

Winding Rivers Library System Technology Plan: 2019-2020

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Mission

The Winding Rivers Library System (WRLS) was established in 1965 to provide support services to public libraries and residents of Juneau, La Crosse, and Monroe Counties. By 1979, the system area had grown to also include the counties of Buffalo, Jackson, Trempealeau, and Vernon.

The goal of this plan is to detail how technology can help WRLS fulfill its stated mission: “To promote, plan for, and facilitate library development and cooperation in the seven-county area.”

WRLS provides a wide variety of services to member libraries including professional consulting, interlibrary loan clearinghouse coordination, regional delivery service, continuing education for librarians and trustees, communication and information dissemination, and technology consultation.

The WRLS Technology team put together this plan by assessing the current needs of the System and its member libraries. By taking a proactive and innovative approach, we will assure that all our member libraries will have access to information and technology resources in an efficient, robust, and secure network environment.

Vision Statement

The Winding Rivers Library System strives to assure that each user of each member library has access to the information necessary to satisfy his or her personal, vocational, recreational, and professional needs. Each participating library, in turn, agrees to cooperate and share resources and capabilities to contribute to the regional vision. As technology can expedite and enhance this access, the Winding Rivers Library System and its member public libraries will innovate and implement to the greatest extent possible effective and user-friendly information technology services that expand access. The Winding Rivers Library System’s vision is that no resident of our area will be without the means to obtain information.

Technology Goals

Goal 1: Maintain and enhance the technology infrastructure of the WRLS network and member libraries.

2019---

- Upgrade Routers/Switches at libraries that have equipment that have reached their end of life cycle.
- Work with Ruckus Wireless to improve wireless stats and performance on the hardware.
- Investigate cloud hosting potential for WRLSWEB infrastructure.
- Evaluate and consider best location for Server infrastructure for enhancing and expanding onsite support/maintenance.
- Enhance tracking features on help desk ticketing system to better manage incidents that come in and out.
- Help libraries implement the new WordPress themes and enhance their websites.
- Continue updating the IT Knowledgebase to provide excellent guidance to member libraries.

2020---

- Replace all PC's that are unable to handle the Windows 10 security updates.
- Routine firmware updates on firewalls for all libraries
- Perform a full network audit to find vulnerabilities on the WRLSWEB network.
- Continue offering group purchases of hardware and software for cost savings and software/hardware standardization
- Move a select servers from the headend to WRLS Office for onsite management purposes. (ECHO, Faronics Server, etc.)

Goal 2: Enhance technology training opportunities for WRLS staff and member libraries to improve library service

2019---

- Take advantage of the TEACH training grants and offer need-based technology training following bi-monthly NAC meetings. Training will be determined based on needs expressed by member libraries as well as needs observed by IT staff.
- Continue to provide training on PC usage, new Windows 10 features, and keeping up with Windows updates as Microsoft pushes new and ongoing releases.
- Continue to provide WordPress and website management training for member libraries.
- Continue to provide training on ILS and new modules, records and making training available online when possible.
- Desktop Support Analyst role promoted to IT System Analyst and will be trained on current server infrastructure.
- IT System Analyst will also support WordPress. This will offer more WordPress support and resources to our member libraries.

2020---

- Continue to provide training on PC usage, new Windows 10 features, and keeping up with Windows updates as Microsoft pushes new and ongoing releases.
- Take advantage of the TEACH training grants to provide professional training for member libraries.
- Ongoing training on ILS and new modules; specific efforts scheduled following NAC meetings.

Goal 3: Encourage and model technology innovation

2019---

1. Evaluate potential software upgrades. (Microsoft, TeamViewer, etc.)
2. Evaluate WiscNet new technologies to see if it can enhance the system's support for member libraries. (i.e. WiscNet Connect + 1)
3. Technology and network collaboration with other systems.
4. Stay involved in the PLSR state-wide technology collaboration process, with primary goals of seeking efficiencies and enhancing innovation.

2020---

1. Continuously evaluate technology use in the library looking for improvements and efficiencies.
2. Investigate potential unique domain names for member libraries to enhance DNS records publicly.
3. Stay involved in the PLSR state-wide technology collaboration process, with primary goals of seeking efficiencies and enhancing innovation.

