

# Kenosha County Library System Technology and Resource Sharing Plan

2020 - 2024

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# General Information

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Date technology and resource sharing plan was approved by the system board: December 2, 2019

## Introduction and Purpose

The Kenosha County Library System (KCLS) is an agency of Kenosha County established according to Chapter 43 of the Wisconsin Statutes to provide for the extension and improvement of library services throughout the County. It is governed by a seven-member board appointed by the County Executive. KCLS carries out its objectives through service contracts with the Kenosha Public Library and the Community Library, which are the two public libraries in the County. Together, KCLS libraries provide service at six locations and through the Kenosha Public Library's bookmobile and outreach services. Kenosha Public Library serves as the system's Resource Library, providing administration, purchasing, and computer network services to the system.

KCLS libraries share an Integrated Library System (ILS) with the SHARE Library Consortium which includes LakeShores Library System, Arrowhead Library System, and KCLS. The ILS allows the member libraries of the consortium to share patron accounts, bibliographic records, and modules for acquisitions control, inventory control, circulation, and serials. Member libraries share an inventory of over 2 million physical items, including magazines, newspapers, books, audiobooks, music, videos, and a growing "collection of things."

KCLS and SHARE facilitate joint purchases of electronic media. Shared resources include electronic databases of magazines, newspaper and journal articles, music downloads, ebooks, eaudiobooks, language instruction, and test prep resources. The demand for these resources continues to grow, driving the need for updated technology and increased bandwidth.

# Background

The Kenosha Public Library (KPL) is a city library and a department of the City of Kenosha. Service outlets include four buildings: Southwest, Northside, Simmons, and Uptown, plus two bookmobiles. The Administrative and Support Services staff currently has offices in Kenosha's Civic Center Building. Community Library (CL) is a joint library with service outlets located in Salem Lakes and Twin Lakes. The websites of the Kenosha Public Library ([www.mykpl.info](http://www.mykpl.info)), Community Library ([www.communitylib.org](http://www.communitylib.org)) and Kenosha County Library System ([www.kcls.lib.wi.us](http://www.kcls.lib.wi.us)) serve as virtual service portals for the public libraries of Kenosha County.

Members from both KPL and CL meet regularly as part of the Technology Advisory Committee (TAC) to discuss ongoing issues in the operation of the Kenosha County Library System Countywide Computer Network. This group has been charged with the regular review and update of the KCLS Technology and Resource Sharing Plan. TAC will conduct a thorough evaluation of the technology plan at least once a year, or more often as needed. Major updates to the plan are approved by the members of the KCLS Board.

The purpose of this plan is to provide KCLS and its member libraries with guidelines for further implementing information technology to enhance library services through resource sharing and increased staff efficiency and productivity. Summaries for continuing the development of the technologies currently implemented at KPL and CL are provided. The plan complies with the criteria set by DPI's Division of Libraries, Technology and Community Learning.

