed by the Automation Manager in Pine River and, until some time in 2004, by the NCAP partnership in Moorhead, with training in its use provided for local staff. In 2004, the NCAP partnership will be dissolved and the Kitchigami Regional Library System will be purchasing its own Integrated Library System (ILS). The new ILS will be managed by the System Technician, under the supervision of the Automation Manager.

The Technology Planning Committee consists of the Library Director, the Automation Manager, the Reference Manager, and representatives from the branches. Representatives for 2004 involved in the preparation of this report were:

Marian F. Ridge	Director
Alison Edgerton	Automation Manager
Happy Micheau	Reference Manager
Nance Kunkel	Branch, Level I
Wendy Lee	Branch, Level III
Deb Ostman	Branch, Level III

The Technology Planning Committee meets at least annually to review the plan and discuss it with the branch supervisor group (DASH). In addition, each branch has a branch technology specialist (BRAT) who is involved in the maintenance and evaluation of technology in the branches. BRATS meet twice a year for training and discussions on technology. The regional Board of Trustees has an Integrated Library System Committee, which is also involved in technology issues. The 2001-2004 Technology Plan was reviewed by the committee in February 2004 and the 2004-2007 Technology Plan submitted for Board approval in March 2004.

2. Demographics Regional Public Library System

Kitchigami Regional Library System is a consolidated public library system operating nine (9) branch libraries and mobile library service to the residents of five (5) counties in north central Minnesota (Beltrami, Cass, Crow Wing, Hubbard and Wadena). It is located within six legislative districts (Districts 12A, 12B, 10B, 4A, 4B and 2B). Headquarters are located in Pine River, Minnesota.

Kitchigami Regional Library System covers five counties with a total population served of 151,191 in 2000 Census. The population served is broken down accordingly for each branch:

Bemidji Library	32,656
Blackduck Library	3,278
Brainerd Library	32,309
Cass Lake Library	2,576
Longville Library	2,542
Park Rapids Library	9,114
Pine River Library	7,760
Wadena Library	8,601
Walker Library	3,414
Mobile Library	48,941

Kitchigami Regional Library System is experiencing an increase in the number of residents over the age of 65 and a growing Native American population. To meet the needs of these residents we will need to have user friendly technology and access and training to use new technology available at all of our branch libraries.

3. Needs Assessment

The KRL Technology Plan Committee evaluated the 2001-2004 goals and objectives, with input from the branch technology specialists (BRATS) and branch managers (DASH). For most goals, evaluation was a matter of certifying that the technological changes either did or did not occur. An informal survey of the BRATS and DASH verified that the level of downtime of staff and public workstations did decrease as a result of changes made since 2001. It is assumed that the improved technology offered improved public service.

The Committee evaluated the unfinished goals of the old plan and included information about them in the new plan. Some were started, but not completed. Contracts on a new ILS and a new mobile library have been signed, but neither has been delivered nor installed. The KRL board has agreed to review its master agreement (which will include a new replacement policy), but is just starting the process. A Web page committee was formed, and outlines of an improved page discussed with a web page development company, but no contract signed yet. Assistive technology, other than implementation of enlarged fonts at all branches and a large monitor in one branch, has not been installed. All of these are carried forward as a goal in the new plan.

Demographic information on the KRLS service area indicates that public access to the Internet for those without access from home as well as assistive technology for elderly customers continue to be major needs.

A formal survey by the Milestone Group of randomly selected registered, current users conducted in late 2001 confirmed the importance of technology to provide access to resources. Fifty percent replied that they are "very" or "somewhat" interested in both access to an expanded website and access to electronic reference services/databases. Ordering books from other libraries (which is accomplished via ILL) was ranked second in importance of services with access to pleasure books ranked first. This need for access to books from outside the user's home branch will be met with the improved ILS.

The Committee did an informal survey of DASH to gather information on new goals to add to the 2004-2007 plan. One new goal is the self-check equipment at the largest branch: the need for this is indicated by high circulation statistics in relation to the staff hours at that branch. The

need for a revised Internet policy is mandated by the CIPA requirements, so a new goal was added for that. Additional workstations for public access to the library catalog and the Internet continues to be a goal at most branches, and will be part of the new ILS goal.

