Wisconsin Public Library Consortium
Technology Collaboration Operations Committee Agenda
January 20, 2022 at 1:00 pm
via zoom

ATTENDEES: Keetra Baker (WLS), Andrew Hoks (SCLS), Tony Kriskovich (NWLS), John Kronenburg (NFLS), Mellanie Mercier (BLS), Lori Roholt (IFLS), Tom Teska (SCLS)

PROJECT MANAGERS: Melody Clark (WiLS), Jennifer Chamberlain (WiLS)

Meeting started at 1:00 pm.

1. **Project Update – Deep Freeze**
   R. Nitsch was working the vendor to gather more information and potentially schedule a demo.

   Tabled for the next meeting, R. Nitsch was unable to join the meeting.

2. **Project Update – Data Dashboard**
   The data dashboard survey was out in the field in November. The group discussed the results and determined next steps.

   There were eight responses to the Data Dashboard survey. Of them, six currently have dashboards or have libraries within their systems that have dashboards. Of those, four are custom built, in-house dashboards; one is a SirsiDynix BlueCloud Analytics product and one is Tableau. On average, they are all relatively satisfied with their current dashboard, no one noting that they are completely unsatisfied.

   Many of the custom built have little to no cost, whereas those using a vendor product pay between $1,200 and $15,000.

   Many provided links to their dashboards: https://dashboard.mcfls.org/, dashboard.wvls.org, dashboard.iflsweb.org, dashboard.northernwaters.org, https://www.scls.info/data-statistics, http://dashboard.iflsweb.org/

   All responded that they were either interested or maybe interested in a collaborative creation/procurement of a data dashboard for their system.

   When asked what components they want to see in a dashboard, there were a variety of responses including:
   - Automated data loading (limited manual uploading). Connections via API or other method for real-time analytics. Complete one-stop dashboard for all library data needs including circulation, database use, public PC use, wireless, etc. Important: letting libraries see long term trends in areas of circulation and the ability to compare themselves to libraries in the same system or libraries throughout the state.
   - Monthly and yearly reports and statistics.
   - Daily-precision minimum, hourly-precision or better would be ideal. Customizable templating for report generation. Exporting of datasets and data-shapes (for all

visualizations presented) to CSV, JSON, and/or other common format options for external consumption. Historical retention goals approaching infinity (no hard bounds on data retention periods for historical review). ILS integration, WIFI integration, session-management (timing) software integration, website analytics integration, etc.

- Updated Daily or even hourly, Customizable reports, ILS data, WiFi data, website data and the ability to retain and produce historical data basically forever.
- Data from a variety of resources such as the ILS, subscribed online resources, people counters, public computers, and public wireless.
- "Daily-precision minimum, hourly-precision or better would be ideal.
- Customizable templating for report generation. Exporting of datasets and
- data-shapes (for all visualizations presented) to CSV, JSON, and/or other
- common format options for external consumption. Historical retention
- goals approaching infinity (no hard bounds on data retention periods for
- historical review). ILS integration, WIFI integration, session-management."
- at a minimum circulation data, then overdrive/hoopla, etc., circ data by munin
- Everything we have now. Too many to list.
- ILS data (transactions, collections), website use data, wireless use, public access computer use, database use

When asked what they envision using the database for responses included:
- Mostly for libraries interested in reporting to their boards and doing planning for example for staffing libraries based on data-driven decision making.
- A tool that is meaningful enough to enable data-driven policy development and programming/practices/processes tuning by libraries and library systems. Variable period reporting (annual, monthly, weekly, daily, custom ranges) and multi-period comparison (year over year, same month over years, month to different month, etc).
- Monthly board reporting, on demand comparison of data with other libraries, on demand month to month and day to day comparisons. Something libraries can use to help make data based and backed decisions on policy, programming, and materials.
- Monthly data needs for board reporting including breakdowns of public computer usage by logins / time used, public wireless by logins / time used, people counters, online resource usage, users added monthly, ILL sent / received monthly, count of holds placed by user type, physical circulation by: age group, fiction / nonfiction, location, broad item type, municipality, method (staff / self check / online), and owning library. In-person resource uses (circ, public computers, wifi) aggregated by hour / day of week to help libraries plan for staffing / open hour changes. Standardized online resource usage to track the cost / benefit of online subscription services. Per collection (ILS location code, dewey range, LCSH) usage changes to identify physical collection budget priorities and candidates for moving collections / creating special displays. We've also had an increase in requests for tracking collection diversity information.
- "A tool that is meaningful enough to enable data-driven policy development and programming/practices/processes tuning by libraries and library systems. Variable period reporting (annual, monthly, weekly, daily, custom ranges) and multi-period comparison."
- compare years to see trends

