Introduction to SCLS

The South Central Library System serves 53 member public libraries. Of those, 44 participate in the SCLS shared ILS using LibLime Koha. A total of 46 member libraries receive Technology Support Services from SCLS.

The mission of the South Central Library System is to help its member libraries provide the best possible service to the public. The mission drives everything we do at SCLS. Please visit our "Mission" page to see the SCLS Vision statement and staff values. The SCLS Strategic Plan is also available online.

SCLS Governance

SCLS governance operates under a representative system using geographic clusters. For a full explanation of the cluster system, see the Clusters & Representation page.

The primary library advisory guide to SCLS is the Administrative Council.

Groups at SCLS with input into Technology Decisions

SCLS has an ongoing process for soliciting input from member libraries regarding technology needs. There are four SCLS committees / work groups through which suggestions pertaining to technology needs are processed. There are also groups at SCLS that oversee technology planning.

Technology Committee

Charge: The Technology Committee (TC) focuses on library technology infrastructure and services. The charge of the TC shall be:

1. Oversees technology projects and schedules.
2. Serves as a forum for discussion and decision-making concerning technology issues and services.
3. Oversees SCLS technology plan and annual projects plan and recommends elements for inclusion in SCLS annual planning efforts.
4. Determines procedures and makes recommendations to Administrative Council for policy changes and technology projects with budget implications.
5. Creates working groups as required. Participation on working groups will not be limited to committee members.
6. Makes recommendations concerning annual budget.

Role in identifying technology needs: The Technology Committee is the main forum for handling new requests for technology services. The process for evaluating new requests is posted here. Requests for service that can be implemented quickly and easily and with no budget ramifications are completed as soon as possible. When a request cannot be resolved quickly, it is up to the libraries to prioritize projects that require a major investment in resources (aside from infrastructure). SCLS posts a list of

[prioritized projects](#) so that member libraries are fully aware of our activities. The Technology Committee is overseen by the SCLS Administrative Council.

[Library Innovation Subcommittee](#)

Purpose/Vision: The Library Innovation Subcommittee is a proactive working group that responds to innovative library service and program ideas from all SCLS Member Library and System staff. We are aware of trends in the library profession and in the world at large, we learn about new ideas from library colleagues & community partners, and we identify possibilities for program execution. We hope to inspire and foster new library innovations and identify methods for implementation in libraries of all sizes. The Library Innovation Subcommittee champions ideas and successes of all SCLS member libraries and staff. The group is a trusting one that explores new ideas. We are comfortable asking questions, discussing concerns about topics, exploring outcomes, and creating solutions. The Library Innovation Subcommittee is overseen by the SCLS Administrative Council.

Role in identifying technology needs: The Library Innovation Subcommittee is a newly established group at SCLS. Its primary function is to foster innovative thinking in all service areas, not just technology. However, technology is pervasive throughout all SCLS services and suggestions for technology projects are presented to this group. The procedure is that any technology ideas submitted to this group (via a [form](#) or other means) are funneled to the SCLS Technology Committee or the SCLS ILS Committee as appropriate. Conversely, this group may work on aspects of technology-related projects as requested by the Technology Committee and/or the ILS Committee.

[ILS Committee](#)

Charge: The ILS Committee (IC) focuses on the shared integrated library system (ILS). The decisions of the Integrated Library System Committee are not subject to approval by the Administrative Council. The charge of the IC shall be:

1. Oversees software development and implementation and maintenance of the ILS.
2. Serves as a forum for discussion and decision-making concerning ILS issues and services.
3. Oversees ILS planning and recommends elements for inclusion in SCLS annual planning efforts.
4. Creates working groups as required. Participation on working groups will not be limited to committee members.
5. Makes recommendations concerning annual budget.
6. Will communicate activities to the Administrative Council.

Role in identifying technology needs: The ILS Committee is the main forum for handling new requests for technology services pertaining to the Integrated Library Systems. The ILS Committee has 3 subcommittees that are the main forums for discussing new requests for service: [The Circulation Services Subcommittee](#), [the Collection Maintenance Subcommittee](#) and [the PAC Subcommittee](#). Requests for new service from these subcommittees are presented to the ILS Committee for evaluation. Projects are selected with input from the ILS staff. These suggestions are typically pertaining to services that are peripheral to the ILS software such as self checks/RFID, debt collection and enhancements to the PAC. Selected projects that can be implemented quickly and easily and with no budget ramifications

are completed as soon as possible. Suggestions pertaining to the open source LibLime Koha integrated library software that runs LINKcat may come from the subcommittees, but they also come directly from individual libraries. These suggestions are compiled into a [voting database](#) and made available for voting at least once per year. Top-ranking suggestions are worked into the development plan for the upcoming years. The ILS Committee is overseen by the SCLS Board of Trustees.

