	Wisconsin Public Library System Technology Survey, July, 2012	Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	
2	System URL:	als.lib.wi.us	www.esls.lib.wi.us	www.ifls.lib.wi.us	www.lakeshores.lib.wi.us / www.mwfls.org	www.mclsweb.lib.wi.us	www.mcfls.org	nwls.wislib.org	www.owlsweb.info, www.owlsnet.info	2
3	Extranet URL, if available to outside the system:					www.mc.lib.wi.us			www.owlsweb.info, www.owlsnet.info	3
5	**Staff**									5
6	Is System office located in resource library?	No	No	No	No	No	Yes	No	Yes	6
7	# of System tech staff (FTE)	1	1.2	1.5	3	1	3	2	8.1	7
8	# of technology or ILS contract staff (from member library or paid consultants) (FTE)	0	0	0	0	0	1. We subcontract with DigiCorp for any major network changes.	0	0	8
10	**Support Structure/Prioritization?**									10
11	How are technology priorities decided? (i.e. Committee decides, members vote, etc.)	Committee	Varies - system staff, committees, etc.	System Staff	Technology priorities are set by system staff based on communications with library staff	Members vote	System staff and directors reach consensus. Priorities are normally determined by system staff. Some decisions are taken to the directors' advisory committee for formal approval.	System staff decides	Varies	11
12	Method of staff technology support (Ticket based? Help desk? Phone calls? Email?)	Phone, email	Phone calls, email	Help Desk (e-mail and web form). We also take (but discourage) phone calls.	Help desk	Email, phone (no protocol)	Helpdesk, phone calls, email	Phone, email	Phone or email	12
13	If you have Help Desk staff, what is the schedule and how many staff?	na		Priority issues are 24/7 using Help Desk system. Routine issues are 8-5 m-f	8 - 5 M - F, all 3 tech staff answer tickets	na	M-F: 7:00 am - 3:00 pm	na	na	13
15	**ILS**									15
16	Is ILS run by the system?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16
17	ILS software and version	Innovative Interfaces' Millennium 2009B1.4	Polaris 4.1	Innovative Interfaces, Sierra	Symphony 3.4	Symphony 3.4	Innovative Millennium Release 2011.2	Innovative Millennium 2011 v1.2	Innovative Millennium R2009B, moving to Sierra	17
18	Type of ILS server hardware	Sun	Dell	IBM x3850	Dell R820	1 Dell PowerEdge 2900	Sun M4000 Enterprise	Sun Sunfire V245	Sun M4000	18
19	ILS operating system	Solaris	Windows 2008 R2	Linux RHEL	RHEL 4	Linux Red Hat Enterprise 4	Solaris 10	True64 Unix	Solaris	19
21	Are all member libraries part of shared system?	Yes	Yes	No	Yes	Yes	Yes	No 28/30	Yes	21
22	Are non-public libraries sharing the ILS?	No	Yes	No	Yes	No	No	Yes 1 School	No	22
23	Number of libraries sharing the ILS	7	15 counting ESLS bookmobile	50	50	6	15	28	30 libraries / 49 locations	23
24	Names of other ILS/Circ systems used by member libraries:	None		Follete, Spectrum	None	None	None	None	None	24
26	System funds pay for part of ILS costs?	Yes	No	Yes	Yes	No	Yes	Yes	Yes	26

	Wisconsin Public Library System Technology Survey, July, 2012	Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	
27	Amount paid by system for 2011, % paid			21.50%			$25,000 + staff time	51%	OWLS & NFLS pay approximately 50% of OWLSnet costs	27
28	Are these cost factors in ILS fees to libraries?									28
29	Server hardware?	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	29
30	ILS software?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	30
31	Staff?	Yes	Yes	Yes	No	No	No	Yes	Yes	31
32	Supplies?	Yes	Yes	Yes	No	No	No	Yes	No	32
33	OCLC or Skyriver?	No	Yes - OCLC	Yes	Yes, SkyRiver	Yes-OCLC	Yes-OCLC	No	Yes-OCLC	33
34	Non-system staff? (i.e. cataloging provided by headquarters, etc.)	No	No	No	No	No	No	No	No	34
35	Internet ISP costs?	No	Yes	No	No	Yes	Yes	Yes	Yes	35
36	Telecommunication costs?	Yes	Yes	No	No	Yes	Yes	Yes	Yes	36
37	Telecommunications equipment maintenance?	No	Yes	No	No	Yes	No	No	Yes	37
38	Office space?	Yes	No	Yes in 2013	No	No	No	No	Yes	38
39	Administrative support/overhead?	Yes	Yes	Yes in 2013	No	Yes	Yes. Special projects administered by Network Administrator	No	No	39
40	Content enrichment for the online catalog?	Yes	Yes	Yes	Yes	Yes	No	No	Yes	40
41	Content Enrichment vendor:	Syndetics	Baker & Taylor Content Café	Ebsco	Syndetics	Bowker Syndetics & LibraryThing	Syndetics and LibraryThing		Bookletters	41
