



# 2023 Technology Planning Guide

## Narrative for WVLS Member Libraries

Revision 1 (draft)

### Introduction:

The “2023 Technology Budget Planning Details for WVLS Member Libraries” follows the service outline on the next page. The detail sheets are for the 2023 planning year. Forecasts for the following year are no longer presented now that the guide is presented a year ahead of the typical budgeting period for the planning year. Our intent to reshape this guide into a more accessible and dynamic web-native resource in 2020 was disrupted, but it remains a goal and we are hoping to readdress the conversion for the 2024 guide during 2022.

Response efforts to the global pandemic in 2020 and 2021 tested the adaptability and overall capacity of the LEAN WI partnership. Some projects were paused, and some new projects (like remote work support) came up with high demand almost overnight. Secondary global effects like microchip scarcity and computer and electronics global production pipelines choke points led to increased base costs for desktop and laptop computers. In 2020 WVLS softly launched a Lifecycle Procurement option for computers and displays, intended to empower libraries to replace end of life computers and peripherals but distribute the costs over the warranted life of the devices. We’ve refined some of our invoicing and tracking processes during 2021 and will begin promoting that procurement option more and more as we head into 2022.

The service outline following this introduction highlights the various core, specialized, and consultation services libraries have access to as a system membership benefit. Unless otherwise noted, these services are included in Libraries Win service membership without any additional individual/component costs.

For all technology goals, long and short-range planning, or other consultation needs please submit inquiries to the Help Desk ([help@librarieswin.org](mailto:help@librarieswin.org)) or directly to the technology consultant, Joshua Klingbeil ([cio@wvls.org](mailto:cio@wvls.org)).



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### Service Outline:

#### Libraries Win Core Technology Services Include:

- General technical support, priority for Core Technology standards (this list)
- Local and wide area network equipment and operations management
- Remote work services (VPN, Remote Desktop, Web Meeting)
- Lifecycle and traditional computer procurement coupled with staging, deployment, and maintenance facilitation (for supported models) \*
- Durable Fileserver / Filesharing
- System state software management (Faronics Deep Freeze)
- Antivirus software management (Faronics Antivirus)
- Computer session software management (Pharos Signup)
- Automated installation and update maintenance for various third-party software applications (PDQ Deploy)
- Email account hosting for library staff (Office 365 – Exchange Online)
- Office Desktop Licensing for library staff\*\* (Office 365 Pro Plus)
- Office Desktop Licensing for public computers\*\* (Office 2019 or newer)

#### Libraries Win Specialized Technology Services Include:

- Illuminating Our Northwoods History (ION History) Digitized Content Repository (<https://ion.librarieswin.org/>)
- Website hosting (including website migration assistance and website management training)
- Microsoft Office 365 Teams (and other O365 Services) hosting
- Custom-use virtual server hosting\*\*

#### Libraries Win Technology Consultation Services Include:

- Long and short-range technology plan review, assessment, and/or development
- Computer, software licensing, and other technology-related lifecycle planning and budgeting guidance
- Grant management assistance
- Collaboration facilitation
- Technology infrastructure improvement projects (including new building or major renovation projects)

\* Libraries will be invoiced for the direct cost of computers procured through WVLS.

\*\* Additional costs may apply. Appropriate Office Desktop licensing for non-staff use (eg public computers) must be maintained by the library. Custom-use virtual server hosting may incur a capacity recovery cost, dependent on project status and capacity provisioned.



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### Revision Log:

At times, the budget planning guide may need to be revised to account for changes in systemwide circumstances or to correct errors in labeling, formulas, etc. Revisions to the most recently adopted version leading to significant changes in share amounts will result in the revision being presented to LAC if feasible and to the WVLS Board for review and approval. Edits resulting in more than a 2% difference in the total shares or in more than a 4% increase in amount any individual member share will be considered significant.