[Digital Content Work Group](#)

Charge: Explore and research products, projects and technologies for digital content, sharing system resources and priorities.   This includes, but is not limited to:

- E-books and other e-materials
- Self-publishing
- Locally focused content
- Digitizing print, audio and visual resources

Role in identifying technology needs: This work group was established to meet the growing need to assist libraries with managing their digital content. The work group will be identifying best solutions for digitizing, storing, and accessing digital content. Recommendations may be made to the Library Innovation Subcommittee, the ILS Committee, the Technology Committee or the Administrative Council as appropriate. While new, this work group may have a major influence on in shaping aspects of digital content storage and retrieval for SCLS member libraries. The Digital Content Work Group is overseen by the Library Innovation Subcommittee.

SCLS Technology Planning Teams

Technology Planning Team
The Technology Planning Team is made up of the Technology Services Coordinator and technology team system administration staff. This group is responsible for infrastructure maintenance and implementation of new technology services. The team works with various other technology team members to evaluate, research, develop, pilot and deploy new services or upgrades to existing services.

ILS Planning Team
The ILS Planning Team is made up of the Technology Services Coordinator and ILS staff. This group is responsible for the system administration of the LibLime Koha ILS and for implementation of new ILS services.

Technology Services Financial Information
SCLS contributes to the infrastructure operating budget for technology services, part of which covers internet and technology services for SCLS staff. The SCLS contribution also sponsors database authentication and email services which are offered at no charge for all SCLS member libraries. SCLS pays for office space, equipment and administrative overhead for the ILS and Technology services. Libraries participating in technology and ILS pay fees to cover the major portion of the operating budget for these services.

In 2014, SCLS formed a Cost Formula Work Group and worked with member libraries to restructure the fee system for SCLS Technology Services. The review was precipitated by a request from libraries to be able to participate in the SCLS shared ILS without being required to participate in Technology Services. Since the LibLime Koha software is accessed via 100 percent web based software, it is no longer necessary to require that libraries remain on the SCLS supported Network to participate in the shared ILS. The Cost Formula Work Group took this opportunity to do a complete evaluation of the budget breakdowns and cost formulas for SCLS Technology Services. Technology Services is now broken into four areas: Technology Infrastructure (required for all services), Network Services (required for PC Support), PC Support, ILS Services. This document explains each service and the cost formula for each. The concept is that Infrastructure is required for any of the three SCLS services (Network, PC Support and ILS). This assures financial support for the SCLS headquarters infrastructure and the system administration staff for all three services. The other major change is that we now have a per PC annual support fee that covers support and software for each PC. This new structure allows more flexibility in that libraries can pay for the services they choose.

Needs Assessment

There are several overarching needs that the SCLS Technology Services teams have identified and these will shape how we offer technology services to member libraries over the next five years. 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.

As stated in the Introduction, SCLS receives input on technology services from a variety of committees. The SCLS ILS Committee, the SCLS Technology Committee and the SCLS Administrative Council were all given the opportunity to share the goals and objectives in the technology plan with their cluster reps and approve it at respective subsequent meetings. The Goals were also presented to an All Director's meeting on November 20, 2014.

SCLS makes annual site visits to each member library and this is another source of technology services ideas. In 2014, libraries were asked what they see as the needs of their communities. Their answers provided great insight into the technology support needed by SCLS member libraries in order to meet the needs of their communities. Libraries spoke of the difficulty of supporting the current digital divide: "Serving both tech-savvy people with all the latest gadgets and people who have never used a computer, don't own one, can't afford one and are now required to use one for some purpose." From information gathered at these visits, it is clear the SCLS member libraries continue to serve those with little or no access to technology such as migrant workers; those without access to internet (due to poverty or their rural location); and homeless people. At the same time, tech-savvy patrons expect to find high-speed wireless internet in the library and access to digital materials.   SCLS also conducts surveys on specific technology projects.

The goals selected fit in with the SCLS Strategic Plan and the SRLAAW Wisconsin Public Library System Service Standards.

