



REPORT TO THE LIBRARY BOARD

MEETING DATE: Wednesday, March 19th, 2008

Session:	Public Session
Subject:	2008 Technology Plan Update
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Presented By:	Tom Travers
Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

Recommendation

It is recommended that this report be received by the Library Board.

Opportunity

This report gives an update on key IT projects to be implemented in 2008.

Integrated Library System

Definition

Innovative Interface's Integrated Library System "Millennium" is a complete integrated library automation system. An essential component of customer service excellence, it supports reference, referral and reader's services, collections and lending, and programming. It organizes and facilitates access to the library collection as well as links the collection to the Web. Modules include, acquisitions, serials, cataloguing, circulation, public catalogue (Web Pac Pro, ENCORE), and program registration. In addition, Millennium provides statistical reporting for staff, public and collection budgeting.

Program Registration

Program Registration will allow customers to discover events in the catalogue as well as manage and register for library events on their own. Started in late 2007 as part of the Millennium upgrade, system wide training to staff has begun and the product launch is planned for late spring.

E-Commerce Functionality

Following program registration, e-Commerce will be launched. E-Commerce is a feature that allows customers to make donations to LPL and to pay fines and fees, reducing staff time.

Encore

Encore is a new service and an easy new way for our customers to search the LPL Collection. It is an interface to the existing Catalogue that makes searching easier for the public. It offers a simple-looking search window and returns powerful, all-encompassing results, retrieving data from the Catalogue and from our on-line databases, all at **once**. The advantage to the

customers is they don't have to think about whether they want a book, an article from an on-line database or a web page. They just search and can then choose from the results. The process is very similar to a Google search on the LPL catalogue.

Community Tagging provides the customer with the ability to categorize records based on their opinions. Encore will distinguish between the tags supplied by the subject headings and tags applied by the public.

Public Workstations

Customer Workstation Authentication & Booking System

The workstation authentication and booking system upgrade is in progress. This allows our customers to book library workstations on the Internet or at a branch. Implementation should be completed by June. The new authentication software provides increased desktop control, flexible configuration and integrated PIN (personal ID number) into our Millennium system.

Workstation Upgrades

The Central Library 2nd floor Lifelong Learning & Literacy Centre workstations are being upgraded to include tutorial software with over 25,000 tutorial movies on more than 110 of the most common software applications. Closed caption accessibility is available on thousands of the tutorials.

Virtual Branch

Web Site Additions

Several enhancements will be made to the LPL website in 2008, including:

- Upgraded Teen Annex section: Provides for community created media and more;
- Subject based chat: On-line/text based discussion on variety of topics;
- Addition of training videos/screen casts explaining new features and services: Learning that is flexible and convenient;
- Interactive location and floor maps; and
- Accessibility Improvements (text size, screen color, navigation).