Arrowhead Library System Technology Plan 2014 - 2016

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Planning Process

The Planning process used to develop this plan included the following activities:

1. A review of the 2009 ó 2013 technology plan.

2. Discussion by the technology planning task force on current and future needs.

3. Development of goals and objectives by the technology planning task force.

4. Review of the draft plan by the Arrowhead Library System (ALS), Public Librarians, and the ALS Board of Directors.

5. Updating of the inventory of all ALS equipment and member library equipment.

Members of the Technology Planning Task Force

ALS Director, Steve Platteter
Automated System Administrator, Melody Clair
Director, Beloit Public Library, Nate Deprey
Director, Clinton Public Library, Mary Bieber
Director, Edgerton Public Library, Sherry Machones
Director, Eager Free Public Library, Megan Kloeckner
Director, Hedberg Public Library, Bryan McCormick
Director, Milton Public Library, Lisa Brooks
Director, Orfordville Public Library, Sarah Strunz
Automation Services Manger, Beloit Public Library, Wyatt Ditzler
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Review of Policy

The final draft of the 2013 ó 2015 Arrowhead Library System Technology and Resource Sharing Plan was revised and reviewed by members the Arrowhead Library System Board and approved on November 13, 2013.

Vision

The Arrowhead Library System and its Member Libraries seek to improve the quality of library services for patrons and staff through continued education and training in the effective use of current and future technologies. ALS and member libraries recognize the importance of the continued freedom to access knowledge, information, and a diversity of ideas.   ALS

acknowledges the need to empower people to effectively use technology to their benefit and provide opportunities for full access to information.

Summary of Major Goals

1. ALS, member libraries and affiliate libraries will promote cooperation and resource sharing among public libraries, school libraries, academic libraries, and other types of libraries.

2. ALS and member libraries will provide well-trained staff with the knowledge about using technology to improve library service.

3. ALS and member libraries will provide ongoing patron training.

4. ALS and member libraries will provide technology services and planning within the system to increase cooperative ventures.

5. ALS and member libraries will support development and maintenance of library web pages to provide information to the staff and public about library services.

6. ALS and member libraries will provide sufficient funding to support the increased and effective use of technology in libraries.

7. ALS and member libraries will develop innovative programs for the use of technology in libraries.

Background

ALS provides library services to seven member public libraries, as well as fourteen affiliate member libraries, including two academic and six public schools.

ALS and its member public libraries, Beloit Public Library, Clinton Public Library, Edgerton Public Library, Eager Free Public Library (Evansville), Hedberg Public Library (Janesville), Milton Public Library and Orfordville Public Library have a long history of training staff and public to use modern technology and resource sharing.

Modern technology, equipment, and resources have improved staff efficiency, supported interlibrary loan, provided Internet service for the public and staff, and supported member library web pages.   This has empowered the staff and patrons to take full advantage of modern technology and have full access to information.

In 1984, ALS staff and its member librariesøstaff began using microcomputers for basic office applications including word processing, databases, spreadsheets, and desktop publishing. Member public libraries began using the Apple IIe computers in 1984 and have continued to update their computers to keep pace with technological advancements since that time.

A variety of PC workstations and networks were established at each member library and a network of Macintosh computers was installed at the ALS office in the mid 1980s. The ALS computer network was replaced with a Windows 2000 Server and LAN with PCs in September of 2000. A DSL connection for all ALS staff computers was added in 2003 creating faster access to the Internet.

The ALS staff and member libraries staff now rely on the Internet for data and electronic communication with each other and other agencies. In 1997, funding from a WATF/ETB grant written by the ALS provided member libraries with an introduction to the Internet. The grant provided computers for member libraries and a server and modem network housed at the Hedberg Public Library for Internet access.

In 2000, the ALS server was upgraded to a Windows 2000 server in order to provide more efficient access to e-mail and other Internet services and to improve inter-office communication.

A REACH grant in 2003 brought Beloit Public Library, Milton Public Library, and Orfordville Public Library into the ALS WAN. All libraries now have a service that is at or exceeds the T-1 lines. The ALS WAN and Hedberg Public Library are connected to a 20-mg line for Internet access.   All libraries are experiencing some slow-down in Internet service at peak use periods of the day.

