

# **Lewis & Clark Library System**

## **Operational Plan Technology Development (Combines the Automation & Bibliographic Access Plans)**

### **Introduction**

The automation of member library resources is a primary consideration of system activity in facilitating access to bibliographic resources, cooperative collection management and resource sharing. The process of automating library services within the system has incorporated a wide range of computer hardware and software, networks (LAN, WAN and Internet), and digital databases. New technologies present LCLS member libraries opportunities to enhance bibliographic access and resource sharing to the communities they serve.

Recently, popular culture has proposed that libraries could be replaced by bringing electronic bibliographic access to the home. At the same time the have nots of our communities look to their libraries to provide access to digital resources. Providing access to digital technologies is necessary for libraries to serve the unserved as well as for their own long term survival. Development of technologies within the system has thus become a primary focus of automation.

The Technology Development (Automation) Operational Plan outlines ways for the system to invite and assist LCLS members in the development of technologies. This plan also incorporates aspects of the Bibliographic Access Plan of service. Additionally, Cooperative Collection Management (CCM) is treated more globally in this document under the concept of Resource Sharing.

### **Service Objectives**

- Enhance and expand automation and networking services to support traditional automation services and forge paths to future information access.
- Expand resource sharing outside system and State boundaries to provide new venues for bringing resources to member libraries.
- Expand information access services into new technologies as they are made available.

- Maintain secure LLSAP and networking facilities within its offices.
- Promote areas in which automation will enhance efficient use of library resources (i.e. time, money, personnel).

### **System Responsibilities**

The system will enhance and expand automation and networking services to support traditional automation services and forge paths to future information access.

Facilitate opportunities for members to participate in shared automation through:

- Provide workshops, demonstrations, and reports on current and future technologies.
- Publicize experiences with automation technologies in The Expedition Extra and through system-wide workshops.
- Encourage membership to become active users of the GateNet, the Internet and related information networks.

Encourage members of its community and neighboring communities to participate and partner with GateNet and the LCLS Network.

- Promote GateNet and LCLSnet services through workshops, meetings, grant opportunities and site visits to the LCLS service area.
- Provide membership with research, studies and other supporting documentation that promotes the need of network services in the library community.
- Work with membership through consulting and site visits to help identify ways that GateNet and LCLSnet services could benefit a given library.
- Annually review contributions of the system agency to the LLSAP as part of the budgeting process.

Promote awareness of all automation and networking opportunities (including, CD-ROM databases, online databases, the Internet, local area networks etc.)

- Continue to consult with membership on the use of automated and networked services.
- Continue to offer continuing education and training on the use and opportunities of automated and network services.

- Sponsor pilot projects using new technologies that provide opportunities for LCLS members to be exposed to the technology.

Expand partnership opportunities for automation and network resource sharing within and outside the LCLS boundaries.

- Work with automation and technology vendors to identify ways to upgrade and enhance services to support membership present and future needs.
- Continue to provide support for members using LCLS dial-up services for access into the GateNet Database.

Promote areas in which automation will enhance efficient use of library resources (i.e. time, money, personnel).

- Provide training in automation that focuses on ways to save resources.
- When requested, provide onsite evaluations and consulting on how automation resources are being used in a given library.

The system will expand resource sharing outside System and State boundaries to provide new venues for bringing resources to member libraries through universal access (and/or Interface).

Identify resources which the system could partner with other organizations.

- Identify resources that share common hardware/software platforms with other organizations.
- Identify programs that share common interests and needs with other systems (i.e. continuing education, training, information access programs).
- Identify resources that share common needs with other organizations.

Establish partnerships for the development of resource sharing projects and programs.

- Partner in resource sharing projects with other Illinois library systems and organizations.
- Partner in resource sharing projects with library organizations outside

- the State of Illinois.
- Partner in resource sharing projects with other non-for profit organizations in the State, such as universities, community colleges, and continuing education consortia.
- Partner in resource sharing projects with for-profit organizations.

The system will expand information access services into new technologies as they are made available.

Investigate new technologies.

- Identify programming, maintenance and operational needs that could be benefited by new technologies.