B. Vision, Goals, Objectives and Strategies for Technology

Kitchigami Regional Library System: Mission Statement

We welcome and support all people in their enjoyment of reading and pursuit of lifelong learning. Working together to enrich individual and community life, we strive to provide equal access to information, ideas and knowledge through books, programs and other resources.

KRLS Technology Vision Statement

Technology is a powerful tool Kitchigami Regional Library can use to provide services to its member individuals and communities. It allows immediate access to usable, current, textual and graphical information, ideas and knowledge from all over the world, for the entire KRLS community, regardless of geographic location. KRLS uses technology as a tool to provide cost-effective, efficient support for library goals and services.

The technological challenges ahead of our region have to do with the rural populations. We are also a location where people come to retire and have summer homes away from the larger cities. This creates a need for access to user friendly information technology for our customers, and higher expectations of the library's technological services.

In the Long Range Technology plan for 2004-2007 KRLS has presented a plan to meet state and federal compliance for Internet use including a plan for the continued purchase of filtering software and the implementation of procedures for timely removal of filters upon legitimate customer request.

DASH, Staff Internet Committee, and the Board Internet Committee will meet to modify the existing Internet Policy, which will be adopted by the full KRLS Board by June 2004. By July of 2004 all branches will have in place a procedure for timely removal of filters.

Evaluation of new Internet filtering software will begin in early 2005 with purchase and implementation to be completed by December of 2005.

The Kitchigami Regional Library System includes headquarters, 9 branch libraries, a mobile library, and provides services to 5 counties. It is imperative that fast, effective communication be available between the public and the branches, between the administration and the branches, between the branches themselves, and between the administration and the Board of Trustees. With the implementation of the new ILS system and the new web page, it will be possible to provide this communication through improved email, list-servs, and bulletin boards.

Progress has been made toward achieving the goal from the 2001-2004 Technology Plan for upgrading the mobile library telecommunications to support catalog access. We need a new and larger mobile library to support public access computer terminals and satellite capability. A new mobile library is on order and is scheduled for delivery in September of 2004. The mobile library satellite system will be installed within six months of delivery of the vehicle and functional in 2005. This mobile library will allow for one circulation catalog station and one public access

computer station with the potential to add one additional public access computer station. This will provide online circulation and internet access for mobile library customers.

C. Policies and Procedures

The KRLS Director, DASH, and various committees review and revise all policies on a regular basis, including those related to technology. In 2004-2007 we will revise our Internet Policy, create a new Data and Network Security Policy, and follow up on Equitable Access Policies and Procedures

Internet Safety

Changes to KRLS Internet Policy by July 2004 are mandated by CIPA. (See H. Implementation Plan, Need #1 for more details.)

Data and Network Security

New policies related to the new ILS will be developed by the Automation Manager and System Technician with assistance from the Lake Agassiz Regional Library Network Administrator, who was the System Administrator for our shared NCAP system until summer, 2004. We expect to continue the basic NCAP policies (in data backup, off-site storage of nightly tapes) and network security (firewalls, with no new connections allowed in) on servers. All security updates on server, software and the ILS and the Web catalog will be kept up to date. (See H. Implementation Plan, Need #2 for details)

Equitable Access

To ensure optimum accessibility, guidelines for branch facilities and equipment that will assure wheelchair accessibility will be prepared in 2005. The majority of the library branches are either wheelchair accessible or have applied for grants to enable them to become ADA-compliant. Two branches have structural deficiencies that prevent them from being viable candidates for renovation and/or remodeling.

For the visually impaired, the library system has upgraded its standards for monitors and assistive technology and will continue to explore and implement assistive technology options. All branch library computers have the capability to enlarge the font via standard Windows applications. One library has ZoomText installed on a staff computer with an oversized monitor.

The library's website has been checked and is ADA compliant.

(See H. Implementation Plan, Need #5 Assistive Technology for details.)