After two years of planning, the Arrowhead Library System purchased the Innovative Interfaces Inc. integrated library system for the seven member libraries. The system's implementation began at the beginning of 2007, with the system fully operational for the seven member libraries in May of 2007. Beloit Public Library, Edgerton Public Library, and Hedberg Public Library started the Innovative Interfaces, Inc. shared system on May 30, 2007. L. S. T. A. grants were used to bring the libraries into the shared automation system. In November, 2007, Clinton Public Library, Eager Free Public Library, Milton Public Library and Orfordville Public Library joined the shared system.

All member libraries and ALS have computers for the staff and public to provide access to the statewide Badgerlink database. WISCAT and the ALS shared catalog, RockCat, are used by all libraries and most affiliate libraries for interlibrary loan. Other technology at each library and the system office include printers, fax machines, photocopiers, digital microfilm readers, and voice communications. All ALS libraries offer WiFi to their patrons and staff.

Member Libraries

BELOIT PUBLIC LIBRARY
Beloit Public Library has a Gigabit Ethernet LAN with 1 Windows 2012 Server, two virtual Windows 2012 servers, and one Linux Web Server. The workstations in the Library are all operating on Windows 7 with Microsoft's Office 2013 as the main productivity suite. Internet access is available with a 50MB/sec line from Charter and a 3MB/sec line shared with all ALS libraries. WiFi is available with 9 hotspots located throughout the building with roaming access.

The public has access to 29 Adult Internet stations, 6 Teen Internet Stations, 2 laptops, 6 Children Internet Stations, and 9 ereader devices (available for checkout). There are 18 OPACs; 3 of which also function as database computers that have access to the catalog and databases only. The Library offers a separate room for training purposes which has 12 computers for the students to use and 1 laptop with an LCD projector for the trainer. The Children's room has 4 games computers with a mixture of learning and entertainment programs. The Internet computers are controlled by Cassie, all the public computers are secured by Deep Freeze Enterprise, and protected from viruses by Managed Antivirus. Patrons can also checkout their own materials using the 4 self-check 3M machines.

CLINTON PUBLIC LIBRARY
Clinton has a Windows LAN with 17 computers and one server. Five computers are connected to the Internet via a WiscNet 3 mps connection. Twelve public computers have a Charter 20 mps connection. Nine computers are dedicated to public access and offer Microsoft Office 2010 software and are connected to a laser printer; two are dedicated kids stations and one computer dedicated to the RockCat OPAC. Five staff computers contain the Innovative Millennium Shared System as well as Microsoft Office 2010. All five have Internet access and are connected to the library copy machine and laser printer. One of the computers typically reserved for staff can be shared with the public when the demand for access is high. The library offers individual and small group computer training classes to the public. Staff receives ongoing computer training.

EDGERTON PUBLIC LIBRARY
Edgerton has a Windows LAN with one Windows server and 12 public access computers with Internet and the online catalog; three limited public access computers (two OPAC, one with microfilm reader) and seven staff computers with the Innovative Interfaces Millennium system and Windows software. There are two laser printers/photocopiers. EPL has a 3 mps high speed internet connection. The library uses Windows 7 on its computers and Time Limit Manger is used for managing the public computers. The library has one self checkout station and security gates. There is wireless Internet service in all parts of the building. The library has a digital microfilm reader. A RFID system was implemented in 2009 using building project funds.

EAGER FREE PUBLIC LIBRARY, EVANSVILLE
Eager Free Public Library has a Windows 2008 LAN with 10 computers. Five staff computers have automated circulation and catalog, Internet access and Windows software. Six public computers have Internet, online catalog, and MS office software. One computer has a microfilm reader/printer connected. One other terminal is available with access to the online catalog. EFPL offers both group and individual computer classes to the public. Wi-Fi is available throughout the building. Staff receives ongoing computer training.

HEDBERG PUBLIC LIBRARY, JANESVILLE
Hedberg Public Library has a 10/100/1000 Ethernet LAN with Windows 2012 R2 Servers and Windows 7 Workstations totaling 180 computers. Internet access is shared with all ALS libraries and is limited to 10 Mb/sec at Hedberg. The public has access to 105 stations offering access to: the Internet, Microsoft Office, various children's games, and the Library Catalog. Twenty-three of these stations are limited to Library Catalog access only. The library's 16 station Woodruff computer lab holds classes on Microsoft Office applications, basic computing and popular web

services. Print management is controlled by Comprise Technology's SAM program. Computer security is managed through Microsoft Group Policy, Antivirus software and other security packages.

