

Library Issues

I. Resource Management:

By attracting and maintaining a professional and able staff that is responsive to community needs, the library will provide access to physical and electronic collections of authoritative, high quality, and contemporary materials for all ages, meeting the educational, informational, and recreational needs of the multifaceted community.

A. Information Resources

Goal: To assess the quality and arrangement of all our collections and to utilize them with optimal efficiency, providing patrons with a variety of popular materials and resources that supply satisfying informational, recreational and cultural programming experiences.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed</u>
1. Using community survey results gather data on most requested topics for research, non-fiction materials, and popular reading and develop plans for shelving arrangements.	6/30/06	6/30/06
2. Evaluate audio-visual formats using community survey results and circulation reports and develop plans for shelving arrangements.	6/30/06	6/30/06
3. Continue to develop collections of downloadable and web based materials.	ongoing	ongoing
4. Continue to explore new formats and delivery methods for library materials.	ongoing	ongoing
5. Improve access to the WPA historic newspaper index.	12/31/12	
6. Develop and implement services for job seekers.	1/05/09	ongoing

Results:

- The staff continues to change and rearrange shelving and furniture to make the best possible use of our space and to change our collection with changing demands. We have:
 - Added additional shelving for DVDs and moved them to a more accessible location to better accommodate large numbers of patrons viewing the collection.
 - Added additional shelving for large print books.
 - Removed most of the vertical file materials and added shelving in that area.
 - Relocated some of the reference shelving to the large print area.
 - Reconfigured and relocated public computers and equipment.
- Audio visual formats are in a state of constant change and are heavily used by our patrons. Hema continually monitors the use of various formats. She is no longer purchasing books on cassettes and VHS videotapes, as demand moves towards CD and DVD. She works with Tori to rearrange the shelving of AV materials to best meet the needs of the collection and the patrons. We added a collection of Express DVDs, which circulate for two days and are a browsing collection only—no holds—to try to meet the needs of DVD borrowers.
- Digitized the Fairport historical newspaper microfilm and made available on the library’s webpage.
- Entered the card index of the historical newspapers onto an excel spreadsheet so that it could be shared outside the library and to preserve the original file.
- Participated in the RRLC Interlibrary Loan pilot project to borrow books from local academic libraries.
- Over the last several years, along with MCLS, we have developed collections of downloadable and digital materials.
- Added museum passes to the collection.
- Materials collection is continually weeded.
- Job Search Skills

- a. Lin continues to work with RochesterWorks and with individual program presenters to provide job search skill training.
- b. Lin has developed our collection of job information materials in a variety of formats. Lin also designed a web based pathfinder for job search information.

B. Staff Resources

Goal: Library employees, as highly valued professionals, will be provided with a working environment that is supportive, cooperative and concerned with the welfare of the individual, and will have the skills necessary to provide quality service to our patrons.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Develop a continuing education database for all staff with current listings from local agencies. Include expert help sources and suggestions for future training.	5/01/06	discontinued
2. Plan 2-4 annual in-house training sessions based on staff continuing education needs for implementation in 2006/07.	6/30/06	12/04/06
3. Present opportunities for staff to attend continuing education. Connect staff with training specific to their positions.	ongoing	ongoing
4. Train staff on the use of ebook formats.	4/30/12	ongoing

Results:

- The continuing education database was not functional and the project was discontinued.
- In-house training sessions were held on 11/27/06 and 12/4/06. These were refresher courses on computer applications. More classes will be developed based on the response from these classes.
- Arranged with RRLC to hold Excel training and sent several staff.
- Held informal training sessions either one on one or in small groups for staff training.
- Staff was trained on the upgraded automated library system March-May 2011.
- Staff was given the opportunity to participate in staff exchanges, both within the library and within MCLS.