D. Technology Infrastructure, Management, and Support

KRLS Technical Services and Automation Manager manages the selection, purchase and installation of PCs and peripherals for all KRLS branches and headquarters. The Automation Manager maintains all headquarters PC technology, and provides support for branch PC technology maintenance.

One staff person in every branch is identified as the Branch Technology Specialist ("BRATS"). BRATS are responsible for maintaining the PCs and peripherals in the branch, with telephone

support and onsite visits from the KRLS Automation Manager as necessary. All new equipment is installed by the KRLS Automation Manager.

In spring 2004 KRLS will hire a half time System Technician to install, operate and maintain the new *Innovative Interfaces, Inc.* automated system hardware and software in the KRLS headquarters. The system operator will also manage the telecommunication equipment and network issues for all KRLS branches, and will assume the responsibilities of PC support to branches.

Maintenance of technology

In 2002, all public and staff PCs were upgraded to a standard memory level and re-imaged to a standard public or staff configuration using Ghost software. All public PCs had security software added, either profiles and permissions settings on Windows NT or Deep Freeze and WinSelect software on Windows 2000. A record of all PC and peripheral equipment with their configuration, for every branch and headquarters, is maintained by the KRLS Automation Manager.

We will continue to use Ghost imaging to standardize and upgrade software configurations. In 2005, the new system operator/PC support staff will upgrade all PCs to the same operating system. We will investigate and apply remote access software, as well as continue to train and to rely on BRATS in order to reduce the need for travel to the branches while maintaining constant access to technology for public and staff. Staff time for BRATS for maintenance is scheduled as possible at every branch, although "not enough time" is a frequent cause for failure to follow maintenance schedules.

KRLS purchased a set of spare equipment (PC tower and monitor, receipt printer and barcode scanner and laser jet printer) for branches to use while their equipment is being repaired or replaced, which helps to reduce downtime of any public or staff workstation.

Training Staff on Technology Use

A training team of five staff (two system support staff and three branch staff) was formed in 2003. This team will train all KRLS staff on new technology (e.g., the new ILS or assistive technology) as well as advanced training on existing programs (e.g., MORE and ELM). This team will be trained by the new system vendor and then will train all other KRLS staff on the use of the new ILS in mid-2004. This training team will also produce and maintain the KRLS user manuals that must accompany any new technology. Advanced training on the new ILS, e.g. on reports, will occur later in 2004 or early 2005.

All BRATS attended day-long, hands-on training sessions on PC maintenance in June and November of 2002. KRLS produced a technology manual for each branch: a 3-ring notebook with instructions on and suggested schedules for PC and peripheral hardware cleaning and software maintenance. KRLS also produced a technology kit for each branch: containing cleaning and maintenance supplies and tools and reference books. In 2003, we surveyed the BRATS competencies in Windows basics and other BRATS knowledge areas. In February 2004 all BRATS attended a day-long, hands-on training session produced by KRLS in collaboration with NCAP on Windows basics, in preparation to moving to a Windows-based ILS in mid-2004. Training sessions for BRATS on maintenance of new technology, e.g. assistive technology, will be provided by KRLS Automation staff or the KRLS training team.

Written evaluations after each training session and verbal comments by BRATS confirm that troubleshooting skills are greatly enhanced, comfort level with technology problems increased,

and general downtime reduced. Technology support phone calls from BRATS to KRLS system support reduced dramatically in 2003 from previous years, with very few trips to the branches required.

E. Role of the Regional Public Library System

The technological role of regional library systems and of public libraries in the community is increasingly important. Public libraries generally provide the only free public access to computerized and electronic technology, particularly in the rural areas of Minnesota. We serve many low-income families, and provide them the opportunity to utilize our technology to improve their knowledge, skills and marketability. As school media center budgets have been cut, the load at the public library has increased proportionately. Most school media centers are not available to the students other than during school hours. Public libraries offer the only access for many of these students during summer months, winter vacation weeks, after school, and weekends. Providing this after-hours access for students has become a perceived responsibility of the regional library systems.

