Wisconsin Public Library System Technology and Resource Sharing Plan

Authorizing Legislation

For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided: (m) planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and by every 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources. [Wis. Stats. 43.24 (2) (m)](#)

Development

The system technology and resource sharing plan was developed using information from the System and Resource Library Administrator's Association of Wisconsin (SRLAAW) *[Creating More Effective Public Library Systems report](#)* (2013). Collaborations started during the Public Library System Redesign Project including, but not limited to the *[PSLR Technology Workgroup Report](#)*.

The Wisconsin Public Library System Technology and Resource Sharing Plan is intended to be useful to the public library system. It should be a living document that, although submitted to the Wisconsin Department of Public Instruction at a specific point in time dictated by state statutes, should be adjusted as the system accomplishes goals or adjusts its course of action. It is suggested that the system evaluate goals, objectives, activities, and budget *at least annually* and adjust them according to the system's needs.

Instructions

Include the following information in the system technology and resource sharing plan:

- ☐ Clear goals and a realistic strategy for using information technology to improve library services.
- ☐ Professional development strategy to ensure that staff know how to use technology to improve library services.
- ☐ Assessment of hardware, software, and other services that are needed to improve library services.
- ☐ Budget information to show funds allocated to acquire and maintain the hardware, software, and other services that are needed to implement the goals and objectives of the plan.
- ☐ Evaluation process that enables the library system to monitor progress toward meeting the goals of the plan.
- ☐ How the System staff and Board developed the plan with active participation from the system's member libraries and other types of libraries in the area and how the system engaged member libraries and other libraries in the area.
- ☐ How the System staff and Board will address technology needs of system member libraries (e.g., systems provide or manage shared automated systems, wide area networks (WANs), Internet access, technology consulting, etc.).
- ☐ How the System staff and Board will address resource sharing both within your system (ILS) and outside your system (ILL), as well as delivery. Include databases and e-content resources that are shared among the libraries.

Each section below contains a description or examples of the type of information requested. Read suggestions and directions for each section to draft the system technology planning and resource sharing plan. Examples of completed technology and resource sharing plans are available on the [Public Library System Technology and Resource Sharing Plans page](#).

Send completed, board-approved Wisconsin Library System Technology and Resource Sharing Plan to LibraryReport@dpi.wi.gov by: December 20, 2024.

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General Information

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Technology contact Name: Karla Smith, ILS Manager|
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Technology contact name: Pete Hodge, Network Manager
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Names and titles of technology and resource sharing plan authors (not previously listed):

- Keetra Baker, Database Application Developer
- Jeramiah Harland, Website Developer/Network Manager
- Melissa Klein, ILS Specialist

Date technology and resource sharing plan was approved by the system board: December 4, 2024

Introduction and Purpose

Our overarching goal is to help our member libraries so that their patrons continue to love and use them. Patrons will continue to use their libraries when their needs are being met, and the system's partnership in this regard is to anticipate and be reactive to the technology and resources sharing needs of libraries. The purpose of Winnefox's Technology and Resource Sharing plan is to be the stage on which our libraries stand when serving their patrons: strong, steady, supportive, unnoticed.

Further introduction and purpose can be found in our mission statement:
https://www.winnefox.org/mission-statement

This plan is intended to:

1. Meet the statutory requirements of Wisconsin Statute 43.24(2) that the system undergo planning with *The Division for Libraries, Technology and Community Learning* (DLTCL) and member libraries in regard to library technology and resource sharing
2. Provide a blueprint for the continuing evolution of the use of technology in services provided by the Winnefox Library System and its member libraries
3. Guide system efforts to maintain a reputation for excellence in technical support services among our member libraries.

Most technology-related services are part of the member-funded Winnefox Automated Library Services (WALS). This includes the ILS, shared network and file storage, email, and website hosting. 29 of our 30 members participate in WALS.

There are several technology-related services that are available to all Winnefox members such as: locally developed database for vital records; mobile printing; website design/hosting; training and continuing education; and cooperative purchasing.

Background

https://winnefox.org/sites/default/files/trustee-manual/plans/2019%20Technology%20Plan%20for%20State.pdf

In 2019, Winnefox Library System identified four goals in its Technology and Resource Sharing Plan, and within each, objectives and activities that would be concrete evidence to their system's attempt to meet those goals.

The highlighted activities below represent the themes and strengths Winnefox has been providing to member libraries since then. They show how new goals and activities are incorporated into Winnefox's standard operating services.

