

Technology Goals 2020-2024 Draft for Technology Committee

Goals and activities

SCLS will use this Technology & Resource Sharing plan as a guide to establishing our annual Technology services plan. Projects selected for each year will contribute to completion of each of the five-year goals.

Goal I: Support member libraries' changing technology needs

Objectives:

- SCLS will listen to the libraries.
Actions:
 1. Solicit ideas from libraries via various methods (see committees section). Vet new ideas through the "[Request for New Technology Services Process](#)".
 2. We will proactively visit libraries and have conversations with staff to solicit library ideas. This occurs at all staff levels and in many different types of visits.
 3. We will conduct surveys to solicit ideas or get input on specific projects.
- SCLS will stay on top of technology trends.
Actions:
 1. Participate in in-person or online learning opportunities on a local, regional, state and national level. Techa-Talka. ALA LITA. WiscNet. WLA. SpiceWorld Conference.
 2. Follow industry standard information in many formats: online (blogs, web sites, online journals), print journals, etc.
 3. Follow library technology information sources: online (blogs, web sites, online journals, email lists), print journals, etc.
 4. Meet with vendors for demos of the latest technology solutions.
- SCLS will allocate time and resources to be innovative and deploy selected new projects as rapidly as possible.
Actions:
 1. Allocate resources for a discovery phase for selected new ideas.
 2. Allocate time and resources to research, develop, pilot and deploy selected new projects.
 3. Deliberately provide time for staff to explore new technology trends.
 4. Form work groups as necessary to research new technologies. Work groups consist of SCLS staff and interested library staff.
 5. SCLS will incorporate larger projects into its annual technology plan.
- Support libraries throughout all phases of large-scale projects such as new buildings.

Goal 2: Increase access to all types of resources

Objectives:

- We will provide searching and access for statewide databases (such as BadgerLink and Recollection Wisconsin). We will provide item-level availability information when feasible.
Actions:
 1. Integrate BadgerLINK resources into LINKcat, working with DPI and LibLime (ILS vendor)
 2. Implement real-time integration with OverDrive
- We will explore options for retrieval of libraries' digital collections
Actions:
 1. Support library digitization projects by providing training, equipment and metadata management
 2. Investigate opportunities to provide access to libraries' local digital collections via cataloging or discovery layer integration
- We will improve storage options for digitized materials
Actions:
 1. Complete the digitization backup collaboration project to provide secure, redundant storage for digitized collections
- We will investigate linked data opportunities
Actions:
 1. Explore opportunities for integrating linked data into LINKcat
- We will provide enriched content features that enhance the patron experience
Actions:
 1. Routinely evaluate existing enriched content features and services
 2. Pursue new enriched content features and services

Goal 3: Provide Technology Training opportunities for library staff

Objectives:

Actions:

1. Identify areas in which libraries would like training in order to assist their patrons.
2. Provide library staff with training opportunities that will enable them to assist their patrons with technology.
3. Explore opportunities to work with other organizations to identify needs and provide training, such as the annual regional system-sponsored Tech Days.

Goal 4: Design technology solutions that increase efficiencies, enhance security and allow for scalability

Objectives:

- We will routinely evaluate existing services and design new services to be efficient and easily supported. This will allow us to create economies of scale, expand capacity of service and provide new services.
Actions:
 1. When evaluating services we will take advantage of readily available industry standard commercially available tools.

2. When evaluating services we will consult with existing users of a technology service or vendor we are considering.
 3. When evaluating services we will take advantage of consultants when appropriate.
 4. We will design services that multiple people can support and provide them with quick and easy access to the tools and information that will empower them to do their jobs more effectively.
 5. Each year SCLS will identify which services should be evaluated and will include them in its annual technology plan.
- We will work with public library system technology partners to complete backup collaboration project.

Actions:

1. Complete backup and digitization collaboration project
 2. Develop governance structure for future collaboration
 3. Work with governance group to develop a fee structure
 4. Explore future partnerships and projects
- Evaluate security solutions and improve where necessary and feasible

Actions:

1. Analyze areas needing improved security
2. Develop plans for improving security in identified areas
3. Implement improved security measures

Goal 5: Prepare the network infrastructure to meet the bandwidth needs of libraries into the future

Objectives:

- SCLS will explore all options for providing the maximum bandwidth at the best price for each library.

Actions:

1. We will assess cost, available bandwidths, and stability for available services both at libraries and at SCLS headquarters.
 2. SCLS will routinely monitor bandwidth utilization to determine if and when there are bottlenecks (at libraries and at SCLS headquarters) and take appropriate action to resolve bottlenecks as needed.
 3. SCLS will support libraries wishing to become CIPA compliant
 4. SCLS will continue to pursue E-rate funding for CIPA compliant libraries
- SCLS will systematically upgrade member libraries' network equipment that will accommodate expanded bandwidth capacity.

Actions:

1. SCLS will research, identify and purchase the equipment most appropriate to handle the anticipated increased bandwidth for each library.
 2. SCLS will fund upgrades with annual maintenance fees collected from libraries and alternative sources such as LSTA grants, E-rate funds and other grant opportunities.
- SCLS will complete 10G upgrade of the core SCLS Headquarters network to accommodate expanded banded capacity in the member libraries.

Actions:

1. Conduct final round of equipment replacement to assure 10G connections through all services.
- Complete implementation of next generation enterprise wireless solution for member libraries

Actions:

1. Review heat maps to assess appropriate number of access points
2. Purchase, prep and install wireless access points
3. Consult with libraries not currently participating in SCLS wireless service to help them convert to service