
**SWLS
Technology 2019-
and
Resource 2020
Sharing
Plan**

Introduction

Public library systems in Wisconsin are required to provide a variety of services in order to qualify for state funding. Section 43.24 (2)(m) requires systems to engage in “planning with the division and with participating libraries and other types of libraries in the area in regard to library technology and the sharing of resources.” The State requires that technology and resource sharing plans be submitted every five years. This plan covers a two-year period from Jan. 1, 2019 through Dec. 31, 2020.

Background

History

The SWLS Automation services began in 1990 when a System Automation Consultant was hired. One of the first duties of this consultant was to form a Public Library Automation Advisory Committee. This committee began the task of evaluating various library automation vendors. By 1994 a library automation vendor, Dynix, had been chosen and NET SOUTHWEST had been formed with 17 of the 27 SWLS member libraries as the founding participants in the consortium. In 2001, another SWLS member library joined the consortium, bringing the total number to 18 member libraries. Eight more libraries joined the consortium in 2002, when the System wrote an LSTA grant to help cover the costs. The number of NET SOUTHWEST members stayed steady at 26 (+ one branch) until 2006 when a new library was formed and the 27th member joined. In 2007, one of the members opened a branch library, bringing the total to 27 member libraries and 2 branches.

Development of Services

In 1997, the Dynix database went live. Technology services at that time included the automated circulation software and the online library catalog as well as a simple email program known as “d-mail”. D-mail was available through the Dynix software and only between members of Net Southwest. The internet and email was made available through the telephone company, TDS.

In 1998, TEACH T-1 lines were installed at System Headquarters and in the original 17 libraries. By 2015, all but five public libraries and one branch library had T-1 lines.

The major accomplishments for the years 2003-2018 were as follows:

2003

- ILS migrated from Dynix to Horizon
- Email server purchased, Microsoft Exchange software used to provide own email accounts
- Member libraries on the network had computers added to the network domain

2004

- Additional data line installed for SWLS WAN
- Centralized anti-virus provided to SWLS network libraries
- Switched from TDS to WiscNet for internet service
- SWLS purchased computers from state e-procurement program for libraries and configured computers for network

2005

- Update server added to SWLS network to ensure Windows OS updates were installed on all WAN computers
- Spam filter installed
- Public and Home drives created

2006

- State network upgraded – Badgernet Converged Network (BCN) replaced old frame-relay cloud structure
- Network management outsourced to Applied Micro
- SWLS WAN's core router replaced
- Cisco's Network Admission Control (NAC) device installed

2007

- Horizon Information Portal server installed
- Joined AskAway Virtual Reference consortium
- Joined Wisconsin Public Library Consortium (WPLC) and obtained access to OverDrive digital content

2008

- Tech Tuesday workshop created

- Subscribed to OPAL for online tech training
- New blogs created
- Member libraries replaced routers and 27 libraries provided wireless internet access
- Cisco NAC disabled

2009

- Search for replacement ILS begins
- Discussions on restructuring NetSouthwest Consortium held
- SWLS purchases NetLibrary subject sets (LSTA grant)
- SWLS subscribes to LearningExpressLibrary (LEL) database with computer skills module (LSTA grant)

2010

- Auto-Graphics AGen Verso Illuminar ILS software chosen
- Switched network management from Applied Micro to Technology Assurance Corporation
- LEL basic database picked up by Badgerlink, SWLS continues with computer skills module and adds Mango Languages database (LSTA grant)
- SWLS replaces OPAL with GoToMeeting (LSTA grant)
- SWLS technology services are separated from the NetSouthwest Consortium agreement

2011

- AGen Verso Illuminar ILS goes live late January 2011
- SWLS Technology Committee begins to explore print and internet time management software solutions

2012

- SWLS Technology Committee recommends Deep Freeze. SWLS negotiates group purchase for 13 libraries
- SWLS explores Help Desk software
- SWLS subscribes to ConsumerReports.org databases (LSTA grant), Cypress Resume, and AtoZ World Travel databases (state aid).

2013

- Several SWLS member libraries experienced issues with their bandwidth

- Technology plan updated
- Digital Media Buying pool created by WPLC to raise \$1 million for digital content. SWLS patrons' use of OverDrive grows
- Network server is replaced
- Standard Operating Procedures for identifying and investigating new technologies created

2014

- Illuminar is replaced with Verso 4
- Member libraries begin to take over support for OverDrive issues for their own patrons
- SWLS created a Drop Box account to provide access to important documents for those libraries not on the SWLS WAN
- Technology Competencies for library directors and library staff created
- BCN libraries get fiber and more bandwidth

2015

- SWLS begins a mobile tech support program
- Grant for pilot projects in technology program created
- 2016-2018 Technology and resource sharing planning process begun

2016

- Mobile Maker Space kits provide libraries chance to try new equipment

2017

- State LSTA grant for redesign of SWLS website awarded

2018

- Work completed on redesign of SWLS website
- TEACH education grant received to reimburse small-library attendees of tech workshops
- Issued RFP in search of partners for technology support

Budget

Each year the SWLS files a budget with the Division for Libraries and Technology that outlines the activities and expenditures to support technology at the system level. The budget is on file with the Division for Libraries and Technology and available upon request from the Southwest Wisconsin Library System.