Network Infrastructure

From the 2014 library visit interviews, we learned that stable, high-speed internet is a necessity in public libraries. For many, the library is the only place where those seeking jobs are able to apply for jobs as many job applications are available only online through a computer. One library did an impact study that showed that 1/3 of all patrons using a computer in the library were seeking jobs. At the same time, wireless use in libraries continues to increase as people bring their own devices to the library. One library mentioned that the library is one of only two places in their community with wireless internet access.

In 2014, libraries are receiving increased bandwidth due to the Badgernet fiber project. Many libraries do not have network hardware that is robust enough to meet the demand for more bandwidth into the future. In 2014, SCLS used LSTA and SCLS funds to purchase modern network hardware for some libraries and plans to upgrade the equipment in all libraries. We have budgeted for this project to be completed over three to four years based on our standard replacement cycle.

Relevant Wisconsin Public Library System Service Standards:

Technology / The library system provides a secure Wide Area Network (WAN), with adequate bandwidth, for data communication between member libraries, the system headquarters, and appropriate application servers. The library system will work with member libraries to determine the most appropriate method of data communication.

Technology Standards / The library system continually monitors bandwidth usage by member libraries.

Technology Standards / The library system assists member libraries in acquiring supplemental bandwidth when needed.

Relevant SCLS Strategic Plan goal:

Goal 5: Provide affordable and innovative services and solutions

Technology Training for Library Staff

SCLS already provides technology training opportunities and information to member libraries. However, based on input from libraries, we will strive to provide even more technology training opportunities.

SCLS provides technology support via a fully-staffed Help Desk from 8:30-5 pm M-F. Help Desk staff have noticed that library staffs sometimes have difficulty with understanding and completing basic technology tasks such as logging into a PC and/or manipulating spreadsheets. It became apparent that basic technology training would be beneficial to many library staff at many different levels. SCLS has also been looking for opportunities to partner with other public library systems and SCLS approached the other systems with the idea of establishing a set of competencies together. A group was formed and they have been working on the list of competencies. Once this is done, the next phase will be to identify training opportunities so that library staffs are able to obtain the level of competency required to use the services provided by SCLS (and the other systems).

Another area of need is training library staff to assist patrons with technology. This was mentioned often during SCLS visits to libraries. Library staff are called upon to assist patrons with accessing digital library resources on a variety of devices; to help patrons find and apply for jobs, set up email accounts, file their taxes, apply for healthcare, social security and food assistance; and help people learn how to use computers. Increasingly, the libraries ask for instruction so that they can help their patrons with these needs. SCLS provides technology information via many forums: blogs such as TechBits , Technology News and LINK2.0Koha, and an annual "technology day." Some areas are covered well (such as use of OverDrive) but there are additional areas where SCLS staff can assist library staff in meeting this needs.

Relevant Wisconsin Public Library System Service Standards:

Library Advancement and Awareness Standards / The library system has expertise in social media tools and the ability to provide training and assistance to member libraries in the effective use of these tools.

Collaborative Services Standards / The library system actively pursues opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies.

Collaborative Services Standards / The library system plans for continuing education opportunities with other systems in the region or within the state

Technology Standards / The library system provides its member libraries with access to technology expertise and technology consulting.

Technology Standards / The library system sponsors or co-sponsors a minimum of six (6) contact hours of technology-related continuing education per year.

Technology Standards / The library system establishes competency guidelines for member library staff needed to use system-provided technology services. The library system develops and provides training based upon the assessment of library staff competency levels.

Relevant SCLS Strategic Plan goal:

Goal 3: Collaborate within SCLS, with other library systems and DPI to maximize efficiencies.

Keeping up with evolving technology needs

Technology opportunities evolve so rapidly that it is difficult for library staff and library system staff to stay on top of the trends and to evaluate and prioritize what is appropriate for library use. In addition the needs of the libraries' communities are changing (for example the trend from primarily wired use in the library to rapidly increasing wireless use). SCLS needs to be able to quickly take advantage of new technology in order to help our libraries meet their communities changing needs. For example, based on information from the 2014 library visits and surveys conducted by SCLS, we have learned that libraries are interested in using tablets in the library (both for staff and patrons) and would like to have

access to "maker kits" to provide a variety of programs. SCLS is responding to both requests in the 2015 technology services project plan.

Relevant Wisconsin Public Library System Service Standards:

Technology Standards / The library system promotes effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries.