- Objective 1.3: Protect system resources with an emphasis on network security.

Winnefox, in 2019, was at the beginning stages regarding network security. Since then, cybersecurity training and security support system have been standard practice. Winnefox has purchased additional software to protect onsite servers, upgraded the firewall, created an Incident Response Plan, implemented multi-factor authentication for staff and member library staff accounts, and continue to regularly educate member library staff on best practices.

- Objective 2.4: Implement, improve and promote newer ILS products that take advantage of the mobile environment

In 2019, Winnefox has only recently launched its ILS mobile app. While the app has not been as reliable as staff would have liked in the five years hence, it is an indicator of the direction Winnefox and the technology world is moving, with more library products available in app form. Additionally, Winnefox continued to explore a web interface version of the ILS to allow greater mobility for staff. In the next five years, we will prioritize moving to the web app environment.

- Objective 3.4: Facilitate access to technology-related training material – both internally and externally produced materials – to member libraries and system staff

Due to the Covid-19 pandemic, Winnefox, like all other industries, pivoted to more virtual engagement. As a result, a wealth of video tutorials were created. Winnefox purchased Zoom licenses and provided training for libraries to use them. Resources and training were provided to make better use of Office 365 resources such as Microsoft Teams.

- Objective 4.2: Provide support for local digitization projects

When this objective was included in the 2019 Technology plan, Winnefox staff did not anticipate how this project would grow. Currently the system has 20.7 terabytes of digitized local history, all hosted on system servers and the service is still growing.

These four objectives highlight activities that were novel five years ago but are now standard practice of service by Winnefox staff and they build on Winnefox's foundational philosophy: to save the libraries time and money.

Needs and Assets Assessment

This plan was developed with the following needs in mind:

- Balance Needs–
    - between new and traditional services,
    - between small library and large library,
    - between standardization and local control,
    - between centralized and distributed operations
- Training and Information Sharing Needs–
    - of library staff in technologies required to accomplish their jobs
    - of library staff in aiding patrons using personal technologies
    - of library & system staff in keeping abreast of new trends in library and other technologies
    - of local governments about the importance of library services
    - of trustees about the importance of libraries' services staying current and implementing new technologies
- Efficiency Needs–
    - to identify ways that technology can streamline workflows
    - to provide behind-the-scenes support services to the libraries so library staff have more time to serve their public.
    - to find more cost-effective solutions through cooperative buying
    - to identify areas which are better managed centrally
- Responsiveness Needs—
    - to solicit and encourage open feedback from member libraries
    - to provide timely answers and solutions to member libraries
    - to maintain sufficient fallback and redundancies to be able to quickly recover from any interruptions of services
    - to maintain the network and server infrastructure at peak levels to prevent impacting library performance rates.
    - to respond quickly to a rapidly changing field

ASSETS:
1) A robust, secure and reliable infrastructure:
    a. Network
    Over the last 5 years most member libraries' network equipment has been upgraded or replaced due to state-wide infrastructure changes, bandwidth upgrades, and network restructuring. We maintain Cisco routers and switches in each library, and we have a Palo Alto firewall protecting the entire network. The network is segmented between public and staff.

    Each library has at least a 50mbps download speed. Three libraries (Oshkosh, Neenah and Menasha) on the Foxnet network have 1000mbps connections. Our 18 libraries using the TEACH service have 100mbps symmetrical connections. We also have 8 libraries using TEACH that have symmetrical connections of 50mbps

    Each library has at least one system-provided Meraki wireless access point with cloud-based control. We provide a wireless printing solution as well.

Regularly vulnerability security scans are run on our network by the Center for Internet Security, a division of the DHS. We use CrowdStrike EDR security software on critical servers and workstations.

End user devices are purchased with 3-to-5-year warranties, but libraries usually keep them for up to 6 years or until they are no longer useful for staff. The software on these computers is patched regularly by Winnefox staff. The Active Directory domain controllers manage approximately 570 computers and 77% of end user workstations are Windows 11; the rest Windows 10.

b. Servers:
Winnefox maintains four Dell PowerEdge host servers that contain the +/- 20 Virtual Servers used to provide services to the network and to libraries. Each host is purchased with a 24x7 ProSupport Dell 5-year warranty. 20 virtual servers are maintained on the four host servers. All hosts, along with the network equipment, are plugged into a UPS to manage power outages and fluctuations.

