Division: Department Administration

Program Characteristics:

Program Description

Summary: The Library is committed to digital equity and inclusion to increase access to equipment, the internet, and tech help. Library IT Services defines and develops technology solutions that align with patron and staff needs and support Library priorities. Many public computer users have no access to a computer or high-speed internet at home. Children and adults use Library computers and tablets to communicate, do research, complete homework, apply for jobs, find things to read, and participate in social media. Public computers provide office software to accomplish schoolwork and personal and business work. IT Services also offers computers, software, and audiovisual solutions in community rooms.

Program activity: IT Services partners with County IT to maintain more than 1,000 public computers and mobile devices; the Library website; intranet; software; servers; internet access; and Wi-Fi in Library facilities. IT Services makes the library catalog available for users to search for materials; manage their accounts; download e-books; stream audio and video content; use electronic resources; and access the internet for educational, business, and personal use. IT Services also regularly maintains more than 700 computers, plus equipment and software for Library staff.

IT Services supports and enables critical computing systems including the Library catalog; patron accounts; circulation system; materials acquisition system; electronic resources; and other internal operations. Due to bond-related openings in the coming year, IT Services will support disconnecting, moving, storing, refreshing, acquiring, configuring, and installing many of the public computers, staff computers, and related equipment.

Equity Statement

The Library supports digital equity for "full participation in our society, democracy and economy," and "civic and cultural participation, employment, lifelong learning, and access to essential services" (National Digital Inclusion Alliance). A Digital Inclusion Coordinator provides training and Chromebook "Tech Lending," using targeted strategies to reach community members most impacted by access needs and digital inequities.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$0	$1,161,720	$0	$1,238,872
Contractual Services	$0	$311,245	$0	$428,852
Materials & Supplies	$0	$1,784,231	$0	$1,008,904
Internal Services	$0	$9,652,548	$0	$10,160,805
Total GF/non-GF	**$0**	**$12,909,744**	**$0**	**$12,837,433**
Total Expenses:	**$12,909,744**		**$12,837,433**	
Program FTE	0.00	5.00	0.00	5.00
Total Revenue	**$0**	**$0**	**$0**	**$0**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of public computer sessions	352,166	390,00	415,000
Number of devices using Library wi-fi	1,199,674	1,330,000	1,390,000