



# WVLS Trustee Technology Refresh

## Ensuring Continued Access to Electronic Resources

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In 2013, Wisconsin Valley Library Service (WVLS) adopted an electronic delivery strategy as the primary mechanism for publishing and presenting meeting agendas and related documentation for Board of Trustees meetings. To support this strategy and ensure equitable access to meeting information by all Trustees, WVLS procured iPads - the most feasible technology available at the time - which were available for Trustee use as needed. Utilization has remained high, from 93% to 100% since introduction.

While investigating reported issues related to trustee email access and initiating an overdue Trustee iPad update sweep earlier this summer, it became apparent that internal maintenance of the current version of iPad hardware would no longer be feasible. The current set of iPads provisioned for WVLS Trustee use are "version 4" and we'll be reaching the five-year ownership mark in September of this year. Limitations on supported operating system (OS) version is directly affecting the viability of our Mobile Device Management (MDM) strategy. The devices are beyond Apple's end-of-life (EOL) for support.

As a member of the LEAN WI technology resource sharing partnership, WVLS has recently updated its remote computer maintenance and management capabilities. In considering devices to be procured for this lifecycle replacement of the current set of iPads provisioned to Trustees, we looked at various Microsoft Windows based tablets and "2 in 1" laptop/tablet combinations. We also looked at Chromebooks in tablet and laptop forms. Ultimately, the nature of use of such technology demanding long periods of off-network operations does not fit well with our core remote management strategy. It makes more sense at this time to continue our established iPad-based service to support Trustee access to electronic information.

WVLS has procured new iPads which are being provisioned in our MDM platform and will be ready for deployment at the September Board of Trustees meeting. This should give Trustees adequate time to backup any personal data stored on the iPads currently in use. Additional capabilities now available in our MDM platform which are supported by the newer generation of iPads will ensure a more streamlined remote maintenance process, and we should not have to do manual "update sweeps" across all devices at once again as in the past.

We have two primary options in front of us regarding the discard of the old iPads. Apple offers an Apple Store credit (\$70 for an iPad 4 in good condition at time of writing) which WVLS could leverage to procure additional devices, peripherals, or some other Apple technology. We could submit some or all of the devices to Apple for credit. While the devices in batch are no longer feasible to maintain under a uniform management strategy, as single devices they may still be useful to our library members. We could donate some or all of the devices to WVLS member libraries (of any type) and/or to other libraries which might find them of benefit.