Financial challenges have affected all regional library systems in Minnesota over the past few years. Budget cuts have affected every area of our service -- materials budget, personnel, hours available to the public, and in particular the quality of the technology we can provide. These challenges have resulted in an increased reliance on outside funding sources, such as the Bill and Melinda Gates Foundation and other grant sources to supplement technology funds. Although KRLS policies provide funding for current levels of technology, it must continue to find new sources of funding, or new methods for securing local support, for any expansions of electronic services.

F. Staff Development and Training

KRLS Headquarters hosts an annual Employee Development Day, for which all full time staff and those part-time staff that work over 20 hours a week are brought to headquarters for a full day training session. The annual training sessions focus on areas that are identified by the members of DASH and the Director as areas requiring additional discussion, demonstration or practice. The 2004 Staff Development Day will focus on training about the new ILS system and MORE (Minnesota Opportunities for Reference Excellence).

Kitchigami Regional Library Systems strives to ensure that staff is trained to effectively and efficiently deliver excellent library services. In an effort to obtain this goal we have created a training team that consists of five staff members (two system support staff and three branch staff). This team trains all KRLS staff on new technology (e.g., the new ILS or assistive technology) as well as advanced training on existing programs (e.g., MORE and ELM). In 2004, all KRLS staff will be surveyed on competencies in Windows basics and will receive training provided by the local member of this team and KRLS Automation Manager as necessary.

One of the challenges that Kitchigami Regional Library System needs to address is the time available to train staff. The region-wide Employee Development Day is a paid day when the system can bring employees in for training. The day to day training on the use of technology has to be done during public service hours. This is often done over the phone or as the need arises. The region also provides written instructions and procedures to be used when support staff is not available.

G. Budget for Technology

KRLS has recognized the need to budget adequately for the costs of technology since initiating the NCAP partnership. The mechanisms to support technology funding are addressed in the KRLS Master Agreement and in the Automation Repair and Replacement Reserve Policy. Local financial support for new or expanded technology remains weak, however, and must be addressed in the future. The anticipated success of our new ILS and the support that it builds in the community will be the basis for future plans, beginning in 2006, to expand our available technology.

The budget needs for automation technology fit into five categories:

1. Central system hardware/software (including PC level software required on a system-wide basis) (Capital)

KRLS has built two reserves to fund this development: a capital reserve was developed under the NCAP aegis through budgeted annual contributions from the regional operating budget; a separate automation capital reserve is maintained by KRLS. The NCAP reserve has returned sufficient funds to KRLS to pay for all the capital costs of the new ILS and a portion of the implementation costs. The KRLS reserve will fund the remainder of the implementation costs. This reserve is of sufficient size that, with the interest it generates, the balance will be sufficient to fund a system upgrade in 2009-2010.

2. Headquarters hardware (Capital)

This is funded through annual transfers from the regional operating budget into a partitioned Automation Repair and Replacement Reserve under the requirements of the Automation Repair and Replacement Policy.

3. Branch library hardware (Capital)

This is fully funded through annual city contributions to a partitioned Automation Repair and Replacement Reserve under the requirements of the Automation Repair and Replacement Policy. This policy provides that each city with a branch library must pay 1/3 of the original capital purchase price of each piece of equipment that is an intrinsic part of the ILS in that branch, in each year following the year of purchase.

4. Operating costs

KRLS budgets annually for the operating costs of the system. The funds previously sent to NCAP for operations will fully fund the operating of the KRLS ILS. These funds include: part-time wages and benefits, supplies, ILS maintenance contract, telephone lines, etc.

5. Special implementation costs

KRLS will be pursuing grant programs and other funding sources to promote the introduction of its new ILS.

H. Implementation Plan

The Technology Planning Committee has identified the following needs to be addressed as part of the 2004-2007 Technology Plan. The committee has identified the goals, actions, responsibilities and timeline to address these needs.

1. **Need:** Customers need an Internet policy that is compliant with both state and federal standards to insure funding for internet access.

Goal 1: KRLS will continue filtering all public PCs

Goal 2: KRLS will start filtering staff PCs.