MILTON PUBLIC LIBRARY
Milton has a 10/100 Ethernet LAN with a Windows 2008 Server and a total of 17 computers. These are made up of 9 adult and 2 children's public Internet workstations, 5 staff computers, and 1 OPAC. Workstations offer the Internet, MS Word, MS Excel, and MS PowerPoint. The library has a T-1 connection and a grant with the Milton School District has provided the public library with a wireless connection to an iBook with Internet access for students. Public computer classes are available every week at the library.

ORFORDVILLE PUBLIC LIBRARY
Orfordville Public Library has one staff computer with Windows XP, two additional staff computers with Windows 7, and three public access computers with Windows 7.   The staff stations have Innovative Millennium automated circulation and cataloging software along with 2007 or 2010 MS Office software. The public access stations offer access to the Internet, 2010 MS Word, MS Excel, MS Power Point and the online catalog. Two laptop computers are available for use in job searching, resume writing, and online learning. One is equipped with Windows 7 and MS Office 2010 and the other is equipped with Windows XP and MS Office 2007. Patrons can also use their personal laptops and other wireless devises to access the internet through the available 24/7 wireless connection.

Current Technology Services Assessment

Using WATF/ETB, TEACH, REACH, LSTA grants, system grants, and cooperative efforts with other agencies, 3mpg connections have been established at the member libraries. The high-speed connections have improved Internet access for the public and staff. Hedberg and the ALS WAN are connected with a 20 mps line and this is an integral part of the services we offer to our member libraries. As such, it is an ongoing service and does not have any fixed end date.

The ALS office has installed cable lines for access to the Internet, fax, and voice communications. ALS funds the WISCNET membership fee for Internet access for member libraries.   ALS also uses WISCNET as website host for ALS and member libraries, with the exceptions of Hedberg and Beloit public libraries that have developed their own e-mail servers and systems. In October of 2013 ALS moved from email hosted by WISCNET to Microsoft's Office 365.

SHARED AUTOMATION SYSTEM
In the 1980s, Beloit and Janesville installed a shared automated system and established a centralized processing center. The two libraries dissolved their shared system in 1993.

The process to develop a new shared system started in 2002. The public libraries prepared for implementation of a shared automation system through a series of meetings with technology consultant, Linda Miller.

The result of the meetings was that the ALS librarians and technical staff determined that it was not feasible at this time to start a shared system.   Neither Hedberg nor Beloit Public Libraries were ready to purchase a new system and the small libraries and ALS could not financially support a shared automation system at the time.

Another study of implementing a shared system or joining an existing shared system started in 2004. LSTA funds are considered a crucial part of the funding necessary to join an existing shared system. Because of the available grants, both Hedberg and Beloit agreed that they could not implement stand-alone systems as economically as joining in a shared system. Once this agreement was made, the shared system implementation moved forward.

In 2005-6 Linda Miller was hired as a consultant to lead the seven libraries through the process of developing a shared system and choosing a vendor. The Innovative Interfaces Inc. system was chosen for the shared system and was implemented in 2007, with LSTA grants to bring in Beloit Public Library, Edgerton Public Library and Hedberg Public Library in the first round and Clinton Public Library, Eager Free Public Library, Milton Public Library, and Orfordville Public Library in the second round.

By November 2007, all ALS member libraries had joined the shared automation system, RockCat. It is accessible at http://rockcat.als.lib.wi.us and through each libraryøs homepage and the ALS homepage. Each library has their own processing operation for cataloging and preparing materials for circulation.

RESOURCE SHARING
Resource sharing was enhanced with the retrospective conversion of the collections of the seven member public libraries and the affiliate libraries. From 1986 through 1989 ALS staff converted almost 100% of the collections of all libraries in the county.

In 1987, the library system installed an electronic bulletin board and created a multi-type resource sharing opportunity for public, school, academic, and special libraries. This remained operational until the migration to the Brodart QuILL product for interlibrary loan processing in the late 1990s. In 2002 another migration was made to the web-based WISCAT ILL system.