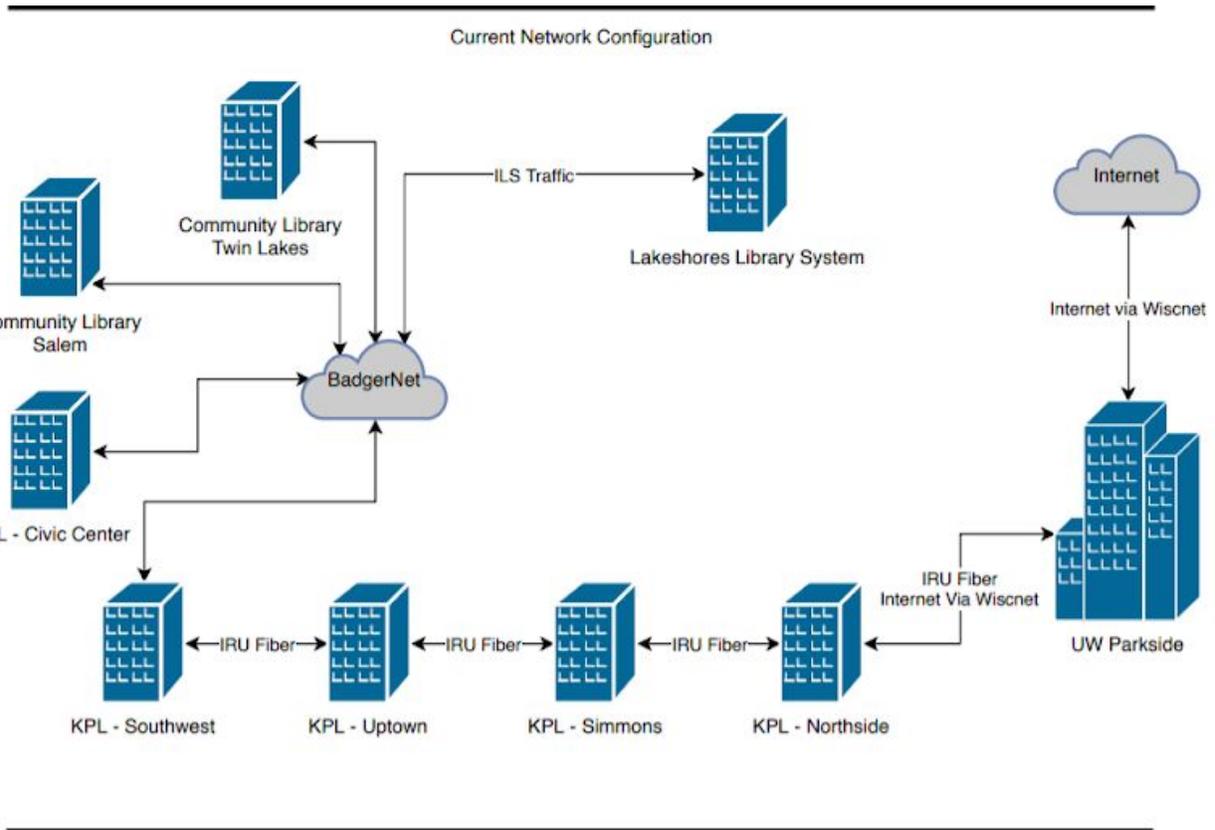
# Needs and Assets Assessment

The Kenosha County Library System (KCLS) as an organization has few internal needs. With no system staff, staff from the member libraries work together to assess current and future technology and resource sharing needs. Both libraries have representation on various SHARE Library Consortium working groups including SHARE Development, Resource Sharing, Circulation, and Cataloging. Because of the size of the system and participation in SHARE, several principles are used to guide resource use. These principles include:

- Cost-effectiveness
- Collaboration
- Scalability

# Infrastructure and Inventories

## Network Map



## Inventory

### Kenosha Public Library

Computers	Location	Type	Count	Notes
Windows workstations	SW	Public	25	
Windows laptops	SW	Public	10	
Windows workstations	SW	Staff	20	
Windows laptops	SW	Staff	6	
Chrome workstations	SW	Public	14	

Chrome laptops	SW	Staff	3
Mac workstations	SW	Public	5
Mac laptops	SW	Staff	2
iPads	SW	Public	22
iPads	SW	Staff	2
Self Checkout Stations	SW	Public	4
Scan/Fax/Microfilm	SW	Public	3
Printers/Copiers	SW	Public	6
Windows workstations	NS	Public	22
Windows laptops	NS	Public	11
Windows workstations	NS	Staff	10
Windows laptops	NS	Staff	12
Chrome workstations	NS	Public	7
Chrome laptops	NS	Staff	1
Mac workstations	NS	Public	2
iPads	NS	Public	4
iPads	NS	Staff	1
Self Checkout Stations	NS	Public	3
Scan/Fax	NS	Public	1
Printers/Copiers	NS	Public	3
Windows workstations	SI	Public	11
Windows laptops	SI	Public	3
Windows workstations	SI	Staff	8
Chrome workstations	SI	Public	6
Chrome laptops	SI	Staff	3
iPads	SI	Public	1
Fax	SI	Public	1
Printers/Copiers	SI	Public	4