42	Is there a formula or method for assessing member fees? Briefly describe.	Libraries' average of their percentage of registered borrowers and their percentage of circulations	Yes - Basic ILS costs divided equally amongst all participants; if a library wants a specific service, they pay cost on their own	Yes, Based on prior year's circulation and item count	Yes, circulation and # of titles are used for member fee calculation	Formula of 13 MPL 6 shares, LPL 3 shares, BPL CPL KPL & NHPL 1 share each	This is a combination of OCLC, automation and cataloging costs calculated based on resident circulation.	Total costs / Total # of licenses x licenses owned by library	No	42
44	ILS modules used:									44
45	Acquisitions?	Yes	Yes	Yes	Yes	Yes-Acquisitions	Yes	Yes-at one library	Yes	45
46	Electronic ordering?	Yes	Yes	Yes	Yes	Yes-Electronic ordering	Yes	Yes-at one library	Yes	46
47	Serials?	Yes	Yes	Yes	Yes	Yes-Serials	Yes	No	Yes	47
48	Booking?	No	No	No	No	No-Booking	No	No	No	48
49	Report writer?	Yes	Yes	Yes	Yes	Yes-Report writer	Yes	Yes	No	49
50	Offline circulation?	Yes	Yes	Yes	Yes	Outreach, ILL, Requests, Offline Circ	Yes	Yes	Yes	50
51	Telephone renewal?	Yes	No	Yes	Yes	Yes	Yes	No		51
52	Telephone notification?	Yes	Yes	Yes	Yes	Yes	Yes	Yes		52
53	Outreach?		No	No	Yes	Yes	No	No		53
54	Collection agency software? Vendor?	Yes - Unique Management (4 of 7 libraries use it)	Yes - UMS	Yes, Unique Management	Yes, Unique Management	Yes, Unique Management	Yes.Innovative and Unique Management	No		54
55	Discovery layer for the catalog?	No	No	No	Yes	No	No.	No		55
56	E-Commerce products for fines, fees? Vendors?		No	Yes, Innovative/e-MerchantSolutions/PayPal	Yes, PayPal	No	Yes.Innovative	No		56
57	Z39.50 for WisCat?	Yes	Yes	Yes	Yes	Yes	Yes	Yes		57

	Wisconsin Public Library System Technology Survey, July, 2012	Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	
58	Mobile-device version of the catalog?	(yellow)	Yes	Yes	Yes	Yes, LibraryAnywhere, BookMyne	Yes	Yes	(yellow)	58
59	Other? Names:		Text and email for notices and cko receipts		SIP, NCIP, Web Services			API		59
61	Centralized cataloging?	No		Yes for most libraries	No, though we have automated tools that route short records to orignal catalogers after a period of time	No	Yes	No	Yes	61
62	Authority control for names and subjects?	Yes	No	Yes	No, though we're looking at some automated processing to help handle authorities	Yes	Yes	Yes-Marcive	(yellow)	62
63	Member libraries add short records?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	(yellow)	63
64	Member libraries download bibliographic records from OCLC/Skyriver, etc?	Yes	Yes	Yes	Yes	Yes	No	Yes-through z39.50 databases	(yellow)	64
65	Member libraries edit records already in the ILS database?	Yes	No	Yes	Are allowed, but most do not	No	No	Yes	(yellow)	65
66	Holdings for individual libraries shown in OCLC?	Yes	Yes	Only Eau Claire	No	Yes	No	No	(yellow)	66
68	Centralized notice printing?	No	No	No	No, We encourage email / phone / sms for all but the final overdue	No	Yes	No	Generation - Yes; Printing - No	68
69	Centralized statistical reports?	Yes	Yes	Yes	System automates several common reports, libraries can run their own as well, the systems also assist libraries if they need it for local reports	Yes	Yes	Yes	Yes	69
70	Centralized weeding reports, lists or produced by libraries?	Yes	Both	Library produced, but system staff will help	System automates several common reports, libraries can run their own as well, the systems also assist libraries if they need it for local reports	Libraries	Yes	Mostly centralized	Yes	70
71	Email notices?	Yes	Yes-including text messages	Yes	Yes	Yes	Yes	Yes	Yes	71
72	Email pre-due notices?	Yes	Yes-including text messages	No	Yes	Yes	Yes	Yes	Yes	72
74	**Mail System**									74
75	Maintained locally by the system?	No	No	No	No	No	Yes	Yes	Yes	75
76	If yes, Mail system server software and version:						Exchange 2003	MailScanner/Sendmail	IMAP	76
77	If yes, Mail system client software and version:					No	Outlook 2003/2007	Outlook/Outlook Express/Webmail	Thunderbird, Round Cube recommended, others used	77
78	If mail not maintained by the system, vendor used:	WiscNet	WiscNet	Google Apps for libraries and Office365 for IFLS	Google Apps for LLS, WiscNet for MWFLS	WiscNet				78
79	Spam filtering done by the system?	(yellow)	No-WiscNet	No	Yes	(yellow)	No	Yes	Some	79
80	Method/software for managing spam?		WiscNet		Postini for LLS, WiscNet for MWFLS		Postini	Mail Scanner	Mail Scan	80

	Wisconsin Public Library System Technology Survey, July, 2012	Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	
81	Mailbox size limits:		Varies by user per WiscNet		10 GB for LLS, 200 MB for MWFLS	200MB	Unlimited	Most have no limits	100 MB	81
82	Does the mail system have a web interface?	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes - Round Cube	82
