Manitowoc-Calumet Library System

Library Technology and Resource Sharing Plan
2020-2024

Contents

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 within the libraries, within their communities, and remotely. This plan will be used to evaluate goals, objectives, activities and budget expenditures annually, and to adjust those areas as needed, according to the needs of the member libraries. Due to the central importance of technology and resource sharing in determining the services the library system will provide, this plan is integral in the budgeting process for the system and the member libraries on a year-to-year basis.

PLANNING

The recommendations outlined in this *Plan* have evolved through the *Libraries Automated Resource Sharing (LARS) Consortium*, which is the integrated library software consortium that governs and implements resource sharing among all member libraries. The member libraries 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 2020-2024. The key component in planning was the individual interviews conducted at each of the member libraries. The MCLS Director and the IT/ILS Specialist visited each library to gather feedback from the library directors, in addition to any staff members dedicated to IT services. The outlined summary of goals and activities were derived directly from the feedback gathered and provided during those interviews.

REVIEW OF THE POLICY

The final draft of the 2020-2024 Technology and Resource Sharing Plan was revised and reviewed by the members the Manitowoc-Calumet Library System Board and approved on November 20, 2019.

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. Furthermore, additional opportunities to collaborate with other libraries and library systems throughout Wisconsin are likely to arise due to progress made according to the recommendations resulting from the Public Library System Redesign project.

EVALUATION

Ongoing evaluation and refinement of the *Technology and Resource Sharing Plan* will be a regular agenda item for bimonthly MCLS LARS and 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 the 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. The prior *Plan* update was approved by the MCLS Board of Trustees on January 31, 2018

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 approximately 119,000 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 Holy Family College Library, Lakeshore Technical College Library, UW-Green Bay, Manitowoc Campus Library, in addition to K-12 libraries within the 23 parochial and 44 public schools located in the system area.

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, access to online resources, 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 3.6.0.0.1088, which provides an online public access catalog, circulation, and cataloging and online authority control, with optional functions such as acquisitions, cash management, and serials control available to participants at an additional cost. 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. Currently, MCLS provides Internet service for all six member libraries and the system office by contracting with local cable providers for Internet and Wi-Fi services.

MCLS 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, a digital photocopier, and MCLS's SirsiDynix system, which supports the LARS shared automation system. MCLS handles finances and accounting with Quickbooks software. Two laptop labs consisting of ten laptops each, are available for staff and patron training and programming purposes. MCLS uses the City of Manitowoc's telephone system and provides a cellular telephone for use in the system's delivery van.

All MCLS member libraries are members of the LARS shared automated system. All but one of the MCLS libraries have fiber Internet access for staff and patrons. 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 124 public computers/terminals, of which 108 have Internet access. The MCLS ILS/IT Specialist configures, services, and maintains all PCs at the member libraries, with the exception of the Manitowoc Public Library, which employs its own dedicated IT staff member. Lastly, all member libraries provide and maintain their own websites.

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 covers the cost of 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 days a week to all member public libraries, and two times per week to Holy Family 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-Green Bay, Manitowoc Campus library.   Fax and email provide electronic delivery of information, and MCLS promotes the 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 fostering far more direct borrowing between libraries.

Summary of Goals:

1. Update and Maintain a System Website that is Relevant and Useful for the Member Libraries and the MCLS Trustees.
2. Increase and Improve Technology Support for the Member Libraries
3. Explore Centralized Services
4. Implement New Technologies at the Member Libraries
5. Create Standardized Policies and Procedures for ILS Workflow and Maintenance
6. Evaluate Online Resources
7. Marketing Library Services and Resources

Goals and Activities:

Goal 1: Update and Maintain a Website that is Relevant and Useful for Member Libraries and MCLS Trustees
- Post current LARS governance, policy, and procedure documents.
- Provide an updated list of technology and equipment the system owns, maintains, and lends to member libraries.
- Maintain calendars for system meetings, events, and equipment reservations.
- Post a list of performers for library program planning.

