



Arrowhead Library System Technology Plan 2004 – 2009

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Table of Contents

Members of the Technology Planning Task Force	3
Review of Policy	3
Vision	3
Summary of Major Goals	4
Background	4
Beloit Public Library	6
Clinton Public Library	6
Eager Free Public Library, Evansville	6
Edgerton Public Library	6
Hedberg Public Library, Janesville	6
Milton Public Library	6
Orfordville Public Library	7
Current Technology Services Assessment	7
T1 Connections	7
Shared Automation System	7
Resource Sharing	8
Computer Training and Technical Assistance	9
Identified Needs	10
Electronic Access and Training Needs	10
Electronic Resource Sharing Needs	10
Internet and World Wide Web	10
Hardware and Software	11
Goals and Objectives	11
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.	11
2. Goal: ALS and member libraries will provide well-trained staff who know how to use technology to improve library services.	12
3. Goal: ALS and member libraries will provide ongoing patron training.	12
4. Goal: ALS and member libraries will provide unified technology services and planning within the system to increase innovative and cooperative ventures.	13
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.	13
6. Goal: ALS and member libraries will provide sufficient funding to support the increased and effective use of technology in libraries	14
7. Goal: ALS and member libraries will develop innovative programs for the use of technology in libraries	14
Evaluation	15
Budget	15
Budget allocations for technology at member libraries:	17

Planning Process

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

1. A review of the July 2004 – June 2009 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, Ruth Ann Montgomery
Shared System Coordinator, Melody Clair
Director, Clinton Public Library, Michelle Dennis
Director, Eager Free Public Library in Evansville, Kathi Kemp
Director, Edgerton Public Library, Kathy Whitt
Director, Milton Public Library, Lisa Brooks
Director, Orfordville Public Library, Sarah Strunz
Director, Hedberg Public Library, Director, Bryan McCormick
Computer Systems Manager, Hedberg Public Library, Emrick Gunderson
Information Librarian, Beloit Public Library Roger Dutcher
ALS Computer Trainer, Sheryl Oberle

Review of Policy

The final draft of the July 2004-June 2009 Arrowhead Library System Technology and Resource Sharing Plan was revised and reviewed by members of the Technology Planning Task Force and the Arrowhead Library System Board and approved on December 12, 2007 .

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 and 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 to use technology to improve library service.
3. ALS and member libraries will provide ongoing patron training.
4. ALS and member libraries will provide unified technology assessment services and planning to increase innovative and 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 increased effective use of technology in libraries.
7. ALS and member libraries will develop innovative programs for the use of technology and resource sharing in libraries.

Background

The ALS provides library services to seven member public libraries, as well as fourteen affiliate member libraries, including one academic, seven public schools, and one associate member library, an academic library.

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.

The 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 libraries staff began using microcomputers for basic office applications including word processing, database, 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 1980's. 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.

All member libraries and the ALS have computers for the staff and public to provide access to the statewide Badgerlink database.

WISCAT and the new ROCKCAT shared catalog are used by all libraries and most affiliate libraries for interlibrary loan. All member libraries regularly add and delete items from WISCAT. Other technology at each library and the system office include fax machines, photocopiers, digital microfilm readers, and voice communications.

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, this 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 Orfordville, Milton Public and Beloit Public libraries 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 an 8-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 members libraries, to be implemented beginning in 2006, with the system to be fully operational for the seven member libraries in 2007. Beloit, Hedberg and Edgerton Public Libraries 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. On November 19, 2007, Clinton Public Library, Eager Free Public Library, Milton Public Library and Orfordville Public Library joined the shared system.

All ALS libraries offer WiFi to their patrons and staff.

Beloit Public Library

The library has created a mini-computer lab with 12 computers. Beloit has 28 public computers, 15 with Internet access and 1 with e-mail.

Clinton Public Library

Clinton has a Windows 2000 LAN with six public access computers with Internet, and the Innovative Millennium Shared System and OPAC on-line. (is this good wording for our ILS?) There is one computer dedicated to the Millennium OPAC. There are also five staff computers using Windows and the Innovative Millennium Automation System for circulation, patron records and cataloging. All workstations have MS Office software.

