Wisconsin Public Library Consortium
Technology Collaboration Operations Committee Notes
November 3, 2020 at 10:00 am
via zoom

ATTENDEES: Bill Herman (DPI), Andrew Hoks (SCLS), Dan Jacobson (SCLS), Tony Kriskovich (NWLS), Karol Kennedy proxy for Mellanie Mercier (BLS), Robert Nitsch (MLS), Lori Roholt (IFLS), Kris Schwartz (IFLS), Sony Yang (WRLS), Tou Yang (WRLS)

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

1. **Welcome and Introductions**
   The meeting was started at 10:00 AM. The group was welcomed and introductions were made.

2. **Committee Roles, Responsibilities, Meeting Frequency**
   The WPLC Technology Collaboration Project Proposal was approved by the WPLC Board in June of 2020. The idea originated at SRLAAW and moved to the WPLC due to the fact the WPLC has a state wide governance structure in place in which all WI public library systems are current partners. An implementation plan was created and the committees were formed with the goal that the Technology Operations Committee would meet in advance of the Technology Steering Committee.

   The focus of this group is on idea generation. The Technology Steering Committee is more focused on approving, oversight, financial, and decision making. The WPLC board will also review and approve projects this group proposes. The Tech Operations webpage https://wplc.info/techoperations was shown and it was noted that agenda, meeting materials and notes will be posted to this site.

   The group reviewed the WPLC Technology Operations Position Description as well as the WPLC Technology Steering Committee Position Description.

   There was a question about the overlap or differences between this group and Tech-a-Talka. It was noted that the main difference is lack of governance structure in the Tech-a-Talka group and it was suggested that Tech-a-Talka members can bring ideas to the WPLC Technology Operations Committee for review and possible presentation to the WPLC Tech Steering Committee. D. Jacobson noted that the Tech-a-Talka group will continue to meet and that a few big contributors to Tech-a-Talka are not on this WPLC group. ILS folks are under-represented on Tech-a-Talka, so having those members in this WPLC Technology Operations group is helpful to think through those projects.

   B. Herman suggested that each system should have a representative on this Committee. It was noted that the committee charge allows for that, but the WPLC Board has full system representation. It was clarified that the Board wanted this group's membership to allow for members to come and go as need be taking into consideration the types of projects the group

will be working on. It was also noted that not all systems have technology staff members to populate the committee.

A suggested meeting schedule and timeline was shared. WPLC Board agreed that the Technology Operations Committee and the Technology Steering would both meet quarterly and suggested this committee meets 1-2 times prior to the first Tech Steering committee to generate ideas. The group will plan to meet in January, April, July, and October. A poll with dates will be sent out after the meeting to determine next meeting dates.

3. **Decision Making Process**
   It was noted that is the first meeting of the Committee and the group will need to establish how opportunities for collaboration will be reviewed and weighed.

   The group was asked to consider the following questions:
   - How will ideas/potential projects be identified?
   - How will decisions be made to implement a project? Does a rubric need to be created?
   - How are these weighed?
     - Number of libraries/systems impacted
     - Lack of equity /expertise
   - Percentage of cost savings

   No firm ideas were shared on how project proposals will be solicited. There was general agreement that ideas may come through different avenues, might bubble up from projects that may be already in the works, or from committee members during the meeting. It was also suggested that members could email the WPLC project managers (mclark@wils.org / jennifer@wils.org) to bring forward on the agenda or to the whole group at wplc-tech-operations@wils.org. It was also noted that a call for agenda items will always be sent out a week in advance of the agenda for these meetings.

   It was asked if ideas/projects would be need to include all systems? Per the original proposal, it was shared that project participation would not be required. Systems will be able to determine if they wish to participate.

   Some potential factors to consider were shared and included:

   - Scope
   - Equity, reaching underserved populations
   - Saving time
   - Saving money

   A live poll was shared to gather feedback on what criteria the majority feel is most important. Overall saving money is primary. Results of the poll:
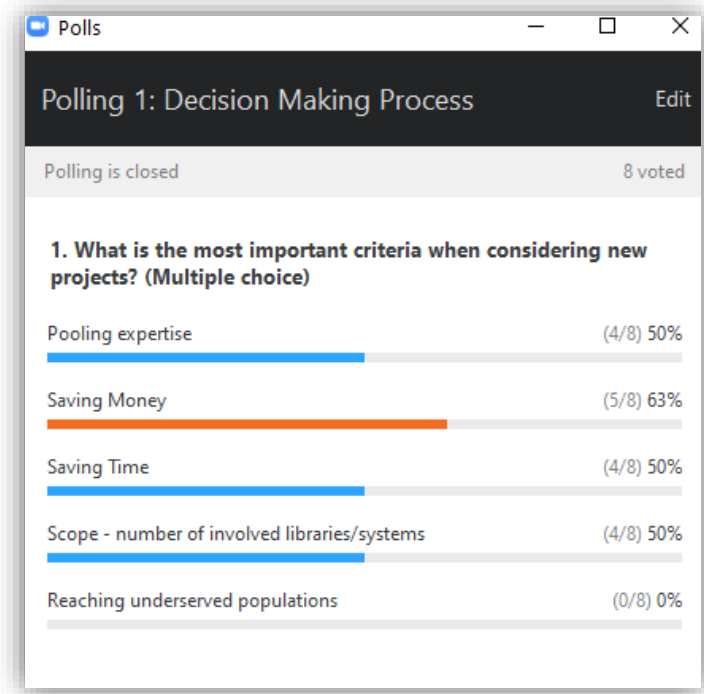
The group agreed that as of right now, no formal rubric would be created.

4. **Potential Opportunities for Collaboration/Idea Sharing**
The group was reminded that the intent of this committee is to not undertake any current technology collaborations but to investigate and present new proposals for collaboration. A form was sent out to members in advance of the meeting to solicit ideas. One potential project was submitted. M. Mercier suggested a collaborative EZProxy or similar product, suggesting there may be potential in a cooperative purchase and/or hosting. K. Kennedy shared that Waukesha County is currently working on hosting a county-wide instance of EZ proxy, but thoughts are this might be useful on a larger scale.

L. Roholt proposed the investigation of an analytics dashboard solution. IFLS uses a current homegrown dashboard, but would like to see something more updated with a possible wider collaboration. They currently lack the expertise to build one. It was asked if their former dashboard was used by other systems with different ILS. It seems to be used by systems with Sierra only. A potential complication might be differing ILS. It was asked what kinds of data was displayed. It's a public site: http://dashboard.iflsweb.org/#/ that shows checkouts, renewals, holds placed, website visits, wireless sessions. Bulk of the data is from ILS.

It was shared that Monarch Library System just started a trial with WhoFi, an analytics resource for wifi usage. They should be able to share more at the next meeting.

There was interest from the wider group to pursue more information about an analytics dashboard.

Next steps: Project managers will connect with M. Mercier and L. Roholt to define more information to share about these projects at the next meeting.

It was asked if guests are welcome to these meetings. It was clarified that yes, please feel free to invite others in your system if they have expertise that pertains to the agenda. It was requested that Tech Operations Committee members are the contact person to share the information with their colleagues directly. New members can be added at any time.

Meeting ended at 10:58 am.