Windows workstations	UP	Public	10	
Windows laptops	UP	Public	2	
Windows workstations	UP	Staff	2	
Chrome workstations	UP	Public	2	
iPads	UP	Public	1	
Fax	UP	Public	1	
Printers/Copiers	SW	Public	2	
Windows workstations	CC	Staff	14	
Windows laptops	CC	Staff	7	
Chrome laptops	CC	Staff	2	
Mac laptops	CC	Staff	3	
Mac workstations	CC	Staff	1	
iPads	CC	Staff	2	
<b>Servers</b>	<b>Location</b>	<b>Type</b>	<b>Count</b>	<b>Notes</b>
Windows	CC	Physical	4	
Windows	CC	Virtual	6	
Linux	CC	Physical	2	
Linux	CC	Virtual	2	
Linux	Cloud/DigitalOcean	Virtual	4	
Linux	NS	Physical	2	Proxy and DNS/Web
Linux	SW	Physical	1	Proxy
Linux	UP	Physical	1	Proxy
Linux	SI	Physical	2	Proxy and VPN
Windows	SW	Physical	2	
Windows	NS	Physical	1	
Storage (Synology)	CC	Physical	2	

<b>Phones</b>	<b>Location</b>	<b>Type</b>	<b>Count</b>	<b>Notes</b>
TDS	SW	Staff	28	
TDS	NS	Staff	12	
TDS	SI	Staff	9	
TDS	UP	Staff	3	
TDS	CC	Staff	19	

## Community Library

<b>Computers</b>	<b>Location</b>	<b>Type</b>	<b>Count</b>	<b>Notes</b>
Windows workstations	SA	Public	16	
Windows laptops	SA	Public	8	
Windows workstations	SA	Staff	19	
Windows workstations	TL	Public	12	
Windows laptops	TL	Public	8	
Windows workstations	TL	Staff	8	
<b>Servers</b>	<b>Location</b>	<b>Type</b>	<b>Count</b>	<b>Notes</b>
Windows	SA	Physical	2	
Windows	SA	Virtual	4	
<b>Phones</b>	<b>Location</b>	<b>Type</b>	<b>Count</b>	<b>Notes</b>
DataComm Plus	SA	Staff	13	
DataComm Plus	TL	Staff	7	

# Resource Sharing

## Integrated Library System (ILS)

The Integrated Library System (ILS) is currently managed and maintained by the Lakeshore Library System as part of the SHARE Library Consortium contract. This migration happened on June 2016 after months of testing, training, and marketing. The current ILS platform is Sirsi Enterprise. There are no plans to migrate to an alternative ILS platform.

## Wide Area Network (WAN)

The KCLS Wide Area Network delivers Internet and network services to member libraries via IRU leased fiber, BadgerNet provided circuits, WiscNet, and cellular providers. Additionally, KCLS and the Lakeshores Library System are connected via the BadgerNet network for ILS communications and future collaboration.

## InterLibrary Loan (ILL)

All KCLS member libraries currently subscribe to WISCAT, an InterLibrary Loan (ILL) service administered by the Wisconsin Department of Public Instruction. InterLibrary Loan (ILL) is currently heavily automated by the member libraries thanks to the efforts of the Lakeshore Library System's SIP2 integration of WISCAT into the ILS. KCLS patrons are able to initiate their own ILL requests and the information is automatically entered into the ILS.

## Delivery

KCLS contracts for 5 day a week delivery service to all member libraries. This service also connects to the state wide delivery hub from South Central Library System via the KCLS distribution hub at Kenosha Public Library's Southwest Branch.

# Goals and Activities

	List of Goals	Comments (optional)
<b>Goal 1</b>	Foster lifelong learning in Kenosha County by providing shared digital resources and digital literacy instruction for individuals seeking information	Continue to evaluate, market, and develop digital resources Emphasize digital security in staff and public training.
<b>Goal 2</b>	Align library technology services with community needs	
<b>Goal 3</b>	Kenosha Public Library as a Resource Library for the Kenosha County Library System will continue to manage the Countywide Library Network	Emphasis on increasing the capacity of the Community Library data infrastructure.
<b>Goal 4</b>	Provide dependable and reliable information through shared collection development and interlibrary loan service	
<b>Goal 5</b>	Provide Kenosha County local information, local history, and cultural diversity resources	
<b>Goal 6</b>	Provide a forum for Kenosha Public Library and Community Library staff to discuss technology training, usage, and workflow optimization.	
<b>Goal 7</b>	Use appropriate technology to assist staff and increase efficiency	Invest in RFID technology for Community Library to provide patron self serve options, improve delivery turnaround times, and leverage staff time for direct patron service. Participate in the statewide backup project.
<b>Goal 8</b>	Work with LLS and ALS to refine and improve intersystem delivery logistics	per PLSR
<b>Goal 9</b>	Continue to explore opportunities for collaboration with other libraries and library systems	per PLSR
<b>Goal 10</b>	Conduct analysis of system merger	per PLSR (year 5)

