

Manitowoc-Calumet Library System
Library Technology and Resource Sharing Plan
2015-2019

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PURPOSE

The purpose of this plan is to outline how the Manitowoc-Calumet Library System and its member libraries seek to use technology and telecommunications to support library resource sharing and improve library services.

PLANNING

Key recommendations of the *Plan* have evolved through LARS, which is the automation consortium that implements resource sharing among all member libraries. The LARS consortium and member library directors meet bimonthly to consider and discuss issues involving LARS and technology implementation and planning, a process, which will continue under the new plan covering the years 2015-2019.

REVIEW OF THE POLICY

The approved 2015 Technology and Resource Sharing Plan was revised and reviewed by members the Manitowoc-Calumet Library System Board and amended on January 31, 2018.

VISION

The Manitowoc-Calumet Library System will take advantage of evolving opportunities in information technology and telecommunications to benefit libraries and library users in Manitowoc and Calumet Counties.

EVALUATION

Ongoing evaluation and refinement of the *Technology and Resource Sharing Plan* will be a regular agenda item for bimonthly MCLS library directors' meetings. MCLS staff and member library directors will monitor progress towards meeting the goals of the plan by reviewing the targeted strategies to see if activities are being completed within specified timeframes. Technology and the implementation of this plan and suggestions for changes will be discussed as part of any planning meetings involving both public and non-public libraries. Staff will review the *Plan* annually and the System Board, as needed, will adopt an updated plan.

It was stated that a major opportunity for evaluation and modification of the *Plan* will be available again between the years 2016 – 2018, when MCLS and member libraries will be investigating the automated system marketplace, to plan for the upgrade or possible replacement of the current ILS system. In 2017, the member libraries decided that it was most cost-effective and operationally desirable to continue to contract with SirsiDynix for ILS services provided in the cloud. The system signed a new contract with SirsiDynix that will be in effect until mid-2024.

While this system plan broadly identifies goals and strategies for member libraries, each library will be responsible for continuing to evaluate, plan, and budget for their own specific information technology needs.

BACKGROUND

The Manitowoc-Calumet Library System is a small, two-county federated library system serving about 118,000 residents of east central Wisconsin through independent member public libraries located in Brillion, Chilton, Kiel, New Holstein, Two Rivers, and Manitowoc, which serves as the System Resource Library. Non-public libraries within the MCLS area include Silver Lake College Library, Lakeshore Technical College Library, University of Wisconsin--Manitowoc Library, thirteen high school libraries, and more than fifty public and parochial elementary school libraries.

TECHNOLOGY AND TELECOMMUNICATIONS ENVIRONMENT

The MCLS technology services program includes planning, consulting, grant writing, workshops and training for staff at member libraries, maintenance of the system website, Internet access for member libraries, assistance to the Manitowoc-Calumet Libraries Automated Resource Sharing Consortium (LARS) and participation in that consortium. The LARS shared automation system was launched in May 2000 with Manitowoc, New Holstein, and MCLS as initial participants. Additional member libraries joined LARS in 2001 and 2002, and in 2003 the sixth and final MCLS member library joined LARS.

In 2013, LARS migrated to SaaS - the cloud version of our ILS from SirsiDynix. The current system is running Symphony 3.5.1.1.1071, which provides an online public access catalog, circulation, and cataloging and online authority control, with optional functions such as acquisitions and serials control available to participants at an additional cost. LARS also subscribes annually to a maintenance contract for Director's Station, a third-party data

reporting software. The central site, the MCLS office, is located in Manitowoc, within the Manitowoc Public Library. The system office houses one server for the telemessaging system, with the remaining automation software hosted in a software-as-a-service environment at SirsiDynix. Since the 2015-2019 plan was approved, MCLS has begun providing Internet service directly to each of the member libraries by contracting with local cable providers. Previously, MCLS contracted with the adjacent Eastern Shores Library System for a high-speed wide area network to provide Internet access to the MCLS libraries. The switch from the shared WAN to cable Internet took place late in 2015 and was completed in early 2016.

The Manitowoc-Calumet administration and interlibrary loan delivery also operates out of the MCLS office within the Manitowoc Public Library. Three MCLS staff workstations are part of a building-wide local area network that provides access to the Internet, email, various electronic information products, and a digital photocopier. MCLS handles finances and accounting with Quickbooks software. A "laptop lab" consisting of four laptops connected to the LAN via wireless technology is available for staff and patron training purposes. MCLS uses the City of Manitowoc's telephone system and fax, and has a cellular telephone in the system delivery van.

All MCLS member libraries are members of the LARS shared automated system. All have access to electronic information resources for patrons, public access computers, and a variety of staff workstations. Workstations at all libraries are routinely replaced as they become obsolete. Member library computers are configured as local area networks. Altogether, MCLS libraries currently offer 122 public computers/terminals, of which 99 have Internet access. All member libraries have and maintain their own web sites.