Each server is backed up daily using the Avamar state-wide backup solution. Backups are kept offsite in two locations and kept for a year. Winnefox also manages onsite backups in the two locations, including an air-gapped copy of the backup files.

Some of the services provided by these servers include ILS, File Storage, Website Hosting, PC Time Management and Security, Anti-Virus and filtering, Print Management, SQL Database Hosting.

2) Staff to support the hardware, software and services provided.

Winnefox employs:

- 1 FTE to support the network, servers, PCS, and other connected devices.
- 1 FTE to backup network/server support and develop and maintain library websites.
- 1 FTE to support electronic resources, digitization, and develop and support local databases.
- 2 FTE to manage and support the ILS
- 1 FTE to coordinate continuing education
- 1 FTE to coordinate ILL services

Winnefox contracts with Heartland Business Solutions for consulting on network-related services. Winnefox contracts with Oshkosh Public Library for 2 FTEs to provide cataloging and maintenance of bibliographic records.

3) Multiple structures built to solicit feedback, gather input, and provide information from and to member libraries.
- Monthly County-based Library Advisory Committee meetings.
- Bi-monthly Technology Advisory Council meetings.

- ALL-WALS meetings, 2-3 times per year, to discuss ILS-related issues in the morning and technology/marketing training in the afternoon.
- Annual system-wide meeting in January.
- Various email lists to facilitate communication between member libraries.
- An Extranet to provide a central repository of information including: training materials, policies, forms, events calendars, and statistics.
- Periodic ILS procedural training geared toward frontline desk staff

4) Winnefox is meeting the standards laid out in the *SRLAAW* Creating More Effective Library Systems.

Supporting Data

Information used in the drafting of this plan was obtained in the following ways:

1. The five county Library Advisory committees discussed library technology needs, issues, and priorities at their regularly scheduled meetings.

2. Participation in person and online with other colleagues around the state and the nation to gather insight into the needs and changes in tech services. Examples of these include Tech Talk, conferences and workshops with SirsiDynix and other SirsiDynix libraries, and the Governor's Cybersecurity Conference.

3. The Winnefox Technology Executive Council (WTEC) and Winnefox Automated Library Services (WALS) discussed technology needs, issues and priorities at its meetings. This committee reviewed prior to it being distributed among all member libraries.

4. Member library directors received draft copies of this plan for review and comment.

5. The Winnefox Library System board of trustees discussed and approved this plan.

Wisconsin Statute requires public library systems to submit a written plan for library technology and resource sharing every five years (Wis. Stat. 43.24(2)(m)). This plan was written to accommodate the timing of this requirement. However, the planners realize that library and information technology exists in a fluid, rapidly changing environment. A particular technology that may be important in year five of a planning cycle may not be evident in year one. For this reason, this plan will be reviewed and updated each year as part of the annual budgeting/planning process. Information regarding new technologies as well as data from the evaluation process will be used to revise the plan.

Resource Sharing

Winnefox doesn't have a separate Resource Sharing Plan document. Instead, resource sharing is incorporated into each of our various services and programs.

ILS: 29 of 30 Winnefox libraries are part of the shared SirsiDynix Symphony ILS. Patrons from any of these libraries can seamlessly obtain materials from any other member library through the shared library catalog. We share access to about 500,000 titles which translates into about 1,000,000 individual items in the shared database. OverDrive titles are also integrated into the catalog to improve patron access.

Fond du Lac Public Library runs its own SirsiDynix ILS. Fond du Lac patrons may access materials from the rest of the Winnefox libraries through ILL, and vice versa.

ILL: Winnefox provides an ILL clearinghouse to facilitate use of ILL by member libraries and patrons with the least amount of work by local library staff. Libraries can opt to have ILL materials fully processed with titles immediately ready to be checked out by patrons.

DELIVERY: Winnefox provides daily Monday - Friday delivery to all member libraries, allowing materials to move between libraries as quickly as possible. Not only does this encourage resource sharing but ensures the most efficient use of library materials, especially those in high demand.