Eager Free Public Library, Evansville

Eager Free Public Library has a Windows 2000 LAN of 10 computers. Four staff computers have automated circulation and catalog, Internet access and Windows software. Four public computers have Internet and online catalog access; two of these have MS office software. In addition, one public computer is available with MS office that is not Internet connected, and has a microfilm reader/printer connected. Two other terminals are available with access to the online catalog. offers both group and individual computer classes to the public. Staff receives ongoing computer training.

Edgerton Public Library

Edgerton has a Windows LAN with 12 public access computers with Internet and online catalog; three limited public access computers (2 OPAC, 1 with microfilm reader) and seven staff computers with the Innovative Interfaces Millennium system and catalog, and Windows software. There are three printers, 2 laser and 1 inkjet, 2 Windows servers. There is wireless Internet service in all parts of the building and 2 photocopiers. The library has a digital microfilm reader. The Edgerton Public Library is in a remodeled and enlarged building. There is a T-1 line for high speed internet access. The library uses Windows XP on its computers. CybraryN system for managing the public computers. The library expects to implement an RFID system in 2008, using building project funds and it will include a self-checkout and security gates.

Hedberg Public Library

Hedberg Public Library has a 10/100 Ethernet LAN with Windows 2003 Servers and Workstations and Apple Macintosh stations totaling 180 computers. Hedberg has 105 public stations that offer access to: the Internet, MS Word, MS Excel, MS PowerPoint, Grolier Encyclopedia, various children's games including Arthur and Magic School Bus, and the Library Catalog. The library has a lab of 16 computers where classes on MS Word, MS Excel, the Internet, and basic computing are held.

Milton Public Library

Milton has seven public access computers and three staff computers and software includes MS Windows. Milton has seen a rapid increase in public Internet and software

use. Public and staff training were expressed needs of this library. Public classes on the Internet have been especially popular. These are usually held at the Milton Middle School computer lab. The library has a T-1 connection and through a grant with the Milton School District has provided the public library with a wireless connection to an iBook with Internet access for school children. Troubleshooting computer problems is a day to day need.

Orfordville Public Library

Orfordville has two Internet access computer for public use and three computers for staff use. There is a T-1 connection to the Internet via the ALS WAN.

Current Technology Services Assessment

T1 Connections

Using WATF/ETB, TEACH, REACH, LSTA grants, system grants, and cooperative efforts with other agencies, T-1 connections have been established at six member libraries, including Beloit, Milton, Edgerton, Evansville, Clinton and Orfordville. The high-speed connections have improved Internet access for the public and staff. Hedberg and the ALS WAN are connected with an 8 mg 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 DSL lines for access to the Internet, fax, and voice communications. Arrowhead funds the WISNET membership fee for Internet access for member libraries. ALS also uses WISNET as the e-mail and website host, as well as anti-spam and anti-virus software, for ALS and member libraries, with the exceptions of Hedberg and Beloit public libraries that have developed their own e-mail servers and systems.

Shared Automation System

Beginning in 2007, the ALS member libraries joined a shared automation system and the public access catalog is called ROCKCAT and is accessed through each library's homepage and the ALS homepage. Each library has their own processing operation for cataloging and preparing materials for circulation.

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 developed a 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 could move 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 Hedberg, Beloit and Edgerton in the first round and Evansville, Clinton, Orfordville and Milton in the second round.

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 Reference and Loan provide training and technical support for library staff using WISCAT ILL. Hedberg has served in a pilot study of the patron-initiated ILL.

In the 1990s and early 2000s, five member libraries, Eager Free Public Library, Edgerton, Milton, Orfordville and Clinton 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. The online catalog is called ROCKCAT and is available at <http://rockcat.als.lib.wi.us/>

Computer Training and Technical Assistance

In 2000, the 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 the ALS provided a full-time computer systems technician for maintenance and installation of hardware and software in member libraries.

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.

Staff and public training for 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 has four 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.

Beloit Public Library has also established a seven-computer training lab. ALS has four laptop computers for hands-on training at the public libraries that do not have computer labs.

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 and will continue to be collaborating partners with ALS in providing continuing education opportunities for library staff.

In January 2007, ALS hired a shared system coordinator, 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 coordinator provided technical assistance for the software of the new shared system, made recommendations for work flow, policies and procedures. She coordinated the circulation and catalog committees meetings to develop policies and procedures related to circulating and processing materials.