84	**Websites Services Provided by System:**									84
85	Design websites for libraries?	This service is offered, some libraries design/manage their own	Provides support but not direct design	Yes	Yes, through WiLS contract	No	Assist only	Yes	Yes	85
86	Software used/supported:	WordPress, Dreamweaver	N/A	Drupal	Wordpress primarily, though we do host static HTML, Drupal and Joomla sites for libraries	WordPress & Dreamweaver	Expression Web	Joomla, Dreamweaver	Drupal	86
87	Use CMS? Software used?		Yes - WordPress	Drupal	Yes, Wordpress, Drupal, Joomla	Yes	No	Joomla	Yes. Drupal	87
88	Train libraries to use webdesign software?		Yes	No	Yes, through WiLS contract	Yes Limited	Yes	No	No	88
89	Host websites for libraries?	Yes	Yes if they want	Yes	Yes	No	Yes	Yes		89
90	Create forms for library websites?	Yes	No	Yes	Not sure what WiLS does	No	Yes	Yes	Yes	90
91	Create new-material lists for library websites?	Yes	No	No	Our ILS produces them automatically for those who can use the data	Yes	Yes	Yes	Yes	91
92	Produce statistics on use of library websites?	No	No	Set up Google Analytics for libraries	No, we encourage them to use Google Analtics	No	No	Yes	Yes	92
93	Assist libraires with gathering statistics?		Yes if they want	See above		No	Yes	Yes	Yes	93
94	Product/vendor/method used?		N/A				Google Analytics	Joomla stats	Web Trends, Drupal, Google Analytics	94
95	Mobile-device version of library websites?	No	All	Planned through Drupal, but only implemented at one library	Not sure what WiLS does	Some	No	No		95
97	**Network and Servers**									97
98	ISP(s):	WiscNet	WiscNet	WiscNet	WiscNet at both headends, we also use Charter, Time Warner, CentryTel & others to suppliment at libraries	WiscNet	WiscNet	WiscNet	WiscNet, NTD	98
99	Single or multiple WAN?	Single	Single	Single	Both MWFLS and LLS WANs are converged, we have routing between them and failover if one or the other goes down	Single	Single	Single WAN	We consider it one WAN.	99
100	Support non-BadgerNet networks?	Yes	Yes	Yes	Yes	No	No	No	No	100
101	Support VLANs?	Yes	Yes	Yes	Yes	not yet	Yes	Yes	Yes	101
102	Is VPN access allowed into the network?	Yes	Under special circumstances	Only for select system staff	Yes	Yes	No	No	Yes	102
103	Libraries have BadgerNet circuits?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	103
104	Libraries have additional circuits (DSL/Cable, etc)?	Yes	Yes - cable vendors only for public pcs	Yes	Yes	No	No	Yes – 1 has DSL for Wireless	No	104
105	Use Active directory?	No	Yes for ILS only	Only for system	Yes	No	Yes	No	Yes	105

#		Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	#
106	Register domains for libraries?	No	Yes	Yes	Yes	No	No	Yes	Yes	106
107	Set up and manage domains?	No	Yes	Yes	Yes	No	Yes	Yes	Yes	107
108	Number of physical servers maintained by the system:	Five	6 for ILS, 5 shared with MCLS	3	10 at the headquarters, another 12 or so at different libraries	5	9	6	11	108
109	Use virtual servers?	No	Yes	Yes	Yes	Not yet	No	Yes	Yes	109
110	Support public wireless access	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	110
111	Public wireless access on the WAN?	Yes	Yes	Yes	Yes for LLS, No for MWFLS	Yes	Yes	Yes		111
112	Provide public-wireless use statistics?	No	No	No	Yes	Yes	No	No		112
113	Centralized file storage or store on PCs?	No	No	Only for system staff	We centralize storage if a library has a local file server, otherwise they use local PC storage	No	Varies by Library	Centralized storage offered	Store on PCs	113
114	What software/method is used for server backups?	Tape	Arcserve	BackupAssist	Tar, Windows Server Backup	External hard drive & DAT tapes	Symantec Enterprise Backup Exec, remote offsite storage every AM	Disk to Disk	Yosemite server backup to a Dell Powervault tape drive for all servers except ILS. ILS uses proprietary Innovative backup system to Sun backup tape drive.	114
115	What software/method is used for library PC backups?	Service not offered	Up to individual libraries	Up to individual libraries	NTbackup primarily	Up to individual libraries	Varies by Library	Up to individual libraries	Varies	115
116	Server operating systems used:	Windows	Windows 2008 R2	Windows, Ubuntu	RHEL4 - 6, Windows Server 2003,2008	Win 2008 & 2003 Server Linux Redhat	Windows Server 2003/2008	Multiple systems and versions-Windows, Linux, Solaris	Windows Server, Linux	116
118	**PC Services**									118
119	Number of library staff PCs supported?	10	~250	500+ library PCs (we don't track whether they're staff or not)	~200 *Not all libraries use system-IT services	63	200	>120	~200	119