C. Technology Resources

Goal: The community will have the advantage of technological developments that support the effective access and delivery of ideas, information and communications.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Evaluate and update our Technology Plan and institute an annual review.	9/30/05	10/2005; Annually -2010-2011 plan adopted April 1, 2010
2. Continue to improve access to electronic resources.	ongoing	ongoing
3. Keep the technological resources of the library up to date and functioning efficiently.	ongoing	ongoing
4. Provide training to the public to increase their skills with the electronic products and services the library offers.	ongoing	ongoing
5. Procedures for loaning laptops for the patrons to use in the library to be developed and implemented.	3/1/12	

Results:

- The Technology Plan was reviewed at the October 2005 Board meeting. Another review will be held in the next couple months.
- See Appendix A for 2010-2011 Technology Plan, portions of which have been incorporated into different sections of this long range plan.
- Added color printing for the public in March 2010.
- Upgraded the wireless network with new equipment and additional access points.
- Participated in the implementation of the upgrade of the MCLS automated system.
- Continuing to offer basic computer training to the public.
- Added IM reference service in May 2010.

II. Facilities Management:

The library will maintain a functional and efficient facility that provides a safe and secure public environment for the staff and patrons of all ages.

A. Building Condition Analysis

Goal: The current building will be assessed on the condition of the mechanicals, electrical and code compliance.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Select and hire an architectural firm to develop a feasibility study to determine if it is cost effective to remain in the present space, build an addition to the present facility, or to explore other space opportunities in the village.	5/31/05	5/31/05
2 Meet with the landlord to discuss any deficiencies of the present library space with regard to future space needs.	10/31/05	ongoing
3 Improve the utilization of the library building.	ongoing	ongoing

Results:

- Two studies have been completed—one by LeChase and one by SWBR—to evaluate the possibilities for library expansion.
- The Board has met with the landlord to discuss options for library expansion in the current facility.
- Library staff is researching upgrades and improvements to the current facility.

B. Needs Assessment

Goal: A study of the community growth patterns, library collection and services will be evaluated to meet future needs. Current space and configuration of the library will also be evaluated to meet the needs of the community.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Architectural firm will meet with library board, staff and residents to develop a basis of ideas for future space needs. This will include future provisions for parking and safe access to facilities.	9/30/05	9/30/05
2. Enhance appearance of current library space and materials using cost effective methods to ease crowding on shelves by using displays, redecorating, weeding the collection, and reassigning spaces such as the Quiet Room.	6/30/06	ongoing

3. Based on the results of the community planning process, a facilities plan will be developed.	12/30/12	
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Results:

- The Board and staff have met with SWBR to plan for future space needs.
- The staff works continually on adjusting library space and collections to best serve the public.
- Added shelving for AV and the Teen areas.
- Rearranged furniture and seating.
- Added comfortable seating to the New Book section and the Teen areas.

C. Future Design

Goal: Residents will have a library facility that is a welcoming and user-friendly site for independent reading and study, for exposure to new learning opportunities and for meeting and connecting with others to share common interests and ideas.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Based upon the building option selected for the feasibility study, develop a building program plan.	6/30/06	Preliminary design presented to the public 10/27/10
2. A community-based planning process will be used to guide future facility decisions.	4/1/12	

Results:

- The board continued to work with architects, engineers, realtors, and lawyers to plan for the future of the library building through 2010.
- Plan for a library building was brought to the public for a vote in December 2010 and the vote was defeated.
- The board and staff continue to study areas of the current facility that need renovation or updating and have begun to collect information towards future improvements.

III. Programs and Services Management

The library will create and maintain excellence in customer service by anticipating and responding to customer service needs and trends in all segments of the community, while working to enhance the public's understanding of the library's mission.

Customer Relations

Goal: To satisfy library patrons with quality service that is responsive to their needs, personal interaction that is respectful, fair and available to all, and with expertise necessary to use efficiently and effectively the library's resources and services.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Identify continuing educations needs of staff.	12/31/05	3/06
2. Create a program evaluation tool to measure satisfaction and to determine the need for other programs.	12/31/05	12/31/05
3. Test the library's website for usability.	6/30/06	8/30/10
4. Design new website based on the results of the usability studies.	1/31/12	

5. Evaluate new website design.	3/31/12	
6. Update reference policy and standards.	11/30/11	
7. Train staff on updated reference standards.	2/28/12	
8. Evaluate staff on the consistent use of the reference standards.	5/30/12	
9. A community-based planning process will be used to identify future customer service needs.	4/1/12	
10. A new long range plan will be written and implemented as a result of the strategic planning process.	12/31/12	

Results:

- Continuing education needs of the staff—in development. A questionnaire was sent to the staff. Review training is planned.
- Programming librarians are using an evaluation questionnaire at the end of programs where appropriate.
- Web site overhaul and testing is in process.
- The Public Library Association Strategic Planning Process was selected by the Board in July 2011. This process includes direct input from the community, library staff and the Board of Trustees. A consultant was hired to facilitate community input and meetings have been scheduled for early 2012.