- Strategic planning, collection development and maintenance, presentations, fundraising, library advocacy, handouts to library directors, recruiting new libraries, dashboards are available to libraries statewide.
- Monthly data needs for board reporting, general planning

The group was asked their general thoughts from the responses.
- Responses confirm suspicion that libraries and systems are looking for the same functionality in a dashboard product – we have similar goals.
- Question remains, how feasible is it to do a project like this with the disparate data sources?
- Bridges is a system that doesn't have a dashboard and they are interested in moving in this direction, but not sure how to start.
- IFLS/WVLS/NWLS – all using the same platform, hosted by IFLS – but they are looking to upgrade due to vulnerabilities in the aging product.
- IFLS would be interested in hearing what SCLS' plans are going forward.
  - SCLS has contracted with someone to keep the dashboard going.

Next steps are:
- Identify someone to take a lead on this. The group was asked if anyone was interested?
  - M. Mercier is willing to take a lead, but lacks expertise in how dashboards work.
    - A. Hoks shared that additional staff (Tim Drexler) from SCLS may want to be involved in this project as well.
- Identify vendors and get possible quotes.
- Take the information to the WPLC Technology Steering Committee for feedback and approval.

Project managers will get in touch with M. Mercier to move this ahead into the research phase.

3. **Project Follow Up – EZ Proxy**
The EZ Proxy survey is out in the field now. The group discussed the results and determined next steps. There are twelve responses so far. Of them, four currently use EZ Proxy and of those four they are relatively satisfied with the product. Current annual cost is between $ 520 - $1500 and are all locally hosted. For those libraries that do not use EZproxy, two others use another product, both Innovative's Web Access Management through their Sierra ILS and others use a home-grown solution, either through their ILS or PHP or SQL scripts. Most of those other solutions are bundled with their ILS. All respondents are interested or maybe interested in learning more about a statewide negotiated procurement.

Of the four they have a varying number of databases running through the proxy from 9 – 92.

When asked if they authenticate for all of their libraries or if they have some libraries that have their own instances, they responded:
- We maintain 31 separate instances of EZProxy, 1 for each of our 30 libraries, and one at a system level.
- System does all auth via EZ Proxy custom script

- I believe we authenticate most member libraries via our local EZ proxy installation. But there may be a couple locations that are doing it on their own, whether through EZ Proxy or something else.
- all libraries

The group was asked their general thoughts from the responses.
- Pleased to see there is interest, and to see what products people are using.

  Next steps are:
  - Identify someone to take a lead on this. The group was asked if anyone was interested?
    - K. Baker volunteered to take the lead.
  - Connect with DPI about this to see if there is interest to do more at the state level. Share with them the survey results to indicate widespread interest. M. Clark will email DPI and cc K. Baker in the communication.
  - Identify vendors and get possible quotes.
  - Take the information to the WPLC Technology Steering Committee for feedback and approval.

4. **Idea Sharing**
   Background: This will be a standing agenda item for discussion.

   During the meeting: The group will discuss new potential projects and consider the following questions.
   - *What technology related problems are you seeing within your library/system?*
   - *Are there any major pain points you have with existing processes/procedures?*

   No items were discussed.

Next meeting date: April 4, 2022 at 10:00 am

Meeting adjourned at 1:35 pm.