Bridges Library System
Technology Plan
2020-2024

Bridges Library System Statement of Purpose

The Bridges Library System strengthens member libraries by fostering collaboration and innovation.

Purpose of Technology Plan

The Bridges Library System exists to improve member libraries. The purpose of this plan is to outline for the Library System board, staff, member libraries, and the public, the Library System's technology plans for the next 5 years (2020-2024). It is also intended to serve as a qualifying document for various state and federal grant programs such as the federal LSTA (Library Services and Technology Act) program, the federal E-rate program and the state TEACH program. The plan further serves to provide a roadmap of future technology-related goals of the library system to potential vendors of technology services.

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Planning Process and Participation

Technology planning is continuous. However, [Wisconsin state statute](#) requires a formal plan be filed every five years, beginning in the year 2000.

The planning work for this 2020-2024 technology plan was conducted by the Bridges Library System's technology committee in summer of 2019 with assistance from the Library System Automation Coordinator. An administrative draft of this plan was submitted to the Bridges Library System's Alliance of Public Librarians (APL) in October 2019. After revisions were made to the plan, it was presented to the Library System Board for review and approved in October 2019**.** This plan was then submitted to the Department of Public Instruction's Division for Libraries and Technology prior to 2020 to fulfill the requirement related to technology planning.

Technology Committee Members:

- Chair: Bruce Gay, Waukesha Public Library
- JJ Berger, Menomonee Falls Public Library
- Eric Robinson, Dwight Foster Public Library
- Brittany Larson, Muskego Public Library
- Sue Brown, Brookfield Public Library
- Mary Olson, Pauline Haass Public Library

Library System Staff Involved in Technology Planning:

- Mellanie Mercier, Automation Coordinator/Assistant Director
- Erin Kramer, IT Tech Support Specialist
- Beth Bechtel, Database Management Librarian
- Shawn Carlson, CAFÉ System Administrator
- Connie Meyer, Library System Director

Library System Background

The Waukesha County Federated Library System (WCFLS) was established under Chapter 43 of the Wisconsin Statutes by action of the Waukesha County Board of Supervisors in January 1981. On January 1, 2016, WCFLS officially became the Bridges Library System when Jefferson County joined with Waukesha County to create a new library system. Bridges Library System is an agency of the two counties as well as a state-funded library system and operates under the authority of an eleven-member board of trustees appointed in proportion to population. There are currently eight Bridges Library System board members from Waukesha County and three board members from Jefferson County.

To participate in a state library system, a public library agrees to certain membership requirements, including the commitment to serve all system residents equitably. This is known as the "same service" requirement of library system membership. In return, the library system provides a wide range of services, tailored to regional needs that enhance local library service. This relationship provides all residents of the state with improved library service, as well as the ability to use whichever library or libraries best serve their needs.

In return for agreeing to the membership requirements, local libraries and their patrons benefit from system membership because state aid enables library systems to:

- expand and improve access to materials and resources through management of an automated, shared catalog and through interlibrary loan services
- provide specialized staff consulting as well as continuing education opportunities to local library staff and trustees
- facilitate delivery services and communications
- guarantee mutual borrowing privileges and monitor reimbursement for service to residents across county lines
- expand the use of new technologies
- support cooperative services and projects in response to regional needs
- encourage enhanced, regional networking opportunities among public, school and academic libraries
- facilitate and promote library services to users with special needs

For the Bridges Library System, as with all library systems in Wisconsin, the vast majority of funding for its operations comes from the state of Wisconsin appropriated by the Department of Public Instruction through the Division for Libraries and Technology (DLT). All state library systems are required to provide specific services specified in state statute. All state library systems receive state funds allocated on a formula basis to carry out their operations. The funding formula is currently based upon population, geographic area, and the level of local library funding. The funding formula will be reviewed in the future as an outcome of the state's recent Public Library System Redesign (PLSR) process. It will be important to be engaged in the state-level discussions related to changes in the state aid library system funding formula.

Even though the library system has been a Waukesha County department since its inception and operates within the County operational structure, no Waukesha County or Jefferson County funding is used to provide Bridges Library System services. The funding the two counties levy for library services is collected based on a formula that includes the ratio of usage of libraries by residents who live in municipalities without libraries. Funding is distributed to public libraries as a reimbursement for providing library services to those residents who live in counties' communities without libraries. Only the residents of the municipalities without their own libraries pay the county library tax. The remaining library municipalities are exempt from the county library levy provided they certify that they will tax themselves locally at a rate that meets or exceeds that of the county. In addition to municipalities with libraries certifying their library tax rate annually, the Waukesha County libraries must meet the Waukesha County

library standards included in the [Waukesha County Library plan](#). Note: there are technology-related standards for Waukesha County libraries.