120	Number of public PCs supported?	0	~250		~400 *Not all libraries use system-IT services	145	300	>260	~300	120
121	PC operating systems supported for staff PCs:	XP & Windows 7	Windows XP SP 3 and Windows 7	Windows XP+, OSX	Windows XP, Vista, 7	XP, Vista, 7	Windows 7, XP	XP & WIN7	Windows XP, working on Windows 7	121
122	PC operating systems supported for public PCs:		Windows XP SP 3 and Windows 7	Windows XP+, OSX	Windows XP, Vista, 7	2000, XP, 7	Windows 7, XP	XP & WIN7	Windows XP, working on Windows 7	122
123	Do research on equipment and PCs for libraries?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	123
124	Order/Purchase PCs and related equipment for libraries?	No	Yes	Yes	Yes	sometimes	Yes	Yes	Yes	124
125	Order Office for libraries?	No	No	Yes	Yes	sometimes	Yes	Yes	Yes	125
126	Order other software for libraries?	No	Yes	Yes	Yes	some	Yes	Yes	Yes	126
127	Configuring/image PCs for libraries?	No	Yes	Yes	Yes	No	Yes	Yes	No	127
128	Imaging software used:		N/A		CloneZilla		EZ Gig II	Norton Ghost or Apricorn		128
129	Install software for libraries?	Yes	Yes	Yes	Yes	some	Yes	Yes	Yes	129
130	Repair PCs for libraries?	No	Yes	Yes, rarely	Yes to software, No to hardware, we do try to negotiate lengthy vendor-based hardware support during hardware group purchases	Yes	Yes	Yes	Yes	130

	Wisconsin Public Library System Technology Survey, July, 2012	Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	
131	Do software updates and manage patches?	No	Yes	No	Yes	Yes	Yes	Yes	Yes	131
132	Do system staff have admin rights on library staff PCs?	Yes	Yes	Most	Yes for those that use the service	some	Yes	Yes	Yes	132
133	Do staff have admin rights on library public PCs?	No	Yes	Most	Yes for those that use the service	Yes	Yes	Yes	Yes	133
134	Do system staff have access to remote PCs?	No	Yes	Most	Yes for those that use the service	No	No	Yes	Yes	134
135	Method used to connect to remote PCs? (VNC, etc.)?	VNC	RDP, TeamViewer	LogMeIn, some VNC	RDC, VNC, SSH	Team Viewer	RemotelyAnywhere, GoToMeeting	VNC	LogMeIn	135
136	System support Anti-virus software? Vendors?	No	Yes	Yes, moving from AVG to Symantec	Trend Micro	Yes	Yes. Symantec Endpoint Protection.	Symantec Endpoint 12.1		136
137	Public PC lockdown?	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	137
138	Software used:		Faronics Deep Freeze, Anti-Executabel, WinSelect	Centurion SmartShield	Faronics Deep Freeze and Group Policy	Faronics, Userful & Envisionware	WinSelect, DeepFreeze	Smart Shield	Deep Freeze	138
139	Public PC timing, access? Vendor?	No	Yes-Envisionware & iTeam	Yes, Pharos	Yes, homegrown solution as well as PC Reservation	Userful & Envisionware	Yes. SAM and Envisionware	Yes-Pharos	Yes, SAM	139
140	Support Internet filtering? Vendors?	No	No	No	N, though we will configure locally purchased products for a fee	No	No	No		140
141	Public Print management? Vendor?	No	Yes-Envisionware & iTeam	No	Yes-PaperCut as well as LPTOne	Yes-Userful and Envisionware	Yes. SAM and Envisionware	Yes-Pharos Uniprint		141
143	**System Equipment Available for Loan**									143
144	Laptop Lab available for loan?	Yes	Yes-2 labs	Yes	No for LLS, Yes for MWFLS	Yes	No	Yes	No	144
145	How many labs/laptops?	5	5 each lab-10 total	48	1 lab, 10 laptops	5 laptops		1 lab; 4 laptops		145
146	Digital projectors available for loan?	Yes	Yes	No	Yes	No	Yes	Yes	Yes	146
147	How many?	2	2-one per lab		2		1	2		147
148	Video Game consoles available for loan?	No	No	No	Yes	No	No	No	Yes	148
149	How many?				3				3	149
150	Other equipment available for loan?		Yes	No	Yes	No	Yes	Yes	Yes	150
151	What kind of equipment?		People counter, misc. peripherals for Wii consoles, but not the consoles themselves.		Digital Camcorders, PA system		5 Sony Ebook Readers	People Counter; digital camera	Laptops, diecut	151
153	**Other Technology Services**									153
154	Remote Patron Authentication? Vendor?	Yes	Yes - Polaris	Innovative	Yes, EZProxy, NCIP, SIP2	Yes	Innovative	No		154

	Wisconsin Public Library System Technology Survey, July, 2012	Arrowhead	Eastern Shores	Indianhead	Lakeshores/Mid Wisconsin) SHARE	Manitowoc Calumet	Milwaukee County	Northern Waters	Outagamie Waupaca	
155	Survey software and questionnaire support (i.e Survey Monkey)? Vendor?	No	No	Survey Monkey	Yes, Survey Monkey	Yes-Poll daddy	No	Yes-Lime Survey; Survey Monkey	Yes, Survey Monkey	155
156	Local database indexing (i.e. newspaper or cemetary indexes)?		Yes as part of Polaris	Yes	Not provided directly, but some libraries use OSS software on our webserver	Yes	No	No	No	156