### Revision 1:

- Draft presented for adoption September 2021

# 2023 Technology Budget Planning Details for WVLS Member Libraries

WVLS Member Libraries	Libraries Win - Membership Services					Change from 2022 <sup>4</sup>	Digital Library	Change	2023 Total
	PCs <sup>1</sup>	Base	+ PC <sup>2</sup>	New Integrated Services <sup>3</sup>	2023 Totals		Shares <sup>6</sup>	from 2022 <sup>4</sup>	
Abbotsford Public Library	11	\$ 1,350.00	\$ 330.00	\$ -	\$ 1,680.00	\$ -	\$ 613.34	\$ (1.55)	\$ 3,973.34
Antigo Public Library	40	\$ 4,500.00	\$ 1,200.00	\$ -	\$ 5,700.00	\$ -	\$ 3,852.84	\$ (250.46)	\$ 15,252.84
Colby Public Library	11	\$ 1,350.00	\$ 330.00	\$ -	\$ 1,680.00	\$ -	\$ 1,163.95	\$ 2.38	\$ 4,523.95
Crandon Public Library	10	\$ 1,350.00	\$ 300.00	\$ -	\$ 1,650.00	\$ -	\$ 1,223.77	\$ 5.42	\$ 4,523.77
Dorchester Public Library	8	\$ 1,350.00	\$ 240.00	\$ -	\$ 1,590.00	\$ -	\$ 212.64	\$ (43.16)	\$ 3,392.64
Edith Evans Memorial Library (Laona)	9	\$ 1,350.00	\$ 270.00	\$ -	\$ 1,620.00	\$ -	\$ 230.47	\$ (19.26)	\$ 3,470.47
Edward U. Demmer Memorial Library (Three Lakes)	14	\$ 1,350.00	\$ 420.00	\$ -	\$ 1,770.00	\$ -	\$ 762.60	\$ (9.24)	\$ 4,302.60
Frances L. Simek Memorial Library (Medford)	22	\$ 1,500.00	\$ 660.00	\$ -	\$ 2,160.00	\$ -	\$ 2,734.25	\$ (29.29)	\$ 7,054.25
Granton Community Library	6	\$ 1,350.00	\$ 180.00	\$ -	\$ 1,530.00	\$ -	\$ 231.05	\$ 29.98	\$ 3,291.05
Greenwood Public Library	8	\$ 1,350.00	\$ 240.00	\$ -	\$ 1,590.00	\$ -	\$ 736.76	\$ 9.87	\$ 3,916.76
Jean M. Thomsen Memorial Library (Stetsonville)	9	\$ 1,350.00	\$ 270.00	\$ -	\$ 1,620.00	\$ -	\$ 191.29	\$ 35.56	\$ 3,431.29
Loyal Public Library	9	\$ 1,350.00	\$ 270.00	\$ -	\$ 1,620.00	\$ -	\$ 525.51	\$ 53.61	\$ 3,765.51
Marathon County Public Library <sup>5</sup>	150	\$ 6,900.00	(port rate - all locations)		\$ 6,900.00	\$ -	\$ 29,088.59	\$ (416.62)	\$ 42,888.59
Minocqua Public Library	32	\$ 1,500.00	\$ 960.00	\$ -	\$ 2,460.00	\$ -	\$ 4,204.00	\$ 467.46	\$ 9,124.00
Neillsville Public Library	12	\$ 1,350.00	\$ 360.00	\$ -	\$ 1,710.00	\$ -	\$ 1,090.74	\$ 18.37	\$ 4,510.74
Owen Public Library	7	\$ 1,350.00	\$ 210.00	\$ -	\$ 1,560.00	\$ -	\$ 531.79	\$ 40.20	\$ 3,651.79
Rhineland District Library	40	\$ 1,650.00	\$ 1,200.00	\$ -	\$ 2,850.00	\$ -	\$ 5,371.11	\$ (246.70)	\$ 11,071.11
Rib Lake Public Library	12	\$ 1,350.00	\$ 360.00	\$ -	\$ 1,710.00	\$ -	\$ 462.01	\$ 66.21	\$ 3,882.01
T.B. Scott Free Library (Merrill)	44	\$ 1,650.00	\$ 1,320.00	\$ -	\$ 2,970.00	\$ -	\$ 4,645.55	\$ (138.06)	\$ 10,585.55
Thorp Public Library	9	\$ 1,350.00	\$ 270.00	\$ -	\$ 1,620.00	\$ -	\$ 652.25	\$ 2.23	\$ 3,892.25
Tomahawk Public Library	16	\$ 1,350.00	\$ 480.00	\$ -	\$ 1,830.00	\$ -	\$ 2,158.38	\$ 10.35	\$ 5,818.38
Wabeno	7	\$ 1,350.00	\$ 210.00	\$ -	\$ 1,560.00	\$ -	\$ 149.48	\$ (2.78)	\$ 3,269.48
Westboro Public Library	9	\$ 1,350.00	\$ 270.00	\$ -	\$ 1,620.00	\$ -	\$ 128.65	\$ 40.59	\$ 3,368.65
Western Taylor County Public Library	9	\$ 1,350.00	\$ 270.00	\$ -	\$ 1,620.00	\$ -	\$ 294.72	\$ (0.31)	\$ 3,534.72
Withee Public Library	7	\$ 1,350.00	\$ 210.00	\$ -	\$ 1,560.00	\$ -	\$ 229.25	\$ 4.19	\$ 3,349.25