B. Marketing

Goal: To make members of the community aware of library programs and services through various local publicity sources such as newsletters and websites, as well as in-house and inter-agency flyers.

<u>Activities:</u>	<u>Target Date:</u>	<u>Completed:</u>
1. Study the results of the community survey to identify marketing opportunities.	12/31/05	ongoing
2. Develop an initial contact for new homeowners in the community.	9/30/05	9/30/06
3. Work with librarians to review community contacts and identify additional opportunities	12/31/05	ongoing
4. Participate in the RRLC Marketing Grant.	10/31/07	10/31/07
5. Promote the programs and resources of the Seymour Rudin Small Business Resource Center.	6/30/06	ongoing
6. Promote health information to the senior community through participation in the RRLC/National Library of Medicine Grant.	5/30/06	5/30/06
7. Explore electronic methods of marketing the library and library services	ongoing	ongoing

Results:

- Children's
 - Amy is in the process of setting up visits to the Jefferson Ave. after school program to read to the kids. She has also made initial contacts to other schools.
 - Amy and Robin have attended teacher staff meetings to promote the services of the library to Fairport elementary school teachers.
 - Added display space in the children's room, including Staff Favorites and Books Read at Story Time.
- Seniors
 - The library has an annual presence at the Perinton Senior Health Fair on Election Day at Perinton Square Mall.

- The library participated in an RRLC grant to train seniors to find health information on the Internet, with the Perinton Senior Center.
- Teens
 - Stephanie attends Home and Career classes in the schools to talk about being a librarian as a profession.
 - Stephanie created the Teen Book Festival (now an annual Rochester area event) as a way of raising awareness of teen literature.
 - Stephanie has designed and led the regional Teen Read Week effort.
- Adults
 - We continue to create displays to highlight areas of our collection and to hold the Brown Bag Book Review programs as a method of letting patrons know about books in the collection.
 - Margaret continues to hold programs at alternate times: in the early morning, mid- morning, early afternoon, mid-afternoon, evening and Saturdays, to reach as many people as possible.
- Business
 - Margaret has promoted the programs and services of the Small Business Resource Center through a variety of methods, including organizations and publications such as SCORE, SBDC, High Tech Rochester, Rochester Business Journal and the Fairport Merchants Association.
 - Margaret is experimenting with the times of the business programs to reach a wider audience.
- General
 - Patrons can sign up for library programs on the library website and can also sign up for email notices of library programs.
 - Tori and Betsy attended a series of marketing workshops held by RRLC.
 - Betsy attended a marketing brainstorming session held by RRLC and the Ad Council.
 - Betsy participated in a communications audit for the Fairport Public Library sponsored by the Ad Council through RRLC.
 - The programming librarians promote programs through the newspapers, the website, in-house fliers, email notification, and FACT12 television.
 - Every six months we mail a packet of materials about the library to new homeowners in Perinton.
 - Staff is looking for appropriate community newsletters in which to include articles about library services.
 - Library staff collaborates with committees of the Fairport Village Partnership on events held in the village.
 - The Library had a booth at Canal Days for two years and at the Fairport Music Festival for one year. Library staff participated in the Perinton Relay for Life fundraiser.
 - Using email newsletters, email program notification, email holds and overdue notification, Facebook, Twitter, Librarything, blogs, and photo sites, the library staff continues to explore electronic methods of marketing.

Adopted by Library Board August 15, 2005

Reviewed by Library Board January 16, 2007

Appendix A added April 1, 2010

Reviewed and Accepted by Library Board December 13, 2011

Fairport Public Library Technology Plan 2010-2011

Contents

- Library Mission
- Planning Process
- Current Status
- Technology Goals
 - Goals for Public Service
 - Goals for Collection Development
 - Goals for Community Relations
 - Goals for Staff Development and Training
 - Goals for Facilities and Equipment
- Further Investigation

Library Mission

“The Fairport Public Library, using both its resources and those available through the Monroe County Library System, provides equal access to educational, informational, and recreational resources for the residents of the Fairport Central School District with professional, courteous and friendly service. The library is an integral and cooperative part of the community, promoting the concept of life-long learning while maintaining sound fiscal management.”