Technology Standards / The library system facilitates group purchases of computers, network devices, and other technology-related devices for member libraries in order to promote ownership of state of the art equipment and cost savings.

Relevant SCLS Strategic Plan goal:

Goal 5: Provide affordable and innovative services and solutions

Goal 6: Promote a positive work environment where SCLS employees are challenged, supported and achieve satisfaction in their work

Evaluation of SCLS technology services and infrastructure

In recent years, SCLS has been looking for new ways to provide services that allow for ease of maintenance and expandability in order to accommodate increased economy of scale and to offer superior service to the libraries. Examples include the deployment of System Center Configuration Manager (SCCM) which enables us to rapidly deploy software updates to the nearly 1200 PCs on the SCLS network and the recent switch from an SCLS-hosted email service to the web-hosted Office365 email service for library email. SCLS is now planning to do a whole-scale evaluation of all Technology Services offerings to look for further support efficiencies and improvements for the libraries.

Relevant SCLS Strategic Plan goals:

Goal 4: Listen to and support the needs of member libraries

Goal 5: Provide affordable and innovative services and solutions

Improved Access to Digital Content

The libraries participating in the shared ILS (LINKcat) have always made it a goal to use LINKcat as the portal to all library resources. As circulation of physical materials continues to creep downward, circulation of e-content continues to rise. It is increasingly necessary to explore options for integrating e-content into the shared ILS as much as possible. SCLS provides access to online resources such as Wisconsin's Digital Library via MARC records loaded into the database, but during library visit interviews, libraries requested improved access to this database and others.

Libraries are sometimes able to find funding to digitize local materials, photos and other library collections. However, finding storage and retrieval tools is not as easy to accomplish and SCLS is often

asked to assist. SCLS formed the Digital Content Work Group to address this and other digital content needs. SCLS will also explore options for integrating libraries' digitized collections with LINKcat.

SCLS has integrated enriched content from the very earliest days of availability of cover art. Since then offerings have expanded to include commercial reviews, patron reviews, links to series titles and related works, awards information, and much more. It is important to continue to evaluate these services and explore new opportunities. The SCLS ILS PAC Committee is responsible for evaluating enriched content.

The world wide web has changed the way people access information and library catalogs are no different. A new possibility is "Linked data" which is described by OCLC as library data that is woven into the web; meaning integration with sites such as Wikipedia and social media. SCLS will be exploring these types of possibilities for LINKcat.

Relevant Wisconsin Public Library System Service Standards:

ILS / The library system supports an online catalog for the public that allows for the discovery of library resources in all formats.

ILS / The library system provides an effective and efficient way for member libraries' holdings to be added to the database.

ILS / The library system ensures that bibliographic records, item records, and item status for materials in its database are searchable through standard protocols.

Relevant SCLS Strategic Plan goal:

Goal 5: Provide affordable and innovative services and solutions

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. The 2015 Technology Services Plan is located here.

Goal I: Take advantage of new technology in order to help our member libraries meet their communities' changing 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. LITA. WiscNet.
     1. Funds: professional development
  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.
     a. Funds: purchase equipment for discovery phase
  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.

Goal 2: Integrate E-content into LINKcat, making LINKcat the portal to all library materials

Objectives:

- We will provide searching and access for statewide databases (such as BadgerLink and Wisconsin's Digital Library). We will provide item-level availability information when feasible.
  Actions:
  1. Develop the LibLime Koha discovery layer to provide searching and access for materials in statewide databases via APIs
  2. Pursue funding opportunities for LibLime Koha development
- We will explore options for storage and retrieval for libraries' digital collections
  Actions:
  1. Investigate opportunities to provide access to libraries' local digital collections via cataloging or discovery layer integration
  2. Investigate digital content storage, as well as retrieval tools, for libraries' local digital collections
- We will investigate linked data opportunities
  Actions:
  1. Pursue training and education on linked data
  2. 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:

- Provide training opportunities to meet basic technology competency levels in order to use the technology services provided by SCLS.
  Actions:
    1. With other Wisconsin Public Library Systems, complete list of technology competencies.
    2. With other Wisconsin Public Library Systems, identify and make available training opportunities that will provide the competency levels needed by library staff to use the technology services provided by SCLS.
- Assist library staff with the ability to help their patrons with technology.
  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.