ALS added additional deliveries to the five small libraries to aid in the distribution of materials. Within days after the ROCKCAT became available, the delivery of materials

Technical support of library computers is provided by ALS to each library on an as-needed basis. Each library is responsible for contact with a private computer technician when needed. ALS reimburses for the cost of the technical support up to \$5,000 per year for each library and the ALS office. ALS has budgeted \$40,000 annually for technical support for ALS and member libraries. There is no reimbursement for software or hardware for member libraries.

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 new 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.
4. Library users want to use the resources available via the Internet and other electronic resources, but need assistance to do so. Libraries lack 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 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 lack 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.

Internet and World Wide Web

1. ALS and each member library have a web site, but not all libraries have the resources to create, update, and maintain one.
2. The system and member library web sites need to be interactive and offer patron access to electronic resources and information.
3. Libraries need more public access workstations to provide Internet access.

Hardware and Software

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.
6. ALS and member libraries need to continue to explore a shared system.
7. Libraries need to improve electronic reference service through e-mail.
8. ALS and member libraries need to explore cooperative purchasing of electronic resources.

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 member will meet regularly to evaluate, improve, and implement efficient resource sharing. (2004-2009)
 - Objective 1.2: ALS and member libraries will purchase WISCAT to support the online ILL resource sharing capabilities. (2004-2009)
 - Objective 1.3: ALS and member libraries will encourage State ILL staff to continue to seek improvements to interlibrary loan automation. (2004 - 2009)
 - Objective 1.4: ALS member libraries will provide Internet access to their catalogs. (2004 - 2009)

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 systems 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. (2004-2009)
- Objective 2.2: ALS will provide a part-time shared system coordinator to assist with training and maintenance of the shared automation system. (2007-2009)
- Objective 2.3: ALS and member libraries will develop and adopt a standard for staff competencies in technology (2007 – 2009)
- Objective 2.4: ALS will coordinate training of member and affiliate library users in using the Internet and other electronic resources. (2004-2009)
- Objective 2.5: ALS will schedule an adequate number of technology-rated workshops every year. (2004-2009)
- Objective 2.5: ALS will develop and provide training for ALS and member libraries staff on basic troubleshooting for the hardware and software necessary to support access to Internet service. (2004-2009)
- Objective 2.6: ALS will seek grants from LSTA, Gates Foundation, and other funding to support training for ALS and member libraries staff. (2004-2009)
- Objective 2.7: ALS will allocate funds in the continuing education budget for technology-related training of system, member libraries and affiliate libraries staff. (2004-2009)

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. (2004-2009)
- Objective 3.2: ALS will seek grants to support training for the patrons. (2004-2009)
- Objective 3.3: Whenever possible libraries without computer labs will cooperate with local school districts to provide Internet and Windows-based software training in school computer labs. (2004-2009)

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

- Objective 4.1: ALS and member libraries will investigate technology that will improve access to the holdings of member and affiliate libraries. (2004-2009)
- Objective 4.2: ALS will continue to provide member libraries with access to the Internet and e-mail service through an IP provider. (2004-2009)
- Objective 4.3: ALS and each member library will conduct an inventory and annual assessment of the hardware and software. (2004-2009)
- 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. (2004-2009)
- 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. (2004-2009)
- Objective 4.6: ALS will provide technical support for and maintenance of ALS and member library-owned electronic resources and telecommunication systems. (2004-2009)
- Objective 4.7: ALS will continue to use the Monday Memo to share information on new technologies and electronic resources available to libraries. (2004-2009)
- Objective 4.8: ALS and member libraries will annually evaluate the services provided by the ALS Internet service provider and review the contract. (2004-2009)

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 provide a public relations coordinator to develop and improve web pages for member libraries and ALS. (2004-2009)
- Objective 5.2: ALS will provide workshops for member and affiliate library staff on the development and improvement of library web pages. (2004-2009)