WAN: Available to the 29 libraries sharing the ILS. Winnefox maintains a secure centralized network that provides the highest possible connection speed to the Internet and network resources given the budget. Services the centralized network provides include:

-Managed Electronic Resources for member libraries
-Managed databases
-Anti-virus
-Microsoft Office365
-Infosec anti-phishing security training
-Hosted digitized local materials
-Mobile Printing for patrons
-File server with daily backups
-Time management for public computers
-Web filtering
-Website design and hosting
-VPN services for staff working from home

Goals and Activities

Goals Summary

Goals are overarching, long-term desired results that are based on your system's strategic plan or direction. Generally, goals are educational in nature with details of acquiring hardware, infrastructure, and software falling into activities to achieve objectives and goals that the system will describe in the objectives and activities section. Each objective includes activities to achieve the objective. Name the individuals who are responsible for achieving the objectives, the timeline for completing each objective and specific activities, the resources needed to achieve the objective or complete activities, associated costs, and how the system will evaluate success. There are additional columns provided to detail the system's progress toward achieving objectives as the plan unfolds. Include objectives and activities related to professional development, infrastructure upgrades, assessment measures, evaluation, etc. that the system needs to achieve success.

Examples of goals include:

> *Goal 1: Provide assistance in making technology-related decisions*

> *Goal 2: Facilitate group purchases of technology-related equipment*

> *Goal 3: Promote and support an increase in resource sharing among libraries of all types*

> *Goal 4: Provide training to library staff on technology-related equipment and services*

Briefly describe your goals and objectives below. The details of objectives and activities will follow in the next section.

Goal 1: Provide leadership and expertise by maintaining and improving a strong and stable centralized network and ILS infrastructure

> Objective 1.1: Continue to maintain and provide top-notch technology support so that member libraries' time can be spent elsewhere

> Objective 1.2: Maintain and enhance the WALS network and ILS infrastructure to ensure that it meets member library needs in a cost-effective manner and is scalable enough to meet changing needs.

> Objective 1.3: Secure and protect network resources.

Goal 2: Facilitate purchasing to ensure member libraries' technology spending is efficient and economical

> Objective 2.1: Offer vendor coordination services to member libraries. This includes setting up demos and obtaining cost quotes for both hardware and software.

> Objective 2.2: Manage long-term accounts on behalf of member libraries, like hotspot contracts or electronic resources.

> Objective 2.3: Continuously evaluate and compare current prices for needed hardware and software.

Goal 3: Facilitate access to technology-related training materials – both internally and externally produced materials – to member libraries and system staff.

Objective 3.1: Offer regular in-person and virtual learning opportunities to member library staff, in formats and locations that fit the varied needs of the staff.

Objective 3.2: Offer resources, produced both internally and externally, that promote continuing education for member library staff in a manner that is accessible and understandable regardless of technology backgrounds.

Objective 3.3: Encourage and support system staff to become experts in new and emerging technologies and AI advances.

Goal 4: Work in partnership with libraries' missions to provide lifelong learning, and help facilitate libraries' online presence that is responsive, rich with resources, and attractive and clear to patrons.

Objective 4.1: Provide libraries with responsive and modern online sites and apps hosted by Winnefox or through Winnefox.

Objective 4.2: Offer system-wide electronic resources for patrons and technical support for these services

Objective 4.3: Be an expert resource to member libraries developing their local history collections.

Objectives and Activities – Goal 1

Goal 1: Provide leadership and expertise by maintaining and improving a strong and stable centralized network and ILS infrastructure						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 1.1: Provide leadership and expertise by maintaining and improving a strong and stable centralized network and ILS infrastructure							
Activity 1.1.1: Centrally manage Windows patches and updates, anti-virus, and other shared software	Pete Hodge and Jeramiah Harland	Ongoing	Staff time, ESET, Pharos, Papercut	Approx. $4700 per year	System stability and user satisfaction		
Activity 1.1.2: Make regular visits to member libraries to observe, address, and update onsite infrastructure	Pete Hodge and Jeramiah Harland	Ongoing	Staff time, hardware updates, outside consultants	Approx. $15K per year	Track EOL for equipment		
Activity 1.1.3: Monitor network and server uptime so problems can be addressed and fixed before member libraries ever notice	Pete Hodge and Jermiah Harland	Ongoing	Staff time, PingInfoView, Status page monitors	Staff time, dependent on network reliability	Regular driver updates, network monitoring tools		
Objective 1.2: Maintain and enhance the WALS network and ILS infrastructure to ensure that it meets member library needs in a cost-							

