

# WLS IT Department 2019 Overview

January 29, 2019



# Agenda



INTRODUCTION TO  
THE IT TEAM



STANDARD  
OPERATIONS



2019 PROJECTS



ALIGNMENT WITH  
WLS STRATEGIC PLAN

Rob Caluori – Director of IT

Wilson Arana – Infrastructure Manager

Korn Chantravakin – Support Analyst

Chris Hernandez – Systems Administrator

Joe Maurantonio – Network Manager

Melanie Carnes – Systems Librarian

Mike Jones – Web Developer

Allison Midgley – Sr. Training Coordinator

Allison Pryor – Technology Trainer

Steven Plaushin – Support Technician

Night and Weekend Support

JP Francois

Oliver Rivas

# The WLS IT Team

# Infrastructure Team

Virtual desktop infrastructure (VDI)

Member library network & wireless networks

Patron PC reservation and print management

Server environment

- Domain controllers
- file and print servers
- calendar systems
- website hosts

# User Support and Training

## Help Desk operations

- General tutorials
- Hardware/software support
- Account maintenance

## Training

- Makerspace program development and training
- Library Management System training and support
- Development of the IT wiki as a knowledgebase

# Library Management System

Inventory management for  
member libraries

Patron communication via phone,  
text and email

Bill management and online bill  
payment

Authentication for third-party  
services

# Special Projects for 2019



**Migration from  
SirsiDynix  
Symphony to  
Evergreen ILS**

Whole department effort



**Migration to new  
inventory and help  
desk management  
platform**



**Development of  
data warehouse and  
dashboard system**



**Continued rollout of  
VDI – public  
workstations**



**Elevation of domain**



**Bandwidth upgrade  
plan**

# Alignment with Strategy

## Solutions Incubator

- New WLS website and wiki platform
- VDI for public workstations

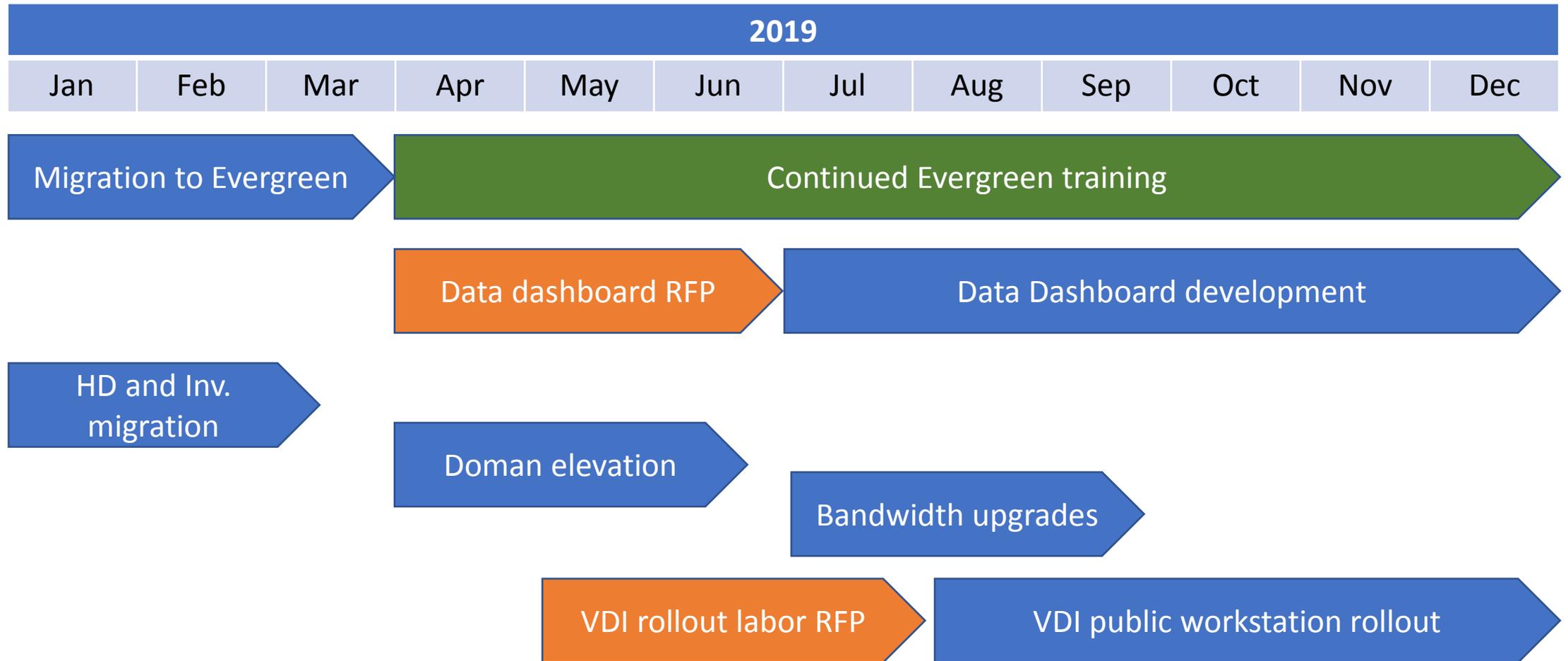
## Best Practices

- Library data dashboard / warehouse
- IT wiki

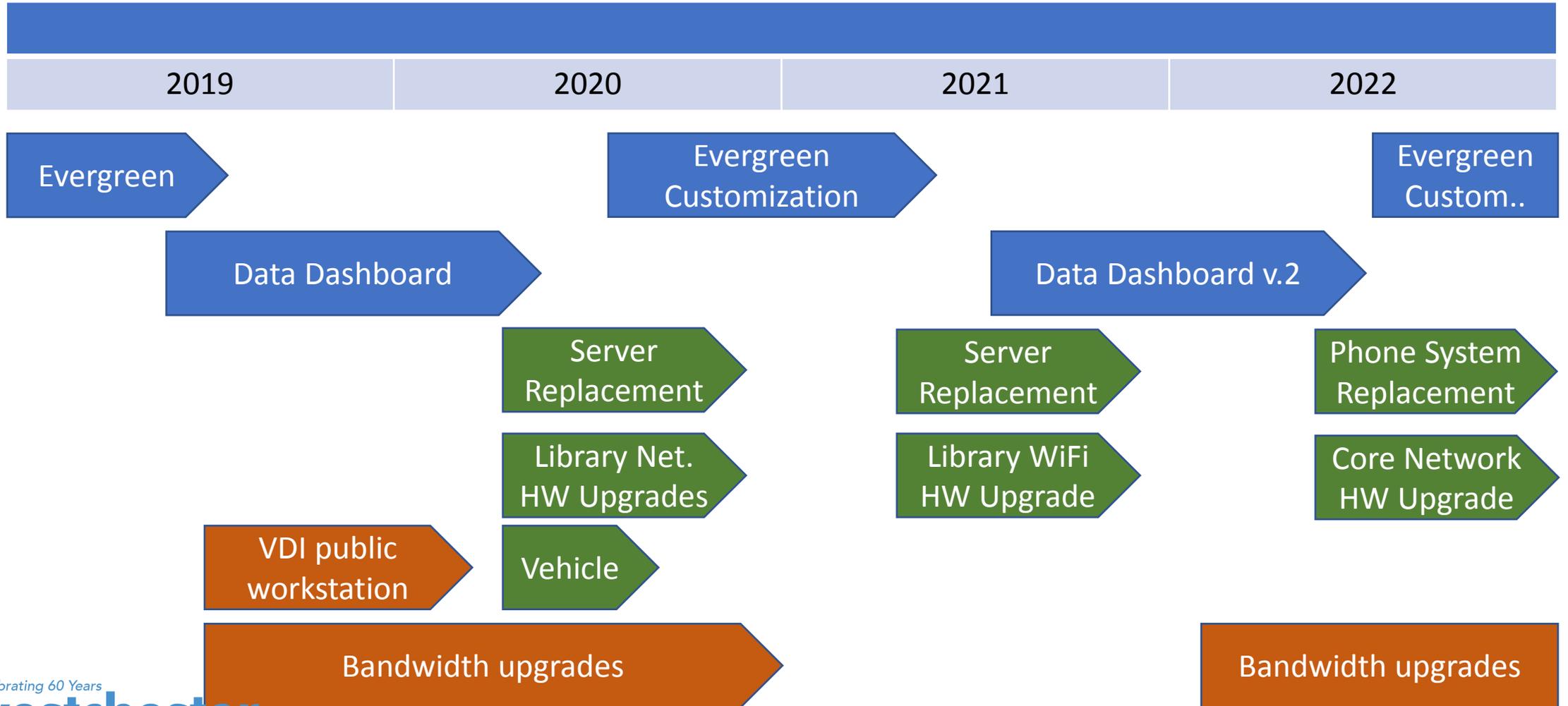
## Professional Development

- Additional ILS / technology trainer
- Expanded IT Wiki Content

# 2019 Project Timeline



# 4 Year Project & CE Outlook



# Building on success



ADJUST FEES TO RECOGNIZE  
CHANGES LIBRARY SERVICE  
REQUESTS



CONTINUE TO REBUILD  
CAPITAL FUND AS ASSETS  
DEPRECIATE



ADD / REDEFINE STAFF OR  
CONTRACT LABOR AS  
NECESSARY TO MEET NEEDS



CONTINUE TO DEFINE AND  
REFINE STRATEGY

# Questions