There are 24 public libraries in the Bridges Library System: 16 of the libraries are located in Waukesha County and eight are located in Jefferson County. Preparations for the new Library System occurred throughout 2015 so that everything was in place when the merger became official in January 2016. The technology activities that occurred included migrating email/setting up domains from the Jefferson County libraries to the Waukesha County Federated Library System Office365 account, moving the telecommunication lines to the new wide area network which included installing new routers in the Jefferson County Libraries, migrating the Jefferson County holdings to the CAFÉ catalog, as well as training staff on the new software. These technology-related activities took eight months of planning and implementing to ensure a smooth transition on January 1, 2016.

Infrastructure and Assets Assessment

Wide Area Network

The Bridges Library System maintains a Wide Area Network (WAN) that 22 of the 24 member libraries use to access the Internet. The two libraries that are not part of the WAN are members of their municipalities Community Area Network (CAN). Bridges Library system has a firewall at the headend of the WAN that is located at the Waukesha Public Library and is maintained by WiscNet. The Library System uses WiscNet as its Internet Service Provider (ISP). The Library System equipment located at the Waukesha Public Library was upgraded in 2018 and is on a three year contract with WiscNet. Routers were purchased by Bridges for the member libraries. The routers in Jefferson County were installed in late 2015 when they joined the library system and the routers in Waukesha County were upgraded in 2017 when the BadgerNet infrastructure upgrade occurred. There is a router in the Bridges Library System office that can be used as a spare in the event of a member library router failure. In 2017/18 all libraries on the Library System's WAN but two had their bandwidth upgraded to 100mb circuits. The two smallest libraries had their bandwidth upgraded to a 50mb circuit.

Local Libraries

Local libraries are responsible for the maintenance of their end-user devices and wireless access. In 2019, a contracted position in the Bridges Library System office was offered to libraries who desired assistance with their local technology needs. The creation of the contracted position was the result of input received as a part of the Bridges Library System strategic planning process. Due to the demonstrated need for local library tech support, the contracted position was converted to an employee position in the Library System's 2020 budget.

Integrated Library System

The Bridges Library System-branded name for the ILS is CAFÉ which stands for Catalog Access for Everyone. The CAFÉ Integrated Library System (ILS) uses the Polaris software platform—now a product of Innovative Interfaces, Inc. The product, originally purchased by the Library System in 2012 from Polaris, was purchased by Innovative Interfaces in 2015. In 2017, the ILS was moved to the cloud at Amazon Web Services with the vendor, Innovative Interfaces, providing hosting management services. The only ILS server remaining locally is the telephony server which makes the calls to patrons for holds. This server was installed at the Waukesha Public Library in 2018 and is part of the CAFÉ (ILS) budget for continuous replacement.

Security

In 2018, network security meetings were held with each individual library to review their internal networks and how they connect to the WAN, as well as who was accessing internal resources. These meetings were held with the security officer of Waukesha County Information Technology dept. As a result of these meetings, the need for cybersecurity training and separating network traffic were identified as priorities.

As described above, Bridges maintains a WAN for libraries to connect to the internet. Each library has a Cisco router to connect to the headend at Waukesha Public Library. There is a Fortinet firewall that is maintained by WiscNet at the headend. As a result of the network security meetings, some libraries are installing local firewalls as an added level of security.

Resource Sharing

The Polaris platform offers modules for Acquisitions, Serials, Cataloging, Circulation and Community Profiles for its ILS. There is a staff client as well as a web interface for circulation and item activities in cataloging. The public interface has a responsive design that can be used for mobile devices and allows integration of content from Novelist Select that shows similar reads, series, reviews, etc. An authority project to clean up the database and normalize subject headings is in process and will be completed in the Fall of 2019. In 2019/2020, the Library System will be working on a Request for Proposal (RFP) to choose a mobile app vendor. A mobile app offers additional functionality and features designed specifically for patrons using mobile devices. Also in 2020, the Library System will begin a program to help member libraries convert to RFID (Radio Frequency Identification) technology by helping fund tags for participating libraries' book collections. An LSTA grant will provide important financial assistance for this project. RFID technology helps libraries more efficiently handle their physical items in the library by speeding up circulation tasks and allowing faster inventory of materials. Additionally, RFID technology has the potential to vastly improve the delivery aspect of resource sharing. A cost benefit analysis to determine the feasibility of a Library System sortation system could provide useful information.