Goal 3: KRLS will implement procedures for the timely removal of filters upon legitimate request by customer.

Action 1: KRLS will modify its Internet policy

Responsibility: DASH, Staff Internet Committee, KRLS Board Internet Committee.

Measurement: Modified Internet policy is ready to be recommended to the Board.

Timeline: March-May 2004

Action 2: Board will adopt new Internet Policy.

Responsibility: KRLS Board.

Measurement: KRLS Board approval.

Timeline: June 2004

Action 3: KRLS will implement filter removal procedure that is specific to each Branch.

Responsibility: DASH, KRLS Board Internet Committee, Staff Internet Committee

Measurement: Number of branches using new procedure.

Timeline: July 2004.

Action 4: KRLS will evaluate filter software vendors

Responsibility: Staff Internet Committee

Measurement: Vendor chosen.

Timeline: Early 2005

Action 5: KRLS Board will allocate funds for filter software.

Responsibility: KRLS Board, KRLS Director

Measurement: Funds procured.

Timeline: Mid 2005

Action 6: Install and train staff on new filtering software.

Responsibility: Branch Technology Specialists, Trainers

Measurement: All branches have new software installed

Timeline: December 2005

Action 7: Implement new filtering software.

Responsibility: Branch Technology Specialists, KRLS staff

Measurement: New filtering software in use at all branches and headquarters.

Timeline: December 2005

2. Need: Customers need user friendly access to KRLS's resources.

Goal: To maximize efficient use and management of library collection via technology for the public and staff.

Goal: To promote and continue cooperative programs and borrowing agreements through the use of VDX, MnLink, and Z-Portal.

Goal: To allow for more public service time by efficiently utilizing our technological resources.

Goal: To improve and increase use of remote access to our catalog and electronic resources.

Action 1: Purchase of New ILS.

Responsibility: Director, Board

Measurement: Contract signed

Timeline: March 2004

Action 2: Develop Database Load Profile

Responsibility: Policy Committee

Measurement: Acceptance of profile by vendor and KRLS

Timeline: May 2004

Action 3: Trained staff at each branch.

Responsibility: Training Team and all KRLS staff

Measurement: All staff is trained

Timeline: August 2004?

Action 4: Develop user manual

Responsibility: Training Team

Measurement: Usable manual available for staff use

Timeline: August-September 2004?

Action 5: Implement new ILS

Responsibility: All Staff

Measured: New system in use

Timeline: August-September 2004?

Action 6: Publicize the new ILS system via handouts, posters and advertising.

Responsibility: Training Committee, KRLS Headquarters Staff

Measurement: Completed advertising campaign

Timeline: September-October 2004?

3. Need: Fast, effective internal and external communications amongst all KRL entities and its public.

Goal: To develop and maintain a new user friendly web page that facilitates communication.

Action 1: Establish web page committee
Responsibility: Director and DASH
Measured: Committee Identified
Timeline: February 2004

Action 2: Design basic web page template and procure bids from vendors
Responsibility: Director, Web Page Committee, DASH
Measured: Bids received and recommendation to KRLS Board
Timeline: April-May 2004

Action 3: Hire web page developer
Responsibility: KRLS Board
Measured: Contract signed
Timeline: May 20, 2004

Action 4: Identify and train staff to maintain web page.
Responsibility: Web Page Committee
Measured: Trained staff
Timeline: June 2004

Action 5: Implement and publicize new web page
Responsibility: Trained Staff, KRLS Staff
Measurement: Web page available for use.
Timeline: July 2004

Action 6: Evaluate by informal survey of customers
Responsibility: DASH
Measurement: Survey results
Timeline: Late 2004/Early 2005

Action 7: Expand the web page to include secure intranet
Responsibility: Web Page Committee
Measurement: Secured forms available
Timeline: 2005

Goal: To fully utilize the internet and our network to provide on-line communication between all parties.

