GOAL 1:   Provide leadership in providing local technology support, improving network infrastructure, and securing library resources and data.

Objective 1: Provide top-notch technology support so that member libraries' time can be spent elsewhere.
> Activity 1.1.1: Centrally manage Windows patches &updates, anti-virus and other shared software.
> Activity 1.1.2: Pre-configure new equipment so that libraries need only plug it in.
> Activity 1.1.3: Monitor network and server uptime so that we can be working to fix issues before libraries even notice.

Objective 1.2: Maintain and enhance the WALS network infrastructure to ensure that it meets member library needs in a cost-effective manner and is scalable enough to meet changing needs.
> Activity 1.2.1: Evaluate whether libraries should use Spectrum or Teach connections.
> Activity 1.2.2: Monitor bandwidth usage to determine whether libraries have sufficient capacity at their current rate of service.

Objective 1.3: Protect system resources with an emphasis on network security.
> Activity 1.3.1: Do independent vulnerability testing at regular intervals
> Activity 1.3.2: Require all staff to complete KnowBe4 training.
> Activity 1.3.3: Maintain all PCs, laptops, printers that connect to the network at the most current release.
> Activity 1.3.4: Evaluate all switch, router, and firewall configurations periodically to prevent intrusion

GOAL 2: Provide a modern, affordable, shared ILS and online catalog for Winnefox member libraries.
Objective 2.1: Maintain ILS and online catalog software at most recent versions.
> Activity 2.1.1: Upgrade Symphony at least twice a year, dependent on company release cycles.
> Activity 2.1.2: Upgrade catalog at least annually, dependent on company release cycles.

Objective 2.2: Provide 3rd party enhancements to the online catalog.
> Activity 2.2.1: Investigate alternative sources for cover art in catalog
> Activity 2.2.2: Investigate and evaluate other sources for enhanced content, related searches, and social features.

Objective 2.3: Investigate options for streamlining procedures for patrons to share materials between the WALS shared online catalog and Fond du Lac Public Library's online catalog.
> Activity 2.3.1: Investigate options for sharing a catalog instance

Objective 2.4: Implement, improve and promote newer ILS products that take advantage of the mobile environment.
> Activity 2.4.1: Update, maintain, and promote catalog mobile app.
> Activity 2.4.2: Update, promote, and train use of the staff mobile app.
> Activity 2.4.3: Maintain and promote text messaging for ILS hold and overdue notices.

GOAL 3: Provide consulting and training to library staff on technology-related equipment and services.
Objective 3.1: Provide library staff multiple opportunities to experience or re-connect with new technologies.
> Activity 3.1.1: Sponsor or co-sponsor a minimum of six (6) contact hours of technology-related continuing education per year.

Objective 3.2: Organize and host at least two system-wide meetings to inform, update, and train library directors in technologies used within Winnefox.
> Activity 3.2.1: Hold ALL-WALS meetings on fifth Tuesdays to update and refresh ILS skills and procedures for library directors and staff.

Objective 3.3: Consult via phone, email or on-site visits to member libraries to assist in the purchase, installation, and configuration of new equipment and services.
> Activity 3.3.1: Winnefox staff will work directly with vendors on behalf of member libraries purchasing new equipment or services.

Objective 3.4: Facilitate access to technology-related training materials—both internally and externally produced materials—to member libraries and system staff.
> Activity 3.4.1: Provide training and related training materials in a variety of formats—print, video, in-person
> Activity 3.4.2: Populate and update the Winnefox Extranet with Winnefox-created training materials.
> Activity 3.4.3: Provide links on the Winnefox Extranet to classes, webinars, training materials produced by other institutions

GOAL 4: Develop and support local database/digitization projects.
Objective 4.1: Support and enhance locally developed databases.
> Activity 4.1.1: Support and maintain database for Summer Reading Program Signup
> Activity 4.1.2: Support and enhance Vital Records database for participating libraries.
> Activity 4.1.3: Develop and maintain database for managing library volunteers

Objective 4.2: Provide support for local digitization projects.
> Activity 4.2.1: Consult with members about best practices for local digitization projects
> Activity 4.2.2: Assist with providing access to locally digitized content.
> Activity 4.2.3: Suggest collaboration opportunities with other agencies for providing access to locally digitized content.