Goal 4: Conduct evaluation of technology services to look for efficiencies to allow for scalability

Objective: 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. Develop a process and criteria for evaluating existing services and for prioritizing which services should be evaluated first.
2. When evaluating services we will take advantage of readily available industry standard commercially evaluation tools. [gartner]
    a. Funds: some tools are free, some are available for a fee.
3. When evaluating services we will consult with existing users of a technology service or vendor we are considering.
4. When evaluating services we will take advantage of consultants when appropriate.
    a. Funds: consulting fees
5. Explore the possibility of using Lean processes for evaluating services.

a. Funds: continuing education funds for training
6. 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.
7. Each year SCLS will identify which services should be evaluated and will include them in its annual technology plan.

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. SCLS will act as consultants for its libraries pursuing community area network opportunities.
    2. We will assess cost, available bandwidths, and stability for available services both at libraries and at SCLS headquarters.
    3. 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.
- 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 and other grant opportunities.
    3. SCLS will assure that the headquarters infrastructure will continue to accommodate expanded banded capacity in the member libraries.

Budget

Estimated Budget

SCLS plans for routine hardware and software upgrades by building the costs into both the Technology and ILS operating budgets. Typically infrastructure hardware is replaced every five years and network equipment is replaced every six years. Software is replaced as needed approximately every five years. Building these fees into the budget assures that libraries do not need to come up with unexpected large sums of money. We may use LSTA funds to offset large service upgrades as we did in 2013 for our Enterprise Wireless service and the planned upgrade of the network infrastructure from 2014 to 2016.

SCLS provides funding for research and development of new products and services via an experimental technology fund and the ILS and Technology contingency funds. If we are able to plan ahead, we will use

LSTA funds to offset these expenses. An example of this would be a new enriched content feature for LINKcat. Typically, we would ask for free trials if possible. The first year's fees are sometimes funded by an LSTA grant to allow time to determine if the service is desirable. If we decide to keep the service, it will eventually be integrated into the ILS operating budget.

SCLS supports professional development opportunities for staff by paying most expenses. This allows staff to stay on top of technology trends and obtain the training needed to support our services. We are interested in Lean training which may be beyond the normal training expenditures and for which we may seek additional funding.

The majority of the expenses required to execute the SCLS Five Year Technology plan will be covered by the ILS and Technology operating budgets and the SCLS "in kind" contributions (such as professional development).

The SCLS 2015 ILS Budget is located here:
http://www.scls.info/committees/ac/All%20Directors/2014%20All%20Director/July/2015%20ILS%20Budget%20notes.doc

The SCLS 2015 Technology Budget is located here:
http://www.scls.info/committees/ac/All%20Directors/2014%20All%20Director/July/2015%20Tech%20Budget%20notes.docx

The budget breakdown for the four Technology services areas is here:
http://www.scls.info/committees/ac/All%20Directors/2014%20All%20Director/July/Technology%20Services%202015%20Budget%20breakdown.xlsx

Infrastructure

We have provided a high level view of the SCLS Network. If DPI needs more specific maps, we can supply them.

http://www.scls.info/committees/tc/documents/Simplified%20SCLS%20Network%20diagram%20-%202014.pdf

SCLS Network equipment inventory and costs are documented here. Note: this document is current as of 2014. We have recently purchased upgraded equipment and it is not yet incorporated into this document.

http://www.scls.info/committees/tc/documents/2015%20HW_SN_BW_%20Budget_a.xls

SCLS Central hardware equipment inventory and costs are documented here:

http://www.scls.info/committees/tc/documents/2015%20Technology%20Hardware%20&%20Maintenance%20Worksheet_2014-02-26.xlsx

Data

Network Bandwidth Utilization Data
SCLS has prepared bandwidth utilization graphs that demonstrate how as we increase bandwidth in the libraries, bandwidth use increases. Here is before and after data for the 25 libraries that received BadgerNet fiber upgrades in 2014. Pertains to Goal #5.

http://www.scls.info/committees/tc/documents/SCLS%20-%20bandwidth%20utilization%20-%20pre-%20and%20post-%20fiber.xlsx

Physical material vs electronic material circulation
In recent years, libraries in the shared ILS have seen a slight dip in circulation of physical materials. From 2012 to 2013, circulation decreased by 1.39%. While the circulation of Wisconsin's Digital Library materials accounts for about 3% of total circulation for libraries, it is growing at a rapid rate. Circulation of electronic materials (for all SCLS libraries) available via Wisconsin's Digital Library have increased by nearly 87% from 2012 to 2013! When the circulation for the electronic materials is added to the circulation for the physical materials, the dip in overall circulation is minimized and in fact, we are seeing an increase in total circulation. Pertains to Goal #2.

http://www.scls.info/committees/tc/documents/physical%20vs%20digital%20circ.pdf

Resource Sharing

Overview
SCLS manages a very robust and successful resource sharing program as described below. SCLS is very good at sharing physical materials through the shared ILS (LINKcat) and via the delivery system. We routinely make adjustments in all of the systems which improve resource sharing. However, there is no major goal to improve resource sharing of physical materials in the next five years. Instead we are focusing on improving access to digital materials (Goal #2).

