



January 20, 2018

TO: WVLS Board of Trustees
FROM: Marla Sepnafski
RE: WVLS Staff Report

Attached is a summary of WVLS staff members' activities for the period of January-December 2017.

This report is to be considered in the context of the 2017 System Plan, i.e., staff members are reporting on their progress in meeting their assigned responsibilities within the annual plan.

Staff members will be present at the January 20, 2018 Board of Trustees meeting to answer questions you might have on this report.

WISCONSIN VALLEY LIBRARY SERVICE

Staff Report

January-December 2017

Table of Contents

◆ Membership Agreements.....	Page 1
◆ Resource Library Agreement.....	Page 1
◆ Reference, Referral & Interlibrary Loan.....	Page 1
◆ Continuing Education & Consultation.....	Page 4
◆ Delivery and Communication.....	Page 10
◆ Service Agreements.....	Page 11
◆ Other Service Programs Collection Development / Advancement and Awareness / Youth Services.....	Page 11
◆ Inclusive Services.....	Page 20
◆ Other Types of Libraries.....	Page 22
◆ Library Technology & Resource Sharing..... Technology/Network Electronic Delivery of Information ILS Administration	Page 23
◆ Administration.....	Page 34

SUPPLEMENTARY INFORMATION

◆ Appendix I - Staff Activities	Page 40
◆ Appendix II - V-Cat Circulation/Interloan Statistics	Page 52
◆ Appendix III - Overdrive/Database/Courier Statistics	Page 54
◆ Appendix IV - Wi-Fi Usage Statistics	Page 56

2017 SYSTEM PLAN

Note: New or priority activities to the plan are designated in **bold print**.

MEMBERSHIP AGREEMENTS

(A). Wis. Stats. 43.24(2)(a) Written agreements to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15(4)(c)(4), and to provide for the interloan of materials among all participating public libraries, as evidenced by agreements with those libraries.

2017 ACTIVITY RELATED TO THIS REQUIREMENT

1. Provide a copy of the agreement WVLS has with each public library and its supporting municipality to DLT by January 15, 2017. Results:
 - Copies of each WVLS/member library agreement (2013 revision) were filed with the Division for Libraries and Technology (DLT) in 2012/2013.

RESOURCE LIBRARY AGREEMENT

(B). Wis. Stats. 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with the library.

2017 ACTIVITY RELATED TO THIS REQUIREMENT

1. Provide a signed copy of the WVLS/MCPL agreement for 2017 to DLT by January 15, 2017. Results:
 - The 2017 WVLS/Marathon County Public Library (MCPL) Resource Library Agreement was filed with DLT in September 2016.

NOTE: There is no "c" in Wis. Stats. 43.34(2).

REFERENCE, REFERRAL AND INTERLIBRARY LOAN

(D). Wis. Stats. 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT

1. Provide for reference and interlibrary loan referrals for member libraries. Results:
 - This was, and continues to be, a mission-critical service program for our member libraries. WVLS maintained the combined catalogs of 24 member libraries in an online database known as "V-Cat." This resource served as the primary vehicle for interlibrary loan (ILL) activity between and among WVLS public libraries. The State's WISCAT product continued to serve as the interlibrary loan vehicle for WVLS and our public and multitype libraries to fill patrons' requests for items not found or available in V-Cat.

2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers. Results:
 - Member public library net lending/borrowing statistics for 2016 were recorded in the *2016 WVLS Statistics Booklet*, and 2017 ILL statistics for V-Cat member libraries are included at the end of this report.
 - ILL activities were monitored throughout the year. In 2017, all but two of our 25 public libraries and 21 school and academic libraries participated in statewide interlibrary loan using WISCAT.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC. Results:
 - ILL processes outlined in the 2016 Wisconsin ILL Standards were reviewed during V-Cat Council meetings when necessary.
4. Ensure that patron-initiated interlibrary loan requests are mediated. Results:
 - Patron-initiated interlibrary loan, a process which empowers library users to create their own interlibrary loan requests in their library's WISCAT were mediated by all libraries using WISCAT for interlibrary loan. WVLS and RL&LL interloan staffs continued to monitor requests on behalf of all member libraries and to troubleshoot any inaccuracies as they arose or were reported.
5. Provide training on creating and managing interlibrary loan requests. Results:
 - ILL training resources and online user group training sessions hosted by Resources for Libraries and Lifelong Learning (RL&LL) were promoted throughout the year.
 - WVLS fielded questions from area ILL staff when necessary.
6. Provide an annual workshop on interlibrary loan to clarify and review best/current practices, protocols and procedures. Results:
 - Informal training was provided as needed.
 - Training opportunities by Resources for Libraries and Lifelong Learning (RL&LL) staff were attended by WVLS staff and promoted across several WVLS listservs.
 - Highlights of RL&LL WISCAT User Group meetings and email reminders about WISCAT features and processes were forwarded to area interloan staff.
 - The orientation process for new public library directors included subscription information to the DPI ILL, and WVLS ILL listservs.
7. Participate in all DPI-sponsored meetings for systems and share what is learned with area ILL colleagues. Results:
 - Staff attended all DPI-sponsored ILL meetings in 2017 and meeting highlights from DPI were shared via the DPI-ILL and WVLS-ILL listservs.
8. Promote educational opportunities related to interlibrary loan and encourage participation. Results:
 - Staff attended all DPI-sponsored ILL training webinars in 2017 and meeting highlights from DPI were shared via the DPI-ILL and WVLS-ILL listservs.
9. Promote webinars which provide training on resources available through BadgerLink and encourage participation. Results:

- Webinars provided through the DPI BadgerLink team were promoted through several WVLS communications channels. The archived BadgerLink training resources, available at <https://badgerlink.dpi.wi.gov/training>, was also promoted.
10. Ensure that interlibrary loan participants have access to accurate ILL statistics. Results:
 - ILL statistics were shared with V-Cat member libraries on a monthly basis.
 - 2016 annual ILL statistics were shared in the *2016 WVLS Statistics* booklet.
 - 2017 statistics are provided at the end of this report.
 11. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels. Results:
 - Information about WVLS and RL&LL listservs was provided during orientations for new public library directors and interlibrary loan staff.
 12. Participate in state level agreement with major book jobber(s) which allow publicly supported WVLS libraries of all types to purchase library materials at maximum discounts. Results:
 - WVLS continued its subscription to the WiLS Cooperative Purchasing service in 2017.
 13. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role. Results:
 - In 2017, WVLS served as the conduit for ILL support between RL&LL and member libraries and, as such, participated in all state-sponsored ILL meetings and training sessions, and ensured that relevant information was forwarded to area ILL staff.
 - Statistics provided at the end of this report and in the WVLS Statistics Booklet summarize interlibrary loan (lending and borrowing) activity for each member library.
 14. Create web bibliographies and tools on a variety of topics useful to WVLS library staff and trustees on the WVLS web site. Results:
 - This was an ongoing effort touching all aspects of library services. A few examples include Affordable Care Act renewal, American Indian resources, fake news, voter education resources, youth and inclusive services, award winning books for youth, net neutrality, early literacy, Banned Books Week, coding, virtual reality and building collaborative community relationships.
 15. **Monitor usage of BadgerLink and WVLS** subscription-based electronic resources provided for member libraries and patrons. Results:
 - This activity was ongoing. Annual usage statistics are shared at the end of this report.
 16. Provide authentication services for **BadgerLink** and WVLS databases offered to the public by fully utilizing vendor authentication processes where possible. Results:
 - WVLS worked with BadgerLink staff and database vendors to ensure proper authentication was in place for all member libraries.
 17. Share links **and create templates for** promotional materials and tutorials for electronic resources. Results:
 - Promotional materials for Learning Express were created July 2017.
 - The WVLS OverDrive and Libby Resources webpage was built with WVLS, WPLC, and OverDrive promotional and training resources.

- A WVLS *OverDrive Getting Started Chart* was created in February 2017 and shared via email, Digital Lites and WVLS OverDrive and Libby Resource webpage.

18. Investigate digital resources and provide recommendations to member libraries. Results:

- V-Cat member libraries continued to use an EBSCO Discovery Service purchased and implemented in 2016 to improve access to digital resources.
- The Digital Public Library of America (DPLA) and Recollection Wisconsin were promoted as resources to bookmark for historical information. Informational brochures were shared at the WVLS Public Library Director's Retreat.

19. Ensure that area libraries receive promotional materials about resources/information available about interlibrary loan best practices, standards, etc. Results:

- See activities reported under nos. 5-8 in this section.

CONTINUING EDUCATION & CONSULTATION

(E) & (H) Wis. Stats. 43.24(2)(e) In-service training for participating public library personnel and trustees and professional consultation services to participating public libraries. **Wis. Stats. 43.24(2)(h)** Professional consultant services to participating public libraries.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Plan all continuing education opportunities in accordance with the requirements set forth in the *Certification Manual for Wisconsin Public Library Directors* published by the Wisconsin Department of Public Instruction, Division for Libraries and Technology. Results:
 - All continuing education activities planned by WVLS included learning objectives, activities to meet the objectives, a process for evaluation and an instructor or learning consultant.
 - Workshop agendas, announcements and event flyers routinely included specific learning objectives for each continuing education activity.
2. Sponsor or co-sponsor a minimum of thirty-six (36) contact hours of continuing education opportunities annually for member library staff and trustees, as well as for library system staff and trustees. Results:

WEBINARS

- January 24-26 - "Wild Wisconsin Winter Web Conference" (19 contact hours)
- February 16 - "The All-Generation Library" (1 contact hour)
- February 23 - "30 Minute Thursday: Big Ideas with an Itty-Bitty Budget" (.5 contact hour)
- March 16 - "Play to Your Strengths" (1 contact hour)
- March 23 - "Powerup! Teen Leadership in Your Library and Beyond" (1 contact hour)
- April 18 - "Data Into Action: Or, Translating Your Web Statistics into To-Dos" (1 contact hour)
- May 3 - "Decoding Databases" (2 contact hours)
- July 12 - "30 Minute Wednesday: Effectively Managing Customer Behaviors" (.5 contact hour)
- August 21-25 - "Trustee Training Week" (5 contact hours)
- September 7 - "Tips for Building a Well-Rounded Collection for Youth" (1 contact hour)
- September 26 - "Database Overview" (1 contact hour)
- October 4 - "Are You Being Served? Programming for Emerging Adults" (1 contact hour)
- October 25 - "Snapchat, Facebook, Twitter, Video, Video, Video: Or, Using Video to Market Library Services" (1 contact hour)

- October 26 - "Data Informed Collection Development" (1 contact hour)
- November 3 - "Promoting Your Collection: Merchandizing Your Collection" (1.5 contact hours)
- November 15 - "Graphic Design for Libraries" (1 contact hour)

WORKSHOPS

- March 7-8 - "Children's Book Fest", Rhinelander (1.5 contact hours March 7; 2 contact hours March 8)
- August 9-10 - "WVLS Cataloger's Retreat" Wausau (0 contact hours)
- October 5 - "WVLS Director's Retreat" Wausau (6.5 contact hours)
- December 12 - "WVLS Youth Services Workshop" Wausau (4.5 contact hours)

In addition, continuing education scholarships/grants were provided to:

- Three area library staff to take the WPLC OverDrive Support Course
- One area library staff member to participate in WLA's Library Legislative Day
- Two area library staff members to attend the annual American Library Association Conference in Chicago.
- Six public library directors/branch managers to attend the Association of Rural and Small Libraries Conference in Utah.

3. **Continue collaboration with the Nicolet Federated Library System to provide continuing education opportunities for WVLS member staff and trustees.** Results:

- Continued collaboration with NFLS to plan, promote and host several webinar opportunities throughout 2017.

4. Ensure that at least twelve (12) of the thirty-six (36) annual contact hours of continuing education are provided in-person at a location within a reasonable driving distance. Results:

- The majority of in-person workshops were held at WVLS headquarters in Wausau and Rhinelander. See results under object 2 in this section.

5. Maintain calendar of continuing education events. Results:

- A calendar, along with workshop agenda, descriptions and announcements for all WVLS continuing education opportunities was maintained on the WVLS "Continuing Education" webpage.
- WVLS continuing education opportunities were scheduled on the WI DPI continuing education calendar.
- Google Calendar continued to be used for scheduling promotion of WVLS continuing education opportunities across all media: Facebook, Twitter, Email, WVLS Newsletter, Digital Lites blog, WVLS.org.
- WVLS continuing education events were promoted via WVLS.org, Digital Lites blog, Facebook, Twitter, emails, and WVLS Newsletter.