Bridges Library System funds daily delivery to each member library. There are currently two vendors and two routes, one for Jefferson County, and the other for Waukesha County. A new delivery contract will be bid in 2020 potentially changing the delivery system. Items are

currently exchanged between the routes at the Bridges office, where the statewide delivery system, operated by South Central Delivery, also delivers four days a week. The statewide delivery system connects the Bridges Library System with all the other public libraries in the state.

Interlibrary loan (ILL) is handled by each library using the state's software called WISCAT. In 2019/2020, the system will explore implementing NCIP (NISO Circulation Interchange Protocol) which could allow for patrons to make ILL requests in the ILS which can be forwarded to WISCAT without the need to rekey the information.

Goals and Objectives

Goal 1: Improve WAN security

Objective 1.1: Adopt network security policies at the Library System and in member libraries
Objective 1.2: Separate network traffic wherever necessary and possible

Goal 2: Provide an efficient system for member libraries' circulation and interlibrary loan functions

Objective 2.1: Ensure that member libraries have access to WISCAT and/or any other resource sharing tools created by the State DPI-Resources for Libraries and Lifelong Learning (RL&LL)
Objective 2.2: Facilitate and enhance resource sharing of materials not owned in CAFÉ

Goal 3: Make full, secure, dedicated access to the statewide network backbone and the Internet at appropriate speeds a top priority

Objective 3.1: Maintain firewall at WAN central site
Objective 3.2: Monitor bandwidth and request additional bandwidth when necessary

Goal 4: Provide access to technology related continuing education for libraries' staff members

Objective 4.1: Offer training in the use of Internet resources and other technologies

Goal 5: Ensure that member libraries offer a robust, stable, up-to-date, and user-friendly online user experience

Objective 5.1: Assist member libraries with their websites
Objective 5.2: Offer an app to add value to mobile users' experience accessing CAFÉ resources

Goal 6: Provide emerging technology opportunities to member libraries

Objective 6.1: Preserve historical newspapers and documents
Objective 6.2: Improve circulation and inventory of library materials workflows

Goal 7: Provide IT support to member libraries

Objective 7.1: Assist libraries with their software/hardware support needs

Objectives and Activities – Goal 1

Goal 1: Improve WAN security						Use to track goal progress	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 1.1 Adopt network security policies at Library System and in member libraries							
Activities to Achieve Objective 1.1: Offer consultation services, providing historical and background information to member libraries	Automation Coordinator	As needed	Past plans, historical files, and knowledge of resources available	Staff time	Library satisfaction		
Objective 1.2: Separate network traffic in the buildings between staff, public, and wireless wherever necessary and possible							
Activities to Achieve Objective 1.2: Assist with separation of traffic by funding managed switches for libraries	Automation Coordinator, Local Library Staff, IT contractors	2019-2024	Managed switches, cabling	$20,000 in 2019, TBD ongoing	Managed switches will separate traffic in each library	Bridges offered $20,000 to assist in the purchase of switches in 2019	

Objectives and Activities – Goal 2

Goal 2: Provide an efficient system for member libraries' circulation and interlibrary loan functions						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 2.1 Ensure that member libraries have access to WISCAT and/or any other resource sharing tools created by Resources for Libraries and Lifelong Learning (RL&LL)							
Activities to Achieve Objective 2.1: Bridges will fund WISCAT licenses for the member libraries	Administrative Assistant, Library System Director	Annually	Budget	$5,000/year	Member libraries will have access to WISCAT		
Activities to Achieve Objective 2.1: Communication and training of WISCAT enhancements will be provided to member libraries by Library System	CAFÉ System Administrator	As needed	Information from RL&LL	Staff time	ILL staff will be well trained and up-to-date regarding WISCAT		

Goal 2: Provide an efficient system for member libraries' circulation and interlibrary loan functions						Use to track goal progress	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 2.2 Facilitate and enhance resource sharing of materials not owned in CAFÉ							
Activities to Achieve Objective 2.2: Explore implementing NCIP in the ILS to streamline ILL and provide training to member libraries on its function	CAFÉ System Administrator	2020	Assistance from ILS vendor and WISCAT vendor; training	Staff time; $4,700 for software integration & $3,500 ongoing license fee	ILL materials would be tracked through the ILS automatically		