As a measure of success, the SCLS shared ILS had a circulation of 11,805,249 items in 2013, which was 4,253,099 more than the next closest library system shared ILS (MCFLS), even though we have fewer patrons and fewer items. LINKcat also had the highest circulation per capita (15.39) than any other system.

LINKcat Libraries
Of the 53 member libraries in SCLS, 44 participate in the shared ILS (LINKcat) using the PTFS LibLime Koha ILS. These libraries share their resources freely. The members of LINKcat work together to create policies that provide a common experience for patrons using LINKcat. All patrons have equal access to

all materials; loan periods are shared; materials are entered into the system following standards to avoid duplication of titles; and packaging of multi-part materials is standardized.

LibLime Koha has holds functionality that maximizes efficient holds fulfillment wherever possible. Some features include: items available at the pickup location fill the hold first; a hold sequence that uses "clusters" to distribute holds for items not available at the pickup location amongst the other libraries in a geographic area; the hold sequence also distributes the hold load as much as possible; and items on popular titles will remain at the checkin library when a hold is found that was placed within sixty days of the first hold, effectively reducing delivery time. The ILS staff coordinate closely with SCLS Delivery services to adjust the hold "clusters" in order to balance load.

The shared ILS provides the resources of many libraries to all patrons and provides critical resources to many libraries. Some libraries rely on the resources of other libraries for as much as 65% of their total circulation. The least that any library borrows from others is about 23%. Most libraries' circulation is around 65% of their own materials and 35% borrowed. Those libraries that circulate more items that are borrowed from other libraries than from their own collections tend to be very small, rural libraries.

Libraries continue to join the shared ILS. In 2013, the Lester Public Library of Arpin joined and in 2014, all four branches of the Portage County Public Library joined.

Non-LINKcat Libraries
There are nine SCLS libraries that are not part of the shared ILS. These libraries are able to use LINKcat for some of their ILL needs. SCLS has a [lending policy](#) that specifies the parameters of ILL between LINKcat libraries and non-LINKcat libraries.

Interlibrary Loan
SCLS contracts with the Madison Public Library to provide Interlibrary Loan for libraries when they cannot find what they need within the system. Madison uses a combination of OCLC and WisCat to fulfill ILL needs for patrons. Four libraries (Baraboo, Marshfield, Middleton and Portage County) manage their own ILL using OCLC. The OCLC costs are funded by SCLS.

The following are the ILL statistics for SCLS in 2013:

Borrowing (i.e. requests from SCLS customers to borrow items from outside the system)- 18,531
Lending (i.e. requests from libraries outside SCLS to borrow our materials) - 29,191

Wide Area Network
SCLS manages a wide area network for 46 of the SCLS member libraries. Since LibLime Koha is 100% web-based software, it is not necessary for libraries participating in the shared ILS to be on the SCLS-managed network. There are some benefits to being on the managed network which include access to a report generating tool (Crystal Reports) and network response time support. As of 2015, all 44 libraries participating in the shared ILS also participate in the SCLS-managed network.

Delivery
The SCLS Delivery system is critical to moving the materials requested by patrons from one library to

another. It is important that delivery of materials is efficient, or patrons wait longer for their holds which means increased holds queues. In most cases, items are delivered in just one to two days from being placed in delivery. Here are some statistics that illustrate the volume of the SCLS Delivery services:

40,000 dedicated library exchanges
350,000 baskets picked up and returned
6,126 tons of library materials
14.2 million items transported

Digital Resources
SCLS supports digital resources for member libraries by purchasing an annual WiLS [Cooperative Purchasing Membership](#) for each library. The membership saves libraries money on database subscriptions and allows libraries to try databases before purchasing. SCLS provides database authentication at no charge to any library that purchases a database through WiLS.