6. Maintain Wessler Scholarship **and Association of Rural and Small Libraries (ARSL) Conference Scholarship** funds. Results:

- In 2017, \$100 memorials were placed into the Wessler Scholarship investment fund in honor of former WVLS trustee Norma C. Wehlitz, and former WVLS staff member H. Barbara Schmoeckel,
- No Carol Ruth Wessler Scholarship requests were received in 2017.
- Sponsored full Association for Rural and Small Libraries (ARSL) Conference scholarships for six area public library directors/library branch managers to attend the 2017 conference in St. George, Utah.

- Written reports from scholarship winners were posted to the WVLS Scholarships and Grants webpage.
 - The live webinar presentation scheduled for November 14, 2017 was cancelled due to staff illness.
7. With input from member libraries, evaluate each CE opportunity and conduct an annual outcome-based evaluation of the system's continuing education program. Share evaluation with member libraries. Results:
- Attendees at each WVLS-sponsored in-person workshop were asked to complete a workshop evaluation available as a paper copy or online form.
 - Evaluations of each WVLS/Nicolet Federated Library System (NFLS) webinar were provided via an online form. Results were gathered by NFLS and shared with WVLS.
8. **Annually survey member libraries to help WVLS assess continuing education needs.**
Results:
- Member library staff were asked to complete a WVLS Training Survey in June.
 - Survey results indicated the top three training preferences were small group training, written training guides and pre-recorded training videos. Also many training topics were suggested in the areas of ILS and technology.
 - Survey results were shared with the WVLS Board of Trustees in August.
9. **Ensure announcements for every WVLS-sponsored workshop includes CEUs granted for the workshop and mention of how the learning opportunity parallels recommendations in reports by The Aspen Institute.** Results:
- All announcements for WVLS-sponsored workshops included the number of contact hours granted for the workshop. Mention of the recommendations outlined in The Aspen Institute's reports was shared during keynote and discussion sessions at the WVLS Public Library Director Retreat.
10. Attend relevant meetings, **webinars and conferences**, and share what is learned. Results:
- Information from the DPI-sponsored Youth Services and Inclusive Services Consultants' annual meetings, LSTA Advisory Committee meetings, Library Certification and Continuing Education Consultants' quarterly and annual meetings was shared with appropriate colleagues in the WVLS area.
 - Information from the WAPL Spring Conference, ALA Conference, WLA Fall Conference, Camp Tech-a-Talka, Innovative User Group Conference and WilsWorld, was shared with WVLS and member library staffs, system colleagues, and WVLS Board of Trustees as appropriate.
 - Information from WLA's Library Development and Legislation, COLAND, WPLC, SRLAAW and SOMBAW meetings was shared with staff, WVLS Board of trustees, and member colleagues as appropriate.
 - Public Library System Redesign (PLSR) project activities were shared with the WVLS community via the "all subscribers" listserv, WVLS Newsletter, and WVLS Board of Trustees meeting packets.
11. Provide consultant services to WVLS libraries of all types in the areas of: public library administration and governance, advocacy, intellectual freedom and challenges, adult services, youth services, building/remodeling, automation, staff development, planning/evaluation/standards, collection development, legal issues, and special needs. Results:
- Information and advice was provided in the areas of:
ADA compliance
Advocacy – municipal and county funding, cross county Act 420 payments, federal IMLS funding,

net neutrality, and state budget deliberations
 Building Projects – technology placement, renovation and expansion issues
 Chapter 43
 Collection Development – selection and de-selection
 Counties – county library planning, county funding of home libraries
 Friends of the Library Groups - tax exempt status
 Grants/Grant Writing
 HR Laws – job interviews, employee contracts, exempt/nonexempt status, overtime laws
 Infographics
 Inclusive Services – see that section
 Library Budget – how to set up, budget elements
 Library Director – duties, hiring, interview questions, orientation, salary and benefits, job descriptions, interim director responsibilities
 Library Policies – WIFI, collection development and investment
 Multi-type Libraries – collaboration and community partnerships
 Municipality – budgets, responsibilities, obligations, fees for services
 Open Meeting Law – formation of agendas and closed session processes
 Policies – leave of absence, collection development
 Public Record Requests
 Public Library Standards
 Records Retention
 Robert’s Rules of Order
 Sales Tax
 Student Work Permit Rules
 Tax Exempt Lands
 Tax ID Number for Libraries
 Technology – filtering, e-rate, wi-fi services; see that section
 Trustee Board management – membership, absences, appointments, committee structure, Bylaws revision, public relations, new director search, funds held by the library board
 Volunteers – management and use of
 Website Development
 Youth Services – programs, collection development and staffing; see that section

12. Provide grant-writing guidance and support. Results:

- A WVLS Grant Resources webpage was created in 2017.
- Assistance was provided to a library director seeking local grant opportunities.
- Also several grants were promoted via WVLS Digital Lites, WVLS Newsletter, email and social media.
 - [“The Max and Victoria Dreyfus Foundation Grants: STEM”](#)
 - [“IEEE Science Kits for Public Libraries Grant”](#)
 - [“Autism Welcome Here: Grant Opportunity”](#)
 - [“WVLS Accepting Applications for the Fall WVLS Innovation and Collaboration Grant”](#)
 - [“IMLS Accepting Applications for National Leadership and Laura Bush 21st Century Librarian Grants”](#)
 - [“Get Your Library Ready to Code: Libraries Ready to Code ALA Grant”](#)
 - [“Keats. Imagination. Diversity: \\$500 Mini-Grants”](#)
 - [“CLIR Invites Applications for Digitizing At-Risk Audio Materials Grant”](#)
- Five libraries receiving cyber safety for youth micro-grants funded by LSTA in collaboration with DPI and Northern Waters Library System in 2016 finished up their projects in 2017.
- All member libraries were eligible to receive \$240 grants from WVLS to support Summer Library Program events.
- WVLS consulted with member libraries looking for alternative funding for local projects following decision to eliminate WI LSTA funding for competitive grants already awarded.