Priorities of the Plan

The priorities of the plan are:

- Ensuring that the SWLS and the member libraries meet their communities needs for technology services
- Maintaining a shared integrated library system (ILS)
- Providing technology-related training and administration to support the member libraries
- Facilitation of resource sharing among the SWLS libraries and within the State of Wisconsin.

Planning Environment

This plan was drafted by David Kranz, SWLS Director, with input from the SWLS Technology Committee. The committee is comprised of eight library directors and two library technology staff.

Public Library Advisory Committee meetings acted as a forum for the discussion of proposed technology-related goals and objectives. The Net Southwest Directors Council meetings were the forum for reviewing proposed goals & objectives related to resource sharing. These discussions provided significant input and direction for the development of this plan. The SWLS Technology and Resource Sharing Plan was discussed at the PLAC and NetSouthwest Directors Council meetings held on Feb. 22, 2019.

The plan was presented to the SWLS Board and adopted on March 20, 2019.

Goals & Objectives

The following goals and objectives apply to all Southwest Wisconsin Library System members, unless otherwise indicated.

GOAL 1: SWLS member libraries provide access to technology resources to help their communities meet needs related to personal goals and community priorities.

Objectives:

- SWLS will explore partnerships to provide and improve technology support, including contracting with and/or partnering with other organizations and/or hiring technology support personnel
- SWLS will apply for LSTA grant funding to improve head end network equipment and member library network access equipment
- SWLS will explore strategies to provide tech support for all hours libraries are open
- The Pilot Projects in Technology grant program will be promoted
- Member library collections will include up-to-date information on technology topics

GOAL 2: SWLS member libraries have staff with technology expertise needed to assist patrons with their technology needs

Objectives:

- SWLS will provide at least 10 hours of technology-related continuing education yearly
- SWLS staff will be asked to complete 10 hours of technology-related continuing education/training each year
- SWLS will identify and promote additional technology-related training and continuing education opportunities for member library staff

GOAL 3: The shared integrated library system (ILS) meets the needs of the Net Southwest member libraries, their staff and patrons.

Objectives:

- SWLS patrons have a variety of ways to be contacted for holds, overdue materials, etc.
- SWLS Net Southwest ILS Consultant and Associate will maintain a working knowledge of Verso functionality and advise library staff on how upgrades will affect them

- The NetSouthwest Best Practices Committee will meet at least twice a year to review best practices, promote consistency of ILS use among member libraries and plan/provide training as needed
- SWLS will coordinate removal of driver license numbers from patron database and provide information to member libraries about patron privacy concerns

GOAL 4: Resources are shared among all SWLS libraries and other Wisconsin library systems and partners.

Objectives:

- SWLS will facilitate sharing of materials among member libraries and with other Wisconsin libraries and partners
- SWLS will facilitate group purchasing of databases and software
- SWLS will integrate e-content into Verso
- SWLS will pursue a local history digitization project with member libraries
- SWLS, with possible cooperation of the intra-system resource library, will form a committee to investigate collaborative collections, promote collection development, and advise and communicate about existing and potential shared offerings such as databases and WPLC's OverDrive/Libby

Evaluation

The SWLS Director will be responsible for coordinating the evaluation of this plan. Evaluation will include an assessment of the extent to which goals and objectives have been met. The parts of the assessment shall include:

- Goals and objectives that have been accomplished
- Goals and objectives that have not been accomplished and the reasons why
- Suggestions for how unmet goals and objectives might be accomplished in the future
- Unanticipated outcomes

This plan will be reviewed in July and November of each year by the SWLS Technology Committee. The results of the November review, as well as any recommended revisions to the plan, will be presented at the February Public Library Advisory Committee meeting each year and at the March meeting of the SWLS Board of Trustees.

Any revision to this plan will include a study of the relevance of current goals and objectives, taking into consideration emerging needs and any new technologies available.