157	Method or Vendor:		Polaris 4.1	Homegrown - Eau Claire library supports it		Short entries/ no records attached				157
158	Self-charge machines at member libraries?		Yes - 3M & Polaris Express Check		Yes	Some	Yes	Yes	No	158
159	Provide support for e-readers, content?		Yes	Yes	Both systems do staff training, but neither provide direct patron support	Yes	Yes	Limited		159
161	Does System have a disaster plan that covers technology?		Minimal	Yes	Yes	Yes	Yes	No		161
162	Does System have insurance that covers loss of data?		As part of loss of business	No		Yes	Yes	No		162

#	Wisconsin Public Library System Technology Survey, July, 2012	South Central WAN	South Central Other	Southwest	Waukesha County	Winding Rivers	Winnefox	Wisconsin Valley	#
2	System URL:	www.scls.info		www.swls.org/	www.wcfls.org	www.wrlsweb.org	www.winnefox.org	http://wvls.org	2
3	Extranet URL, if available to outside the system:	www.scls.info			In development		extranet.winnefox.org		3
5	**Staff**								5
6	Is System office located in resource library?	No		No	No	Yes	Yes	Yes	6
7	# of System tech staff (FTE)	9 Technology / 5 ILS		1	1	0	4	4.8	7
8	# of technology or ILS contract staff (from member library or paid consultants) (FTE)	0		1 (vendor-managed)	1	4	2.5 Occasional tech assistance from Heartland	0	8
10	**Support Structure/Prioritization?**								10
11	How are technology priorities decided? (i.e. Committee decides, members vote, etc.)	Determined by ILS and technology committees, with recommendations made by relevant staff (Case by case)		Member vote	Members vote after committee recommends	Consortium consensus	Committee	Technology staff with input from Library Advisory Committee and direct communication with libraries.	11
12	Method of staff technology support (Ticket based? Help desk? Phone calls? Email?)	Help Desk, with home-grown ticket system		Phone/Email/Chat/Event Tracker	Computers are maintained locally; questions to system staff are emailed or called. System staff uses County help desk	Phone/email/on site	Phone, email, IM	Spiceworks Help Desk / Ticket system. Phone and email.	12
13	If you have Help Desk staff, what is the schedule and how many staff?	M-F: 8:30-6:00, with pager support all other hours. 1FT with backup by other Tech team members		1 (M-F 8:30 - 4:30)	na	M-F 8:30-4:30	na	0.8 FTE M, W-F	13
15	**ILS**								15
16	Is ILS run by the system?	Yes		No	Yes	No-Run by La Crosse Public	Yes	Yes	16
17	ILS software and version	LibLime Koha 4.12		AgentVerso/Iluminar v. 3.9	Going to Polaris 4.1 in late November 2012	Iluminar/Verso - Autographics	SirsiDynix Symphony 3.4.1	Horizon 7.5 Moving to Innovative	17
18	Type of ILS server hardware	Hosted by LibLime in the Amazon EC2		Hosted	Dell	Dell	Dell PowerEdge 710	Virtual Server on Dell R710 Host	18
19	ILS operating system	Debian		na	Windows	Windows Server 2008 R2	Red Hat Enterprise Linux 5	Windows Server 2008 R2	19
21	Are all member libraries part of shared system?	No		No (27/28)	Will be in November 2012	no	No-29 of 30	No	21
22	Are non-public libraries sharing the ILS?	No		No	No	No	No	No	22
23	Number of libraries sharing the ILS	42		27	16	28	29	24	23
24	Names of other ILS/Circ systems used by member libraries:	Endeaver, Winnebago Spectrum, Follet Destiny, Polaris		Winnebago	III until November 2012		SirsiDynix Symphony, hosted by SirsiDynix	Currently we are on SirsiDynix Horizon 7.5, but are in the process of migrating to Innovative's Sierra product in early January 2013.	24
26	System funds pay for part of ILS costs?	No		Yes	No, system is a member and pays for its own license	No	Yes	Yes	26

	Wisconsin Public Library System Technology Survey, July, 2012	South Central WAN	South Central Other	Southwest	Waukesha County	Winding Rivers	Winnefox	Wisconsin Valley	
27	Amount paid by system for 2011, % paid	0		$90,791 (50%)	1/256th		$125,800 (18%)		27
28	Are these cost factors in ILS fees to libraries?								28
29	Server hardware?	No (in Tech budget)		Yes	Yes		Yes	Yes	29
30	ILS software?	No		Yes	Yes		Yes	Yes	30
31	Staff?	Yes		Yes	Yes		Yes	Yes	31
32	Supplies?	No		Yes	Yes		Yes	Yes	32
33	OCLC or Skyriver?	Yes-OCLC		Yes-OCLC-Cat Express	Yes		Yes-OCLC	Yes	33
34	Non-system staff? (i.e. cataloging provided by headquarters, etc.)	Yes		No			Yes	Yes	34
35	Internet ISP costs?	No (in Tech budget)		No	No - libraries pay but not in ILS fees		Yes	Yes	35
36	Telecommunication costs?	Yes		Yes	Yes		Yes	Yes	36
37	Telecommunications equipment maintenance?	No (in Tech budget)		Yes	No		Yes	Yes	37
38	Office space?	No		Yes	Yes		No	No	38
39	Administrative support/overhead?	No		Yes	Yes		No	Yes	39