RESOURCE SHARING

All MCLS member libraries have formally agreed to share materials within the system through interlibrary loan. MCLS also maintains resource-sharing agreements with the major non-public libraries in the area. In practice, all of the libraries go beyond this to participate fully in the Wisconsin interlibrary loan network.

Much of the resource sharing that takes place within MCLS is done over the LARS automation system. Lending traffic among the participating libraries has remained at a steady level over the years. MCLS provides interlibrary loan delivery services to its member libraries. MCLS and all member libraries use WISCAT ILL software to transmit requests. MCLS member libraries also use OCLC for Interloan verification and for some ILL transactions. MCLS purchases WISCAT ILL and other necessary ILL software and licenses for member libraries. Non-public libraries currently submit and receive ILL requests by email, WISCAT ILL, telephone, fax, or paper forms. To support interlibrary loan, MCLS provides van delivery five times a week to all member public libraries, and two times per week to Silver Lake College Library and to Lakeshore Technical College Library. MCLS also contracts with the South Central Library System for van delivery four days per week to other library systems, correctional facilities, and University of Wisconsin libraries throughout the state, including the local UW-Manitowoc library. Fax and email provide electronic delivery of information, and MCLS promotes use of WISCAT, BadgerLink, Wisconsin's Digital Library (OverDrive), and other online information resources.

The implementation of the LARS shared system and the inclusion of all member libraries on LARS has permitted modification of Interloan patterns and procedures to allow for direct placement of holds by patrons and other efficiencies. LARS, along with WISCAT ILL, is also fostering far more direct borrowing between libraries.

Summary of Goals:

1. Maintain Internet access through local cable providers
2. Increase and improve technology support for the member libraries
3. Maintain and improve ILS functionality
4. Implement new technologies at the member libraries
5. Enhance collections shared by member libraries
6. Assess software and hardware needs of the member libraries

Goals and Activities:

Goal 1: Maintain Internet access through local cable providers

- Explore options for obtaining increased bandwidth for all MCLS member libraries.
- Assist member libraries to develop and maintain their own web sites and social media outlets for marketing and library promotion.
- Explore other WAN/Internet connections available for member libraries.

Goal 2: Increase and improve technology support for the member libraries

- Provide training in automation modules and add-ons as they become available.
- Provide for technical assistance and technology consulting.
- Provide technology training and professional development opportunities for staff of member libraries, and involve staff of area non-public libraries as appropriate and feasible.
- Provide an equipment inventory for each of the member libraries.
- Implement equipment replacement scheduling.
- Provide guidance on future purchases of PCs, laptops, devices, etc.
- Provide a list of all software that is downloaded on public PCs to demonstrate how the PCs continue to run smoothly and safely.

Goal 3: Maintain and improve ILS functionality

- Engage in continuous planning for library technology and resource sharing.
- Explore and provide new modules in the ILS, such as the BlueCloud products and mobile apps.
- Investigate additional ways to allow patrons to pay library bills/fines. For example, allowing patrons to pay using a credit card or a mobile wallet.
- Explore mergers with other systems in the state.
- Explore new ILS opportunities in response to the statewide efforts to consolidate.
- Explore possibility of providing centralized cataloging service at the system level.

Goal 4: Implement new technologies at the member libraries

- Implement Wi-Fi printing capabilities.
- Purchase STEAM resources and create traveling makerboxes.
- Purchase a mobile iPad lab.
- Purchase format conversion/digitization equipment.

Goal 5: Enhance collections shared by member libraries

- Match funds spent by member libraries on the OverDrive Advantage account.
- Investigate implementing DigitalLearn, Lynda.com, or similar educational/training modules.

Goal 6: Assess software and hardware needs of the member libraries

- Assist member libraries in upgrading public PCs to Windows 10.
- Explore alternative solutions to the current security software.
- Reassess technology tools and resources that are currently in place at the member libraries.

Technology & Resource Sharing Budget	2015 Amount	2016 Amount	2017 Amount
Grants			
LSTA	8600	8400	8470
Automation Annual Maintenance	47578	48875	50318
Technology			
Salaries & Benefits	78153	84278	90161
System & Staff Development	1704	3744	1146
Facilities & Equipment	1896	2200	3263
Resource Library Reimbursement	2000	2000	2000
Network and Internet Services			
Contracted Services - Internet	18753	21659	10780
Collection Development			
Resource Library Reimbursement	11000	11000	11000
Backup Reference			
Salaries & Benefits	13292	12400	12946
Facilities & Equipment	675	2050	625
Resource Library Reimbursement	0	0	0
Interlibrary Loan			
Salaries & Benefits	20266	21540	20471
WISCAT	1400	1400	1400
Facilities & Equipment	900	2100	825
Resource Library Reimbursement	1000	1000	1000
Delivery			
Salaries & Benefits	25571	21980	22951
Facilities & Equipment	1000	1125	725
Van Operations & Maintenance	4555	3864	4757
South Central Delivery Services	11791	11939	12235
Totals	250134	261554	238625