Action 1: Install email server on KRLS central site hardware.
Responsibility: System Technician
Measurement: Presence of email
Timeline: Fall 2004

Action 2: To initiate a list-serv for the KRL Branches and Board of Trustees

Responsibility: System Technician
Measurement: Functional list servs
Timeline: Early 2005

Action 3: To provide an on-line staff bulletin board

Responsibility: System Technician
Measurement: Functional bulletin board
Timeline: 2006

Action 4: Create printed user guide for patrons utilizing our web page, web catalog, and other electronic resources

Responsibility: Administration staff
Measurement: Completed guides
Timeline: 2005

4. Need: Customers need the mobile library telecommunications upgraded to support catalog access.

Goal: Satellite functional on mobile library.

Action 1: Evaluate market and recommend purchase of satellite system to the KRLS Board:

Responsibility: Director, KRLS Board Mobile Library Committee, Mobile Library Manager
Measurement: Vendor chosen and contract signed
Timeline: October/November 2004

Action 2: Install satellite system:

Responsibility: Director, Mobile Library Manger
Measurement: Satellite installed
Timeline: November/December 2004

Action 3: Train staff and implement satellite

Responsibility: Mobile Library Manager, Vendor
Measurement: Satellite in use
Timeline: January/March 2005

Action 4: Evaluate and modify satellite system

Responsibility: Mobile Library Manager, Mobile Library Staff
Measurement: Optimal function of satellite system
Timeline: June 2005

5. Need: Customers need up-to-date assistive hardware and software for access to the library's resources.

Goal : To provide assistive technology as appropriate in Level I, II, and III branches.

- Action 1:** Activate Assistive Technology Committee
Responsibility: Technology Planning Committee, Director, DASH
Measurement: Existence of Assistive Technology Committee
- Action 2:** Evaluate and prioritize ADA compliance and assistive technology needs at all branches.
Responsibility: Assistive Technology Committee, DASH
Measurement: Written report of findings.
Timeline: 2005
- Action 3:** Research vendors and costs for assistive technology needs
Responsibility: Assistive Technology Committee
Measurement: Written report of findings
Timeline: 2005
- Activity 4:** Identify payers and sources of funding.
Responsibility: Director, KRLS Board
Measurement: Board action
Timeline: May 2005
- Action 5:** Recommend purchase/vendor for needed assistive technology.
Responsibility: Assistive Technology Committee, Director
Measurement: Written report
Timeline: May 2005
- Action 6:** Allocate funds for needed assistive technology in 2006 budget.
Responsibility: Director, KRLS Board
Measurement: Funds allocated
Timeline: Summer 2005
- Action 7:** Purchase and install needed assistive technology
Responsibility: Assistive Technology Committee, Administration, Branch Technology Specialists, System Operator
Measurement: Number of branches and/or computers with assistive technology
Timeline: 2006
- Action 8:** Train staff and patrons to use needed assistive technology
Responsibility: System Operator, Branch Technology Specialists
Measurement: Number of branches trained
Timeline: 2006
- Action 9:** Evaluate usage of installed assistive technology
Responsibility: Assistive Technology Committee, System Operator, Branch Technology Specialists
Measurement: Informal user survey
Timeline: 2007

Action 10: Evaluate ADA compliance and additional assistive technology needs at branches
Responsibility: Assistive Technology Committee, Branch Managers
Measurement: Written report of findings.
Timeline: 2007

6. Need: Customers need prompt well-balanced service at the largest branch library.

Goal 1: To provide library patrons faster, more efficient checkout of materials

Goal 2: To reduce staff time spent performing circulation services in order to provide library customers a broader range of public services

Action 1: Purchase and implement an ILS with SIP2 capabilities
Responsibility: Director, KRLS Library Board, ILS Committee
Measurement: Presence of new ILS system
Timeline: August 2004

Action 2: Research and evaluate self-check vendors
Responsibility: Director, Brainerd Branch Manager
Measurement: Written report
Timeline: 2004

Action 3: Identify payers and other sources of funding
Responsibility: Director, Brainerd Branch Manager
Measurement: Funds identified
Timeline: 2004