- WVLS facilitated distribution of Wisconsin Humanities Council information for libraries in Forest, Lincoln and Oneida Counties regarding grant incentives for projects on race and ethnicity.

13. **Enhance professional development section on the WVLS website.** Results:

Several WVLS website pages were created in 2017. Following are some examples.

- "Continuing Education Opportunities" page - lists upcoming opportunities and includes a feature to receive webinar announcements from WVLS;
- "Director Certification" page – provides a comprehensive resource on public library director certification in Wisconsin.
- "Mentoring Program" page- shares information about the WVLS Mentoring Program.
- "Resources" page - provides extensive listings of resources by topic. Topics covered include Adult Services, Advocacy, Affordable Care Act, Children's Services, Fake News Resources, Friends of Libraries, Grant Resources and Library Administration.

14. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification. Place links on the WVLS web site. Results:

- Accomplished via the WVLS Continuing Education announcements and resource webpage.
- Created and maintained a featured WVLS Digital Lites continuing education blog listing on the WVLS Continuing Education webpage.
- Created the WVLS Calendar webpage for continuing education webinars and workshops, meetings, national celebration days and reminders for yearly library administration duties.

15. Continue to host **bi**-annual gathering of public library directors. Results:

- The October WVLS Retreat for Public Library Directors was held in Wausau. Thirty people attended the event, and staff and directors from four public library systems were represented.
- Listening sessions for library directors were conducted by WVLS staff in three locations.
- An additional opportunity for face-to-face sharing among WVLS staff, public library directors and employees was provided in the form of a "Periodical Renewal" discussion session held at Marathon County Public Library. Member libraries were surveyed to solicit volunteer facilitators for future Periodical Renewal sessions around identified topics.

16. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed. Results:

- An in-house digital file structure was maintained for all WVLS director certification records and all requisite paperwork.
- WVLS continued to use a Google Director Certification Calendar to schedule updates and reminders for each director nearing certification renewal and to track the certification process for each public library director.
- An annual Continuing Education/Certification Update letter was sent to all member public library directors in December.

17. Encourage orientation and ongoing training for area library board members. Results:

- Guidance was provided to the Oneida County Library Board during bylaws revision, orientation of new members and reorganization following significant turnover among members.
- During orientation, public library directors were strongly encouraged to provide sufficient time at each board meeting to thoroughly review one or two chapters from DLT's "Trustee Essentials: A Handbook for Wisconsin Public Library Trustees.
- "Trustee Training Week" – five days of one-hour webinars on topics of interest to library board members – was heavily promoted.

18. Assist member libraries in the process of filing annual reports by training libraries, providing forms support, and reviewing completed reports. Results:
 - Information to assist with annual report questions related to library holdings, circulation, library card holders, interlibrary loan, use of electronic collections, revenue and expenditures, wireless usage, resident and nonresident circulations, youth programs, drop-in activities and literacy offerings was shared in January.
 - A refresher was provided on DPI information to assist with annual report questions related to youth programs, drop-in activities and literacy offerings.
 - The WVLS Annual Report Team provided assistance as needed via the WVLS annual reports listserv, email, telephone and in-person consultations.
 - Information to complete the 2017 annual report was shared in preparation for gathering statistics during "tally week" in October.
 - Developed a how-to video "[Create Annual Report Brochures Using LibPAS](#)". It was posted to the WVLS YouTube Channel and announced via a Digital Lites blog post.
19. Meet with new and current directors in the system to orient them to system services and to provide an overview of library services in Wisconsin. Results:
 - Orientations were provided for five new public library directors in the WVLS area. New Directors were hired in Wabeno, Withee, Gilman, Antigo and Tomahawk.
 - "Listening Sessions", conversations between WVLS staff and member library directors were held in Greenwood, Rhinelander and Merrill.
 - The WVLS Mentoring Program for library administrators and staff was continued in 2017.
 - The DLT-sponsored "Boot Camp for New Public Library Directors" was promoted and new directors were strongly encouraged to attend.
20. Continue peer-to-peer mentoring program for new public library directors and develop a mentoring program for trustees. Results:
 - There were three new Mentoring Program matches in 2017. Partnerships occurred between Antigo Public Library and MCPL Youth Services staffs, Gilman Public Library Director and Thorp Public Library Director, and Withee Public Library Director and Granton Community Library Director.
 - Per the [WVLS Mentoring Program Outline](#), each mentee was matched with a mentor according to library size, geographical location, and interests.
21. Appropriate library system staff shall meet with newly hired key library staff to provide an orientation on system services related to their positions. Results:
 - WVLS welcomed key library staff at member libraries to introduce and include them in mentoring circles and provide individual consulting as requested.
22. **Update and promote** resource packets for public library directors and WVLS trustees **located on** the WVLS website. Results:
 - The resource packet for public library directors was updated and shared on the Library Administration page under the Resources section of the WVLS website.
 - The resource packet for WVLS trustees was updated and shared on the Trustee Resources page under the Resources section of the WVLS website.
23. **Schedule and promote listening sessions for staffs from all types of libraries, "Periodical Renewals" for public library staff, and "Youth Services Information Exchanges" for all children's and YA staff.** Results:

- January 13 – WVLS Youth Services Information Exchange, Minocqua
- February 2 - “Library Staff Burnout and Budget Development and Management” Periodic Renewal, Wausau
- March 30 - Listening Session, Greenwood
- May 23 - Listening Session, Rhinelander
- August 25 – WVLS Youth Services Information Exchange, Antigo
- December 5 - Listening Session, Merrill

DELIVERY

(FM). Wis. Stats. 43.24(2)(fm) Physical delivery of library materials to participating libraries.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT:

1. **Subsidize three courier stops per week to each member public library and V-Cat service site. Continue to fund up to two delivery stops per week for each non-V-Cat member library.** Results:
 - The WVLS Library Advisory Committee recommended, and the WVLS Board of Trustees approved, continued funding of three courier stops per week for each service site in 2017 and 2018.
 - In 2017, 32 service sites received three courier stops per week.
 - In 2017, four service sites received 2-day delivery per week.
2. Ensure local delivery service is available to member libraries at least five days per week. Results:
 - The vendor used by WVLS provided additional stops to member libraries upon request. In 2017, five sites received 5-day per week delivery, and four received 4-day per week delivery.
3. **Update print and video formats of** best practices for labeling and packing materials for the courier. Results:
 - The 2016 print and video “best practices” resources was helpful in 2017. There was no need for an update.
4. Continue vendor-sort option approved by the WVLS Board of Trustees in 2015. Results:
 - WVLS continued the vendor-sort courier service through Waltco, Inc. in 2017.
5. **Request monthly volume statistics from Waltco and share yearly data with the WVLS Board of Trustees and member libraries.** Results:
 - Waltco shared monthly volume statistics with WVLS throughout the year. The annual volume statistic for 2017 is provided at the end of this report.
6. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website. Results:
 - The most current information available regarding WVLS courier services, delivery days, and best practices was posted to the WVLS “Courier” webpage.