Objectives and Activities – Goal 3

Goal 3: Make full, secure, dedicated access to the statewide network backbone and the Internet at appropriate speeds a top priority						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 3.1 Maintain firewall at WAN central site							
Activities to Achieve Objective 3.1: Hardware will be kept up to date with software updates	Automation coordinator	Ongoing	WiscNet contacts	$3,500 & staff time	Firewall operational & updates installed		
Activities to Achieve Objective 3.1: Requests for firewall changes to allow access will be vetted to make sure a possibility for a security breach is avoided	Automation Coordinator	Ongoing	WiscNet contacts, Waukesha County Security Officer	Staff time	WAN traffic is secure		
Objective 3.2 Monitor bandwidth and request additional bandwidth when necessary	Automation Coordinator	Ongoing	Traffic graphs from WiscNet, AT&T	Staff time	Member libraries will have adequate bandwidth		

Objectives and Activities – Goal 4

Goal 4: Provide access to technology related continuing education for libraries' staff members						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 4.1 Offer training in the use of Internet resources and other technologies							
Activities to Achieve Objective 4.1: Provide KnowBe4 cybersecurity training to libraries' staff members	Automation Coordinator, MCFLS (Milwaukee County Federated Library System) staff	2020	KnowBe4 training	LSTA funded in the amount of $15,000-$17,000 & staff time	Member library staff will have completed at least 4 cybersecurity training modules and have been tested with phishing attacks	Began in 2019 with 3 other library systems with a baseline phishing test and 2 online training modules	
Activities to Achieve Objective 4.1: Offer Tech Days training through SEWI regional group	Coordinator of Library Development	annually		Staff time & $7,100/year in expenses for statewide program	Workshop will be held annually & include participant evaluation		

Objectives and Activities – Goal 5

Goal 5: Ensure that member libraries offer a robust, stable, up-to-date, and user-friendly online user experience						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 5.1 Assist member libraries with their websites							
Activities to Achieve Objective 5.1: Offer stable, secure hosting service for libraries' WordPress websites	Marketing & Communications Librarian	Ongoing		$2,000/year & staff time	Libraries have stable, up-to-date, user-friendly websites with low downtime and no security incidents		
Activities to Achieve Objective 5.1: Provide training and knowledge about WordPress and plugins to member library staff	Marketing & Communications Librarian	Ongoing		Staff time	Workshops will be held and include participant evaluation		

Goal 5: Ensure that member libraries offer a robust, stable, up-to-date, and user-friendly online user experience						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 5.2 Offer an app to add value to mobile users' experience accessing CAFÉ resources							
Activities to Achieve Objective 5.2: Complete RFP, purchase app, setup, customize, and deploy app	Automation Coordinator, CAFÉ System Administrator, Database Management Librarian	2019-2020		$55,313 initial cost With $30,000 annual fee	Feedback from libraries and patrons		

Objectives and Activities – Goal 6

Goal 6: Provide emerging technology opportunities to member libraries						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 6.1 Preserve historical newspapers and documents							
Activities to Achieve Objective 6.1: Digitize local newspapers for the statewide platform	Automation coordinator, WI Historical Society	ongoing	Microfilm at State Historical Society	$90,000 in 2019-2020	Additional newspapers will be available via BadgerLink		
Activities to Achieve Objective 6.1: Participate in statewide program to digitize local historical items	Automation Coordinator, Recollection Wisconsin Staff, local library staff	ongoing	Local resources, digitization kit	LSTA grant funded & staff time	Additional resources will be loaded to the Recollection Wisconsin	Training began in 2019	
Objective 6.2 Improve circulation and inventory of library materials workflows							
Activities to Achieve Objective 6.2: Provide 2D scanners to libraries to automate patron process	IT Support Specialist	2020		$8,775 & staff time	Scanners installed, streamlined circulation operations		

Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments
Activities to Achieve Objective 6.2: Assist with converting libraries to RFID technology by offering libraries funding for book tags through a group purchase & use of equipment	Automation Coordinator, Lakeshores Library System staff, IT Support Specialist	Beginning in 2020 and ongoing	Tags, sensitizing pads, inventory wand	$73,514 funding for book tags, partially offset by LSTA funds & $4,300 for equipment, as well as staff time	More materials will have RFID tags which will standardize the technology and material handling within and between libraries	2019 cooperative purchasing is being set up, meeting with vendors being held, LSTA funds approved, 2020 budget approved	

Objectives and Activities – Goal 7

Goal 7: Provide IT support to member libraries						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 7.1: Assist libraries with their software/hardware support needs							
Activities to Achieve Objective 7.1: Provide increased service for local technology support using Bridges Library System staff	IT Support Specialist, ILS System Administrator	Ongoing		Staff time	Feedback from libraries, performance evaluation process	New position was approved in 2020 budget	

Technology-Related Background Information

CAFÉ (Single Shared Integrated Library System)

All 24 Bridges libraries are represented in the CAFÉ system. After an extensive vendor selection process in 2012, Polaris was chosen as the Integrated Library System vendor. E-commerce was added to the CAFÉ catalog in late 2017 allowing users to be able to pay for their fines and fees via the catalog. Staff and technology committee members will continue to explore new software functionalities as they develop. A public user survey was developed to gather feedback on CAFÉ in early 2019. Over 1,000 users completed the survey and submitted over 400 comments. The libraries are responding to this input to make their catalogs more user friendly. The purchase of an app was approved in the 2020 Library System budget.

Cooperative Purchasing

Bridges Library System actively pursues cooperative ventures. When cooperative purchasing yields lower prices, the Library System will either spearhead or participate in the opportunity. Here are some of the cooperative purchasing arrangements:

- In 2017, Bridges Library System worked with Envisionware to obtain a site license for their PC time management software so that libraries would realize a savings instead of purchasing individual subscriptions.

- Bridges Library System has also coordinated cooperative purchasing of supplies such as receipt paper, library cards, and CD cases. LSTA funds have been approved to begin a RFID tagging project with other library systems to assist in future statewide delivery projects. This project will result in lower costs for RFID tags through a group cooperative purchase with the other systems.

- The Library System pays for webhosting at Pressidium for WordPress websites that all member libraries can use.

- In 2019, a site license for Public Web Browser was purchased at the system level for individual libraries to take advantage of.

- Bridges is also a part of a statewide cooperative to purchase Dell computers as well as participating on an annual computer purchase with Lakeshores Library System.

- Bridges has also been coordinating the purchase of system-wide access to databases since 1999.   In 2015, the libraries in Waukesha County began offering instructor led online classes with a product called Gale Courses and digital magazines through a service called Flipster in addition to the traditional databases.

- An Overdrive Advantage account for the library system has been set up and since 2017. $90,000 of additional content has been purchased for that Advantage account on annual basis funded from a combination of operating and reserve funds with a portion paid by libraries. In 2020, the Advantage account will be funded in the amount of $90,000, however, the library system will begin the process of a planned shift of cost from the library system to the libraries to ensure long-term sustainability. In 2020 Bridges will fund a trial period for Hoopla digital content in the amount of $50,000 so that the libraries can get usage data, allowing them to ascertain whether they want to budget for the service for their libraries in 2021.

Training

The SEWI continuing education program sponsors an annual Tech Days for all library staff to learn more about technology in a hands on setting. Bridges Library System acts as the fiscal agent for the Tech Days program.

In 2019 LSTA funds were applied for, and received, to do a collaborative project with Milwaukee and Kenosha Counties to allow staff to receive cybersecurity training through KnowBe4.

Internet Public Access

Member libraries will be asked to annually review relevant technology-related policies, including security, virus protection, use of filters, censorship policies, staff use issues, and copyright problems.

Funding Strategies

During the time period of this plan the system will seek grants as appropriate. Simultaneously, a strategy will be developed to fund the ongoing costs of Internet access, databases, and other automation activities from system and/or local funds. Sustainability is a key component in all cost sharing discussions.

Technology Improvement and Development

The 24 individual member libraries have training and development budgets. Bridges offers their member libraries a block grant which can either help libraries pay for their shared electronic resources or provide them a grant to be used for a library improvement or innovative service. These grants can be used for staff development or an opportunity to introduce a new technology to the library. Training is also provided through individual consultation with Library System staff.

Collaboration With Other Libraries and Organizations

Bridges Library System administrative office is a state-funded agency, while member libraries are locally funded. The Library System is committed to maximum cooperation with state and federal agencies. It further seeks grant and other funding from these and private sources when appropriate.