All ALS public libraries use the WISCAT ILL system for Interlibrary Loan. However, not all ALS affiliate libraries use the ILL system, and the ALS staff continues to provide access to interlibrary loan services for these libraries.   ALS and Resources for Libraries and Life Long Learning provide training and technical support for library staff using WISCAT ILL.

In the 1990s and early 2000s, five member libraries, Clinton Public Library, Edgerton Public Library, Eager Free Public library, Milton Public Library and Orfordville Public Library installed the Follett Software Corporation automated circulation and catalog systems.   Several affiliate

libraries, Janesville Public Schools, Evansville Public Schools and Edgerton Public Schools, also installed the Follett systems.

In 2007 all seven ALS public libraries migrated to the Innovative Interfaces, Inc. shared automation system, Millennium.

COMPUTER TRAINING AND TECHNICAL ASSISTANCE

In 2000, ALS did a long-range plan and found that the most pressing need expressed by the public librarians was the need for enhanced computer training and technical assistance. In response to this need, ALS provided a full-time computer systems technician for maintenance and installation of hardware and software in member libraries and a full-time computer trainer.

The technician began work in September 2000 and the trainer in January 2001. Both had offices at Hedberg Public Library. The technician and trainer were available to all member libraries and ALS. In 2003, the technician position was eliminated and the trainer position was reduced to half-time.

The trainer provides individual and group training on a variety of software programs, e-mail, and internet searching. The trainer also develops manuals and other training materials for the public and staff.

Training on the use of technology is provided to the member libraries and affiliate library staff. In addition to the system and member library training for staff and public, member libraries have provided training at public school computer labs through cooperative efforts with local school districts.

ALS and member libraries have provided staff training for the Internet, Badgerlink, automated systems, Windows programs, and electronic databases. Training for the public has included Internet access, Badgerlink, computer catalogs, EBAY, genealogy, electronic databases, job applications, and Windows based programs. The training has been funded by ALS, GATES grants, member libraries, and LSTA funds.

ALS also cooperates with neighboring library systems to provide training. MidWisconsin, Lakeshores, and South Central library systems have all been collaborating partners with ALS in providing continuing education opportunities for library staff.

ALS has six laptops for a portable lab that can be used at member libraries. The laptops are also used for programs and a projector allows easy viewing of lesson materials.

In 2000, Hedberg established a permanent computer lab for public and staff training. The lab was funded by gifts from the Woodruff Trust and the Hedberg Public Library Foundation. The room accommodates 16 individuals for hands-on training. In addition to staff and public training, the lab has been used by the City of Janesville to provide training for its employees.

In 2009, Beloit Public Library moved to a new facility with a computer lab. The lab has 12 public access computers and one instructor station for public and staff training.

In January 2007, ALS hired a shared system administrator, responsible for working with the shared system vendor, the member library staff and ALS staff to prepare for the transition to the shared system. The shared system administrator provided technical assistance for the software of the new shared system, made recommendations for work flow, policies and procedures. She coordinates the circulation and catalog committees meetings to develop policies and procedures related to circulating and processing materials. At the same time, ALS added additional deliveries to the five small libraries to aid in the distribution of materials.

Identified Needs

ELECTRONIC ACCESS AND TRAINING NEEDS
1. The libraries need to be connected to the Internet with High Speed connections and without the TEACH funds, this would not be possible. The access to the shared system makes this connection especially valuable.

2. All types of libraries need to train the public and staff to use electronic resources as technology is constantly changing.

3. Staff technology competencies need to be evaluated in order to provide the best training opportunities. ALS needs to provide assistance in developing training materials.

4. Library users want to use the resources available via the Internet and other electronic resources including personal devices such as eReaders, but need assistance to do so. Libraries need sufficient resources to satisfy the demand for training and support.

5. System-owned resources used to provide Internet services to the libraries must be maintained, including advanced telecommunication systems. ALS needs to assist with and ensure that members provide technical support to maintain hardware and software in member libraries, as well as the system office.

ELECTRONIC RESOURCE SHARING NEEDS
1. New uses of technology applicable to libraries are continually becoming available, but libraries need the resources to research and implement them.

2. Libraries need to enumerate and evaluate the impact of electronic resources.

3. Full-text resources are available via the Internet but libraries need assistance in selecting them and in negotiating favorable contracts. ALS supports the funding of Badgerlink, the statewide database.