SERVICE AGREEMENTS

(G). Wis. Stats. 43.24(2)(g) Service Agreements with all adjacent library systems.

2017 ACTIVITY RELATED TO THIS REQUIREMENT:

1. File current copies of agreements WVLS has with all other Wisconsin library systems with DLT.
Results:
 - An updated agreement with the Winnefox Library System was submitted to DLT in early 2017. Agreements with the other Wisconsin public library systems were filed with DLT when agreements were last updated.

OTHER SERVICE PROGRAMS

(I). Wis. Stats. 43.24(2)(i) Any other service program/s designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT:

COLLECTION DEVELOPMENT

1. Provide access to electronic resources to meet the needs and demands of area library users and to back up the collections of member libraries. Results:
 - Subscriptions were continued for Ancestry, Hobbies and Crafts, Home Improvement, Small Engine Repair, Novelist Plus (nonfiction), Novelist Select, and Foundations in Wisconsin.
 - A subscription to the EBSCO Discovery Service was continued in 2017.
 - WVLS established and provided funding for an OverDrive Advantage account in 2017. Under the leadership of MCPL's Katie Zimmerman, a WVLS OverDrive Advantage Collection Development Committee was established to select titles that will extend the breadth and depth of the collection available through the WPLC Consortium to our member public libraries.
 - Funds to continue the aforementioned subscriptions was included in the 2018 budget.
2. Provide the resource library a collection development grant to expand the breadth and scope of their fiction and nonfiction collections. Results:
 - A \$10,000 collection development grant was provided to MCPL in 2017.
 - The WVLS Board of Trustees approved to continue the grant in 2018.
3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections. Results:
 - While member libraries were able to access the OverDrive database to aggregate their own usage statistics, WVLS also generated annual usage statistics to assist public libraries in completing their 2016 annual report.
 - Annual usage data for WVLS databases and OverDrive is provided at the end of this report.
4. Encourage collaborative collection development by member libraries in selected subject areas.
Results:

- During the November 2016 Periodic Renewal, issues surrounding collection development, and weeding series and collections of prolific authors, were topics discussed. However no follow-up activity occurred after that discussion.
 - This topic will be placed on the first WVLS Library Advisory Committee meeting agenda for 2018.
5. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos. Results:
- WVLS continued its membership in the Wisconsin Public Library Consortium (WPLC), attended all WPLC Board meetings, and provided representation on the Steering Committee, By-Laws Workgroup and Historical and Local Digital Collections Committee.
6. Subscribe to professional journals. **Promote current list of journals available to member libraries** and route **titles as requested**. Results:
- During orientation, new directors received a list of journals WVLS routes/shares with its members and were invited to sign up to receive titles from the list.
 - Professional journals were displayed at the WVLS Public Library Director's Retreat, and attendees were invited to add their name to journal routing slips.
7. Maintain a professional materials collection and make titles available for loan to any library in the state. Results:
- Several new titles were purchased and added to the WVLS professional collection in 2017.
 - New titles were displayed at the WVLS Public Library Director's Retreat.
 - All new titles were barcoded, added to the collection in the V-Cat database and made available for loan to any library in the state.
8. **Maintain and promote the shared WVLS/IFLS collection of makerspace resources**. Results:
- A WVLS Makerspace & Equipment for Booking webpage was created that included a list of kits available (from WVLS and IFLS) as well as training resources.
 - Early Literacy Kits were added to the collection of makerspace resources, and made available through "Lend-Items", the same website WVLS and IFLS libraries used to book other makerspace resources.
 - The WVLS Youth Services Workshop included a browsing table showcasing makerspace kits available to libraries serving youth.
 - The Digital Lites blog featured two promotional posts for makerspace resources: "[More Than Just a Maker Space: Webinar Recording,](#)" and "[Read, Sing, Play: Reserve Early Literacy Kits Today!](#)"
9. Continue to share reader's advisory/collection development information with area libraries. Results:
- This was done via three webinars: September 7 – "Tips for Building a Well-Rounded Collection for Youth"; October 26 - "Data Informed Collection Development"; and November 3 - "Promoting Your Collection: Merchandizing Your Collection".
 - The Children's Book Fest provided collection development information and opportunity for hands on book examination led by representatives from the Cooperative Children's Book Center (CCBC).
 - Copies of *CCBC Choices* were distributed to all member libraries and branches.
 - WVLS facilitated distribution of *CCBC Choices* to school library media specialists in the WVLS area.
 - Collection development articles shared during the WVLS Public Library Director's Retreat included "SLJ's Top 100 Must-Have YA Books/42 Diverse YA Titles for Every Library"; "Twenty Critical, Authoritative, and FREE Electronic Databases"; "Best Free Reference

Websites 2016”; “Weeding or Making a Collection Fresh, Current & Relevant”; and “Focus on Collection Development – Weeding”.