40	Content enrichment for the online catalog?	Yes		Yes	Yes		Yes		40
41	Content Enrichment vendor:	Syndetic Solutions, LibraryThing for Libraries		Syndetics	Syndetics & Novelist Select		Syndetics		41
42	Is there a formula or method for assessing member fees? Briefly describe.	ILS uses Circ, Total Collection, Materials Added, # of branches. Tech uses branches, hours open, # of supported devices,circ		Formula based on site (2%), Circ (49%), & Collection (49%)	All costs are based on the number of licenses the library has	Yes, based on % of actual cost. Highly subsidised by resource library.	Formula based on file size and circulation. Minimum fee of $6,800. Will increase in to $7,200 in 2013.	Formula based on items owned, and circulation.	42
44	ILS modules used:								44
45	Acquisitions?	Yes		Available for use	Yes	Yes	Yes-Acquisitions, 3 libs	1 library uses now, we may have 4 libraries using Sierra Acq	45
46	Electronic ordering?	Yes		No	No	Yes	Yes-Electronic ordering		46
47	Serials?	Yes		Available for use	Yes	Yes	No-Serials		47
48	Booking?	No		No	No		No-Booking		48
49	Report writer?	Yes		Yes	Yes	Yes	Yes-Report Writer	Will have with Sierra	49
50	Offline circulation?	Yes		Yes	Yes	Yes	Yes-Offline Circ	Will have with Sierra	50
51	Telephone renewal?	Yes--Itiva Talking Tech		Yes	No	Yes	No	Will have with Sierra	51
52	Telephone notification?	Yes--Itiva Talking Tech		No	Yes	Yes	Yes-Unique Management for 10 of 29 libraries		52
53	Outreach?	No		No	Yes	Yes	No	Will have with Sierra	53
54	Collection agency software? Vendor?	Yes--Unique Management		No	Yes at some, Unique Management	Yes, Unique Management	Yes, Unique Management for 8 libraries		54
55	Discovery layer for the catalog?	No		Yes	No		No	Not at this time.	55
56	E-Commerce products for fines, fees? Vendors?	No, but exploring		No	Will be implemented in Polaris	Built in but not using it right now	Yes-EnvisionWare	Will have with Sierra	56
57	Z39.50 for WisCat?	No		HQ and 1 member	Yes	Not any more as the WisCat z39.50 is not updated by member libraries	Yes	Yes	57

	Wisconsin Public Library System Technology Survey, July, 2012	South Central WAN	South Central Other	Southwest	Waukesha County	Winding Rivers	Winnefox	Wisconsin Valley	
58	Mobile-device version of the catalog?	Yes, Library Anywhere from LibraryThing		Lib2Go	Yes, Libraryanywhere & Polaris	Yes	Yes	Will have with Sierra	58
59	Other? Names:			na	federated search product		API		59
61	Centralized cataloging?	Yes		Yes	No	Yes	Yes	Yes	61
62	Authority control for names and subjects?	Yes		Yes	Yes	Yes	Yes	Currently using Marcive, but will work with Sierra to see what is needed.	62
63	Member libraries add short records?	Yes		Yes	Yes	Not any more. Web page to request records	Yes	Yes	63
64	Member libraries download bibliographic records from OCLC/Skyriver, etc?	No		No (1 - EasiCat)	Yes	Yes, through acquisitions for those using it	No	6 libraries use OCLC Cat Partners and are doing their own downloads.	64
65	Member libraries edit records already in the ILS database?	No		No	Yes	No	No	Not really	65
66	Holdings for individual libraries shown in OCLC?	No		No	If they downloaded the record	No	No	Yes	66
68	Centralized notice printing?	No		No	No	Yes	Yes	Yes	68
69	Centralized statistical reports?	Yes		Yes for annual report	Yes, and they can run their own	each library can run their own	Yes	Yes	69
70	Centralized weeding reports, lists or produced by libraries?	Yes		In progress	Library produced	each library can run their own	Both	No. Each library can do their own as needed.	70
71	Email notices?	Yes		Yes	Yes	Yes	Yes	Yes	71
72	Email pre-due notices?	Yes		Yes	Yes	Yes	Yes	Yes	72
74	**Mail System**								74
75	Maintained locally by the system?	yes		No	No	Yes	Yes	No	75
76	If yes, Mail system server software and version:	FreeBSD, sendmail, procmail		na		qmail	Exchange 2010		76
77	If yes, Mail system client software and version:	Thunderbird, Outlook, Gmail, other (only Thunderbird is officially supported by SCLS)		na		varies	Outlook and Outlook Web Access		77
78	If mail not maintained by the system, vendor used:			Google Apps	WiscNet			Google Apps for Business, and WiscNet	78
79	Spam filtering done by the system?	Yes		No	Yes	Yes	Yes	through eMail Vendors	79
80	Method/software for managing spam?	SpamAssassin (server side)		Postini		firewall spam filtering	Mail Scanner		80

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81	Mailbox size limits:	No		na	200mb	No	Most have no limits	GAfB = 25GB, WiscNet = ??	81
82	Does the mail system have a web interface?	limited Gmail support		Yes	Yes	Yes	Yes-Outlook Web Access		82
