SWLS Technology and Resource Sharing Plan

2023-2024

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 at minimum. This plan covers a two-year period from Jan. 1, 2023 through Dec. 31, 2024.

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. In 2021, the final existing SWLS-member library joined into NET SOUTHWEST, bringing together all 28 public libraries and 2 branches sharing the integrated library system (ILS) and its catalog and patron database.

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 2003-2020 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 AGent Verso Iluminar 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

- AGent Verso Iluminar 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

- Iluminar 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

2019

- Formed agreement with Lakeshores Library System to provide tech support to SWLS libraries
- With LSTA grant funding, co-located the SWLS network head-end on new equipment at the LLS Waterford location in collaboration with LLS and Arrowhead Library System
- Provided new network equipment and expanded/updated wifi access points at SWLS member libraries that needed equipment with funding from LSTA grant
- Provided Deep Freeze software to all interested locations with LSTA grant funding

2020

- Wifi signals extended to areas outside of library buildings at interested locations using LSTA and CARES Act grant funding (this work to continue into 2021) in response to COVID-19 pandemic and reduced numbers of people allowed inside library buildings
- PaperCut print management software employed at interested locations to improve service to patrons printing from their own electronic devices to library printers
- Automation for copy cataloging introduced to ILS cataloging request workflow, developed by Lakeshores Library System tech staff

2021

- Dwight T. Parker Public Library in Fennimore joins NET SOUTHWEST with money from an LSTA grant helping to eliminate cost barriers
- Added Gale Courses and Udemy to electronic resources offering for all member libraries, funded by LSTA grant for initial year
- Added and replaced aging uninterrupted power supply (UPS) devices at several member library locations

2022

- Provided self-checkout stations to member libraries that were interested in them, paid for the machines, software, and five years of EnvisionWare vendor support with an American Rescue Plan Act (ARPA) grant
- Upgraded member library circ desk peripherals (barcode scanners, receipt printers, other equipment) systemwide using money from LSTA and ARPA grants
- Completed three-year push to update network equipment and PCs at all member libraries

- Enhanced automated copy cataloging app to improve records it retrieves, to add advance holds capability, and to aid with updating and standardizing select subject headings
- Verso updated its MARC editing tool used within the Verso ILS.

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 member libraries

- Facilitation of resource sharing among SWLS libraries and within the State of Wisconsin

Planning Environment

This plan was drafted by the SWLS Technology Committee with input from SWLS Director David Kranz.

The SWLS Technology and Resource Sharing Plan was discussed at the Public Library Advisory Council and Net Southwest Directors Council meeting held on Oct. 28, 2022, and recommended for approval.

The plan was presented to the SWLS Board of Trustees and adopted Nov. 16, 2022.

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 maintain the partnership with newly named Prairie Lakes Library System to provide and improve technology support
- SWLS will apply for LSTA grant funding to maintain or improve member library network access equipment
- SWLS will explore strategies to provide tech support for all hours libraries are open
- Promote and sustain a system-wide grant program to support member library endeavors using the Technology Reserve fund
- Member library collections will include up-to-date information on technology topics
- SWLS will create a shared technology equipment inventory spreadsheet that libraries can use to plan future replacement and related expenses
- SWLS member libraries participating in the provided technology support will participate in annual check-ins with technology support partners
- SWLS Technology Committee will explore and advise on emerging technology tools and trends that may be beneficial to member libraries

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

Objectives:

- SWLS will sponsor at least 10 hours of technology-related continuing education yearly
- SWLS staff will be asked to complete 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 will designate a staff member to serve as a liaison between the ILS provider and member libraries
- SWLS Net Southwest ILS Consultant will maintain a working knowledge of Verso functionality and advise library staff on how upgrades will affect them
- The Net Southwest Best Practices Committee will meet at least twice a year to review best practices, promote consistency of ILS use among member libraries and provide training as needed
- SWLS will coordinate routine maintenance of the shared catalog and patron databases

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

Objectives:

- SWLS will facilitate collaborative collection development among the member libraries
- SWLS will facilitate group purchasing of databases and software
- SWLS will integrate e-content into Verso
- SWLS will promote the local history digitization tools available to member libraries and will promote local history resources
- SWLS staff and member library staff will participate on committees to learn, share, and advocate on behalf of the patrons of SWLS member libraries

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:

- o Goals and objectives that have been accomplished

- o Goals and objectives that have not been accomplished and the reasons why

- o Suggestions for how unmet goals and objectives might be accomplished in the future

- o Unanticipated outcomes

This plan will be reviewed annually by the SWLS Technology Committee. Any recommended revisions to the plan will be presented to the Public Library Advisory Committee for consideration and discussion and to the SWLS Board of Trustees for approval.

 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 Equipment at Lakeshores Library System Head-End

SWLS-owned equipment:
(1) Dell PowerEdge R440 (jointly owned with Arrowhead Library System and Lakeshores Library System) – houses SERVER01, Deep Freeze server, LibreNMS (for network monitoring), UniFi controller (for wireless configuration), UISP controller (for switch configuration), WSUS server (for Windows Update management), wireless stat server and PaperCut
(1) Ubiquiti EdgeRouter Pro – core router

LLS equipment utilized:
(1) Ubiquiti EdgeSwitch 24 Lite (2 ports for network equipment connection)
(1) Dell PowerEdge R630 (storage server for backups; SWLS backups occupy 1.5T/available 64T)
(1) Cisco ASR 920 WiscNet router
(1) APC SMT3000RM2UC UPS
(1) 20 kW Kohler generator

LLS also includes SWLS backups in off-site Amazon S3 backup.

Network services include: network and device monitoring, off-site storage of electronic items on server, Deep Freeze software and administration, Windows and MS Office updates, as well as other services per support agreement and on a case-by-case basis.

The network is currently supported by Lakeshores Library System. Our main contact is Jim Novy. LLS technology support staff have a variety of methods for contact – online helpdesk, direct email, and telephone. There is also a phone number for libraries to report internet outages or similar technology emergency situations.

The telecommunication backbone for our wide area network is provided by the BCN. BCN is run by the Department of Administration which contracts with AT&T for service. BCN is responsible for the T-1 lines up to and including their switch at each location. LLS employs alternative support solutions for locations not participating in the BCN.

Mobile Tech Support

Troubleshooting and maintenance is provided for library computers by the Lakeshores tech support team. Initial setup required for new computers to function properly with network services is also provided. In addition to responding to technology problems, the LLS team also consults with SWLS libraries about plans and best solutions involving technology.

Integrated Library System—NetSouthwest Consortium

The current integrated library system is the Verso 6 software from Auto-Graphics. This software provides automated checking in and out of library materials, an online catalog of library holdings, and remote access to the patron and bibliographic record databases. 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

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