- Readers advisory/collection development information was shared via K-12 and public librarian listservs on an ongoing basis. Examples: CCBC bibliographies, monthly starred reviews shared by IFLS staff, ALSC Notable Books lists, sources for Caldecott/Newbery Award posters and acquisition of graphic novels.
 - Throughout the year, WVLS routed professional journals featuring reviews of library materials (books, databases, audio, video and electronic content) among interested area library staff.
 - The December Youth Services Workshop featured nonfiction collection development and organization as the morning presentation topic.
10. Evaluate value of Novelist Select product, which integrates the Novelist Plus Readers Advisory Database into the V-CAT catalog. Results:
- Novelist Select usage statistics indicated that an ongoing subscription to this database would be helpful to member libraries.
11. Continue the **shared WVLS/IFLS** Digitization Program **that offers interested member libraries consultation, best practices and support, and** which provides member libraries opportunities to share their digitized collections with Recollection Wisconsin and the Digital Public Library of America. Results:
- WVLS staff was appointed to the Recollection Wisconsin Digital Public Library of America (DPLA) Service Hub Steering Committee. The committee met a few times in 2017 to begin development of governance and structure.
 - Several meetings between WVLS and IFLS staff were held to better develop Project ION (Illuminating our Northwoods History) and coordinate our technology and digitization expertise already available through the LEAN WI partnership.
12. Help member libraries with weeding and/or inventory projects. Results:
- Assisted several libraries with running reports to help with weeding portions of their collections.
 - WVLS met with Innovative Interfaces, Inc. (III), the vendor chosen for the ILS, and MCPL to review current inventory product available through III and to review other options for completing inventory processes.
 - WVLS hosted several workshops and webinars that featured collection selection/deselection tips, and also promoted several other continuing education opportunities like the December 7 webinar “How Collection Weeding Makes a Better World” by Ingram and Library Journal.
13. Provide continuing education opportunities on collection development and reader’s advisory issues.
- Following are the continuing education opportunities provided on these topics in 2017.
- Children’s Book Fest; March 7 and 8
 - “Tips for Building a Well-Rounded Collection for Youth” webinar; September 7
 - WVLS Public Library Director’s Retreat; October 5
 - “Data Informed Collection Development” webinar; October 26
 - “Promoting Your Collection: Merchandizing Your Collection” webinar; November 3
 - Youth Services Workshop morning program “Flipping Your Space and Flashing Your NF”; December 12
14. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board. Results:
- A WPLC survey on OverDrive support models was distributed to member libraries in November.

- Solicited feedback on behalf of the WPLC Collections Workgroup regarding OverDrive Advantage purchasing decisions in October.
- Member libraries were asked to share suggestions of titles to add to the OverDrive Wish List of titles to purchase in October.

ADVANCEMENT AND AWARENESS / PUBLIC INFORMATION

1. Facilitate participation of member library staff, trustees, and supporters in local, regional, and statewide advancement events, e.g., candidate forums, WLA Library Legislative Day. Results:
 - Organized member library contacts that secured co-sponsorship from four WVLS area legislators and additional votes for the Public Library Data and Technology Training bill.
 - Organized participation in January legislative listening sessions with Joint Finance Committee members held in Minocqua, Tomahawk and Eagle River.
 - Coordinated a meeting between the Forest County Library Board and Assembly Representative for discussion regarding the state budget and cross county library payments.
 - Continued coordination of WVLS libraries in implementation of the Wisconsin Library Association "Libraries Transform!" poster project to enhance legislative relationships.
 - Coordinated Library Legislative Day schedules and briefing materials for WVLS delegation.
 - Eleven WVLS area legislators were visited on Library Legislative Day by three WVLS Trustees, four member library directors/staff, and three WVLS staff members.
 - Coordinated WVLS and Northern Waters Library Service representation and testimony at the nearest Joint Finance Committee public hearing held in Spooner on April 18.
 - Throughout the 2017-19 budget process, WVLS managed legislative updates and action requests with Joint Finance Committee members representing WVLS counties.
 - Managed legislative updates and action requests for Federal issues including IMLS funding renewal and net neutrality.
2. Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended. Results:
 - The travel grant to attend 2017 Library Legislative Day was utilized by a library manager which also enabled attendance by that library director and transportation for a carload of attendees from two WVLS counties.
 - The 2016 travel grant recipient was further motivated to provide testimony at the Spooner Joint Finance Committee hearing.
3. Develop tools that can be tailored by local libraries as needed, making it easier to create awareness of their accomplishments, needs, or concerns, e.g., press releases, sample letters to officials, etc. Results:
 - "Marketing & Infographics" and "Advocacy" resource webpages were created for the WVLS website.
 - An infographic using 2016 Wisconsin Public Library Annual Report data was created for each WVLS member library.
 - Developed a how-to video "[Create Annual Report Brochures Using LibPAS](#)". It was posted to the WVLS YouTube Channel and announced via a Digital Lites blog post.
 - An infographic was created for Oneida County libraries to use during county library board and county budget development processes.
4. **Assist libraries in marketing their services and promoting their value to their communities.** Results:

- “Marketing & Infographics” and “Advocacy” resource webpages were created for the WVLS website.
- An infographic was created for Oneida County libraries to use during county library board and county budget development processes.
- An infographic using 2016 Wisconsin Public Library Annual report data was created for each WVLS member library.
- Developed a “how-to” video “Create Annual Report Brochures Using LibPAS”. It was posted to the WVLS YouTube Channel and shared via a Digital Lites blog post.

5. Assist member libraries in working for and securing local and county funding. Results:

- An infographic was created for Oneida County libraries to use during county library board and county budget development processes.
- Advocacy assistance was provided through attendance at regularly scheduled meetings of the Forest and Oneida County library boards, sharing legislative updates and advocacy initiatives.
- Consulted with WVLS Board members who liaison to comparable county groups in other member counties, and shared written legislative reports as requested.
- Consulted with member library directors and trustees on matters regarding ongoing primary funding support from local sources.
- Consulted with member library directors and trustees regarding responses to questions about Act 150 and 420 provisions, providing locally tailored messaging and data.
- For purposes of cross county funding for nonlibrariated circulations, the Sierra PCode 4 table was modified to reflect a change in status for Arbor Vitae (Vilas County) from a librariated status to a nonlibrariated status.
- Assisted member library directors with facility renovation- and building project-related messaging and organization as requested.

6. Facilitate individual county library service planning processes when requested. Results:

- Upon request, WVLS assisted the Taylor County Library Board with drafting a revised county library plan.
- Provided guidance to Oneida County Library Board during bylaws revision, orientation of new members and reorganization following significant turnover among members.
- Consulted with Forest County Library Board developing a presentation to the Forest County Supervisors regarding county payments under Acts 150 and 420.