Many of the educational and informational resources available today are in electronic formats. There are still a large number of residents that do not have their own computers, or do not have Internet access; the library serves as a bridge for this technological gap by providing community members the technological resources needed to access information electronically.

Through the resources of MCLS, as well as its own resources, the Fairport Public Library is able to provide community residents both in-house and remote access to authoritative online resources. The library provides equal access to computers and Wireless Internet Access within the library to Fairport Central School District residents for their information, educational and recreational needs.

The library is using technology to meet our patrons where they are. Through the use of Constant Contact Software, the library is now able to use push technology to notify patrons via email of the programs and services offered by the library. The library has also utilized pull technology through blogging, Twitter and Facebook.

Our Technology Plan will focus on maintaining an “innovative” and “constantly evolving” collection of technological and informational resources for our community, with access to these resources in an efficient and fiscally sound manner. Continued awareness by the library’s professional staff of new products, equipment, and general library trends will aid in the planning and implementation of new services, as well as the utilization of existing space and resources.

Planning Process

I. Planning

a. Yearly Budget Process

- Identify equipment to be replaced (managed by equipment database)
- Analyze current electronic subscriptions for renewal or replacement
- Analyze space/building needs (desks, carrels, wiring, etc.)
- Analyze staffing levels

b. Identify New Projects

- Is there a need?
- Research all necessary components (equipment, space, staffing)
- Present project for approval

- Incorporate into budget and training plans

II. Implementation

a. Acquire new equipment or resource

b. Staff Training

- Prepare and provide training (internal or external) to all staff for appropriate new equipment and resources.

c. Patron Training

- Prepare and provide training on equipment and resources.

d. Marketing

- Prepare appropriate patron hand-outs and publicity (press releases, demos, email, etc.) for any new services.

III. Evaluation

a. Yearly review of services provided

- Staff input on usage and cost evaluation
- Staff recommendations for new resources.
- Identify areas for future growth
- Coordinate with MCLS on system resources.

Current Status

Current Technology/Automation

LAN/WAN

LAN

Microsoft Windows Server 2008 Operating System
Exchange Server 2007
Dual T1 Lines (Frontier)

The library has had a contract with The Technology Company, LLC for the past five years. The Technology Company provides support to the IT Staff at the library for the network as well as any computer/hardware issues. I plan on renewing this contract for the 2010-2011 fiscal year.

WAN

The Fairport Library is currently connected to the Monroe County Library System Wide Area Network. We plan to continue this connection through MCLS.

Server

The library currently is operating with 1 server that has 8GB of RAM and 4, 250 GB SATA Disk Drives. It also has a Tape Drive with which we back up the server data 5x per week. The library server is leased from Tri-Delta Resources, Corp and the current lease expires in December 2011.

Workstations

Our current computers and printers are leased from Tri-Delta Resources, Corp. The leasing program has enabled us to provide new, high-performing computers to the community every 3 years. The leasing program also includes on-site maintenance from Hewlett Packard and/or Tri-Delta staff; thereby lessening the amount of support time that may otherwise be required of the library's IT Staff.

Staff Computers and Laptops (30)

- 9 *acquired July 2007*
- 10 *acquired July 2008*
- 11 *acquired July 2009*

Public Computers and Laptops (36)

- Internet/Microsoft Office Suite computers (18) – *acquired July 2009*
- Catalog only (9) – *acquired July 2009*
- Kids Catalog (3) – *acquired July 2009*
- Training Laptops (6) – *acquired July 2008*
- Laptop Cart (fits 12 laptops) – *acquired July 2008*

Printers and Copiers

The library printers are leased from Tri-Delta Resources, Corp. and are on a 3 year program. The library copiers are leased from Xerox and also are on a 3 year program, although we just recently purchased the staff copier when our lease ran out in December 2009.