84	**Websites Services Provided by System:**								84
85	Design websites for libraries?	Yes		Yes	Assist	Assist/train	Yes	Assist only	85
86	Software used/supported:	Contribute, Dreamweaver, TypePad, Drupal		WordPress, Dreamweaver	Contribute, fireworks, Dreamweaver	Wordpress	Drupal, Dreamweaver, WordPress	Current: FrontPage/Dream Weaver Soon: Drupal	86
87	Use CMS? Software used?	Drupal, TypePad		WordPress	Yes, contract with O'Creative	No	Yes-Drupal	Yes (Soon) Drupal	87
88	Train libraries to use webdesign software?	Yes		Yes	Yes	Yes	Yes	Yes	88
89	Host websites for libraries?	Yes		Yes (WiscNet)	Wiscnet	Yes	Yes	Yes	89
90	Create forms for library websites?	Yes		Available	No	No	Yes	Assist	90
91	Create new-material lists for library websites?	No		No	Through ILS	No	Yes	Each library can do their own. We are exploring options available with Sierra.	91
92	Produce statistics on use of library websites?	No, but we will assist.		No	No	No	Yes	No.	92
93	Assist libraires with gathering statistics?	Yes		No	Yes	No	Yes	Yes.	93
94	Product/vendor/method used?	Google Analytics			Google analytics		Google Analytics; AW stats for log files		94
95	Mobile-device version of library websites?	No			Yes, libraryanywhere		Yes		95
97	**Network and Servers**								97
98	ISP(s):	WiscNet	various ISPs	WiscNet		WiscNet	WiscNet	WiscNet	98
99	Single or multiple WAN?	Each library has a WAN link to HQ	no WAN used with DSL/Cable connections	Single WAN	Single WAN, one library on their city network	Single, upgrading to new community area network shortly	Single WAN	Single WAN	99
100	Support non-BadgerNet networks?	Yes (soon)	No	No	No	Yes	No	Not Yet, will be supporting CAN connection for WiscNet Internet Transit soon	100
101	Support VLANs?	Yes	No	na	No	Yes	Yes	Yes	101
102	Is VPN access allowed into the network?	Yes (for SCLS HQ staff access to HQ)	No	Yes	No	Yes, for select people	Yes	Yes	102
103	Libraries have BadgerNet circuits?	Yes	Yes	Yes	Yes, 15	Yes	Yes	Yes	103
104	Libraries have additional circuits (DSL/Cable, etc)?	Yes	Yes	Yes	One uses their city network for staff Internet access	Yes, dls/cable	Yes-FoxNet fiber to 3 libraries instead of BadgerNet	Some	104
105	Use Active directory?	Yes	No	Yes	will be for ILS	No	Yes	System Only / Some libraries individually	105

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106	Register domains for libraries?	Yes	No	No	Yes	No	Yes	Assist	106
107	Set up and manage domains?	No	No	No	No	No	Yes	Assist	107
108	Number of physical servers maintained by the system:			2	Will be 9 for ILS	0, maintained by La Crosse	10	6	108
109	Use virtual servers?	Yes	No	Yes	No	Yes	Yes	Yes	109
110	Support public wireless access	Yes	No	Yes	Yes - Ethostream in most libraries	Yes	Yes	Yes	110
111	Public wireless access on the WAN?	Yes	No	Yes	Yes	Yes	Yes	Yes	111
112	Provide public-wireless use statistics?	Yes	No	No	Yes - if Ethostream	No	Yes	No	112
113	Centralized file storage or store on PCs?	mixed (for lib staff, mostly on PCs)	Store on PCs	Centralized available	No	PC	Centralized available	Centralized storage offered	113
114	What software/method is used for server backups?	Retrospect, rsync, Backup Exec, VEEAM	N/A	na	on ILS, County does system office	retrospect - disk to offsite disk	Doing disk to disk imaging; some Windows backup	MS SCDPM	114
115	What software/method is used for library PC backups?	Service not offered	Service not offered	Central available		None	Up to individual libraries	Up to individual libraries	115
116	Server operating systems used:	Windows Server 2008 R2, FreeBSD, Debian Linux	N/A	Windows		Windows, Linux	Multiple systems and versions-Windows, Linux, Red Hat, RHEL 5	Multiple versions of Windows. Linux	116
118	**PC Services**								118
119	Number of library staff PCs supported?	413	40	~80	System only (7), member library computers are supported locallly	~100	~150	75-100	119
120	Number of public PCs supported?	345	286	~145	0	~200	~350	300-350	120
121	PC operating systems supported for staff PCs:	XP, Windows 7	XP	XP & WIN 7	Windows 7	XP & WIN7	XP & WIN7	XP & WIN7	121
122	PC operating systems supported for public PCs:	XP (will be moving to Windows 7 in the upcoming year)	XP	XP & WIN 7	n/a	XP & WIN7	XP & WIN7	XP & WIN7	122
123	Do research on equipment and PCs for libraries?	Yes	Yes	No	Yes	Yes	Yes	Yes	123
124	Order/Purchase PCs and related equipment for libraries?	Yes	Yes	Yes	No	Yes	Yes	Yes	124
125	Order Office for libraries?	Yes	Yes	Yes	No	Yes	Yes	No	125
126	Order other software for libraries?	No	Yes	Yes	web design software only	Yes	Yes	Yes	126