## Objectives and Activities – Goal 1

Foster lifelong learning in Kenosha County by providing shared digital resources and digital literacy instruction for individuals seeking information

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Provide instruction in using and evaluating information resources.</b>					
Action Step 1: Evaluate, review, and target relevant digital information resources.	Adult & Digital Services	Annual	Staff time	Funded within library budgets	Staff and patron feedback regarding digital collection gaps.
Action Step 2: Familiarize and train staff with targeted information services.	Adult & Digital Services	Quarterly	Staff time	Funded within library budgets	Staff proficiency with purchased databases
<b>Objective Two: Provide instruction in Internet, social media, and basic application software.</b>					
Action Step 1: Conduct a staff skills inventory	KCLS CE Coordinator	Annual	Staff time	Funded within library budgets	Scope of inventory
Action Step 2: Evaluate, review, and target relevant technical and training needs.	KCLS CE Coordinator, Instruction Librarian	Annual	Staff time	Funded within library budgets	Training plan to fill staff skills gap
Action Step 3: Develop and teach technical classes to staff and patrons with particular emphasis on personal digital security.	Adult & Digital Services; Digital Services Librarian, Instruction Librarian	Continuous	Staff time	Funded within library budgets	Staff skills improvement, patron participant feedback

## Objectives and Activities – Goal 2

### Align library technology services with community needs

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Use the results of the Library Edge Assessment, and Orange Boy Savannah software to inform impact on community digital skills .</b>					
Action Step 1: Run the Edge assessment at KPL.	Digital Strategies Librarian	by December 2020	Edge subscription	\$2500 funded by KPL budget	Successfully complete the Edge survey, compare to 2018 results
Action Step 2: Work to meet all level one benchmarks as outlined in the Library Edge Assessment	Digital Strategies Librarian	by December 2022	Edge subscription	\$2,500	Rerun Library Edge Survey
Action Step 3: Use Orange Boy Savannah to determine the probable location of community digital skills gaps in City of Kenosha neighborhoods.Target training	KPL Administration	By June 2020	Orange Boy subscription	Funded through KPL budget	Neighborhood attendance at trainings, participant feedback
<b>Objective Two: Evaluate and integrate web based ILS tools into staff processes</b>					
Action Step 1: Evaluate SirsiDynix BLUECloud products as they are updated and made available	Technology Advisory Committee (TAC), Collection Services	Quarterly	Staff time	Funded within library budgets	Collective cost, staff feedback
Action Step 2: Consider the use of alternative technologies such as tablets and Chromeboxes.	Circulation Services, Technology Advisory Committee (TAC), Collection Services, Computer & Network Services	Continuous	Staff time	Funded within library budgets	Price, performance,staff feedback
<b>Objective Three: Work to market and brand KCLS libraries and their digital resources</b>					
Action Step 1: Include vendor branding on electronic resource pages	Technology Advisory Committee (TAC)	Continuous	Staff time	Funded within library budgets	use statistics
Action Step 2: Include KPL and CL branding on licensed sites where possible	Technology Advisory Committee (TAC)	Continuous	Staff time	Funded within library	use statistics

