

White Pine Library Cooperative Technology Plan
2007-2010
DRAFT

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 14 counties: Arenac, Bay, Clare, Clinton, Gladwin, Gratiot, 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.~~

III. 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.

IV. **Member Library Responsibilities – expectations of the cooperative for each member library.**

V. An **evaluation process with target benchmarks** that enables the **cooperative library** to monitor **the** progress towards 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.

A. 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:

- Improve member access to WorldCat and OCLC ILL services through customization and facilitating placing requests.
- Assist member libraries with implementation and maintenance for state-wide access via MelCat for ILL.
- Encourage all member libraries to automate.

B. 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:

- Support member libraries applications for USF funding.
- Encourage all member libraries to have a minimum T-1 connection.
- ~~Investigate the applicability of Internet II connectivity for members and implement improvements based on member needs.~~ [Internet II mentioned under II. B emerging technologies]

C. 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 provides fast and efficient means of alerting member libraries.

Objectives/Activities:

- Maintain ~~e-lists Internet based e-mail~~ for member libraries and key staff.
- Maintain, publish, and provide web access to maintain key documents, policies, and procedures.
- Implement or create access to, teleconferencing and videoconferencing for meeting and training sessions that would alleviate travel and time logistics
- Explore use of IM reference services
- Increase access and awareness of member web pages.

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

Objectives/Activities:

- **Assist member libraries in technology planning.**
- 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.~~

- **Survey the cooperative members for reliable technology support vendors; compile this list and have it available on the cooperative's website**
- ~~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.wple.org)~~
- Assist member libraries in complying with national/international standards and statewide initiatives

E. **Goal:** Maintain the computer networks of the cooperative office.

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.

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

Objectives/Activities: [Im: rearranged this section; thought best to stay vague]

- ~~Assist member libraries in technology planning. [moved to I. D.]~~
- ~~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 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.
- Develop training and continuing education programs based on identified member needs. ~~A variety of locations will be used.~~
- 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.
- Each member library will be within 1-hour driving time of a training **location center**.
- Facilitate trustee education in technology topics such as automation, CIPA, and broadband.

B. **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.

III. 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.
- Identify alternative funds for technology services (Gates, LSTA, etc).
- Work with member libraries to identify money for automation, hardware and software.

IV. Member Library Responsibilities

- Every member library should have the ability in the library to access the MeL databases, including MelCat. All libraries are expected to routinely search the Union database/MelCat for interlibrary loan and reference requests.
- Member librarians are expected to communicate using e-mail and to access their e-mail once each day the library is open, as a minimum, and are encouraged to use basic Internet services as needed. In addition, members are encouraged to provide local library information via a webpage.
- Member librarians should develop some in-house expertise for installing software and troubleshooting equipment as need arises in the day-today operation of their library.
- Member libraries should strive to maintain up-to-date equipment for staff and patron use.
- Recognizing the importance of librarians keeping current with library technology services, it is necessary for all member libraries and governing boards to allow release time for staff to attend training and continuing education opportunities.
- Member libraries will comply with state and national standards in technology areas, e.g. OCLC/MARC standards for record input into ILS (MelCat and Union database).
- Member libraries are expected to advise the cooperative of their own major technology/automation projects.
- Members libraries are expected to have technology plans.

V. Evaluation process

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 benchmark 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

- The cooperative headquarters will have videoconferencing and teleconferencing plan in place by December 2007.
- Expand vendor and discount listing by December 2007.
- Present set of Basic and Advanced Technologies competencies by December 2007.
- 75% of all member webpages will be updated at least twice a year.
- Computer replacement plan for the cooperative headquarters developed by December 2007.

- 95% of member libraries will have a home page for their library by December 2008.
- Cooperative-wide IM reference services researched by December 2008.
- 100\$ of member libraries will be in MelCat by January 2008.
- 75% of member libraries have a T-1 or better Internet access by December 2008.
- 50% of incoming OCLC requests will be filled by members by January 2008.

- 90% of member libraries will have a technology plan, including automation goals, by December 2009.
- All member libraries will be automated by January 2009.
- 90% of incoming OCLC requests will be filled by members by January 2009.