Action 4: Recommend purchase/vendor for self-check system
Responsibility: Director, Brainerd Branch Manager
Measurement: Written report
Timeline: 2004

Action 5: Purchase and install self-check system
Responsibility: Director, System Operator, Brainerd Branch Manager, Brainerd Branch Technology Specialist
Measurement: Presence of self-check system
Timeline: 2005

Action 6: Train staff and public to use self-check system
Responsibility: Brainerd Branch Manager, Brainerd Branch Technology Specialist, Brainerd Library Staff
Measurement: Written report
Timeline: 2005

Action 7: Track usage statistics
Responsibility: Brainerd Branch Manager
Measurement: Written report

Timeline: 2006

Action 8: Survey self-check users

Responsibility: Brainerd Branch Manager

Measurement: Written report

Timeline: 2006

I. Evaluation Plan

2001-2004 Tech Plan Objectives Review

Replace dumb terminals:

By July 2004 all public and staff dumb terminals will have been replaced with PCs.

Increase number of public access terminals:

Seven public Internet access workstations were added to three branches in 2001 as part of the Gates grant. In other branches, all workstations were upgraded and some replaced, but no public workstations were added.

Implement web-based catalog:

The DRA "Web2" catalog was implemented in 2002 for remote users (from home) and in early 2003 for in-library users. Difficulties with the request system on the shared NCAP system caused the implementation delay.

Upgrade NCAP ILS:

In mid-2004 KRLS will implement our own Innovative Interfaces, Inc. integrated library system, with central site hardware and software located in the KRSL headquarters in Pine River. A new half time system operator/PC support staff person will manage the new Innovative system and the KRLS web and email servers. Implementing the new ILS is a major goal in the 2004-2007 technology plan.

Develop emergency procedures and disaster recovery:

Emergency procedures for technology problems within the branches and at KRLS headquarters were addressed in 2002 as part of our "Traveling Techie" LSTA grant. See PC Maintenance section below.

[Ask Josh for NCAP input here]

Upgrade telecommunication lines:

In 2001 all branches had 56k lines, except for Brainerd which had a T1 line. In 2002 Brainerd moved to a ½ T1 line, Bemidji, Park Rapids and Wadena moved to ¼ T1 lines, and Longville and Blackduck to 384k DSL lines. In July 2004, Pine River and Walker will move from 56k to 384k DSL lines, leaving only Cass Lake with a 56k line. Also in July 2004, KRLS headquarters will upgrade from a ½ T1 to a full T1 line, to accommodate our new ILS

Review Library Equipment Replacement Policy:

The 2001-2004 plan Equipment Replacement Policy was not completed. In 2004, the KRLS board will begin review of its master agreement and other policies including the KRLS Repair and Replacement policy.

PC Hardware/software maintenance improvement:

See Infrastructure section of 2004-2007 plan.

2004-2007 Technology Plan Evaluation

The KRLS Technology Planning committee will meet during first quarter of each year to evaluate the current technology plan. Each need and objective will be examined to see if the goals have been met and if not what corrections need to be made in order to achieve the goal in the plan's timeline.

Evaluations will be done by written report, informal surveys or by the evidence of the objective having been met or in use.

- A. The Internet policy will be adopted by June 2004 and the new filter removal procedure will be in place by July 2004 and evaluated in the first quarter of 2005. The new filtering software will be in place at all branches by December 2005 to be re-evaluated in the first quarter of 2006.
- B. The new ILS is scheduled to be in use by September 2004 and functioning efficiently. This will be assessed by an informal survey of the public in 2005.
- C. Informal surveys, trained staff and public, evidence of the availability of a user friendly web page and better on-line KRLS communication will be the assessment of the improved communications goal that will be established for all KRLS entities by early 2005.
- D. A functioning satellite system on the mobile library will be the measurement of the satellite communication goal.
- F. The use of innovative technology will be measured by the evidence of some form of assistive technology in all branches, trained staff and patrons.
- G. A self-checkout system in use at the largest branch of KRLS. The degree of functionality of this system will be evaluated through informal surveys and equipment generated reports.