

## White Pine Library Cooperative Technology Plan 2004-2007

The White Pine Library Cooperative's mission is to coordinate and provide quality cost-effective services that will strengthen member libraries so they can meet changing patron and community needs. The White Pine Library Cooperative service district covers the following 11 counties: Arenac, Clare, Gladwin, Huron, Iosco, Isabella, Midland, Ogemaw, Saginaw, Sanilac, and Tuscola Counties.

The members of the White Pine Library Cooperative (WPLC) have the following shared vision for libraries as it relates to technology:

- Library users have 24-hour, 7 day-a-week easy access to information at home, school, or work with fast turnaround on interlibrary lending and delivery to a location of their choice.
- Libraries provide easy access to electronic resources using current technologies and a high-speed telecommunications infrastructure to quickly provide information to their library users.
- Library staff, administrators, and trustees are aware of developing technologies, and comfortably use them to create fast, reliable, and efficient libraries, and promote its use by library users.

White Pine Library Cooperative Technology Plan contains the following elements:

I. **Access and resource-sharing** using telecommunications and information technology to improve library services delivered by our member libraries.

II. A **professional development** strategy to ensure that staff knows how to use these new technologies to improve library services.

III. An **assessment** of the telecommunication services, hardware, software, and other services that are currently available at the cooperative headquarters and from member libraries.

IV. A **sufficient budget** to acquire and support the elements of the plan; the hardware, software, professional development, and other services that will be needed to implement the strategy.

V. An **evaluation process** that enables the library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

**I. Access and enhance resource-sharing** using telecommunications and information technology to improve library services delivered by our member libraries.

**Goal:** Assure access to library and information resources within and outside the region using the most effective means for searching, identifying, requesting, and receiving those materials.

**Objectives/Activities:**

- Replace BORIS ILL software to expand access for member libraries and the public.
- Investigate use of single portal software to search multiple library catalogs at one time for expanded ILL searching.
- Study feasibility of patron initiated ILLs
- Prepare members to participate in the statewide catalog MelCat.
- Improve member access to WorldCat and OCLC ILL services through customization and facilitating placing requests.
- Facilitate the use of Z39.50 and NCIP technologies to interconnect WPLC member library catalogs for the purpose of enabling ILL and, where appropriate, direct borrowing.
- Review union database software to enable dynamic record input, improved web access, and compliance with standards. We will also study the feasibility of expanding the union catalog to a full integrated library system to provide a full complement of library collection management and patron management tools including a public web catalog, cataloging, circulation, acquisitions, serials control, reporting and statistical analysis capabilities and other information management functions.
- Encourage all member libraries to automate and provide web access to their catalogs. Members will be encouraged to join or form shared systems to further the creation of the statewide library catalog. Grants will be actively sought to assist members to join shared systems.

**Goal:** Expand broadband access to libraries. The Internet is the primary method used by WPLC, its member libraries, and their patrons to access shared library catalogs and the Mel databases for serials, electronic books, and other online databases.

**Objectives/Activities:**

- Work with member libraries through LinkMichigan to determine broadband requirements.
- Support member libraries applications for USF funding.
- Encourage all member libraries to have a minimum 256k connection.
- Review broadband connection at cooperative headquarters.
- Investigate the applicability of Internet II and/or true broadband connectivity for members and implement improvements based on member needs.

**Goal:** Employ extensive use of the Internet for internal and external communications. One of WPLC's primary tasks is keeping members informed about local, regional, statewide, and national topics. E-mail and listservs provide fast and efficient means of alerting member libraries.

**Objectives/Activities:**

- Review Internet based e-mail and listserv for member libraries and key staff.
- Maintain, publish, and provide web access to maintain key documents, policies, and procedures for Internet access.
- Implement teleconferencing and videoconferencing for meeting and training sessions that would alleviate travel and time logistics
- Encourage all members to create and maintain a homepage on the Internet. The cooperative will arrange for training for the member libraries to design a homepage and arrange for it to be mounted on a server and for it to be accessible via the web.
- Increase access and awareness of member webpages.

**Goal:** Assist member libraries in acquiring, supporting and maintaining the technology necessary to achieve their service related goals.

**Objectives/Activities:**

- Membership in the state of Michigan's Extended Purchasing Plan, providing discounts on technology and telecommunications related products.
- Provide annual cooperative wide purchasing opportunities for hardware and software.
- Provide annual reports on minimum standards for workstations.
- Survey the vendors in the cooperative area and assist in getting group discount pricing to benefit the libraries that need this assistance.
- Compile a list of vendors and have it available on the Cooperative's homepage ([www.wplc.org](http://www.wplc.org))
- Provide training sessions for libraries to do preventive maintenance as well as training library staff to identify problems for which expert assistance is needed.