4. ALS and member libraries need to explore cooperative purchasing of electronic resources.

ONLINE NEEDS

1. ALS and each member library have a web site, but not all libraries have the resources to create, update, and maintain one. These libraries need ALS to continue to provide this support.

2. The system and member library web sites need to be interactive and offer patron access to electronic resources and information.

3. Libraries need updated technology on current public access workstations and/or more workstations to provide Internet access.

HARDWARE AND SOFTWARE NEEDS

1. Resources are needed for some ALS member libraries to research, purchase and implement adaptive technology for users with disabilities.

2. Inventories of hardware and software at the ALS office and member libraries need to be made on an annual basis.

3. Libraries and ALS need system-wide coordination of the selection and implementation of technology.

4. Libraries need the best equipment and software available and the best technical service to maintain and enhance the quality of library service to patrons and staff.

5. Computer hardware and software at the ALS office and at member libraries must be continually upgraded and replaced to be effective tools to enhance service to users and improve staff efficiency.

Goals and Objectives

1. **Goal: ALS, member libraries, and affiliate libraries will promote cooperation and resource sharing among public libraries, school libraries, academic libraries, and other types of libraries.**

   - Objective 1.1: Member libraries, ALS and affiliate libraries staff will meet regularly to evaluate, improve, and implement efficient resource sharing.

   - Objective 1.2: ALS and member libraries will purchase WISCAT to support the online ILL resource sharing capabilities.

   - Objective 1.3: ALS and member libraries will encourage State ILL staff to continue to seek improvements to interlibrary loan automation.

- Objective 1.4: ALS member libraries will provide up-to-date access to their materials via the online catalog.

- Objective 1.5: ALS member libraries will support and contribute to the Wisconsin Public Library Consortium (WPLC).

- Objective 1.6: ALS member libraries will support and promote BadgerLink resources.

2. **Goal: ALS and member libraries will provide well-trained staff with knowledge about using technology to improve library services.**

- Objective 2.1: ALS will provide a part-time computer trainer to train professional and support staff to work with computer systems, various common software packages, and develop manuals and training aids for staff and patrons.

- Objective 2.2: ALS will provide a shared system administrator to assist with training and maintenance of the shared automation system.

- Objective 2.3: ALS and member libraries will develop and adopt a standard for staff competencies in technology.

- Objective 2.4: ALS will schedule an adequate number of technology-rated workshops every year.

- Objective 2.5: ALS will allocate funds in the continuing education budget for technology-related training of system, member libraries and affiliate libraries staff.

3. **Goal: ALS and member libraries will provide ongoing patron training.**

- Objective 3.1: ALS will provide a part-time computer trainer to train patrons to work with computer systems and common software packages. The trainer will develop manuals and training aids for patrons.

- Objective 3.2: Whenever possible, libraries without computer labs will cooperate with local school districts to provide Internet and software training in school computer labs.

- Objective 3.3: ALS and member libraries will provide training and support for patronsø personal electronic devices when library software is involved such as OverDrive software or materials.

4. **Goal: ALS and member libraries will provide technology services and planning within the system to increase cooperative ventures.**

    - Objective 4.1: ALS and member libraries will investigate technology that will improve access to the holdings of member and affiliate libraries.

    - Objective 4.2: ALS will continue to provide member libraries with Internet access.

    - Objective 4.3: ALS and each member library will conduct an inventory and annual assessment of the hardware and software which will be available online.

    - Objective 4.4: ALS will support the system-owned hardware and software used to provide Internet access for the ALS office and seven member libraries.

    - Objective 4.5: Member libraries will provide and continue to improve Internet access to the general public and assure that high speed connections are present to support Internet and voice communications.

    - Objective 4.6: ALS will provide technical support for and maintenance of ALS electronic resources and telecommunication systems.

    - Objective 4.7: ALS will continue to use the Monday Memo to share information on new technologies and electronic resources available to libraries.

    - Objective 4.8: ALS and member libraries will annually evaluate the services provided by the ALS Internet service provider and review the contract.

5. **Goal: ALS and member libraries will support the development and maintenance of library web pages to provide information to the staff and public about library services.**

    - Objective 5.1: ALS will develop and improve web pages for member libraries and ALS.

6. **Goal: ALS and member libraries will provide sufficient funding to support the increased and effective use of technology in libraries**

    - Objective 6.1: ALS and member libraries will prioritize available technology funds to provide member libraries with continued high-speed access to the Internet.

