



Provisional SELCO/SELS Joint Technology Plan 2008 – 2009 – 2010

Approved November 2006
Including portion of FY 2007 transitioning planning period

GOAL #1

SELCO and SELS members need a robust, flexible integrated library system (ILS) capable of delivering needed information services, with the capacity to support the current Online Libraries, as well as future growth, and managed by skilled staff.

Objective	Strategy	Action	Time	Measure	Status Report
1. ILS enhancement procedures		Develop & implement procedures	FY 2007	Online libraries have increased satisfaction	Partially Complete FY2006—ILS enhancement requests currently come via the Help Desk and/or the ILS Operations Committee. This works but needs to be formalized to facilitate evaluation of requests and reporting to the Online Libraries.
		Create web form	FY 2007		
		Modify as needed	FY 2007-2008		
2. Importing cataloging records	Investigate additional sources	Implement search and training	Ongoing	Catalogers' work simplified	Ongoing—SELCO contracts with MINITEX to provide CatExpress training as needed. Furthermore, SELCO has created a Cataloging Assistant position with a primary duty to create cataloging curriculum and provide training for the Online Libraries.
3. Specialized iPACs	Spanish language iPAC	Install and train	FY 2008	Increased access to special public populations	Incomplete FY2006—Deferred until upgrade to HIP 3.06a. The Spanish-language iPAC is not available with our current version. We have performed this upgrade in a testing environment and are evaluating it to determine what documentation and/or new training will be needed before the production upgrade.

Objective	Strategy	Action	Time	Measure	Status Report
	Children's iPAC	Install and train			Incomplete FY2006—Deferred until upgrade to HIP 3.06a. The Children's iPAC is not available with our current version. We have performed this upgrade in a testing environment and are evaluating it to determine what documentation and/or new training will be needed before the production upgrade.
	Replacement program	Identify grant opportunities and make application	Ongoing	Increased access for special public populations	Ongoing—SELCO received 34 PCs which were distributed to 19 libraries under the terms of the Gates Foundation Staying Connected program. SELCO continues to investigate grant opportunities for replacement PCs.
4. CODI User Group		Maintain active role	Ongoing	Development of favorable consortia enhancements	<p>Ongoing—SELCO continues to maintain an active role in CODI with an eye toward encouraging SirsiDynix's consideration of consortia needs while enhancing Horizon. We do this in many ways:</p> <ul style="list-style-type: none"> • SELCO staff made four presentations at the 2005 CODI Users Group meeting and one presentation at 2006 conference • SELCO staff are vocal participants in the CODI Consortia User Group, which meets during each annual Users Group meeting • SELCO participated as a beta tester in the upcoming Web Reporter upgrade, which includes substantial improvements that should benefit consortia users • SirsiDynix recently invited Ann Hutton, SELCO Executive Director, to join its Public Library Advisory Council "to hear first-hand from thoughtful library leaders how SirsiDynix can work to align our products and services to support library needs and objectives most effectively. SirsiDynix is specifically interested in hearing about today's challenges directly from top executives at our customer institutions."

Objective	Strategy	Action	Time	Measure	Status Report
5. Size of consortium		Determine desirable ratio of staff support to Online Libraries	FY 2008	Staff able to provide adequate support to Online Libraries and Online Libraries have access to a wide variety of resources	Not Complete FY2006
		Develop membership guidelines	FY 2008		Not Complete FY2006
		Strive for rich mix of multitype resources	Ongoing		Ongoing
6. Federated Searching		Select solution	FY2008	Increased simultaneous use of Online Databases	
		Implement software			
		Train library staff			
7. Horizon 8.x Migration		Install hardware and software	FY2008	Implementation of new ILS with new functionality	
		Convert data			
		Reconfigure system parameters			
		Train library staff			

GOAL #2

SELCO and SELS members need efficient, effective, well-managed telecommunications and infrastructure to support the delivery of information services to their patrons.