SCLS is a member of the Wisconsin Public Library Consortium and through this consortium facilitates access to Wisconsin's Digital Library for the SCLS member libraries. SCLS also manages a OverDrive Advantage subscription and, in 2015, a Flipster digital magazine subscription for the SCLS member libraries.

SCLS has formed a Digital Content Workgroup whose charge is to explore and research products, projects and technologies for digital content, sharing system resources and priorities.

Background

The first shared ILS at SCLS consisted of 12 SCLS member libraries (20 locations) that shared a Geac GLIS 8000 circulation system that was installed in 1984 and which went live in 1985. At that time, the system was the primary ILL resource for the participating libraries. Dial up access was available to the 19 libraries that did not use the Geac system. The consortium at that time was called SCROLL. Technology at that time consisted of Wyse terminals and lightpens. These were supported by a Geac technician who also supported the Geac system in local bankes. There were four full-time and three part-time staff supporting the ILS.

In 1991, SCLS began the process of looking for a second generation ILS. A new consortium was formed called the Library Interchange NetworK (LINK) and it now consisted of 18 public libraries. The consortium selected the Dynix "Classic" software for its second generation ILS, going live in May 1994. In October, 1994 LINKcat, the first OPAC for the consortium, went live. During the "Dynix" years, the following services were implemented: serials control, acquisitions, newspaper indexes, self checks, community resources, debt collection, telaphany notices, authority control and inventory control. The number of libraries increased from 18 to 41 and circulation grew from 5,811,818 (1993) to 12,324,346 (2010).

During this time, libraries slowly transitioned from Wyse terminals to PCs for staff and patron needs. We have records showing that we supported Wyse terminals as late as 2002. SCLS began providing support for PCs, including software. Following the migration to Dynix, SCLS hired a PC technician to support the dumb terminals and PCs. Until 1995, SCLS supported libraries on local telephone company

data lines managed by Wisconsin Bell. In 1995, SCLS libraries were moved to the Badgernet wide area network. The SCLS Automation department supported the PCs on the SCLS network, and SCLS hired another PC technician to support PCs for libraries that were not on the SCLS network. In 1996, Automation added a network administrator to the staff for a total of 10 FTE. In 1997, a Help Desk technician position was created bringing the total to 11 FTE. Additional ILS and tech support staff were added until the FTE reached 14 in 2010. SCLS had an additional 2FTE positions to support the non-LINK PCs and other technology services, for a total of 16 FTE system-wide.

In 2000, the LINKcat consortium began to look for the third generation ILS. Following a lengthy selection process, the Dynix Horizon 8.0 product was selected. SCLS waited for five years for this product to be developed, until 2007 when it was announced that Horizon 8.0 was being pulled from production. SCLS had to start the selection process again and this time selected the open source LibLime Koha product. This document explains this process in detail. Since the migration to Koha, two more libraries have joined the shared ILS.

The period surrounding the migration to Koha was one of major change for SCLS technology services. The former Automation department moved to SCLS headquarters. Governance for the shared ILS changed from a consortium (LINK) to a representative governance structure with geographic clusters. The LINK Consortium was replaced by the ILS Committee and the former Joint Technology Committee was replaced by the Technology Committee. The two technology support departments (LINK and non-LINK) were merged together. A goal was set to move the non-LINK PCs to the SCLS supported network. From this point forward, SCLS would charge libraries for support for all PCs, not just those on the (former) LINK network. There was a period of transition, but in 2014 the last of the non-LINK PCs was moved to SCLS network and the SCLS technology cost formula was re-worked to allow more flexibility in services for the libraries. SCLS offers a full-slate of cradle-to-grave PC support, network services and ILS support. These services are described in the Information Booklet loaded in this section. Following the re-organization, SCLS technology services currently operates with a total of 14.5 FTE (1.5 of which is part time).

Policies

- o Technology Concerns for Students with Special Needs
- o CIPA/Internet Safety/Acceptable Use Policy
    - o http://www.scls.info/committees/tc/documents/SCLS%20Network%20Policy-Final.pdf
- o Copyright (including copyright of digital formats)
    - o http://www.scls.info/management/law/federal.html#copyr
- o Materials Selection & Materials Reconsideration
    - o http://www.scls.info/ce/profcoll.html
- o Inter-library Loan & Resource Sharing
    - o http://www.scls.info/ill/help/guidelines.html
    - o http://www.scls.info/ill/basics/plan.html