Public Printers and Copiers (3 total)

- Xerox Color Copier (1) – *acquired August 2007*
- Black and White HP LaserJet Network Printer (2) – *acquired July 2009*

Staff Printers and Copiers (8 total)

- Xerox Phaser Color Printer (1) – *purchased August 2005*
- Xerox Copier (1) – *acquired December 2006 and purchased off lease December 2009*
- Black and White HP LaserJet Network Printers (6) – *acquired July 2009*
 - * 2 in public areas (circulation desk and children's room)
 - * 4 in staff workroom

Receipt Printers

The receipt printers are ordered through MCPC Computer Products and are delivered by a local Sales Rep. In the past we have ordered 3-4 per year so that we have extras on hand for replacements if needed.

- Citizen receipt printers (5 total)
 - * 4 at the Circulation Desk
 - * 1 in the Staff Workroom

Scanners

The library staff uses Metrologic Barcode Scanners for Circulation and Item Processing. We order these from A-R&B Associates. There are currently 17 used throughout the library in the Staff Workroom, Circulation, Information and the Children's Room. We do keep 2-3 on hand in case repairs or replacements are necessary.

Assistive Technology

Interpretype

Interpretype allows patrons and staff to communicate by way of text and the computer. There are two *Interpretype* keyboards at the Information Desk and the Circulation Desk. Patrons use the keyboard and type their request; the request then appears on the computer screen of the associated staff computer. Staff can type their response using their keyboard, and the response will display on the patron's screen which is integrated into the keyboard.

These were purchased by the Friends of the Fairport Public Library in December 2005.

Software

Most library workstations are running Microsoft Windows XP Operating Systems; we do have 2 staff computers upgraded to the Windows 7 Operating System.

Applications:

- Microsoft Office 2003 Professional is used on the public workstations
- Microsoft Office 2007 Professional is used on the staff workstations
- Carl.Solution, the circulation software that MCLS is currently using is installed on staff computers.
- Internet Explorer and Firefox are the Internet browsers available on the Staff Workstations
- Internet Explorer Browser is the Internet Browser available on the Public Workstations
- DeepFreeze is installed on all Public Workstations
- Envisionware and LPT1 (Patron Login and Print Release Software) is installed on all Public Internet Workstations.

Telephony

The AT&T/Lucent/Partner II telephone system was installed in 1996 with the renovation and expansion of the library. The software has been upgraded twice but is no longer a current product. We maintain a service contract for current hardware and phones, but we are at maximum capacity for mailboxes and extensions.

Technology Goals

Goals for Public Service

Objective 1: *Continue to improve access to electronic resources*

- Review options for implementing Instant Messaging technology at the reference desk in order to provide staff another form of communication with each other as well as another point (from our website) for patrons to reach us electronically.
- Review current database collection and evaluate their use both in-house and remotely (ongoing).

Objective 2: *Maintain and upgrade the computer equipment to provide consistent and efficient access to electronic services.*

- Replace/repair all public computers as needed
- Maintain software updates on a regular basis

Objective 3: *Provide training for the public to increase their skills with electronic products and services the library offers.*

- Use Wireless Laptops as a mobile public training lab. (ongoing)
- Continue to provide Internet Training Sessions for the public. (ongoing)
- Review options (based upon staff and meeting room availability) to offer additional classes to the public on database instruction and Microsoft office, and other internet classes as desired by the public. (Winter/Spring 2010)

Objective 4: *Continually improve website functionality and interface*

- Continue to evaluate the user interface and make changes to the website for easier access to resources and services. (ongoing)
- Work with RPL/LAS staff as a pilot project to migrate the current FPL website to the Ektron content management system and move the FPL website hosting to the Rochester City Web Servers.