**Goal:** Maintain the computer networks of the cooperative office and training center.

**Objectives/Activities:**

- Create a plan, including budget forecasts, for the regular replacement of hardware and software programs and applications.
- Maintain the latest version and patches on cooperative server equipment.

**II. A professional development** strategy to ensure that staff knows how to use these new technologies to improve library services.

**Goal:** To strengthen and enhance technology-related training

**Objectives/Activities:**

- Assist member libraries in technology planning.
- Facilitate and provide/increase access to ongoing training on Mel databases, cataloging and interlibrary loan, software applications, enhanced/expanded broadband services, basic computer hardware maintenance and support, and computer security/networking.
- Develop training and continuing education programs based on identified member needs. WPLC offers a regular calendar of technology training classes. The schedule changes each year based on member needs. WPLC develops its training calendar on a six-month rotation with new classes offered when member needs are identified. Rotation at different locations such as public library labs, REMCs, RESDs, private and community colleges will be explored.
- Facilitate trustee education in technology topics such as automation, CIPA, and broadband.
- Investigate brokering or reselling MLC classes or outside vendor classes to member libraries.
- Investigate and implement where possible continuing education opportunities to include web-based, videoconferencing, and self-study tutorial cds to allow members to choose which program they want to attend and at what time.
- Develop a set of Basic and Advanced Technology Competencies to be approved by the WPLC advisory and board as recommendations for all member libraries. These standards will be reviewed annually and revised as needed.

**Goal:** Collaborate with members on the identification, assessment, application, and/or implementation of emerging technologies.

**Objectives/Activities:**

- Participate in grant projects to increase involvement in statewide projects.
- Investigate access to Internet II applications.
- Develop of a wireless guide for member libraries.
- Investigate a cooperative-wide virtual reference service.

**III. An assessment** of the telecommunication services, hardware, software, and other services that will be needed to improve library services.

- See the attached hardware/software report of the cooperative headquarters and computer training lab.
- See the attached survey of technology available at member libraries.

**IV. A sufficient budget** to acquire and support the elements of the plan; the hardware, software, professional development, and other services that will be needed to implement the strategy.

**Objectives/Activities:**

- Encourage and support cooperative purchasing of hardware, software, etc., which will reduce costs and technical support problems.
- Designate funds for resource-sharing systems from existing accounts and capital reserve fund.
- Identify alternative funds for technology services (Gates, LSTA, etc).
- Identify money for purchase of a digital photocopier for the cooperative headquarters.
- Work with member libraries to identify money for automation, hardware and software.

**V. An evaluation process** that enables the library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

This plan covers a three-year period. At the beginning of the second and third years of this plan, a participatory process will be used to undertake a review and revision of the plan. Each goal and target benchmarks will be assessed yearly for completion and success. Goals will be revised, if target benchmarks are missed. New goals will be developed based on a yearly needs assessments and input from the member libraries.

**Target Benchmarks**

2004

- Key WPLC documents are web accessible by July 2004.
- Investigate single portal searching ability by July 2004.
- The cooperative headquarters will have videoconferencing and teleconferencing ability by September 2004.
- Expand vendor and discount listing by October 2004.
- Each October prepare hardware specifications for cooperative-wide purchasing opportunity in January.
- New ILL software operational at 41 member libraries by December 2004.

## 2005

- Train one staff member from each member library to use new ILL software by January 2005.
- Develop technology continuing education curriculum by January 2005.
- Adopt of set of Basic and Advanced Technologies competencies by January 2005.
- 75% of member libraries will have a home page for their library by March 2005.
- 75% of all member webpages will be updated at least twice a year.
- Test feasibility of patron initiated ILLs at two libraries by April 2005.
- Computer replacement plan for the cooperative headquarters developed by July 2005.
- Investigate and implement cooperative-wide virtual reference service by October 2005.

## 2006

- 75% of member libraries will have a technology plan, including automation goals, by January 2006.
- 75% of member libraries provide web access to their holdings by June 2006.
- 75% of member libraries have a 256K or better Internet access by July 2006.
- One staff member from each library will attend a basic computer hardware maintenance and support workshop by July 2006.

## 2007

- All member libraries will be automated by January 2007.
- All member libraries will be able to participate in MelCat by June 2007.