Universal Service Fund Requirements - Federal Program (E-rate)

The FCC Order on Universal Service will allow public and most private K-12 schools, public libraries and public library systems, to be eligible for discounts on all commercially available telecommunications services, Internet access, and internal connections. The last includes routers, hubs, network file servers and wireless LANs, and their installation and basic maintenance. Personal computers are not eligible for the discounts. The discounts range from 20% to 90%, with higher percentages going to less affluent schools and libraries, and those in rural areas. The number of students eligible for the national school lunch program determines the discount percentage. A library's discount is also be based on this measurement. The Bridges Library System estimate is that Bridges qualifies for 50% discount.

While Bridges no longer applies directly for e-rate funds, funds are applied for by the TEACH program to subsidize the Telecommunications lines that each library receives.

Library	Discount
Big Bend Village Library	40%
Brookfield Public Library	40%
Butler Public Library	40%
Delafield Public Library	40%
Alice Baker Memorial Library, Eagle	40%
Elm Grove Public Library	40%
Dwight Foster Public Library, Fort Atkinson	60%
Hartland Public Library	40%
Jefferson Public Library	70%
Johnson Creek Public Library	60%

Library	Discount
L.D. Fargo Public Library, Lake Mills	60%
Menomonee Falls Public Library	40%
Mukwonago Community Library	40%
Muskego Public Library	40%
New Berlin Public Library	40%
Town Hall Library, North Lake	40%
Oconomowoc Public Library	40%
Powers Memorial Library, Palmyra	60%
Pewaukee Public Library	40%
Pauline Haass Public Library, Sussex	40%
Karl Junginger Memorial Library, Waterloo	70%
Watertown Public Library	70%
Waukesha Public Library	40%

TEACH Wisconsin

The overall structure of the TEACH Wisconsin initiative reflects a substantial amount of research and policy development focused on the specific needs of the K-12 community. However, some aspects of TEACH have been identified that would be beneficial to public libraries in Wisconsin. Especially helpful is assistance in providing low-cost Internet access for public library systems and public libraries.

Federal Library Services & Technology Act: Technology Projects

Public library systems are now required to do collaborative projects with other library systems. It should be noted that the requirement for collaboration may cause the Library System to not use grant funds for which it is eligible. While every effort is made to develop and find collaborative projects, due to the unique nature of each library system, it may not be possible to find a partner in any given grant cycle.

Budget

Budget for technology initiatives identified in this plan (not including staff costs)

Item	Budget Amount
Managed switches	**$20,000 in 2019**
WISCAT licenses for member libraries	**$5,000/year**
NCIP software implementation	**$4,700**
NCIP ongoing license fee	**$3,500/year**
Firewall management fee	**$3,500/year**
KnowBe4 cybersecurity training (LSTA collaborative grant)	**$15,000-$17,000**
Tech Days training (fiscal agent for all groups)	**$7,100/year**
Website hosting	**$2,000/year**
CAFÉ app implementation (includes API fee)	**$55,313**
CAFÉ app ongoing license fee	**$30,000/year**
Digitization of newspapers & platform fees	**$90,000 in 2019 & 2020**
2D scanners for member libraries	**$8,775**
RFID project book tags (partially offset by LSTA collaborative grant)	**$73,514**
RFID project equipment	**$4,300**

Technology-Related Policies

Public Access to the Internet

It is suggested that libraries should conduct a review of relevant security and policy issues relating to the Internet. This should include virus protection, use of filters, censorship policies, staff use issues, copyright problems, etc.

Libraries are also urged to continue developing and updating pages on the World Wide Web for the library that will include links to local data and library information, including library board information. At a minimum all libraries will be represented through the Bridges web pages at https://bridgeslibrarysystem.org.

Acceptable use policies

All libraries should have an acceptable use policy, which indicates to individual patrons what is and is not allowed on the library's public access computer terminals and on the library's wi-fi.   There are various ways in which libraries can implement such policies. For example, libraries can require patrons to sign a statement agreeing that they will abide by the internet policies of the library before being granted user privileges. Another possible alternative is to require users to check a box on a screen before being able to use the computer each time.