Goal 4: Maintain and coordinate access to electronic resources

2019 ---

1. Implement new electronic resources.
2. Evaluate use and functionality of subscribed electronic resources.

2020---

1. Evaluate use and functionality of subscribed electronic resources.

Goal 5: Facilitate resource sharing among all WRLS libraries and around Wisconsin

2019---

1. Continuously evaluate resource sharing in WRLS seeking improvements and efficiencies.
2. Continue to encourage member libraries to use collaboration environment on WRLS Knowledgebase.

2020---

1. Continue to encourage member libraries to use collaboration environment on WRLS Knowledgebase.
2. Maintain access to statewide resources such as Badgerlink, Wiscat, and Overdrive.

Approved by the Winding Rivers Library System Board on November 28, 2018

Status and Equipment Inventory

Local Area Network (LAN)

- WRLS and its member libraries have fiber connections to the internet, currently provided by AT&T through the TEACH E-rated service. We increased the bandwidth from 400mb to 1Gb as of 2017.
- Our LAN connections are managed and secured by Fortinet firewalls. The headend, which is located at La Crosse Public Library, uses a Fortigate 201 C Series, while all other libraries and offices uses the Fortigate 60 D Series.

Servers

- We installed the infrastructure for a virtual server environment in March 2017. This is an ESX VMWare virtual cluster that hosts our File Servers, Domain Controller, DNS Server, Ticketing System, and Unitrends Backup server.
- WRLS currently host WordPress sites through our cloud provider, Green Geeks.
- Our digital collection and ECHO project are currently hosted on a Dell server that lives in the server closet at the La Crosse Public Library.
- All our servers are currently running Windows Server 2008 OS and above.

Workstations

- WRLS has 8 staff workstations running Windows 10 Pro. All member library Patron and Staff PC's have also been upgraded to Windows 10 Pro.

ILS

- WRLS is currently using Sierra 4.0 and Encore 4.6

Telephony

- WRLS currently has 7 VoIP digital lines hosted with Ring Central. The hardware used for handling incoming and outgoing calls are Polycom VVX 201 phones. The VoIP traffic is implemented on a secondary internet provider called LemonWier GetLynx as TEACH does not support VoIP. A majority of our member libraries are still using analog phones.

Other Equipment Owned by WRLS

- Two digital projectors
- 1 Audio System with 4 Microphones
- 3 Video conversion kits (VHS/DVD player, Laptop, and a Video Adapter)
- 3 Film and Slide conversion kits (Slide/Film Reader and a Laptop)
- 2 TEAC Audio conversion kits (TEAC Audio converter)
- 3 Tape Audio conversion kits (Tape Audio player, Laptop, and headphones)
- 1 portable PA System
- A laptop lab that has five working laptops with Windows 10 pro installed.

Staffing

The technology for WRLS and its member libraries is managed by the WRLS Information Technology team, which consist of a full-time IT Network Manager and a full-time IT System Analyst.

The IT Network Manager is responsible for managing the IT department, resolving network and server related issues, maintaining library websites, and assessing the infrastructure for possible upgrades and enhancement.

Under the direct supervision of the IT Network Manager, the IT System Analyst is responsible for providing first line support for the member libraries. His/her task will consist of handling issues related to printers, computer hardware, and any authorized peripheral equipment. The IT System Analyst will also be responsible for managing hosted servers, assist with maintaining WordPress websites and the WRLS Sharepoint Knowledgebase.

The IT Network Manager will also assist with the day to day calls/issues when the IT System Analyst is tied up in other technical issues or projects.

Evaluation

The plan evaluation will be an important aspect of this Technology Plan.

- The IT Network Manager and System Director will review progress in this plan every 6 months to see how the plan is progressing.
- IT Network Manager will survey and get feedbacks from member libraries to track and assess the progress of the Technology plan.
- The IT Network Manager will stay alert for evolving and trending technology that may benefit the system and its member libraries. And if a new project presents itself that could benefit the system and its member libraries, the Network Manager will work with the System Director to determine if it is a budget appropriate project for the year.