effective manner and is scalable enough to meet changing needs.							
Activity 1.2.1: Upgrade the ILS twice a year and the catalog annually, depending on company release dates	Karla Smith, Melissa Klein	Biannually	Staff Time	16 hrs annually	Check ILS / Catalog versions		
Activity 1.2.2: Maintain a robust wireless network	Pete Hodge	ongoing	Staff Time, hardware monitoring	Approx. $4K per year	Monitor system stability and user satisfaction		
Activity 1.2.3: Facilitate and provide support for remote work infrastructure	Pete Hodge	Ongoing	Staff Time, Next Gen Firewall, Office 365	Infrastructure already in place	Monitor system stability and user satisfaction		
Activity 1.2.4: Explore and implement Blue Cloud mobile as the primary ILS structure for circulation, tech, and acquisitions	Karla Smith, Melissa Klein	By the end of 2029	Staff Time	Majority of staff time during transition time	All libraries using BLUECloud products		
Objective 1.3: Secure and protect network resources.							
Activity 1.3.1: Maintain multiple and variety backup options	Pete Hodge	Ongoing	NAS units, External Hard Drives, Avamar and Backup Assist Software	$1200 to $3000 per year	Test restore from backup		
Activity 1.3.2: Run routine vulnerability scans and address issues that arise in those scans	All tech staff	ongoing	Work with CISA to monitor network security and remediate problems	100hrs annually	Weekly reports		

Activity 1.3.3: Maintain website and server security.	Jeramiah Harland	Ongoing	Staff Time	60hrs	Weekly reports		
Activity 1.3.4: Maintain authentication on electronic databases and system-created databases	Keetra Baker	Applied annually	EZ proxy, SSL certificates, Staff Time	Estimate $2,500 per year	Patron feedback		
Activity 1.3.5: Continue to invest in staff training in the protective and response to cybersecurity threats	All tech staff	Ongoing, plan for annual tabletop exercise	Consult w/ CRT on tabletop exercises, attend conferences	Staff Time	Run exercises and drills		
Activity 1.3.6: Emphasis and provide frequent cybersecurity awareness training to library staff	Pete Hodge	Ongoing monthly video training	Infosec or other like product, staff training	$2.72 per seat per year (LSTA)	No breaches!		
Activity 1.3.7: Develop and test clear and quick communication with libraries in case of a security breach	All tech staff	By the end of 2025, annually evaluated	SMS, chat and website communication tools	Minimal	Library staff are informed as quickly as possible after an event		

Objectives and Activities – Goal 2

Goal 2: Facilitate purchasing to ensure member libraries' technology spending is efficient and economical						*Use to track goal progress*	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments
Objective 2.1: Offer vendor coordination services to member libraries. This includes setting up demos and obtaining cost quotes for both hardware and software.							
Activity 2.1.1: Purchase and format PC equipment to facilitate the ability of libraries to plug and go with new equipment	Pete Hodge	Ongoing	Staff time	200 hours annually	User feedback		
Activity 2.1.2: Participate in the state-wide Dell purchasing, where/when those prices are most economical	Pete Hodge	Ongoing	Staff time	n/a	User feedback		
Activity 2.1.3: Facilitate electronic resource demos for member libraries	Keetra Baker	Ongoing	Staff time	10 hours annually	User feedback		
Objective 2.2: Manage long-term accounts and licensing on behalf of member libraries							

Activity 2.2.1: Serve as vendor point of contact for hotspots	Pete Hodge	Ongoing	Staff time	96 hours annually	User feedback		
Activity 2.2.2: Serve as the vendor point of contact for electronic resources	Keetra Baker	Ongoing	Staff time	120 hours annually	User feedback		
Activity 2.3.2: Manage the licensing for those libraries participating in Pharos	Pete Hodge	Ongoing	Staff Time	4 hours annually	User feedback		
Objective 2.3: Continuously evaluate and compare current prices for needed hardware and software.							
Activity 2.3.1: Purchase cooperatively and in bulk when possible	Pete Hodge, Crystal Marschall, Mary Schneider	Ongoing	Staff Time	Primary job duties	Library participation and price comparison		
Activity 2.3.2: Participate and initiate state-wide discussions about preferred products and costs. Collaborate with tech staff across the state in pursuing collaborative purchasing options	All tech staff	Regular meetings	Staff time	Staff time, as needed	Successful collaborations		
Activity 2.3.3: Regularly investigate competitors' quotes for regularly used services	Pete Hodge, Karla Smith	Ongoing	Staff Time	30 hours annually	New products adopted when practicable		

