

*OWLSnet Goals/Activities from the DRAFT  
OWLS Technology and Resource Sharing Plan 2017-2020*

New or substantially changed objectives are highlighted in yellow

**Summary of Major Goals:**

- A. To provide services to OWLS and OWLSnet member libraries that help them increase patron access to library and information resources and that help increase the efficiency and effectiveness of library operations.
- B. To further develop OWLS and OWLSnet services in order to improve and enhance the services and information available to member libraries and their patrons.
- C. To facilitate effective resource sharing among OWLSnet member libraries, and between OWLS libraries and libraries beyond OWLSnet, in order to provide patrons with convenient access to library and information resources.
- D. To provide training and assistance to member library staff in using services provided by OWLS and OWLSnet.
- E. To work with the OWLSnet Administrative Advisory Committee to optimize the ongoing governance and operation of OWLSnet.
- F. To engage in continuous study and planning in regard to OWLSnet services, library automation, resource sharing, and new technologies.

Goal A: To provide services to OWLS and OWLSnet member libraries that help them increase patron access to library and information resources and that help increase the efficiency and effectiveness of library operations.

**Objectives:**

- OWLSnet will continue to provide and support Integrated Library System (ILS) software from Innovative Interfaces that offers a variety of functions to members including circulation control, a central bibliographic database, a central patron database, management reports, a discovery layer, online patron registration, e-commerce, overdue and reserve notices, resource sharing, acquisitions and SIP2 access to third party applications.
- OWLSnet will continue to provide statistics, notices and reports to help libraries track items, report circulation, and develop collections.
- OWLSnet will explore moving statistics to a dashboard format to increase access to statistics.
- OWLSnet will continue to identify and support peripherals that work with the ILS software, including receipt printers, barcode scanners, label printers and signature capture devices, as well as implementing processes that take advantage of these devices.
- OWLSnet will continue to provide access to subscription-based electronic information resources (e.g., Ancestry, Overdrive, OneClickDigital, TumbleBooks) for all network libraries.
- OWLSnet will continue to work with member libraries to provide enhanced information resources to patrons via InfoSoup (e.g., digital platform for local history, recently added materials database, booklists, Zinio).
- OWLS and APL technical services staff will continually monitor and make recommendations regarding OWLSnet technical services processes. Cataloging staff will continue to focus on helping

member libraries quickly and accurately add new items to the catalog, including creating original records and modifying existing records as appropriate.

- OWLSnet will continue to provide Internet services (e.g., web access, email accounts) to member libraries.
- OWLSnet will continue to provide email services to member libraries. Currently, we use an email/SMTP server in-house; we will consider moving to Microsoft 365, webhost based email and other options, including replacing the existing server.
- OWLSnet will continue to provide and support the network infrastructure necessary for OWLSnet services, including firewalls, servers, telecommunications equipment, data circuits, and software.
- OWLSnet will continue working to secure sufficient bandwidth to meet the needs of members by monitoring the bandwidth needs of member libraries, upgrading bandwidth from the BadgerNet converged network, exploring alternative bandwidth sources, and by securing adequate bandwidth to connect to an Internet Service Provider.
- OWLSnet will continue to provide and support SAM PC management software, or an equivalent software program, in OWLSnet member libraries. We will also evaluate and explore alternatives to SAM.
- OWLSnet will continue to provide and support wireless Internet access in OWLSnet member libraries, including providing support for wireless access points and hosting and maintenance for wireless management software.
- OWLSnet will continue to provide and support PC maintenance software that protects the computer's configuration from changes, and antivirus software.
- OWLSnet will continue to provide a VPN service to allow member libraries to use Sierra outside of the building.
- Whenever possible, OWLSnet will continue to automate reports, notices and processes to more quickly and efficiently provide services to OWLSnet member libraries.
- OWLSnet will continue to cooperate with member libraries, Recollection Wisconsin, WPLC and DPLA to increase access to local and worldwide digitized historical content.
- OWLS will continue to encourage the Administrative Advisory Committee of OWLSnet to standardize policies, procedures, and practices among network libraries.