- Objective 5.3: ALS will investigate software and hardware to enhance patrons' experience in using library web pages. (2004-2009)
- 6. Goal: ALS and member libraries will provide sufficient funding to support the increased and effective use of technology in libraries**
- Objectives 6.1: Member libraries will allocate a portion of their budgets to fund communication lines for Internet and voice access. (2004-2009)
 - Objectives 6.2: Member libraries will allocate a portion of their budgets to improve and expand technological resources in their libraries (2004-2009)
 - Objective 6.3: ALS will provide consulting services to member and affiliate libraries to prepare grants for technology-related projects. (2004-2009)
 - Objective 6.4: ALS will fund technical services for ALS and member libraries to maintain PCs, modems, printers, routers, hubs, and other computer equipment. (2004-2009)
 - Objective 6.5: ALS will fund a half-time computer systems trainer to work with ALS and member libraries staff. (2004-2009)
 - Objective 6.6: ALS will seek grant funds and discounts for specific technology projects from sources including the Gates grants, LSTA, and other Wisconsin and local foundations. (2004-2009)
 - Objective 6.7: ALS and member libraries will budget annually for the hardware and software and ongoing maintenance of the shared system for which each library is responsible. (2004-2009)
 - Objective 6.8: ALS will organize efforts in member and affiliate libraries to achieve full and continued state funding for the statewide database program. (2004-2009)
 - Objective 6.9: ALS and member libraries will prioritize available technology funds to provide member libraries with continued high-speed access to the Internet. (2004-2009)
 - Objective 6.10: ALS will coordinate cooperative purchasing and resource sharing. (2004-2009)
- 7. Goal: ALS and member libraries will develop innovative programs for the use of technology in libraries**

- Objective 7.1: Appoint a technology committee that will have responsibility for long range planning for new technology applications at ALS and in member libraries and updating the technology plan as needed. (2004 - 2009)
- Objective 7.2: Collect and disseminate information on major technology initiatives in ALS libraries. (2004-2009)
- Objective 7.3: Coordinate the development of special projects, of interest to member and affiliate libraries that use technology to enhance services to special-needs populations. (2004-2009)

Evaluation

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

- The ALS Director will appoint a task force to review the progress in meeting the System's plan and recommend action or revision each year.
- 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 libraries' 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

The ALS 2008 budget will fund the computer trainer, and a shared System Coordinator, including salary and benefits, mileage, and administrative costs with a combination of LSTA and state aid funding.

\$40,000 per year	technical support for ALS and member libraries
\$36,000 per year	computer trainer per agreement with Hedberg PL
\$36,000 per year	Shared System coordinator
\$2,000 per year	Administration costs to Hedberg PL

\$10,000 per year Shared System

ALS and member libraries will fund continuing education technology training for professional and support staff

\$5,000 each year 2004- 2009

ALS will fund voice communication and DSL access for the ALS office

\$4,000 each year 2004-2009

ALS will fund computer equipment for the ALS office staff

\$2,500 2004-2009

Total annual ALS: \$135,500

Budget allocations for technology at member libraries

BELOIT

2008 Annual expenses:

Technology personnel,	\$45,000
Maintenance, data line, and CE for technology,	\$13,175
Supplies equipment and depreciation fund,	\$20,500
Consortium payment	\$29,450
Electronic resources	\$20,200
Total:	\$128,325

CLINTON:

2008 budget sets aside \$ for computer hardware and software

Shared Automation System Maintenance	\$2,685
WISCAT fees	\$ 200
TEACH fees	\$1,500
On-line database	\$29.99
Misc. software maintenance	\$800

EDGERTON: 2008 Budget

2008 budget for hardware.

\$1,200	2008 expenditure for T1 line.
\$6,328	2008 Shared System Cost

EVANSVILLE (EAGER FREE PUBLIC LIBRARY)

2007 Technology Expenses

Software	\$760
T1 & Voice	\$2000
ILL (WISCAT)	\$150
Hardware	\$3175
Staff Time	\$5840
TOTAL	\$11,925

HEDBERG PUBLIC LIBRARY, JANESVILLE 2008

Wages and Benefits	\$94,599
T1- and Voice	\$17,697
OCLC	\$32,000 (CK is in charge of this)

Electronic Resources	\$49,921 (CK is in charge of this)
Computer Maintenance	\$11,754
Computer Services	\$73,028 (\$67,128 is shared system payment)
Capital	\$0
Total	\$278,999

MILTON - 2008

WISCAT \$200
Shared System \$5,945
T1 and Voice \$1,200

TOTAL: \$7,345

ORFORDVILLE – 2008

Orfordville public library has appropriated \$3,100 for computer supplies
and \$2,026.00 for the shared automation system.