				budgets	
Action Step 3: Make catalog accessible via web searches	Technology Advisory Committee (TAC), Computer & Network Services	Periodic	Staff time	Funded within library budgets	use statistics
Action Step 4: Increase social media output and interaction	Technology Advisory Committee (TAC), Marketing Team	Continuous	Staff, Social Media Manager Program (HootSuite or equivalent)	\$350	use statistics
Action Step 5: Promote KPL HUB digital media lab to CL customers	Digital Services Librarian, Computer & Network Services	By June 2020	Staff time	Funded within library budgets	Number of Community Library residents using KPL HUB
<b>Objective Four: Provide adequate number of public computing devices</b>					
Action Step 1: Use PC Reservation data to determine maximum concurrent usage at each branch and in each area	Digital Services Librarian	Monthly	PC Reservation software	\$1,850 / Year	# of patrons waiting for computer
Action Step 2: Maintain and replace computers according to ongoing replacement schedule, prioritizing the addition of tablets, chromebooks, and other computer options as appropriate	Digital Services Librarian, Computer & Network Services	Continuous	Hardware budget	Funded within library budgets	user feedback
Action Step 3: Evaluate solutions for allowing tablets and Laptop Checkouts at CL.	Digital Services Librarian, Computer & Network Services	Continuous	Staff time	Funded within library budgets	Loss rate, staff time involved, user feedback
<b>Objective Five: Continually evaluate technologies to make sure they are satisfying the intended needs, including upgrades to software to ensure compatibility and currency</b>					
Action Step 1: Evaluate the impact of technology initiatives via established surveys	Administration	twice annually	staff time	Funded within library budgets	Orangeboy reports, Edge Assessment benchmarks
Action Step 2: Evaluate the impact of technology initiatives via informal feedback	Public Services staff	continuous	staff time	Funded within library budgets	user feedback

## Objectives and Activities – Goal 3

Kenosha Public Library as a resource library for the Kenosha County Library System will continue to manage the Countywide Library Network

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Continue to provide and support data and network infrastructure necessary for countywide services.</b>					
Action Step 1: Maintain and upgrade networking equipment with special emphasis on Community Library data infrastructure needs.	Computer & Network Services	Continuous	Staff, equipment	~15 - 20K / year	system performance, specifically at CL
Action Step 2: Maintain and upgrade security appliances	Computer & Network Services	Continuous	Staff, equipment	~17K / year	Maintain a secure network and monitor for possible breaches
<b>Objective Two: Continue to apply for appropriate telecommunications discounts available to libraries through state or federal programs</b>					
Action Step 1: Train on new e-rate opportunities and apply for support where applicable.	Computer & Network Services	Annually	staff time	Funded within library budgets	Erate discounts awarded
Action Step 2: Apply for applicable state funded technology support programs, including through LSTA	Division Head of Support Services	Continuous	staff time	Funded within library budgets	Funding awarded

## Objectives and Activities – Goal 4

Provide dependable and reliable information through shared collection development and interlibrary loan service

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Select quality digital services and electronic materials</b>					
Action Step 1: Maintain and evaluate statistics on usage of electronic resources	Technology Advisory Committee (TAC), Digital Services Librarian	monthly	Staff time	Funded within library budgets	trends in use
Action Step 2: Evaluate usage, usability, and utility of existing electronic resource subscriptions prior to renewal	Technology Advisory Committee (TAC), Digital Services Librarian	Annually	Staff time	Funded within library budgets	user feedback; cost per use
Action Step 3: Trial new electronic resource products with staff and solicit feedback.	Technology Advisory Committee (TAC), Digital Services Librarian	As opportunities arise	Staff time	Funded within library budgets	Staff feedback
<b>Objective Two: Develop electronic resources to provide useful information, and encourage their use by Library patrons and staff</b>					
Action Step 1: Review of digital collection statistics prior to contract or renewal	Technology Advisory Committee (TAC), Collection Development	Annual	Staff time	Funded within library budgets	Cost per use
Action Step 2: Market electronic resources via print, website, social media, and public training	Technology Advisory Committee (TAC), Communications staff	Continuous	Staff time	Funded within library budgets	Increase in resource usage
Action Step 3: Public and Staff Training on electronic resources offered by SHARE, KCLS, and Badgerlink	Technology Advisory Committee (TAC), Head of Administrative Services, Department Heads	Continuous	Staff time	Funded within library budgets	Staff skills improvement, public training attendance