7. **Support member library staffs and trustees advocacy efforts at all levels – local, county and state.** Results:

- In addition to activities reported in nos. 1-6 in this section, staff attended a state budget advocacy and awareness training for the disabled community conducted by the Wisconsin Board for People with Developmental Disabilities, The Arc Wisconsin and Disability Rights Wisconsin at Headwaters, Inc. in Rhinelander.

8. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed. Results:

- Relationship building with citizen supports at the local and state level was an ongoing effort that was encouraged and assisted by WVLS staff at every opportunity.

9. Advocate on the state level for system and public library initiatives, as well as other items included in the Wisconsin Library Association’s legislative agenda of significance to the entire library community. Results:

- Three WVLS Trustees and three WVLS staff members attended WLA’s Library Legislative Day in February.
 - Librarians and library supporters from WVLS counties who could not attend WLA’s Library Legislative Day were encouraged to engage in relationship building and promotion of the library legislative agenda.
 - In April, WVLS coordinated WVLS and Northern Waters Library Service representation and testimony at a Joint Finance Committee biennial budget hearing held in Spooner.
 - A series of legislative updates via WVLS listservs kept the community informed and engaged throughout the 2017-2019 state budget process.
 - Organized member library contacts that secured co-sponsorship from four WVLS area legislators and additional support from the vice-chair of the assigned Assembly Committee for the Public Library Data and Technology Training bill.
 - Relayed copies of the WLA Legislative Newsletter to the WVLS “all subscribers” listserv.
10. Inform member library staff, trustees, and supporters of pending legislation on the state and national levels that may affect libraries and explain how the proposed legislation might affect system and local library service. Results:
- Monitored state and national legislation with potential impact on libraries of all types.
 - WVLS member library directors were actively engaged in providing information to legislators during the 2017-2019 state budget process.
 - Provided legislative updates at regularly scheduled meetings of the Forest County and Oneida County library boards, the WVLS Board of Trustees and Library Advisory Council.
 - Edited the monthly WLA Legislative Newsletter and disseminates it to WVLS all subscribers list.
11. Network with a variety of state, regional and local government agencies on behalf of member libraries. Results:
- Staff served as legislative liaison to the Cooperative Children’s Book Center Advisory Board and facilitated networking with the UW School of Education and DPI in support of statewide library resource contracts.
 - The Director of the Wisconsin Talking Book and Braille Library joined the WVLS Library Legislative Day delegation during visits to Joint Finance Committee members.
 - Through regular contact and exchanges of information with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator WVLS was networked with state, regional and local government agencies serving families and children.
 - WVLS was represented on the Wisconsin LSTA Advisory Committee in 2017.
12. Represent the interests of member libraries to the Legislature and the Department of Public Instruction in the development of statewide library policy or services. Results:
- Staff served on WLA’s Library Legislative & Development (LD&L) Committee and routinely represented WVLS interests to both legislators and DPI as described above.
 - Through LD&L involvement, WVLS staff maintained relationship with Wisconsin Educational Media & Technology Association (WEMTA) and current awareness of Common School Fund issues.
13. Cooperate with other agencies or organizations for the benefit of member libraries and area residents. Results:
- Maintained regular contact and exchanges information with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator.
 - The 2016 Youth and Special System Continuing Education Projects Grant from DPI resulted in five micro-grants awarded to member libraries and collaborative projects with school districts, county UW Extension, local law enforcement, county social services, community non-profits, and a technical college. These projects were completed and reported on in early 2017.

14. Produce/distribute annual statistical report and listing of system membership benefits. Results:
 - The *2016 WVLS Statistics* booklet, which included benefits of system membership, was completed in March.
 - Copies of the booklet were printed and distributed to member library directors, library board Presidents, county library board Chairs, DLT, the WVLS Board of Trustees and area legislators.
15. **Develop a communications and marketing plan to coordinate all WVLS communications methods to/from member library staff and trustees.** Results:
 - A WVLS Communications Plan was drafted and parts of it were implemented in 2017.
 - The plan, which served as an internal working document, will be revised and refined somewhat in 2018, with the goals of making communications even more effective, and internal operations for communication more efficient.
16. **Continue publication of a bi-weekly system newsletter implemented in July 2016 and encourage member libraries to contribute.** Results:
 - Continued publication of bi-weekly system newsletter.
 - Worked with WVLS libraries to create content highlighted in the "News from WVLS Libraries" newsletter section.
17. Schedule and publish weekly contributions to the WVLS blog *Digital Lites*. **Implement and promote blog update notices via email subscription.** Results:
 - Weekly *Digital Lites* blog posts were published on topics of interest to WVLS member colleagues.
 - Digital Lites blog posts were promoted via newsletter, social media, email, and consulting communications.
18. **Continue to** expand the use of social media and encourage member libraries to contribute. Results:
 - A Hootsuite account was created to schedule Twitter postings.
 - Facebook posts were also scheduled on a frequent basis.
 - A WVLS Marketing Calendar was used to coordinate social media postings.
 - Member library program and service announcements were routinely shared via appropriate WVLS communications channels.
19. **Create and** share ready-made promotional templates **that** promote library **services and programs.** Results:
 - "Marketing & Infographics" and "Advocacy" resource webpages were created for the WVLS website.
 - Explored the Library Aware product from Ebsco, an outreach tool that provides professionally designed templates, images, and ready-to-use content.
 - An announcement via the WVLS K-12 and WVLS Public Library Youth Services listservs shared how to access BadgerLink bookmarks and posters.
 - Sample BadgerLink bookmarks and posters were given to those who attended the WVLS Public Library Director's Retreat.
 - Two WVLS webinars, "Promoting Your Collection: Merchandizing Your Collection" on November 5, and "Graphic Design for Libraries" on November 15, offered ideas for developing promotional displays and templates.