    - Objective 6.2: Member libraries will allocate a portion of their budgets to improve and expand technological resources in their libraries.

    - Objective 6.3: ALS will provide consulting services to member and affiliate libraries to prepare grants for technology-related projects.

- Objective 6.4: ALS will fund a part-time computer trainer to work with ALS and member libraries staff.

- Objective 6.5: ALS will seek grant funds and discounts for specific technology projects from sources including the LSTA and other Wisconsin and local foundations.

- Objective 6.6: ALS and member libraries will budget annually for hardware, software and ongoing maintenance of the shared system for which each library is responsible.

- Objective 6.7: ALS will organize efforts in member and affiliate libraries to advocate full state funding for the statewide databases.

- Objective 6.8: ALS will coordinate cooperative purchasing and resource sharing.

7. **Goal: ALS and member libraries will develop innovative programs for the use of technology in libraries**

- Objective 7.1: A technology committee is responsible for long range planning for new technology applications at ALS and in member libraries and updating the technology plan as needed. The committee will meet as needed to share technology initiatives, and changes and trends in library technology.

- Objective 7.2: ALS will collect and disseminate information on major technology initiatives in ALS libraries.

- Objective 7.3: ALS will coordinate the development of special projects of interest to member and affiliate libraries that use technology to enhance services to special-needs populations.

- Objective 7.4: ALS will investigate software and hardware to enhance patronsø interactive online experience.

Evaluation

The ALS and member libraries have implemented the following plan for evaluation of the Technology Plan:

- The Technology Committee will review the progress in meeting the Systemøs plan and recommend action or revision.

- Evaluations of projects implemented will be completed at six-month intervals and at the conclusion of the project.

- Annually ALS and member libraries will report use of the Internet, attendance at training sessions, and other electronic resource use that can be counted.

- Annually system and member librariesø will update the inventory of equipment and software.

- Annually ALS and member libraries will evaluate and implement new electronic resources based on the long-range plan.

- Annually ALS and member libraries will evaluate the need for technical assistance with new and existing technology.

- Patrons and staff will be asked to evaluate the technology training to determine effectiveness and new training needs.

Budget

A portion of the ALSøs technology funds come as a part of the libraries' shared system payment.

Shared Integrated Library System	$82,598 (2013 budget)
Telecommunications/Internet	$14686 (2012 budget)
Databases	$25,045 (2013 budget)
Technology Support Services	$2,000 (2013 budget)
Staff Costs	$114,628 (2013 budget)
Other	$2,500 (2013 budget)
TOTAL	$309,338

Budget Allocations for Technology at Member Libraries

BELOIT PUBLIC LIBRARY TECHNOLOGY BUDGET

Technology personnel	$67,932
Shared System IT costs	$44,800
TOTAL	$112,732

CLINTON PUBLIC LIBRARY TECHNOLOGY BUDGET

Shared automation system Maintenance	$3,234
WISCAT Fees	$200
TEACH fees	$1,200
On-line database (Consumer reports)	$30
Misc. Software Maintenance	$700
Misc. Hardware Maintenance	$1,000
TOTAL	$6,364

EDGERTON PUBLIC LIBRARY TECHNOLOGY BUDGET

Shared System	$8,170
Computer Maintenance	$2,680
WISCAT	$200
TOTAL	$11,050

EAGER FREE PUBLIC LIBRARY TECHNOLOGY BUDGET

TOTAL	$12,822

HEDBERG PUBLIC LIBRARY TECHNOLOGY BUDGET

Wages and Benefits	$94,599
Data and Voice	$17,697
OCLC	$32,000
Electronic Resources	$49,921
Computer Maintenance	$36,700
Computer Services	$104,102
Capital	$75,000
TOTAL	$410,019

MILTON PUBLIC LIBRARY TECHNOLOGY BUDGET

WISCAT	$200
Shared System	$6,664
T1 and Voice	$1,200
Computer Services	$2,900
Equipment	$6,000
TOTAL:	$16,964

ORFORDVILLE PUBLIC LIBRARY TECHNOLOGY BUDGET

Computer Software/Supply	$970
Shared System Costs	$1,930
TEACH Fees	$1,200
WISCAT	$200
TOTAL	$4,300