<b>Objective Three: Support remote delivery of services</b>					
Action Step 1: Determine joint purchase possibilities	Technology Advisory Committee (TAC), Collection Services	ongoing	Staff time	Funded within library budgets	Reduced costs,
Action Step 2: Revamp KCLS website	Technology Advisory Committee (TAC), Computer & Network Services	Finish December 2020	Staff time, website software	\$300 / Year	user feedback, site use
Action Step 3: Create server space for shareable resources between libraries	Technology Advisory Committee (TAC), Computer & Network Services	Finish December 2020	Staff time	Funded within library budgets	Accessibility, cost

## Objectives and Activities – Goal 5

Provide Kenosha County local information, local history, and cultural diversity resources

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Work collaboratively between KPL and CL and other community partners to participate in grants to digitize library and county photos for online access</b>					
Action Step 1: Migrate from current hosting platform to improve metadata and capacity	Computer & Network Services	By December 2021	New hosting platform	None open source	useability
Action Step 2: Offer hardware and software for patrons to digitize their personal materials	Technology Advisory Committee (TAC)	January 2021	Grant funding	\$1000	Patron feedback
<b>Objective Two: Work collaboratively between KPL and CL and other community partners to participate in grants that recognize cultural diversity via digital platforms</b>					
Action Step 1: Identify and pursue grant opportunities to create and maintain digital collections of local materials	Technology Advisory Committee (TAC), Outreach Team	Continuous	Staff time	Funded within library budgets	patron useability
Action Step 2: Identify community partners for digital projects	Technology Advisory Committee (TAC), Outreach Team	Continuous	Staff time	Funded within library budgets	effectiveness of partnerships

## Objectives and Activities – Goal 6

Provide a forum for Kenosha Public Library and Community Library staff to discuss technology training, usage, and workflow optimization.

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Continue Technology Advisory Committee (TAC) meetings to communicate and educate staff of KPL and CL</b>					
Action Step 1: Establish a Committee Charge document for TAC including membership criteria.	Division Head Support Services	Finish June 2020	Staff time	Funded within library budgets	An adopted Committee Charge document.
Action Step 2: Conduct regular TAC meetings	KPL Division Head Support Services; Digital Strategies Librarian	Quarterly	Staff time	Funded within library budgets	attendance; effective problem resolution; Number of new ideas in action

## Objectives and Activities – Goal 7

Use appropriate technology to assist staff and increase efficiency

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Utilize Google Docs, email and interactive software for effective communications and documentation of local procedures</b>					
Action Step 1: Provide ongoing training opportunities for staff and develop a repository of training opportunities on the resources.	Digital Services Librarian	Continuous	Software, staff time	Funded within library budgets	staff productivity and collaboration
Action Step 2: Develop an evaluation method to verify staff can successfully use the technology in question	Technology Advisory Committee (TAC)	By June 2020	Staff time, evaluation tool	\$240 / year	Launch of an evaluation tool
<b>Objective Two: Provide technology training opportunities and benchmarks to Library staff</b>					
Action Step 1: Develop basic technology competency checklists for library staff, in conjunction with organization-level and department-level trainings	Technology Advisory Committee (TAC), SHARE IT Group volunteers	Finish December 2020	Staff time	Funded within library budgets	A technology competencies checklist
Action Step 2: Train staff related to required technical competencies	Technology Advisory Committee (TAC)	TBD	KCLS CE Budget	\$1500	# of staff meeting training goals
<b>Objective Three: Review and implement materials security systems, including options for automating check-out, check-in and sorting operations and RFID</b>					
Action Step 1: Implement RFID technology at Community Library	Community Library Staff, Technology Advisory Committee (TAC), Division Head of Support Services	Begin 2020	Staff time, RFID equipment	\$15,000	A fully tagged collection at all Community Library locations
<b>Objective Four: Continue to evaluate cloud services and infrastructures (Google, Amazon, Microsoft, Evanced, etc.) versus hosting services locally on Library infrastructure</b>					

