

# Technology Services

## Overview

Though its presence is often taken for granted, Technology Services provides the underlying link for many system services. The rapidly changing field of technology mandates that system staff understand state of the art library technology and be prepared to apply it when it is appropriate to do so. A high priority for the System is to maintain efficient, state of the art operations that will support other core system services. The highest goals for System technology services are to facilitate the application of modern technology to the operations and activities of member libraries and to assist them in meeting the information needs of their patrons. It is essential that access to bibliographic and library management information is as transparent as possible for the user, be it system staff, member library staff, or the public in general.

## Administration and Service

The system will

- manage and support local library system automation projects (LLSAP) services
- provide and support electronic communications, e.g., mail lists, web hosting, email
- provide training for system and member library staff in a variety of technology topics
- provide guidance and direction to member library staff to help them choose technology solutions that best meet the needs of their patrons
- collaborate with member library staff and coordinate with outside organizations as appropriate to enhance the technology services that we provide
- assist member libraries in complying with national/international standards and statewide initiatives
- promote technology services programs through the service area
- support the other system operational areas
- support the state technology plan

## Staff and Resources

System staff will

- manage the day-to-day operations of the LLSAPs, including operating the Sites' hardware/software, troubleshooting, budgeting, and managing the contract with the various LLSAP vendors
- manage the internet connections at system facilities and the related services and hardware. These services include, but are not limited to: email services for members/staff; web page hosting and assistance in the development, maintenance, and updating; mail lists

- provide training opportunities to member libraries on technology topics. The training includes: online searching of LLSAP databases and other state and national databases; web page development; E-rate; new technology; and library technology products and services
- work with member libraries to assist them with their technology needs, including general consulting, purchases, development of strategic technology plans, and emerging technologies
- collaborate with member library staff to solicit input on service enhancements to the Technology Services offerings
- provide member libraries with information on national/international standards and statewide initiatives that affect their libraries
- promote technology services programs throughout the system
- provide support to other system operational areas to ensure smooth operations.

#### Member Library Responsibilities

- Every member library should have the ability in the library to access the LLSAP. All libraries are expected to routinely search the LLSAP for interlibrary loan and reference requests.
- Member librarians are expected to communicate using e-mail and to access their e-mail one time/week, as a minimum, and are encouraged to use other basic Internet services as their job requires. In addition, members are encouraged to provide local library information via a webpage.
- Member librarians should develop some in-house expertise for installing software and troubleshooting equipment as need arises in the day-to-day operation of their library.
- Member libraries should strive wherever possible within budget constraints to maintain up-to-date equipment for staff and patron use.
- Recognizing the importance of librarians keeping current with library technology services, it is necessary for all member libraries and governing boards to allow release time for staff to attend training and continuing education opportunities.
- Member libraries will comply with state and national standards in technology areas, e.g., OCLC/MARC standards for record input into LLSAPs.
- Member libraries are expected to advise the Technology Services Department of their own major technology/automation projects.
- Member libraries are expected to have technology plans.