- Attend vendor conferences that explore current and new technologies.
- Follow vendor and technology trends in relevant journals and periodicals.
- Perform site visits at locations where new technologies exist.
- Attend vendor demonstrations of new technologies.

Establish pilot projects to evaluate the use of new technologies.

- Identify pilot projects that could respond to programming, maintenance and operational needs.
- Identify participants for pilot projects who would serve as qualified evaluators of the identified technology.
- Implement pilot projects.
- Evaluate pilot projects for use throughout the System.

Implement new technologies that are of benefit to the system.

- Create a system plan for the implementation of new technologies.
- Work with member libraries to set goals for the incorporation of new technologies.
- Assist members as they implement and incorporate new technologies at their respective libraries.

The system will maintain secure LLSAP and networking facilities within the System.

Provide a secure environment for LLSAP and Networking operations.

- Maintain the proper environment for the central site computer room.
- Maintain adequate fire and security procedures at the agency headquarters.
- Maintain ongoing investigation for the necessity of additional fire/security protection.
- Maintain a properly sized uninterruptible power supply at the central site.
- Maintain updated insurance coverage for all central site electronic equipment.
- Maintain nightly backups.
- Maintain off-site copies of current backups.

## **Members responsibilities**

- Adhere to system standards regarding automation as outlined in the Lewis & Clark Library System Membership Standards document.
- Apply for appropriate State Library grants in automation as they are made available.

## **Complaint Procedures**

The system's members are encouraged to seek quick and peaceful resolutions to any problems which might arise from the adherence to the system's operational plans. When necessary, the system's grievance policy should be followed.

Approved by LCLS Board action April 15, 1997

## **Appendix A**

### **Automation Services Directory**

#### Executive Director

- Answers questions relating to finances
- Market GateNet/LCLSnet services
- Contract negotiations
- Contracts with other DRA sites
- Works with board members and head librarians
- Monitoring GateNet budget

#### Fiscal Officer

- Prepares financial documents for the GateNet/LCLSnet bill list
- Answers questions relating to finances

#### GateNet Manager

- Answers questions to the operations of GateNet and LCLSnet
- Supervises software upgrades
- Coordinates central and local site automation training
- Hires personnel for central site operations
- Market GateNet services
- Works with board members and head librarians

#### Technology Development Consultant/LCLSnet Network Manager

- Answers questions on the operations of LCLSnet and GateNet
- Supervises upgrades to the network
- Coordinates central and local site automation training
- Hires personnel for central site operations
- Marketing of LCLSnet services
- Works with board members and head librarians

#### GateNet Software Supervisor

- Oversees maintenance of user accounts
- Creates and maintains login command files and ccl files for user accounts
- Supervises the monitoring of databases and system functions along with Head Computer Operator
- Plans and undertakes software upgrades with Head Computer Operator

- Oversees the scheduling and editing of command files which produce daily, weekly, monthly and yearly reports
- Resolves software and datafile problems with the assistance of either GateNet Manager or vendor assistance
- Coordinates hardware installation
- Assists the GateNet Manager with circulation training and brings new libraries online for circulation
- Develops detailed site-specific operations manual
- Oversees training and evaluation of computer operations employees

#### GateNet Head Computer Operator

- Coordinates equipment orders
- Responsible for user accounts
- Responsible for security and maintenance of special accounts
- Supervises the monitoring of database and system functions
- Schedules backup of database
- Edits the regular scheduled command files which produce daily, weekly, monthly and yearly reports
- Distributes reports
- Assists in resolution of problems with hardware and software
- Schedules housekeeping and supervises security functions of computer facility
- Connects peripheral hardware
- Oversees inventory of supplies
- Assists training of computer operations employees

#### LCLSnet Information Network Specialist

- Cabling at local sites as needed
- Connects peripheral hardware
- Oversees inventory of supplies
- Assists training of computer operations employees
- Assists in resolution of problems with hardware and software
- Install network hardware and software
- Troubleshoot network hardware

#### Part-time Computer Operator

- Troubleshoots and reports problems to vendor and Head Computer Operator
- Interprets logs
- Cabling at the local sites

## Database Maintenance Clerk

- Searches and evaluates database records
- Corrects errors reported
- Downloads authority records
- Deletes empty records

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