Objective 5: *Continually update and improve the in-house web access pages. (ongoing)*

Goals for Collection Development

Objective 1: *With the help of the librarians and the web team, add more electronic resource content to the website.*

- Provide links to authoritative websites for patrons to complement the electronic databases that we currently subscribe to. (ongoing)

Objective 2: *Continue to develop the Local History Page on the website providing online access to the library's Local History Collection.*

- Review what resources we may be able to digitize and post to the website. (ongoing)

Objective 3: *Collect Statistics on usage of the Library's electronic resources*

- Monitor usage statistics and patterns on the library's website and analyze website use (ongoing)
- Monitor usage statistics for electronic databases to help analyze product use. (ongoing)

Goals for Community Relations

Objective 1: *Continue working with MCLS on Database Committee*

- We currently have a staff member that serves on the MCLS Database Committee. This committee recommends to the MCLS Directors databases that the Library System should add/drop for the next year. With the budget cuts this past year, the database committee has been re-creating the Virtual Reference Desk to provide authoritative websites for staff and patrons to utilize with the cancellation of all Monroe County Databases. (ongoing)

Objective 2: *Continue working with RRLC and member libraries on the Information Literacy Continuum Committee.*

- We currently have a staff member that serves on the Information Literacy Continuum committee at RRLC. This committee's goal is to develop a "continuum" of learning; teaching library and information core literacy skills to persons of all ages. (ongoing)

Objective 3: *Continue working with the Tech Talk Committee*

- We currently have a staff member that attends Tech Talk Committee meetings; the committee meets 6 times/year. IT staff from libraries, and Library Automation Services downtown, meet and discuss different issues they have faced and implementations that they will be facing. It is a great forum for discovering new ideas and better ways to server our patrons. Kristin is currently the chairperson of this committee, serving a 2 year term that started the fall of 2009. (ongoing)

Objective 3: *Continue promoting the Library's Services*

- Promote electronic resources by highlighting a database each newsletter (in electronic and hard-copy formats). (ongoing)
- Promote programs and services using all resources available to us including print media as well as our Newsletter (again hard-copy as well as electronic). (ongoing)

Goals for Staff Development and Training

Objective 1: *Continue working with MCLS on Emerging Technologies Committee*

- We currently have a staff member serving on the Emerging Technologies Committee. This committee hosts 3 Technology Camps each year for MCLS staff members. The purpose of these camps is to introduce staff to new technologies available and how they can be implemented in the library. (ongoing)

Objective 2: *Continue to Provide Staff Training*

- Provide and publicize opportunities for staff to attend training sessions at RRLC. (ongoing)
- Provide training in-house as much as possible, especially on the Office Programs:
- Provide other staff training as needed (ongoing)

Objective 3: *Get Staff Wireless Installed*

- Work with Don Campbell from Campbell Net Solutions to configure the staff wireless network that will allow staff to connect to the MCLS Network wirelessly within the library. This will provide librarians with the flexibility of working in the stacks on their computers as well as providing staff with backup connection to the Internet if the LAN goes down.

Goals for Facilities and Equipment

Objective 1: *Implement a Help Desk to track technical issues at the Library*

- I would like to implement a virtual Help Desk in order to aide in the tracking of technology issues. The Help Desk would also aide in communication between IT Staff, so that each staff member is aware of any open issues and which ones are already being addressed by another staff member.
 - * Investigate Help Desk Options; there are a number of Help Desk Services available.
 - * Implement and train IT Staff with the Help Desk Software.

- * Train all other Library Staff on the Help Desk Software so that they are comfortable logging issues on the Virtual Help Desk. (April 2010)

Objective 2: *Continue Work on the Library Intranet*

- This objective does depend heavily upon what course MCLS takes, because the Intranet is provided by the Monroe County Library System for all member libraries. Currently the Intranet platform is Microsoft SharePoint Services. The Fairport Library does have a site here and content has been added. Additional content should be added as necessary. (Ongoing)

Objective 3: Replace Staff Computers

- The lease on 9 staff computers will expire in July 2010. After re-evaluating our leasing options, we plan to begin purchasing computers in the future. One option includes the purchase of some of the staff equipment coming off a lease and maintaining those for 1 -2 more years. Laptops and computers for public use will continue to be purchased new every 3 years because of their heavier usage. This objective will be re-evaluated each year for its effectiveness.

Further Investigation

- Review options for implementing a Content Management System for management of our website. Use of a Content Management System would allow additional staff who are not on the Web Development team, to add or edit content without modifying the basic structure and style of the site. The Content Management system would also provide better control of content currency, with an automatic archiving function. (Spring 2010)
- Upgrade staff computers to Microsoft Office 2010
- Upgrade public computers to Microsoft Office 2007
- Look into options for virtualizing our network in the future.