Goal 3: Facilitate access to technology-related training materials – both internally and externally produced materials – to member libraries and system staff.						Use to track goal progress	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 3.1: Offer regular in-person learning opportunities to member library staff, in formats and locations that fit the varied needs of the staff.							
Activity 3.1.1: Organize and host at system-wide meetings to inform, update, and train library directors, circulation managers, and tech staff on the ILS	Karla Smith and Melissa Klein	3 times a year	Staff Time, $$ for food & mileage.	$3,000 + 150hrs annually	Notes from the meetings posted on Extranet. Post training survey.		
Activity 3.1.2: Offer regular in person workshops for member library clerks and those newer to the ILS	Karla Smith, Angela Schneider, and Neenah and Oshkosh Circulation Managers	At least once a year	Staff Time, $$ for food & mileage.	$800 + 40hrs annually	Post training survey.		
Activity 3.1.3: Have tech staff come out to member libraries' monthly meeting to address immediate issues and provide reminders	All tech staff	At least once a year	Staff Time, $$ for mileage.	$1000 + 80 hrs annually	Feedback from libraries.		
Activity 3.1.4: Offer at least 6 hours of technology continuing education	Angela Schneider	Annually	Staff Time, $$ for presenters	$250 + 50 hrs annually	Surveys to individual attendees.		

Objective 3.2: Offer resources, produced both internally and externally, that promote continuing education for member library staff in a manner that is accessible and understandable regardless of technology backgrounds.							
Activity 3.2.1: Continue to create online tutorials for basic ILS functions	Melissa Klein	As needed	Staff Time	15 hrs annually	Repository of tutorials available on Extranet		
Activity 3.2.2: Create and distribute a monthly email detailing continuing education opportunities and webinars	Angela Schneider	Monthly	Staff time	40 hrs annually	Survey libraries annually about CE needs and satisfaction.		
Activity 3.2.3: Update the Winnefox Extranet to streamline the site and make it more navigable	Jeramiah Harland	By the end of 2026	SharePoint, Staff Time	Dedicated staff time during development	Feedback from libraries		
Activity 3.2.4: Develop easily viewable and understandable statistical graphs and charts based on ILS and Annual Report data	Karla Smith	By the end of 2025. Continuing development onward	Staff Time	200 hours, annually	Survey libraries annually about value of new statistical outputs.		
Objective 3.3: Encourage and support system staff to become experts in new and emerging technologies and AI advances.							
Activity 3.3.1: Develop an AI policy for the Winnefox system	Karla Smith, Jermiah Harland, Pete Hodge, Clairellyn Sommersmith	2025	Staff Time	20 hours	AI Policy approved by the WLS Board		
Activity 3.3.2: Recommend and advise member library staff on AI products that will assist in efficiencies	All tech staff	Ongoing	Staff Time	15hrs annually	Information about AI disseminated at regularly scheduled mtgs.		

Activity 3.3.3: Continue researching the success and dangers of AI implementation	All tech staff	Ongoing	Staff Time	15hrs annually	Staff at all levels become more aware of AI		

Objectives and Activities – Goal 4

Goal 4: Work in partnership with libraries' missions to provide lifelong learning, and help facilitate libraries' online presence that is responsive, rich with resources, and attractive and clear to patrons.						*Use to track goal progress*	
Objectives and Activities	**Person(s) Responsible for Ensuring Activities are Completed**	**Timeline for Completing the Objective and Activities**	**Resources Needed to Achieve Objective**	**Cost**	**Evaluation Method**	**Progress Toward Achieving Objective**	**Comments**
Objective 4.1: Provide libraries with responsive and modern online sites and apps hosted by Winnefox or through Winnefox.							
Activity 4.1.1: Build new websites and maintain existing websites. Offer member library consultation as necessary.	Jeramiah Harland and Keetra Baker	Ongoing	WordPress, Drupal, 3rd Party Plugins (free and premium), Database Management Systems.	Primary staff duty	Website analytics, library and patron feedback		
Activity 4.1.2: Research, development, and integration of external data sources with websites.	Jeramiah Harland	Ongoing	Vendor API access (Google, Meta/Facebook, LocalHop, etc.). Custom API for accessing Winnefox electronic databases.	As time allows	Website analytics, library and patron feedback		
Activity 4.1.3: Continue to provide and support a mobile catalog option for WALS members	Karla Smith, Melissa Klein	Ongoing	Staff Time, Mobile App product	$13,000 + 10 hrs annually	Annual statistics of Mobile App use		
Objective 4.2: Offer system-wide electronic resources for patrons and technical support for these services							