Objective	Strategy	Action	Time	Measure	Status Report
1. Effective standards-based telecommunication network	Monitor environment	Maintain vendor relations	Ongoing	SELCO and Online Libraries have robust WAN	Ongoing
		Monitor local needs			Ongoing
		Investigate alternatives			Ongoing—In FY 2006, SELCO moved 6 libraries to better performing Internet Service Providers as alternatives became available in those communities.

Objective	Strategy	Action	Time	Measure	Status Report
2. Stable telecomm funding		Identify and as possible influence funding opportunities and rate structures	Ongoing	Implementation of Permanent Funding Report	Ongoing
3. Protect privacy	Develop & implement data management procedures		FY 2007	Approval of procedures by ILS Operations Committee	
	Develop & implement VPNs		FY 2007	Online Libraries communicate with SELCO via VPN	In Progress FY2006
4. Server farm management	Upgrade to Windows 2003	Windows 2000 to Windows 2003	FY 2007	Server performance is maximized with updates	Incomplete FY2006
5. Server farm costs	Investigate open source operating system	Implement and test Linux	Ongoing	Server farm licensed most economical way for effective operation	Ongoing—SELCO is using Linux on several non-mission critical servers and continues to deploy it as deemed feasible.
6. Server farm reliability	Increase number of servers running terminal services	Purchase and implement upgraded software and hardware based on gap analysis	FY 2007	Improved performance and reliability	In Progress FY2006—Many server upgrades have been completed; the remainder are budgeted in FY 2007.
	Provide appropriate training	Identify and attend training	Ongoing		Ongoing
	Implement load balancing		FY 2007		In Progress FY2006
7. Server farm backup	E-mail storage for Online Libraries	Investigate options	FY 2008	Effective backup of data including E-mail	Incomplete FY2006
		Set up local PCs			Incomplete FY2006
		Train users			Incomplete FY2006

Objective	Strategy	Action	Time	Measure	Status Report
8. Network security	Implement procedures for server patches	Create documentation	FY 2007	Secure network	In Progress FY2006
		Create documentation	FY 2008		Incomplete FY2006
	Conduct security audits	Define parameters	FY 2007		Incomplete FY2006
		Conduct procedures			Incomplete FY2006
		Evaluate & take action where appropriate			Incomplete FY2006
9. License tracking		Investigate, purchase, & implement tracking software	FY 2007	Improved records management for audit	Incomplete FY2006
10. Emergency plan		Evaluate & update risk analysis, prepare & implement plan as appropriate	FY 2007		Incomplete FY2006
11. Implement Storage Area Network		Select & install hardware, configure storage software	FY2008		
12. Deploy new email client via server-based computing		Select software, Install new central site hardware, install software, migrate email	FY2008	Successful access for all email users, email stored centrally and backed up	

GOAL #3

SELCO and SELS will collaborate with members to control both central site and local costs of supporting desktop devices and will minimize downtime and loss of functionality throughout the network.

Objective	Strategy	Action	Time	Measure	Status Report
1. Increase PC lifespan	Provide access to ILS applications via distributed computing	Investigate, purchase, & implement	FY 2007	Majority of Online Libraries access ILS & other applications through distributed computing	In progress FY2006. Final round of server and license purchases are budgeted in FY 2007
	Investigate practicality of distributed computing for additional applications	Conduct possible trial project	FY 2007		Not completed FY2006
2. Re-evaluate PC and software purchasing procedures		Evaluate current practice	Ongoing	SELCO & Online Libraries have access to cost-effective means to procure PCs	In progress FY2006. Scheduled for discussion at July 2006 ILS Operations Committee/ Technology Policy joint meeting.
		Investigate marketplace			Ongoing
		Survey Online Libraries			Ongoing
3. Provide PC leasing as lowest-cost tier of PC support	Expand Value Added Service options	Investigate lease options & identify participating libraries	FY2007	Decreased hardware cost and increased hardware reliability for libraries	

GOAL #4

SELCO and SELS members will have effective communication systems that support and encourage broad, timely distribution of information among members, and between members and the SELCO staff.