# 2023 Technology Budget Planning Details for WVLS Member Libraries

- <sup>1</sup> Estimated active "traditional" staff or patron computers only. Counts displayed are for planning purposes, number of active computers assessed during previous year used for invoicing.
- <sup>2</sup> Utilized to support equitable sharing of per-computer related expenses (eg Antivirus, DeepFreeze, LogMeIn Licensing).
- <sup>3</sup> Integrated services services introduced in 2018, including lifecycle management for routers, switches, and managed WiFi are now included in the Base. No new integrated services are expressly planned for 2023. This column is intended to highlight the expansion of services to meet needs/demands for a given year and will be merged into the base column in subsequent planning guides. Adjustments to MCPL's
- <sup>4</sup> Reflects differences in Libraries Win Membership Services amounts and Wisconsin Digital Library shares from the previous year.
- <sup>5</sup> MCPL historically received a single, discounted port rate (inclusive of shared license costs) as it self-managed its WAN interconnections. This will remain in effect through 2022 irrespective of service utilization
- <sup>6</sup> WVLS manages the Digital Library Shares using a "bill behind" model. 2018 was a "bridge year" with Digital Libraries Shares tied to the 2017 WPLC cost share and subsequent budget planning years have used the cost shares for the previous year.

NOTE: This component remains variable from year to year and though the 2023 planning guide utilizes the 2022 budget adopted by WPLC, the Digital Library shares may be subject to change prior to September 2022.

NOTE: It is recommended that libraries budget for approximately  $1/n$  (where 'n' is the supported product life in years) of the replacement cost of any capital equipment. For technology equipment, 3 or 5 years should be a general default for anything with service agreements or warranties less than 3-5 years. WVLS has traditionally supported specific Dell Computers with 5 year comprehensive warranties, and will likely continue to do so indefinitely within the LEAN WI partnership and Libraries Win technology services suite. We recommend budgeting \$700 per desktop computer; \$1100 per laptop; and no longer recommend local procurement of physical servers. To help save on costs, replacements can be pushed beyond five years but we recommend maintaining a 100% cost-of-replacement reserve in those cases. In 2020 WVLS rolled out the Lifecycle Procurement Option which enables libraries to mitigate frontload costs for computers and displays by dividing out their costs over their warranted lifecycles. These strategies can help establish consistency in libraries' appropriations each year. Except for MCPL which self-manages, and Granton Community Library which shares resources with its K12 cohabitant, member libraries no longer need to budget separately for network router, network switching, or Wireless Access Point equipment.

