

OWLSnet Planning Committee
Plan Elements
June 5, 2007

What follows are values statements and goals and objectives that the Planning Committee has recommended for inclusion in the OWLSnet plan. They are based on discussions held at Planning Committee meetings, activities currently underway, activities planned for the near future, and the existing OWLS and NFLS Technology and Resource Sharing Plans. This document will be expanded into a full plan for consideration by the AAC.

Recommended Values Statements

OWLSnet is established to provide a shared, integrated library automation system to NFLS and OWLS member libraries for the purposes of:

- Facilitating resource sharing among members
- Assisting member libraries in increasing the efficiency and effectiveness of operations
- Assisting member libraries in enhancing patron access to services.

OWLSnet works to accommodate the differing needs of all member libraries, regardless of size, funding, or staffing levels.

OWLSnet has a responsibility to provide sufficient training opportunities to ensure that library staff can be adequately trained in using the integrated library system and in the application of relevant policies and procedures.

NFLS and OWLS have a responsibility to make it possible for any NFLS or OWLS library to participate in OWLSnet.

Member libraries have a responsibility to be good citizens of OWLSnet by

- Participating in governance and decision-making through active representation on the Administrative Advisory Committee
- Staying informed about and adhering to all OWLSnet policies and procedures
- Disseminating relevant OWLSnet information to appropriate library staff
- Ensuring that staff are properly trained in using OWLSnet resources
- Ensuring that staff are trained in the application of relevant policies and procedures
- Providing local library information or responses needed by OWLSnet staff
- Developing local collections to meet the needs of local library patrons
- Freely lending all circulating materials to other participating libraries

Member libraries have authority to make decisions regarding their own policies, procedures, and practices as long as such decisions do not conflict with OWLSnet policies, procedures, or agreements. Member libraries should be mindful that local decisions may have a negative impact on other OWLSnet member libraries.

Recommended Goals and Objectives

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

Objectives:

1. OWLSnet will continue to provide and support Millennium 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, an online public access catalog (InfoSoup), overdue and reserve notices, resource sharing, and acquisitions. (2007-2010)
2. OWLSnet will continue to provide access to subscription-based electronic information resources (e.g., Gale databases, Ancestry, HeritageQuest, Overdrive, Tumblebooks). (2007-2010)
3. OWLSnet will continue to work with member libraries to provide enhanced information resources to patrons via InfoSoup (e.g., staff picks, recently added materials database, booklists, Readers' Page). (2007-2010)
4. OWLS and APL technical services staff will continually monitor and make recommendations regarding OWLSnet technical services processes. (2007-2010)
5. OWLSnet will continue to provide Internet services (e.g., World Wide Web access, website hosting, email accounts) to member libraries. (2007-2010)
6. OWLSnet will continue to provide and support the network infrastructure necessary for OWLSnet services, including firewalls, servers, telecommunications equipment, data circuits, and software. (2007-2010)
7. OWLSnet will continue working to secure sufficient bandwidth to meet the needs of members by upgrading bandwidth from the BadgerNet converged network, by continuing to monitor the bandwidth needs of member libraries, and by securing adequate bandwidth to connect to an Internet Service Provider. (2007-2010)
8. OWLSnet will continue to install new switches at member libraries in order to increase security by segmenting the network at each library location. (2007-2008)
9. OWLS staff will work with member libraries, when requested, to facilitate the installation of wireless networks. (2007-2010)

Goal B: To optimize the governance and operation of OWLSnet by formalizing policies, procedures, and decision-making and by increasing member library understanding of what is expected of them.

1. 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. (2007-2010)
2. OWLSnet will implement recommendations of the Planning Committee for conducting AAC meetings including: meeting only in large enough rooms, developing ground rules for meetings, advance distribution of all meeting materials, providing advance notice of issues to be voted upon, distributing meeting outcomes immediately following meetings. (2007)
3. OWLSnet will develop and implement a program for orienting library directors on the responsibilities of OWLSnet membership, the structure and governance of OWLSnet, and the nature and meaning of consensus decision-making. (2007)
4. OWLSnet will continue to codify membership requirements, policies, and procedures and will regularly communicate them to member libraries. (2010-2007)
5. OWLSnet will monitor member library compliance with policies, procedures, and membership requirements and will notify any library that does not comply. (2010-2007)
6. OWLSnet will investigate the feasibility of establishing a Policy Committee that would adjudicate disputes between libraries over whether a particular practice conforms to OWLSnet policies and procedures. (2008)