Action Step 1: Conduct cost comparison of cloud vs. local hosting	Computer & Network Services	As Needed	Staff time	Funded within library budgets	Reduced cost, efficiency, viability
<b>Objective Five: Acquire and replace hardware on a rotating schedule appropriate to the specific intended use as necessary for efficiency</b>					
Action Step 1: Maintain and replace server hardware at KPL and CL	Computer & Network Services	Yearly	Staff, Hardware	\$5,000	Retain a 99% uptime
Action Step 2: Maintain and replace staff computers according to ongoing replacement schedule, including the addition of tablets, chromebooks, and other computer options as appropriate	Computer & Network Services	Continuous	Staff time, library hardware budgets, grant funding	KPL: ~\$45K/Y CL: ~\$9K/Y	Replace KPL systems every 3 years and CL every 5 years.
<b>Objective Six: Seek opportunities to collaborate with the City, County, and LakeShores Library System for data lines, utilities, etc.</b>					
Action Step 1: Participate on SHARE Development Team	KCLS Director	Quarterly	Staff time	Funded within KPL budget	New partnerships, Reduced costs
<b>Objective Seven: Create and maintain a technology inventory at each institution (KPL/CL)</b>					
Action Step 1: Conduct annual inventory audit	Computer & Network Services	Annually	Staff time	Funded within library budgets	full inventory
<b>Objective Eight: Study greener printing options, including centralized printing and management systems for staff and public printing</b>					
Action Step 1: Consider adding centralized print management at KPL and CL Locations	Computer & Network Services	2020 - 2021	equipment, staff	\$6,000	cost per public print
Action Step 2: Re-evaluate WiFi printing provider	Computer & Network Services, Technology Advisory Committee (TAC)	2020	Staff time	Funded within library budgets	Cost per print, reduction is service cost

## Objectives and Activities – Goal 8

Work with LLS and ALS to refine and improve intersystem delivery logistics

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Renew the annual SCLS delivery service fees for Wisconsin/Minnitex deliveries outside of the SHARE/Arrowhead consortium.</b>	Division Head Support Services, KPL/KCLS	Annual Renewal	Cost of annual contract	\$11K / Year	SCLS Delivery is primarily used for ILL deliveries and materials coming directly from DPI. By tracking monthly ILL usage numbers at KPL and CL, we can quickly gauge how many items are coming and going each month.
<b>Objective Two: Re-evaluate sorting methods to improve efficiency as Community Library and others implement RFID tags in 2020</b>	Technology Advisory Committee (TAC): KCLS, ALS, LLS	Start in mid to late 2020 and continue yearly	Staff time and training	Funded within library budgets	Sirsi data on patron wait times and patron satisfaction surveys.
<b>Objective Three: Coordinate with ALS, LLS, and Action Logistics to investigate ways to decrease patron wait times to less than the standard 2-5 days.</b>	Technology Advisory Committee (TAC), ALS/KCLS/LLS system directors	Continuous	staff time for research	Funded within library budgets	Periodic evaluation of the contract with Action Logistics to be sure the services we need are being provided. Patron satisfaction and Sirsi data on patron wait times.

<p><b>Objective Four: Investigate possible options to return KCLS to a second daily delivery and/or resume a Saturday delivery.</b></p>	<p>Technology Committee, ALS/KCLS/LLS system directors</p>	<p>Continuous</p>	<p>Staff time for research</p>	<p>Funded within library budgets</p>	<p>Periodic evaluation of the contract with Action Logistics to be sure the services we need are being provided. Patron satisfaction and Sirsi data on patron wait times.</p>
<p><b>Objective Five: Consider ways to ensure delivery is unpacked and sorted daily before Action Delivery arrives the next morning.</b></p>	<p>Public Service Division Head, KPL</p>	<p>start in 2020</p>	<p>Staff time</p>	<p>Funded within library budgets</p>	<p>Sirsi data on patron wait times and patron satisfaction.</p>

## Objectives and Activities – Goal 9

Continue to explore opportunities for collaboration with other libraries and library systems

