

Technology Projects Overview

WVLS Internal

- Phone system overlay: WVLS is working with the City County IT Commission to test the extension of existing phone system services to include remote access “soft phone” capabilities.
- Team Task Management: On hold.
- Technology Training:
 - Remote access tools (Splashtop) for ILS support and consulting/collaboration support
 - Infinity Task Management App Tutorial on hold
 - Active Directory and System Center Config Manager certification options (Sept review)

External - LEAN WI Partners, Member Libraries

- Return to “normal” support services

Over the course of summer, LEAN WI partners have been working to provide typical remote and limited field technology services and support to member libraries. New computer procurements and deployments and typical day to day troubleshooting and tech support.

- WiFi coverage adjustments/expansion

Additional direct support Pending CARES Act authorization from IMLS (DPI is waiting on IMLS but has indicated the grant application is internally approved and ready for announcement once auth is received).

- Bluejeans Enterprise virtual conferencing licensing deployment and support.

We continue supporting Bluejeans Enterprise account access and usage.

- Infrastructure Upgrades

LEAN WI upgraded a “head-end” BadgerNet circuit at the datacenter to 5Gbps in May. We are working to schedule a 10Gbps upgrade on one of the WiscNet interconnects at the datacenter. We are also working with BadgerNet to plan/implement a configuration update that will enable communication between the LEAN WI network and all other Library System networks, staging for Backup collaboration efforts and future collaboration efforts.

External – Statewide

- Collaboration Development and Management
 - Library System technology peers will be holding our regular meeting in August, remotely this time. The events of 2020 have caused much “turning inward” for support personnel and teams to be able to address library needs without being overwhelmed. This meeting will hopefully expose potential collaboration efforts in our new operating circumstances and as hopefully, allow us to reinforce the need to continue existing collaboration building efforts.

Service Explorations in Progress

- Document Management exploration started briefly in April but were put on hold while focusing on other projects and support efforts. Dedicated efforts for document management system (DMS) exploration are on hold, though moments of research opportunity are being leveraged to capture information.
 - Nitro PDF cloud services. We already have some connection to this with Nitro PDF Pro subscription, but to what degree is uncertain. Service viability has not been tested.
 - DocuSign. Already established as a “go to” standard in electronic document signing and management. We use this with other vendors/partners in both directions to a limited degree. Capability/relevance for full document management (including non-signed docs) needs to be further explored. Cost for full suite of applicable services per user/org is not yet understood.
 - Adobe cloud. Adobe is an industry leader in the document space but its cloud services as document mgmt. system are not fully understood, especially as relevant to our current needs. Cost is currently unknown.
 - SharePoint Online. LEAN WI partners are using SharePoint in various ways (jointly and individually) and each organization has access to enterprise level SharePoint services through our respective Office 365 service accounts. Cost for the platform is nothing, but cost for appropriate staging and implementation of a full document management strategy on the platform (HR time and/or 3rd party outsource) are unknown.
 - Google Docs. The Google Docs platform is established as a “go to” for individual document collaboration, and for individual folders of related files. The simplicity and ease of use of the platform for individual files/folders is desirable but extending to full document management across hundreds/thousands of folders/files becomes complex and unwieldy. The “meta management” requirements seem to grow exponentially beyond case by case file/folder sharing.