

PLDA Statement on WLS IT

PLDA expresses extreme dissatisfaction with IT management and the quality of IT services,

And

Endorses the action plan distributed at the June 20th PLDA meeting,

And

Demands a response to the action plan by the July 18 PLDA meeting,

And

Directs the President and a small group of directors to meet with WLS administration as needed to advance the work on the action plan.

Unanimously approved at the PLDA Meeting, June 20, 2019.

WLS and IT Services 6/20/2019

WLS-IT

- The mission of WLS-IT needs to be reaffirmed or revised by PLDA to meet the needs of the member libraries
- The performance of WLS-IT has a direct impact on the service to our public which has degraded significantly.
- It is unclear where the real problems lie in terms of performance by WLS-IT. Are the problems related to WLS-IT staff, Equinox, Evergreen, the network, or the libraries? What impact does the lack of SQL knowledge by WLS-IT staff have on the services provided? An independent IT consultant or firm is needed to evaluate the network architecture and delivery of services by WLS-IT. The consultant must also assess what steps have been taken to secure data, prevent malware, and disclose what exposure we have experienced in the past.
- Development of a clear customer service policy for WLS-IT. It is essential that WLS-IT be transparent in all actions affecting the member libraries. Provide training, mentoring and anger management intervention as necessary to end the bullying and poor customer service.

Steps that can have an immediate impact on improving services to the member Libraries:

- Removing VDI and have direct access to Evergreen via the web. No other library or consortium uses VDI to access Evergreen.
- Replacement of the WLS helpdesk email with a proper ticketing portal accessible by all directors and appointed staff
- WLS-IT maintain an accurate, up-to-date list of all known outstanding issues with the ILS, that this list be updated daily and that a mechanism be in place for new items that are reported to be added within 24 hours. The list is to include progress reports on each outstanding issue.
- A clear and transparent process for rolling out service changes

PLDA

Initiate a discussion with WLS and the PLDA Finance and Executive Committees about a revised pricing structure for WLS-IT services that does not penalize libraries for not using all services offered.