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Seek opportunities to collaborate with the other Library Systems for joint purchasing, network redundancy, offsite storage and virtualization, etc.</b>					
Action Step 1: Pursue or continue statewide and inter-system initiatives for group purchasing of hardware and/or software	Computer & Network Services, Technology Advisory Committee (TAC)	Continuous	Staff, equipment, funds	Funded within library budgets	Lowered purchasing cost
Action Step 2: Set up reciprocal off-site storage with Lakeshore Library System	Computer & Network Services, Technology Advisory Committee (TAC)	Continuous	Staff, equipment	None	Successful off-site storage for data backups
Action Step 3: Investigate off-site storage at upcoming multi-system backup and archive project	Computer & Network Services, Technology Advisory Committee (TAC)	Continuous	Staff, equipment, LSTA funds	KCLS annual contribution TBD	Successful off-site storage for data backups
Action Step 4: Pursue inter-system agreement for failover network redundancy	Computer & Network Services, Technology Advisory Committee (TAC)	Continuous	Staff time, equipment, funds	TBD	Redundant routing agreements in place
Action Step 5: Investigate inter-system or statewide off-site multi-tenant virtualization	Computer & Network Services, Technology Advisory Committee (TAC)	Continuous	Staff time, equipment, funds	TBD	Successful migration from commercial cloud to private cloud
Action Step 6: Investigate grant opportunities for multi-system training	Administration, Technology Advisory Committee (TAC)	Continuous	Staff time	Funded within library budgets	Successful funding of multi-system training opportunities
<b>Objective Two: Explore system wide grant opportunities for technology upgrades, changes, and implementation</b>					

Action Step 1: Analyze needs of the SHARE Library Consortium through joint collaboration	Technology Advisory Committee (TAC)	Continuous	Staff time	Funded within library budgets	Successful funding of new technologies
<b>Objective Three: Present at relevant conferences to share methodology and workflows</b>					
Action Step 1: Implement shared note-taking strategy and repository	Digital Strategy Librarian, Division Head Support Services	Continuous	Staff time	Funded within library budgets	Successful creation of a meeting notes repository and standard note-taking reference strategies
Action Step 2: Seek out presentation opportunities	Digital Strategy Librarian, Division Head Support Services	Continuous	Staff time, Conference funds	Funded within library budgets	Presenting at a library conference on methodology and workflows for KCLS

## Objectives and Activities – Goal 10

### Conduct analysis of system merger

NOTE: A similar analysis was conducted in 2015. The results of that report can be found at

<https://docs.google.com/document/d/1UUUhCGaDdmQVH30ECoV1jdQbOea-ApyB10u8F23j5jQ>

Objectives & Action Steps	Responsibility	Timeline	Resources needed	Cost	Evaluation Method
<b>Objective One: Conduct an analysis of a System Merger.</b>	KCLS / LLS Administration	2024	Staff, WiLS	\$3,000.00	The production of a report on the financial and service impacts of merging systems

# Policies

## Kenosha Public Library

Internet Policy : <https://www.mykpl.info/about/library-policies/internet-policy>

Interlibrary Loan Policy : <https://www.mykpl.info/about/library-policies/interlibrary-loan>

Collection Development :

<https://www.mykpl.info/about/library-policies/collection-development-materials-selection-request-reconsideration-form>

Library Accounts and Circulation Policy:

<https://docs.google.com/a/mykpl.info/viewer?a=v&pid=sites&srcid=bXlrcGwuaW5mb3xodW1hbi1yZXNvdXJjZXN8Z3g6MTM3YmRmMTZjMTE5MGRj>

## Community Library

Internet Technology Policy :

[https://www.communitylib.org/vertical/sites/%7BAF34F91F-A0FE-4513-B110-E5E8CC1D1186%7D/uploads/8\\_-\\_Internet\\_Technology\\_Policy\\_-\\_2017\\_-\\_APPROVED\\_-\\_May\\_22.pdf](https://www.communitylib.org/vertical/sites/%7BAF34F91F-A0FE-4513-B110-E5E8CC1D1186%7D/uploads/8_-_Internet_Technology_Policy_-_2017_-_APPROVED_-_May_22.pdf)

Circulation, Fines, and Fees Policy :

[https://www.communitylib.org/vertical/sites/%7BAF34F91F-A0FE-4513-B110-E5E8CC1D1186%7D/uploads/1\\_-\\_Circulation\\_Fines\\_and\\_Fees\\_Policy\\_-\\_2016\\_-\\_APPROVED\\_-\\_Oct\\_24.pdf](https://www.communitylib.org/vertical/sites/%7BAF34F91F-A0FE-4513-B110-E5E8CC1D1186%7D/uploads/1_-_Circulation_Fines_and_Fees_Policy_-_2016_-_APPROVED_-_Oct_24.pdf)