127	Configuring/image PCs for libraries?	Yes	Yes	Yes	No	Yes	Yes	No	127
128	Imaging software used:	Ghost for now, perhaps Microsoft tools in the future	Ghost	na		clonezilla	Disk clone		128
129	Install software for libraries?	Yes	Yes	Yes	No	Yes	Yes	Yes	129
130	Repair PCs for libraries?	Yes	Yes	No	No	Yes	Yes	No	130

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131	Do software updates and manage patches?	Yes	Yes (in person, manually)	Yes	No	Yes	Yes	No	131
132	Do system staff have admin rights on library staff PCs?	Yes	Yes	Yes	No	Yes	Yes	For certain libraries that wish it	132
133	Do staff have admin rights on library public PCs?	No	Yes	Yes	No	Yes	Yes	For certain libraries that wish it	133
134	Do system staff have access to remote PCs?	Yes	Yes	Yes	No	No	Yes	Yes	134
135	Method used to connect to remote PCs? (VNC, etc.)?	Microsoft SMS, SCCM 2012, Windows Remote Desktop	LogMeIn Rescue	DameWare/Remote Desktop/GoToMeeting/		Windows Remote Desktop	VNC and Remote Desktop	TeamViewer, RDP	135
136	System support Anti-virus software? Vendors?	Yes - Sophos	Yes - Norton	Yes -AVG	No	Yes-Kasperskey	Yes-Vexira	Yes - Kaspersky	136
137	Public PC lockdown?	Yes	Yes	Local decision	No	Yes	Yes	Yes	137
138	Software used:	Shared Computer Toolkit, Group Policy, custom scripts, Windows Disk Protection, Deep Freeze (soon)	Steady State, Deep Freeze	DeepFreeze		Centurion Smart Shield	Fortress, Deep Freeze, Public Web Browser	Primarily Deep Freeze, Some others, Public Web Browser	138
139	Public PC timing, access? Vendor?	Yes. Library Online by Active Network.		Local decision	Envisionware or Cassie, maintained at local library; no system involvement	Yes-Developed In House	Yes-Pharos	Yes-PC Cop	139
140	Support Internet filtering? Vendors?	No	Some	No	a few libraries do this locally, no filtering on the WAN as a whole	Yes-Fortinet	Yes-WiscNet	Available but not used - WiscNet	140
141	Public Print management? Vendor?	Yes (limited to 4 sites). Library Online by Active Network.	Yes-Library Online	Local decision	Yes-Envisionware and Cassie at a few libraries; no system involvement	No	Printer ON-Testing for one library	No	141
143	**System Equipment Available for Loan**								143
144	Laptop Lab available for loan?	Yes		Yes	Yes	No	Yes	Yes	144
145	How many labs/laptops?	3 labs, 7 laptops each		1 lab; 6 laptops	10, zero footprint PCs with flat screen monitors	1 lab; 6 laptops	1 lab; 6 laptops	1 lab; 12 laptops	145
146	Digital projectors available for loan?	Yes		Yes	Yes	Yes	Yes	Yes (through 8/12)	146
147	How many?	4 - one in each lab and presentation package		2	10	1	4	3	147
148	Video Game consoles available for loan?	Yes		Yes	Yes	No	Yes	Yes (through 8/12)	148
149	How many?	1 Wii, 2 PSP		1 Wii; 1 PS2	10		2 Wii; 2 Xbox		149
150	Other equipment available for loan?	Yes		Yes	Yes	None	Yes	Yes	150
151	What kind of equipment?	E-reader kits, including Kindle, NOOK, Sony, mp3 players, iPad, iPods, portable DVD player, Digital Cameras, flip camera kit, Elmo Document Camera, Playstation Portable, GPS, PA system, DVD burner, (see www.scls.info/program/equip/index.html for complete list)		1 PA system	People counter, screens, assistive listening devices		3 Projectors, 2 Flip cameras	We maintain some loaner switches, routers, and other equipment to respond quickly to equipment failures.	151
153	**Other Technology Services**								153
154	Remote Patron Authentication? Vendor?	Custom perl scripts with back end PostgreSQL database		No	Yes-EZproxy	Yes-internal system	Yes-EZproxy	Yes-SirsiDynix	154

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155	Survey software and questionnaire support (i.e Survey Monkey)? Vendor?	SurveyMonkey and FormAssembly		Yes, Survey Monkey	Yes, Survey Monkey	No	Yes, Survey Monkey	Yes-Survey Monkey	155
156	Local database indexing (i.e. newspaper or cemetary indexes)?	Yes, newspapers		No (Individual)	No	Yes	Yes, newpaper vital stats, local history sources	No	156
157	Method or Vendor:	Koha		na		Internal system	Microsoft SQL; Access with ASP		157
158	Self-charge machines at member libraries?	Yes		No	3M; no system involvement other than ILS connection	only at LPL and County	Yes (limited support)	MCPL uses RFID and self check. More may go to self check with Sierra.	158
159	Provide support for e-readers, content?	Yes		Limited	Yes		Limited	Training program	159
161	Does System have a disaster plan that covers technology?	Working on it		No	Under the County policy	No	No	Yes/Maybe	161
162	Does System have insurance that covers loss of data?	Yes		?	Under the County policy	No	Yes/Maybe	Yes/Maybe	162