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

1. OWLSnet, in cooperation with member libraries, will continue to develop and enhance InfoSoup. Input regarding InfoSoup development will be solicited from member libraries via the InfoSoup Development Blog, at AAC meetings, and at other appropriate meetings. (2007-2010)
2. OWLSnet, in cooperation with member libraries, will develop pages for inclusion in InfoSoup (e.g., local history page) that highlight unique content developed by member libraries. (2007)
3. OWLSnet will work with member libraries to explore methods for linking to and promoting local library resources through InfoSoup. (2007-2010)
4. OWLSnet will add the capability for patrons to add reviews to materials in InfoSoup. (2007-2008)

5. OWLSnet will regularly evaluate current use of online information subscriptions, provide trials and evaluations of prospective resources, and begin providing access to additional Internet-based information resources. (2007-2010)
6. OWLSnet will convene a committee to evaluate and recommend a PC Management software vendor for member libraries, and OWLSnet will implement the recommendation if financially feasible. (2007-2008)
7. OWLSnet will work with the Brown County Library director, if requested, to explore the impact and feasibility of the library joining OWLSnet. (2008)
8. OWLSnet will continue to assess the desirability and feasibility of implementing additional Millennium software modules (e.g., E-Commerce, Collection Agency Interface). (2007-2010)
9. OWLSnet will develop and implement a schedule for replacing servers, computer room network equipment (i.e., firewalls, routers, switches), uninterruptible power supplies, and backup units. (2007-2010)
10. OWLSnet will evaluate its current antivirus software, PC security, and network security provisions and will make recommendations for maintaining and improving security. (2009)
11. OWLSnet will implement recommendations of its evaluation of PC and network security and virus protection. (2010)
12. OWLSnet will work with member libraries to explore their participation in the acquisitions module of the Millennium ILS. (2007-2010)

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

1. OWLSnet will continually evaluate the cost effectiveness of OWLSnet's resource sharing policy, which encourages the sharing of all local materials with all other network members. (2007-2010)
2. OWLSnet will continually evaluate the impact of resource sharing growth on member libraries' operations and will make recommendations for desirable changes. (2007-2010)
3. OWLSnet will continue to provide member libraries and their patrons with access to BadgerCat and other area library catalogs via InfoSoup. (2007-2010)

4. OWLSnet will make its Millennium server available as a z39.50 target in order for libraries in the state using WISCAT to have access to information about member library materials. (2007-2010)
5. OWLS and NFLS will continue to monitor resource sharing among OWLSnet members and, if necessary, will implement methods for addressing resource sharing inequities that may exist between systems and libraries. (2007-2010)
6. OWLSnet will continue to allow patrons to request the interlibrary loan of items by placing holds or sending email messages via the online catalog. (2007-2010)

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

1. OWLSnet will continue to provide group and individual training to staff of member libraries in the effective use of Millennium software and related management reports. (2007-2010)
2. OWLS will continue to provide assistance to staff of member libraries in troubleshooting problems with the use of OWLSnet services. (2007-2010)
3. OWLSnet will provide information on its web site about using OWLSnet services effectively. (2007-2010)
4. OWLSnet, upon request, will assist OWLSnet member libraries with the initial set-up of new web sites. NFLS and OWLS are each responsible for assisting with the development and maintenance of their own member library web sites. (2007-2010)
5. NFLS and OWLS are each responsible for providing training or consultation to their own member libraries in the effective use of electronic information resources, computers, software, or other new technologies not related to the ILS. (2007-2010)

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

1. OWLSnet will appoint a planning committee to evaluate the current plan and develop a new plan. (2009)
2. The OWLSnet planning committee will present a new plan for consideration, modification, and adoption by the Administrative Advisory Committee. (2010)
3. OWLSnet will encourage and support participation by its staff in activities to help them keep abreast of technological developments relevant to OWLSnet services. (2007-2010)