Activity 4.2.1: Meet regularly with member libraries and collaboratively decide on the best use of system funds expended on electronic resources	Keetra Baker, Clairellyn Sommersmith	Annually	Staff Time	Budget for ER currently: $129,970	Annual statistics, Feedback from libraries		
Activity 4.2.2: Implement authentication on all electronic resources and track use statistics	Keetra Baker	Ongoing	EZProxy, Staff Time	$1,785 annually + 100 hours annually	Annual Statistics		
Objective 4.3: Be an expert resource to member libraries developing their local history collections.							
Activity 4.3.1: Host and backup local digitized materials	Keetra Baker	ongoing	ResCarta, Staff Time	160 hrs annually	Test restore from backup		
Activity 4.3.2: Facilitate the metadata creation on primary documentation	Keetra Baker	ongoing	ResCarta, Staff Time	80 hrs annually	Feedback from libraries		
Activity 4.3.3: Provide library patrons and staff easy and clearly formatted online access to all digitized materials	Keetra Baker	ongoing	ResCarta	Infrastructure in place	Annual Statistics		
Activity 4.3.4: Continue to host a vital records database	Keetra Baker	Ongoing	Microsoft SQL, Staff Time	40 hrs annually	Annual Statistics		

Budget – Estimated Expenditures

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Expenditure Source	Associated Goals	2025		2026		2027	
		Amount	Funding Source	Amount	Funding Source	Amount	Funding Source
Network Services							
Salaries	1,2,3	$121,700	90% WALS Member libraries, 10% State Aid	$125,351	90% WALS Member libraries, 10% State Aid	$129,112	90% WALS Member libraries, 10% State Aid
3rd party support	1	$16,456	WALS Member libraries, State Aid	$15,456	WALS Member libraries, State Aid	$15,456	WALS Member libraries, State Aid
Telecom services	1	$34,800	WALS Member libraries, State Aid	$34,800	WALS Member libraries, State Aid	$34,800	WALS Member libraries, State Aid
General Hardware	1	$26,937	WALS Member libraries, State Aid, LSTA	$28,000	WALS Member libraries, State Aid, LSTA	$13,000	WALS Member libraries, State Aid, LSTA
General Software	1	$7,000	WALS Member libraries, State Aid	$1,000	WALS Member libraries, State Aid	$1,000	WALS Member libraries, State Aid
Security Software	1	$720	WALS Member libraries, State Aid, LSTA	$720	WALS Member libraries, State Aid, LSTA	$16,320	WALS Member libraries, State Aid, LSTA
Cyber Insurance	1	$6,500	WALS Member libraries, State Aid	$6,825	WALS Member libraries, State Aid	$7,175	WALS Member libraries, State Aid
ILS							

Salaries	1,2,3	$200,629	90% WALS Member libraries, 10% State Aid	$208,654	90% WALS Member libraries, 10% State Aid	$217,000	90% WALS Member libraries, 10% State Aid
Equipment	1,2	$18,860	WALS Member libraries, State Aid, capital outlay	$5,980	90% WALS Member libraries, 10% State Aid	$6,219	90% WALS Member libraries, 10% State Aid
Software & online services	1,2,3	$421,779	90% WALS Member libraries, 10% State Aid	$434,432	90% WALS Member libraries, 10% State Aid	$447,465	90% WALS Member libraries, 10% State Aid
Training expenses (including for staff)	3	$14,650	90% WALS Member libraries, 10% State Aid	$15,236	90% WALS Member libraries, 10% State Aid	$15,845	90% WALS Member libraries, 10% State Aid
Electronic Resources							
Authentication Services	3,4	$1,785	State Aid	$1,856	State Aid	$1,931	State Aid
Online Resources	2,4	$129,970	State Aid	$135,169	State Aid	$140,576	State Aid
Digitization Support	4	$10,000	State Aid	$10,400	State Aid	$10,816	State Aid
Technology							
Salaries	2,3,4	$236,574	State Aid	$246,037	State Aid	$255,878	State Aid
Equipment & Software	2,4	$26,280	State Aid	$27,331	State Aid	$28,424	State Aid
Training (including for staff)	3,4	$10,700	State Aid	$11,128	State Aid	$11,573	State Aid
Websites	1,3,4	$1,000	State Aid	$1,040	State Aid	$1,082	State Aid
Totals		***$1,049,766***		***$1,063,379***		***$1,097,794***	