Goal 2: Increase and Improve Technology Support for the Member Libraries
- Provide training in automation modules and add-ons as they become available.
- Provide technical assistance and consulting in areas of purchasing and maintenance of member library PCs, hardware, and software.
- Provide computer/online safety (Internet safety, email spam, viruses, hacks, ransomeware, etc.) training for member library staff.
- Provide materials/curriculum to assist member library directors in enhancing and evaluating staff technology skills levels.
- Provide copyright guidance for digitization projects.
- Continue to seek out and evaluate alternatives to current PC security software.
- Provide staff training on online resources to increase staff capacity to teach and promote available resources

Goal 3: Explore Centralized Services
- Explore centralized ordering for all member libraries for cost savings and to reduce redundancies in the ordering process.
- Explore models for centralized cataloging services.
- Continue to share best practices among member libraries in regard to ordering and cataloging.
- Explore possible ILS mergers with other library systems.

Goal 4: Implement New Technologies at the Member Libraries
- Include technology tips and tricks sharing as an item on future LARS agendas.
- Continue to maintain and update the member libraries' hardware inventory.
- Continue to consult on equipment replacement schedules at the individual member libraries.
- Research the viability of replacing online catalog stations with Raspberry Pi technology.
- Investigate what a 5G rollout in Wisconsin will mean for the member libraries.
- Continue to explore wireless printing and print management solutions for member libraries.

Goal 5: Create Standardized Policies and Procedures for ILS Workflow and Maintenance
- Facilitate LARS governance.
- Facilitate the creation of standardized LARS cataloging policies and procedures.
- Facilitate the creation of standardized LARS circulation policies and procedures.
- Facilitate the creation of a policy regarding the use, setup, and maintenance of all ILS SIP ports.

Goal 6: Evaluate Online Resources
- Evaluate online resources for ADA Compliance and accessibility.
- Evaluate online resource collection for quality and fulfillment of patron demand.
- Evaluate online resources for cost effectiveness based on patron usage.
- Investigate the possible addition of streaming, pay per use services, in light of low usage of the current online subscriptions.

Goal 7: Marketing Library Services and Resources
- Create a collective, collaborative marketing plan for system-wide library resources and services.
- Display system-wide resources on the online catalog.
- Actively promote available resources and provide promotional materials for the member libraries.
- Create and share ready-made social media marketing materials.

- Provide digital copies of promotional materials in formats that can be customized by the member libraries.
- Facilitate an opportunity for member library staff members to visit other Wisconsin libraries to observe innovative practices in marketing and collection development.
- MCLS Reads initiative needs to be revamped/improved considerably to demonstrate the feasibility of continuing the system-wide read programming.

Technology & Resource Sharing Budget	2019 Amount	2020 Amount	2021 Amount
Grants			
LSTA	4800	Unknown	Unknown
Automation Annual Maintenance	50537	51497	52475
Technology			
Salaries & Benefits	93500	95000	97000
System & Staff Development	1400	1500	1500
Facilities & Equipment	4200	2000	2000
Resource Library Reimbursement	2000	2000	2000
Network and Internet Services			
Contracted Services - Internet	8300	12000	12000
Collection Development			
Resource Library Reimbursement	11000	11000	11000
Backup Reference			
Salaries & Benefits	13350	13500	13700
Facilities & Equipment	810	810	810
Resource Library Reimbursement	1000	1000	1000
Interlibrary Loan			
Salaries & Benefits	20800	21100	21500
WISCAT	1400	1400	1400
Facilities & Equipment	810	810	810
Resource Library Reimbursement	1000	1000	1000
Delivery			
Salaries & Benefits	21900	22200	22500
Insurance	1400	1450	1500
Van Operations & Maintenance	3600	4000	4000
South Central Delivery Services	12430	12550	12650
New Van Purchase	11070	0	0
Facilities and Equipment	600	600	600
Totals	**265,907**	**255,417**	**259,445**