Censorship/selection

The local library board may face important censorship/selection issues relating to the Internet and filters. There are many factors to take into consideration and there is no single right answer for every library. The local board will need to adopt a specific set of policies that make it clear to the library staff, the public, and its municipal council, how the library will use the technology available. Bridges Library System can provide information and guidance to libraries on this topic.

Individual privacy rights

Wisconsin Statutes are quite specific on privacy issues as they relate to libraries. In general it is legal to divulge information about a patron's use of the library only to serve the library's administrative functions. Any other purpose, including requests from law enforcement, is precluded without court order. Use of patron data for mailing lists must be treated carefully, even when the information is for the Friends group or a library foundation.

Policies should be carefully devised so as to avoid possible violations of privacy rights for patrons using terminals in the library and from their home to access library data. Some libraries use privacy screens which block others from seeing what a user is doing on a public access terminal in the library. However, privacy rights do not supersede acceptable use policies. In 2016, Bridges Library System developed and shared a template for a privacy and confidentiality policy for libraries to use as a basis for creating their own.

Patriot Act

The American Library Association has created guidelines for libraries and its staff to follow when law enforcement request records. These guidelines can be found at http://www.ala.org/advocacy/privacy/lawenforcement/guidelines. Libraries must be cognizant of Wisconsin laws regarding retention of records.

Records Retention

Libraries are advised to adopt a Records Retention Policy. The Bridges Library System offers its policy as a template for member libraries to use as a resource. More information is available at the Department of Public Instruction here: https://dpi.wi.gov/pld/boards-directors/public-records/records-retention-schedule

Fee for services

The Wisconsin Attorney General has ruled (78 Atty. Gen. 163) that libraries may not charge fees for any service which is part of the library's "inherent information providing function." This ruling predated the widespread use of the Internet, but it is grounded in Wisconsin Statute 43.52(2) Bridges Library System recommends that no one should be denied basic access to electronic information because of fees. Some libraries may choose to charge customers for printing and supplies (such as storage media).

Database resources

Not all the information on the Internet is free of charge. Some information is available only by subscription.   Since these subscriptions can be costly, care must be taken in their selection. In order to facilitate equal access to subscription databases, the system will help coordinate and/or fund this service for member libraries.

Libraries are urged to continue to utilize and promote full text databases brokered by Bridges Library System—and currently funded from a combination of library funding (85%) and library system funding (15%). A library system-wide array of electronic resources allows patrons uniform access throughout the two county area. This is important since it provides equity in terms of access as well as a consistent patron experience. Libraries may offer additional electronic resources for their patrons if they

determine there is local demand and sufficient resources. The "same services" requirement in the statute was revised in 2017 to allow libraries to purchase electronic resources for only their library patrons.

CIPA

The Child Internet Protection Act (CIPA) was found constitutional in June 2003. This Act requires that libraries seeking federal LSTA or e-rate funding for Internet access to install filters on their computers. The Bridges Library System in conjunction with their member libraries decided that they would not filter globally, but libraries were able to choose to filter locally. Because of this decision, e-rate funding is not applied for Internet content.

Copyright and licensing

The invention of the photocopier forced the Congress to enact new copyright legislation, which was later updated with the advent of videotapes. Electronic access to digital content resulted in the Digital Millennium Copyright Act, enacted in 1998. However, rapidly changing technology combined with authors and publishers need for a fair compensation model has resulted in an evolving conversation between vendors and libraries.

Regarding physical material, in most cases, a warning to patrons not to copy material that is copyrighted without proper permission should be sufficient. Staff must also be aware of the restrictions.

Regarding digital content, the Digital Millennium Copyright Act includes specific language to provide certain exemptions for fair use particularly for nonprofit archives, libraries, and educational institutions. Libraries are urged to pay close attention to copyright issues as they develop services and pursue licenses with vendors. Use of site licenses for multiple displays of electronic sources in a local area network should be carefully discussed with the vendor to assure that the library is following copyright restrictions.

Data security

It is possible to control access to both the library computers and to portions of the Internet. Software is available to protect your computer from hackers and limit the sites that can be visited. Member libraries are urged to pay careful attention to the needs for data security in their operations and adopt a library technology security policy.

Evaluation and measurement of success

Keeping statistics is a fact of life for libraries. When it comes to Internet access and use of other electronic products, the library profession has not yet settled on any measures

of use that are even somewhat comparable to those already defined for materials circulation, reference questions, or patron visits. Library groups at the national level have been struggling with definitions for a number of years. Libraries should be aware that the system and the state currently do not require collection of data on Internet and electronic use in libraries. However, collecting the data is highly recommended.

