Division: Information Technology

Program Characteristics:

Program Description

This program addresses the need for modern, efficient Library services by coordinating technology planning and design. This serves the community by ensuring that the Library provides equitable and accessible technology to residents and staff.

The IT Portfolio Services team works directly with Library leadership on projects, operations, and strategic requests. We coordinate service delivery, provide solution design, and manage outside vendors. Our team also leads software development, oversees hardware installations, manages mobile devices, and assists staff with technology implementations.

Our daily tasks include reviewing security and contracts, as well as helping partners understand large technology initiatives. A key responsibility is ensuring that all technology meets the Library's goals for accessibility and digital equity. We ensure that our work aligns with the Library Strategic Plan and the County Digital Strategy.

We manage operations through three specific strategies: Resource Alignment: We assign resources to projects based on leadership guidance, the Workforce Equity Strategic Plan, and DCA goals. Continuous Improvement: We evaluate current systems to find opportunities for consolidation or replacing outdated tools. Creative Partnership: We follow "Think Yes" customer service principles to build sustainable, equitable solutions.

Equity Statement

Our team uses inclusive and collaborative practices such as recurring committee and stakeholder meetings to help ensure equitable service delivery. Our solutions provide free & accessible-to-all internet access, printing, and modern facilities to every visitor of our public libraries. Our in-building solutions are designed with staff productivity and safety in mind, and are developed in collaboration with frontline staff to remain effective over time.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$0	$777,892	$0	$812,781
Contractual Services	$0	$224,000	$0	$225,000
Materials & Supplies	$0	$45,636	$0	$74,000
Total GF/non-GF	**$0**	**$1,047,528**	**$0**	**$1,111,781**
Total Expenses:	**$1,047,528**		**$1,111,781**	
Program FTE	0.00	3.00	0.00	3.00
Program Revenues				
Other / Miscellaneous	$0	$1,047,528	$0	$1,111,781
Total Revenue	**$0**	**$1,047,528**	**$0**	**$1,111,781**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Library IT Work Tasks started (operational changes)	1,051	900	900
Library IT Projects started (non-bond projects)	4	8	5