Objective	Strategy	Action	Time	Measure	Status Report
1. Implement bulletin system for IT communication		Create format & announce to Online Libraries	FY 2007	SELCO staff & Online Libraries receive IT updates electronically	Not complete FY2006
2. Implement staff intranet		Identify content	FY 2007	SELCO staff will receive & access information electronically via intranet	Not complete FY2006
		Establish format & outline			Not complete FY2006
		Set security			Not complete FY2006
		Create content			Not complete FY2006

GOAL #5

SELCO and SELS members and SELCO staff will have access to relevant, timely, cost-effective and high quality training opportunities.

Objective	Strategy	Action	Time	Measure	Status Report
1. Provide ILS training		Develop or modify ILS curriculum & or FAQs	FY 2007-2008	SELCO will have up-to-date course syllabi & policy procedures for each regularly scheduled ILS class, cross-referenced to Dynix manuals	In Progress FY2006—Circulation curriculum is presently under reworking.
		Document ILS policy procedures			In Progress FY2006—Documentation is being added to the SELCO web page as it is developed. We are implementing a content management system that will remove many of the obstacles between those who create such documents and the website. ILS Bulletins are sent out for critical system updates.
		Provide state-of-the-art training environment		Class participants will benefit from up-to-date equipment and teaching methodologies	In Progress FY2006—In addition to curriculum updates, the equipment in the SELCO training lab is undergoing upgrades to keep pace with current trends in technology training. On Line On Demand LSTA grant project is underway to create Flash-based training users can access via the SELCO web page as needed as a supplement to in-person training.

Objective	Strategy	Action	Time	Measure	Status Report
		Conduct ILS classes		Class participants will report successful learning	Ongoing
		Provide post-class ILS support and evaluation		Class participants will have access to SELCO staff for instructive follow-up and an accurate training registration database	Ongoing—SELCO Help Desk puts users in touch with trainers for follow-up and supplemental training where needed. Such supplemental training may be provided by Help Desk team members or by trainers depending on the circumstances. Training database has been upgraded to provide better functionality for users registering for training.
2. Host technology training		Identify topics	FY 2007–2008	Member libraries will be better equipped to use technology & available electronic resources	In Progress FY2006—SELCO staff are working to identify topics for new training classes that will prepare users for the ever-changing technological landscape.
		Recruit instructors			In Progress FY2006—Additional staff may be recruited to conduct new training classes as circumstances dictate.
		Provide state-of-the-art training environment			In Progress FY2006—Training lab equipment is currently undergoing an upgrade.
		Conduct classes			Ongoing—Current classes are underway. New classes identified will be added to the schedule as developed.
		Provide post-class support and evaluation	Ongoing	Member libraries will be better equipped to use technology & available electronic resources	Ongoing—SELCO Help Desk puts users in touch with trainers for follow-up and supplemental training where needed. Such supplemental training may be provided by Help Desk team members or by trainers depending on the circumstances.
3. Investigate distance learning modalities & conduct distance training		Establish pilot projects if appropriate	FY 2007	Library staff will have access to educational opportunities without the necessity to travel	In Progress FY2006—On Line On Demand grant project is in development.
		Conduct distance training for appropriate classes			
		Evaluate participation			

GOAL #6

SELCO and SELS members will have efficient and effective resource sharing within the region and throughout the wider information network.

Objective	Strategy	Action	Time	Measure	Status Report
1. MnLiNK participation as a Gateway site		Conduct inter-regional ILL via MnLiNK	Ongoing	Member libraries will receive & lend requested items in a timely manner	Ongoing

GOAL #7

SELCO and SELS members will have access to a wide range of high quality electronic resources.

Objective	Strategy	Action	Time	Measure	Status Report
1. Collaboration with MINITEX for electronic resources		Participate in selection of electronic resources	Ongoing	Customers of member libraries will have access to electronic resources in libraries and remotely	Ongoing
		Train and promote use			Ongoing
		Provide remote patron authentication for Online Libraries			Ongoing