The mission of The Library Network is to improve, enhance, and extend library service to its member libraries.

The Library Network has the largest service population of a library cooperative in the state of Michigan, serving residents located throughout Wayne, Washtenaw, Oakland, Livingston and St. Clair counties. The cooperative strives to provide and facilitate quality library services to its member libraries thereby improving library services to their communities.

The TLN staff is committed to the provision of quality services that meet member library needs. TLN recognizes that different libraries have different needs and attempts to design services and products that meet this wide range of needs.

**Goals, Objectives and strategies**

The Library Network has an emphasis on service goals. Our members view technology as a tool-box with specific tools that will help us to meet our service goals. To that end we have identified specific objectives and strategies related to the use of technology that are critical to the ability of TLN and our members to meet our service goals.

A. **To facilitate resource sharing among all TLN members.**

Support for resource sharing is a cornerstone of TLN’s service program and is supported through our state aid funded delivery system. Technology objectives related to resource sharing are:

1) To maintain and operate a telecommunications network linking TLN members with each other and with the Internet. TLN operates a fiber backbone telecommunications network linking multiple buildings.
   a) TLN will bid out the telecommunications contract every 3 years.
      The current contract expires June 30, 2015.
   b) TLN will market its expanded network capabilities to other libraries.

2) To maintain and upgrade an infrastructure that allows members to communicate with TLN for support of member service activities.
   a) TLN will bid out telephone local and long distance service every 3 years. The current contract expires June 30, 2015.
   b) TLN will bid out a new telephone system when the need arises to replace the current system.

3) TLN has a resource sharing obligation to facilitate communication among the membership, committees and Board.
a) Email, distribution lists, newsletter and web pages are used to facilitate this communication.

b) TLN staff will continue to evaluate and update the TLN communication plan.
   1) Updating of the calling tree, fax numbers, etc.
   2) Educating TLN members on a quarterly basis with faxing and telephone tree policy.

B. To assist libraries in the management of their collections and operations through the administration of a shared library automation system.

1. Support a system that provides a full complement of library collection management and patron management tools including a public catalog, catalog creation and maintenance, circulation, acquisitions, serials control, reporting and statistical analysis capabilities and other information management functions.

2. Work with the Shared System Users’ Group, Shared System Executive Committee and the eLibrary Committee in the continued evaluation of improvements and enhancements to the SirsiDynix system implemented in 2004.

3. Upgrade SirsiDynix system as new upgrades become available.

4. Test SirsiDynix client with new Windows operating system when new versions are available.

5. Improve the ability of SAS libraries to access analytical data about their library as well as comparative data from other libraries in the shared automation system. In late 2010, TLN purchased a new Director's Station server. TLN continues to promote the use of Director’s Station and will upgrade to new versions as they become available.

6. Promote the use of the Acquisitions module to further facilitate the electronic ordering of materials, as well as to continue to support the electronic tracking of funds, and provide library staff and patrons with up to date on-order information.

7. Evaluate add-on products including discovery layer and federated searching products to improve the end users’ experience with, and use of, the online public catalog.

8. Evaluate Shared System every 5 years. The SirsyDynix shared system was purchased in 2004. In 2011, the Shared System Users’ group reviewed the ILS (Integrated Library System) marketplace and made the
decision to sign a long term service agreement with their current vendor, SirsiDynix, to remain with the Symphony ILS for five years. The group will begin another evaluation of the ILS market in 2014-2015.

9. Evaluate delivery every year, insofar as how any policy and/or procedural changes made by the Shared System Users' Group affects delivery.

C. To provide quality continuing education and training in multiple formats through the identification of new areas of need and the marketing of TLN developed programs to new audiences.

1. Develop training and continuing education programs based on identified member needs.
   a. TLN offers a calendar of shared system training classes to support menu services. These are scheduled on a quarterly basis and are held at our administrative building as well as at member library sites.

2. TLN’s Technology Committee contributes standards and tutorials as needed.
   a. Review and update Basic and Advanced Technology Competencies as needed.
   b. Review and update end user tutorials as needed.
      1) Tutorials may include mouse and search path tutorials.

4. TLN will continue to maintain a training center at its main headquarters.

5. Develop and enhance remote continuing education and training opportunities through the use of the mobile lab and videoconferencing.

6. TLN will host a Technology Forum on an annual basis.

D. To assist member libraries in acquiring, supporting and maintaining the technology necessary to achieve their service-related goals.

TLN provides a variety of services to member libraries to assist them in the day to day management of technology in the library. The TLN Technology Committee will assist in helping TLN to identify technology-related needs and assist TLN in developing strategies to meet those needs.

1. Evaluate the following consortia discounts every 3 years:
   a. Time/print management
b. Program registration and calendaring tool
c. RFID
d. Virus protection software

2. Explore avenues for providing technology services for member libraries.

3. Explore opportunities to partner with other organizations to facilitate technology training.

4. Encourage libraries to share templates that are developed to assist patrons and library staff with using new technologies such as Office 2010 and e-readers.

5. Collaborate with committees to coordinate workshops, seminars, and programs.

6. Evaluate videoconferencing equipment and licenses annually.

Specific ongoing activities include:

1. Providing discounts on technology and telecommunications related products.

2. Negotiation of discounts with vendors whose products are of interest to libraries.

3. Reviewing minimum workstation specifications as needed.

4. Provide Technology Services to the libraries as requested.

5. Continue to support My Reading Log.

6. Continue to support Chat Reference.

7. Continue to provide Helpdesk services to the member libraries.
E. To collaborate with members on the identification, assessment, application, and/or implementation of emerging technologies.

One of the ways in which a cooperative like TLN can assist its members is in the identification and evaluation of new technologies and/or applications. By taking the lead for its members, cooperatives can help individual libraries spread out the risk associated with new technologies. Working with the Steering Committee, Technology Committee and the Shared Automation System Users Group we will develop specific plans that will include:

1. Develop a guide for implementing RFID.
2. Provide media repository option for libraries to store media for sharing.
3. Investigate cloud storage product.
4. Explore the feasibility of the creation of a cooperative-wide catalog of foreign language materials.
5. Explore library applications for mobile devices.
6. Provide trainings on video.
7. Develop wireless reporting and authentication solution.
8. Investigate ability to provide text reminders to patrons.
9. Investigate ability to provide RSS feeds for book letters.
10. Explore feasibility of self-hosted e-content distribution system.

Plan Review

The TLN Technology Plan will be reviewed annually. The TLN Board of Trustees will receive the plan update by the February board meeting each year.