Goal B: To further develop OWLS and OWLSnet services in order to improve and enhance the services and information available to member libraries and their patrons.

Objectives:

- OWLSnet staff will continue to act as a liaison with the ILS service provider, and keep up to date on enhancements, bug fixes and new products.
- OWLSnet, in cooperation with member libraries, will continue to develop and enhance InfoSoup.
- OWLSnet will provide training and support to help more member libraries digitize unique local resources and share them online through Recollection Wisconsin.
- The OWLSnet Administrative Advisory Committee (AAC) will continue to assess the desirability and feasibility of implementing additional Sierra software modules or other new services.
- OWLSnet will regularly evaluate and work with WPLC on the current use of online electronic resource subscriptions and make any changes necessary to optimize the use and affordability of such resources.

- OWLSnet will continue to work with member libraries to explore their participation in the acquisitions module of the Sierra ILS.
- OWLSnet will regularly replace servers, computer room network equipment (i.e., firewalls, routers, and switches), uninterruptible power supplies, and backup units.
- OWLSnet will evaluate the Encore Discovery layer and consider alternatives.
- OWLSnet will investigate adding an authority control service to clean up and standardize existing bibliographic records, and improve authority control on an on-going basis.
- OWLSnet will investigate offering a printing solution for public access PCs and wireless devices in the library.

Goal C: To facilitate effective resource sharing among OWLSnet member libraries, and between OWLS libraries and libraries beyond OWLSnet, in order to provide patrons with convenient access to library and information resources.

Objectives:

- OWLSnet will continue to allow patrons to request the interlibrary loan of items by placing holds or sending email messages via the online catalog.
- OWLSnet will continue to provide member libraries and their patrons with access to WISCAT and other library catalogs via InfoSoup.
- OWLSnet will make its Sierra server available as a z39.50 target in order for other libraries to have access to information about member library materials.
- OWLS and NFLS will continue to monitor resource sharing among OWLSnet members and will implement methods for addressing resource sharing inequities that exist between systems and libraries.

Goal D: To provide training and assistance to member library staff in using services provided by OWLS and OWLSnet.

Objectives:

- OWLSnet will continue to provide group and individual training to staff of member libraries in the effective use of Sierra software and related management reports.
- OWLSnet will continue to provide assistance to staff of member libraries in troubleshooting problems with the use of OWLSnet services.
- OWLSnet will continue to provide training to OWLSnet member libraries in using software to add digital collections to Milwaukee Public Library's CONTENTdm server in partnership with Recollection Wisconsin.
- OWLSnet and OWLS will continue using GoToMeeting, GoToWebinar, and LogMeIn for providing online programs, training, collaboration, and support to member libraries.

Goal E: To work with the OWLSnet Administrative Advisory Committee to optimize the ongoing governance and operation of OWLSnet.

Objectives:

- Representatives of OWLS, NFLS, and all member libraries (i.e., AAC) will meet at least quarterly to discuss the technical and administrative operation of the network.

- OWLSnet will continue to codify membership requirements, policies, and procedures and will regularly communicate them to member libraries.
- OWLSnet will monitor member library compliance with policies, procedures, and membership requirements and will notify any library that does not comply.

Goal F: To engage in continuous study and planning in regard to OWLSnet services, library automation, resource sharing, and new technologies.

Objectives:

- OWLS will annually review this plan and make any necessary modifications as part of its annual planning process.
- OWLSnet will explore becoming CIPA compliant in order to be eligible for additional e-rate discounts.
- OWLSnet will continue to follow advancements in linked data/BibFrame.
- OWLSnet will explore mobile apps for access to shared resources.
- OWLSnet will investigate methods to streamline support and supply requests, including adding helpdesk software.
- OWLSnet will investigate visiting each member library site on an annual basis in order to help all libraries keep up to date on OWLSnet services, procedures and plans.
- OWLS will develop and adopt a new Technology and Resource Sharing Plan. (2020)