# 2023 Technology Budget Planning Details - Digital Library Shares

WVLS Member Libraries	2020 Usage	%	2018 Extended County Population*	%	Avg % of Usage + Population	2023 Member Shares	Est. Cost per Unit of Service	Ratio of Usage to Population
Abbotsford Public Library	2,632	0.82%	3,324	1.17%	0.998%	\$ 613.34	\$ 0.23	79.2%
Antigo Public Library	17,383	5.42%	20,131	7.11%	6.266%	\$ 3,852.84	\$ 0.22	86.3%
Colby Community Library	3,715	1.16%	7,437	2.63%	1.893%	\$ 1,163.95	\$ 0.31	50.0%
Crandon Public Library	5,653	1.76%	6,278	2.22%	1.990%	\$ 1,223.77	\$ 0.22	90.0%
Dorchester Public Library	353	0.11%	1,646	0.58%	0.346%	\$ 212.64	\$ 0.60	21.4%
Edith Evans Memorial Library (Laona)	624	0.19%	1,571	0.56%	0.375%	\$ 230.47	\$ 0.37	39.7%
Edward U. Demmer Memorial Library (Three Lakes)	5,153	1.61%	2,474	0.87%	1.240%	\$ 762.60	\$ 0.15	208.3%
Frances Simek Memorial Library (Medford)	11,542	3.60%	14,987	5.30%	4.447%	\$ 2,734.25	\$ 0.24	77.0%
Granton Community Library	494	0.15%	1,691	0.60%	0.376%	\$ 231.05	\$ 0.47	29.2%
Greenwood Public Library	3,692	1.15%	3,525	1.25%	1.198%	\$ 736.76	\$ 0.20	104.7%
Jean M. Thomsen Memorial Library (Stetsonville)	731	0.23%	1,116	0.39%	0.311%	\$ 191.29	\$ 0.26	65.5%
Loyal Public Library	2,314	0.72%	2,796	0.99%	0.855%	\$ 525.51	\$ 0.23	82.8%
Marathon County Public Library	154,188	48.07%	131,743	46.55%	47.310%	\$ 29,088.59	\$ 0.19	117.0%
Minocqua Public Library	30,457	9.49%	11,830	4.18%	6.837%	\$ 4,204.00	\$ 0.14	257.5%
Neillsville Public Library	3,443	1.07%	7,003	2.47%	1.774%	\$ 1,090.74	\$ 0.32	49.2%
Owen Public Library	2,519	0.79%	2,673	0.94%	0.865%	\$ 531.79	\$ 0.21	94.2%
Rhineland District Library	31,023	9.67%	22,074	7.80%	8.736%	\$ 5,371.11	\$ 0.17	140.5%
Rib Lake Public Library	2,870	0.89%	1,721	0.61%	0.751%	\$ 462.01	\$ 0.16	166.8%
T.B. Scott Free Library (Merrill)	24,937	7.77%	20,764	7.34%	7.556%	\$ 4,645.55	\$ 0.19	120.1%
Thorp Public Library	1,850	0.58%	4,372	1.54%	1.061%	\$ 652.25	\$ 0.35	42.3%
Tomahawk Public Library	13,349	4.16%	8,092	2.86%	3.510%	\$ 2,158.38	\$ 0.16	165.0%
Wabeno Public Library	-	0.00%	1,376	0.49%	0.243%	\$ 149.48	\$ -	0.0%
Westboro Public Library	516	0.16%	729	0.26%	0.209%	\$ 128.65	\$ 0.25	70.8%
Western Taylor Co Public Library (Gilman)	595	0.19%	2,188	0.77%	0.479%	\$ 294.72	\$ 0.50	27.2%
Withee Public Library	753	0.23%	1,446	0.51%	0.373%	\$ 229.25	\$ 0.30	52.1%
	320786		282987			\$ 61,485.00	\$ 0.19	
							Average	

2022 WPLC Buying Pool Share \$ 61,485.00

\* From most recent available certified data published by Wisconsin DPI (<https://dpi.wi.gov/pld/data-reports/service-data>) at time of adoption