Member Libraries

Big Bend Village Library
W230 S9175 Nevins Street
Big Bend, WI 53102
Karla Lang, Director

Brookfield Public Library
1900 N. Calhoun Road
Brookfield, WI 53005
Edell Schaefer, Director

Butler Public Library
12808 W. Hampton Ave.
Butler, WI 53007
Jodi Kessel Szpiszar, Director

Delafield Public Library
500 Genesee Street
Delafield, WI 53018
Stephanie Ramirez, Director

Alice Baker Memorial Library
820 E. Main Street
Eagle, WI 53119
Allison Chase, Director

Elm Grove Public Library
13600 W. Juneau Boulevard
Elm Grove, WI 53122
Sara Muench, Director

Dwight Foster Public Library
209 Merchants Avenue
Fort Atkinson, WI 53538
Eric Robinson, Director

Hartland Public Library
110 E. Park Avenue
Hartland, WI 53029
Laura Gest, Director

Jefferson Public Library
321 S. Main Street
Jefferson, WI 53549
Leann Lehner, Director

Johnson Creek Public Library
125 Lincoln Street
Johnson Creek, WI 53038
Abby Armour, Director

L. D. Fargo Public Library
120 E. Madison Street
Lake Mills, WI 53551
Gerard Saylor, Director

Menomonee Falls Public Library
W156 N8436 Pilgrim Road
Menomonee Falls, WI 53051
Karol Kennedy, Director

Mukwonago Community Library
511 Division St.
Mukwonago, WI 53149
Angie Zimmermann, Director

Muskego Public Library
S73 W16663 Janesville Road
Muskego, WI 53150
Brittany Larson, Director

New Berlin Public Library
15105 Library Ln.
New Berlin, WI 53151
Barbara Draeger, Director

Town Hall Library
N76 W31429 County Highway VV
North Lake, WI 53064
Cheryl Schoenhaar, Director

Oconomowoc Public Library
200 South Street
Oconomowoc, WI 53066
Betsy Bleck, Director

Karl Junginger Memorial Library
625 N. Monroe Street
Waterloo, WI 53594
Kelli Mountford, Director

Powers Memorial Library
115 W Main St.
Palmyra, WI 53156
Traci Plotz

Irvin L. Young Memorial Library   431
W. Center Street
Whitewater, WI 53190
Stacey Lunsford, Director

Pewaukee Public Library
210 Main St.
Pewaukee, WI 53072
Nan Champe, Director

Watertown Public Library
100 S. Water Street
Watertown, WI 53094
Peg Checkai, Director

Pauline Haass Public Library
N64 W23820 Main Street
Sussex, WI 53089
Adele Loria, Director

Waukesha Public Library
321 Wisconsin Ave.
Waukesha, WI 53186
Bruce Gay, Director

The below listed computer is given as an example of a computer standard, adopted by the Waukesha County Information Systems Department for Waukesha County Government computers. It is included here only for comparison purposes.

Waukesha County
DESKTOP/LAPTOP COMPUTER SPECIFICATIONS
For 2019

Desktop
Intel Core i5-6600 CPU @ 3.30GHz
8GB 1x8GB 2400MHz DDR4 Memory
500GB 3.5inch Serial ATA (7,200 Rpm) Hard Drive
8X DVD+/-RW Serial ATA Drive,
Integrated Video, HD Graphics 530 1.0 GB
Integrated 10/100/1000 Ethernet Interface
Integrated Sound Adapter

Laptop/Notebook - Mobile users are allowed to obtain a laptop or notebook system, instead of or in addition to their desktop unit.
Intel-based laptop unit
Intel Core i5-6300U CPU @ 2.4GHz
8GB 2x4GB 2400MHz DDR4 Memory
500GB 2.5inch Serial ATA (7,200rpm) Encrypted Hard Drive
Intel(R) HD Graphics 520 1.0 GB
No DVD+/-RW drive
WLAN (802.11b/g/n/ac)
15.6" HD (1366x768) Anti-Glare LED-backlit or 14" HD (1366x768) Anti-Glare LED-backlit
Integrated 10/100/1000 Ethernet Interface
Integrated Sound Adapter
4-cell (68Wh) Lithium Ion battery with ExpressCharge

Adopted by the Bridges Library System Board of Trustees on 10/23/19