Appendix A

SWLS Technology Services

Network

Network Equipment

- (1) Lenovo RD630 Server running ProxMox VM Server Housing SERVER01 and SERVER02 Servers
- (1) Legacy VMWARE Server housing OLD AVG and File Server - Deprecated - Retiring
- (2) Cisco 3825 Routers - Core Routers
- (1) Netgear 24 port Gigabit Ethernet Switch
- (1) Assante 24 port Ethernet Switch (Legacy)
- (1) Cisco Linksys e1200 Wireless Access Point
- (1) APC NS1080 UPS - Protect Other Rack Devices
- (1) APC SMT1500RM2U UPS - Protect Servers
- (1) QNAP NAS Backup Appliance
- (1) Cisco Catalyst 2950 Switch (BCN)

Network services include: email accounts, off-site storage of documents, anti-virus software, DeepFreeze software, Windows and MS Office updates.

The network is currently supported by Advanced IT Services, a computer and networking company. Our main contact is Patrick Rice. AITS has a variety of methods for contacting them – trouble ticket system, help desk phone, and direct email. There is also an after-hours contact for emergencies.

The telecommunication backbone for our wide area network is provided by the BCN. BCN is run by the Department of Administration who contracts with AT&T for service. BCN is responsible for the T-1 lines up to and including their Cisco Catalyst 2950 switch. The BCN is currently covered under the Managed Services contract with AITS.

Mobile Tech Support

Basic troubleshooting and routine maintenance is provided for library computers by AITS. The initial setup required for new computers to function properly with network services is also provided.

Integrated Library System—NetSouthwest Consortium

The current integrated library system is the Verso 5 software from Auto-Graphics; an upgrade to Verso 6 is anticipated in 2019. This software provides automated checking in and out of library materials, an online catalog of library holdings, and remote access to the database. The software can generate statistical reports on circulation, holdings, and patron information.

The software is hosted by Auto-Graphics as part of the Software as a Service agreement (SaaS).

Appendix B: List of Net Southwest Member Libraries

Argyle Public Library
401 E. Milwaukee
Argyle, WI 53504

Barneveld Public Library
107 W. Orbison
Barneveld, WI 53507

John Turgeson Library
220 Mound Ave.
Belmont, WI 53510

Benton Public Library
48 W. Main
Benton, WI 53803

Blanchardville Public Library
208 Mason
Blanchardville, WI 53516

Bloomington Public Library
453 Canal
Bloomington, WI 53804

Hildebrand Memorial Library
1033 Wisconsin Ave.
Boscobel, WI 53805

Eskstein Memorial Library
1034 E. Dewey
Cassville, WI 53806

Cobb Public Library
109 S. Mifflin
Cobb, WI 53526

Cuba City Public Library
108 N. Main
Cuba City, WI 53507

Johnson Public Library
131 E. Catherine
Darlington, WI 53530

Brickl Memorial Library
500 East Ave.
Dickeyville, WI 53808

Dodgeville Public Library
139 S. Iowa
Dodgeville, WI 53533

Gays Mills Public Library
16831 STH 131
Gays Mills, WI 54631

Hazel Green Public Library
1610 Fairplay
Hazel Green, WI 53811

Schreiner Memorial Library
113 W. Elm
Lancaster, WI 53813

Allen-Dietzman Public Library
220 W. Barber Ave.
Livingston, WI 53554

Lone Rock Community Library
234 N. Broadway
Lone Rock, WI 53556

Mineral Point Public Library
137 High St.
Mineral Point, WI 53565

Montfort Public Library
102 E. Park
Montfort, WI 53569

Muscoda Public Library
400 N. Wisconsin
Muscoda, WI 53573

Platteville Public Library
225 W. Main
Platteville, WI 53818

Prairie du Chien Memorial Library
125 S. Wacouta Ave.
Prairie du Chien, WI 53821

Brewer Public Library
325 N. Central
Richland Center, WI 53581

McCoy Public Library
190 N. Judgement
Shullsburg, WI 53586

Soldiers Grove Public Library
102 Passive Sun Drive
Soldiers Grove, WI 54655

Viola Public Library
137 S. Main
Viola, WI 54664

SWLS member library, not currently a member of Net Southwest

Dwight T. Parker Public Library
925 Lincoln Ave.
Fennimore, WI 53809

Appendix E: Glossary of Terms

ILS stands for integrated library system. This is a library management system that computerizes many of the circulation functions of a library.

LSTA is a United States federal library grant program administered through the State of Wisconsin's Department of Public Instruction.

TEACH Technology for Educational Achievement (**TEACH**) Wisconsin provides support for investments in educational technology and telecommunications. Wisconsin's schools, libraries, cooperative educational service agencies (CESAs), charter schools, secured juvenile correctional facilities, private colleges, tribal colleges, and technical colleges are all served by TEACH.

WiscNet is a non-profit, membership-based association of public and private organizations that provides access to worldwide information and computing resources with primary emphasis on education, research, and public service.