YOUTH SERVICES

1. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services. Results:

WEBINARS

- January 24-26 - "Wild Wisconsin Winter Web Conference" (youth services track, 3 contact hours)
- February 16 - "The All-Generation Library" (1 contact hour)
- March 23 - "Powerup! Teen Leadership in Your Library and Beyond" (1 contact hour)
- September 7 - "Tips for Building a Well-Rounded Collection for Youth" (1 contact hour)
- October 4 - "Are You Being Served? Programming for Emerging Adults" (1 contact hour)

WORKSHOPS AND OTHER IN PERSON OPPORTUNITIES

- January 13 – WVLS Youth Services Information Exchange (YSIE), Minocqua Public Library (no contact hours)
- March 7-8 - "Children's Book Fest", Rhinelander (1.5 contact hours March 7; 2 contact hours March 8)
- March 8 – Grassroots Gathering attended by K-12 and public youth librarians was held in Rhinelander following Children's Book Fest (no contact hours)
- August 25 – WVLS Youth Services Information Exchange (YSIE), Antigo Public Library (no contact hours)
- December 12 - "WVLS Youth Services Workshop" Wausau (4.5 contact hours)
- WVLS Youth Services Information

2. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth and young adult services. Results:

- The December Youth Services Workshop provided guidance for public library youth staff from WVLS and NWLS on topics of non-fiction collection development and arrangement, optimum utilization of youth services space, inclusive services and the DPI coding initiative.
- WVLS staff welcomed new directors and youth librarians at member libraries to introduce and include them in mentoring circles and provide individual consulting as requested.
- Examples of youth services consulting in 2017 include sharing information about autism, early literacy, Positive Behavior Interventions and Supports (PBIS) and public libraries, storybook walks, Girls Code, and staffing early childhood library programs with volunteers.
- WVLS redesigned and completely updated the children's and teen services pages on the WVLS website.

3. Partially subsidize a performer at member libraries' summer reading programs. Results:

- Grants in the amount of \$240 were made available to member libraries to offset the cost of youth services program performers between May 22 and September 4, 2017.
- Grants enabled 21 libraries and all Marathon County Public Library branches to bring in 18 different performers during the summer months.

4. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects. Results:

- These topics were addressed at the annual Grassroots Gathering, two YSIE meetings and via evaluations and surveys.
- School librarians and youth services staff participated in LAC meeting discussions of CE and grant opportunities as well.

5. Assist member libraries in marketing youth and young adult activities. Results:
 - Information was provided via the October 4 webinar "Are You Being Served? Programming for Emerging Adults"; November 3 webinar "Promoting Your Collection: Merchandizing Your Collection"; and November 15 webinar "Graphic Design for Libraries".
 - "Marketing & Infographics" and "Advocacy" resource webpages were created for the WVLS website.
 - Continued to explore EBSCO's Library Aware product, an outreach tool that provides professionally designed templates, images, and ready-to-use content that are especially designed to support outreach efforts.
 - Distributed Cooperative Summer Library Program materials including a substantial manual in digital format that provides marketing tools adaptable for year 'round use.
 - The "1,000 Books Before Kindergarten" App and associated marketing materials were featured at the December WVLS Youth Services Workshop.
 - Marketing youth services activities was addressed at YSIE meetings, in a series of blog posts and sharing other resources forwarded through the K-12 and public youth services listservs.

6. Maintain a system-wide movie licensing agreement to enable public performance movie programming for interested libraries. Conduct annual review to assess cost effectiveness and invite additional participation. Results:
 - Fifteen WVLS libraries were part of the WVLS Movie Licensing USA contract when it was renegotiated and renewed on April 1. Two libraries maintain a separate ANIME license.

7. Conduct annual "grassroots gathering" among directors and support staff responsible for the direction of youth services in WVLS libraries to determine the focus of WVLS youth activities. Invite participation by public school media specialists. Send report to DLT. Results:
 - The annual WVLS Grassroots Gathering on March 8 was attended by four public youth librarians (representing small, medium and large libraries) from WVLS, one public youth librarian from NWLS, the NWLS director and a WVLS consultant. A report was submitted to DLT and the WVLS Board. School media specialists were invited.

8. **Schedule and promote "Youth Services Information Exchanges" for all youth librarians.** Results:
 - WVLS Youth Services Information Exchange (YSIE) meetings were facilitated on January 13 in Minocqua and August 25 in Antigo.
 - YSIE announcements were included in the "Dates to Know" section of the WVLS Newsletter.

9. Partner with the DPI/DLT Public Library Youth and Inclusive Services Consultant and other system youth services consultants to implement and promote early literacy and other statewide initiatives. Results:
 - Assisted DPI as the distribution conduit for Growing Wisconsin Readers brochures, bookmarks and posters in English, Spanish and Hmong to WVLS libraries.
 - Assisted member libraries collaborating with a county health department and a hospital pediatric ward in distributing Growing Wisconsin Readers materials to parents of young children.
 - Staff attended the two DPI sponsored annual meetings for youth and inclusive services consultants.
 - Staff was a member of the Cooperative Children's Book Center Advisory Board.
 - DPI Public Library Youth and Inclusive Services Consultant Tessa Michaelson Schmidt attended and spoke on the new DLT inclusive services statement and DLT coding initiative at the December WVLS Youth Services Workshop.

- WVLS Youth Services Information Exchange (YSIE) meetings have been cross-promoted and attended by NWLS and WVLS youth librarians and system consultants.

10. Facilitate collaborations on youth and young adult services. Results:

- Maintained regular contact and exchange information with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator.
- Routinely shared additional continuing education and networking opportunities with WVLS school and public librarians regarding early literacy and other topics promoted by state and regional agencies.

11. **Continue collaboration with the Bridges Library System to further develop the “1,000 Books Before Kindergarten” App offered to member libraries in 2016. Provide training on the app as needed.** Results:

- Partnered with 8 other library systems in the “1000 Books Before Kindergarten” app consortium initiated by Bridges Library System in 2016. The other seven are Arrowhead Library System, Indianhead Federated Library System, Lakeshores Library System, Milwaukee County Federated Library System, Nicolet Federated Library System, South Central Library System and Winnefox Library System.
- The “1,000 Books Before Kindergarten” app was prominently featured on the WVLS Youth Services Resources webpage for most of 2017.
- The “1,000 Books Before Kindergarten” app and associated marketing materials were featured at the December WVLS Youth Services Workshop.

INCLUSIVE SERVICES

(K). Wis. Stats. 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating **inclusive** services. Results:
 - Staff attended a two-day state consultants retreat on topic of inclusive services and served on subcommittee rewriting the DPI Inclusive Services Statement.
 - Annual Youth Services Workshop on December 12 featured presentation and discussion by DPI Public Library Youth and Inclusive Services Consultant Tessa Michaelson Schmidt on the new DLT Inclusive Services Statement.
 - Consulted with a member library providing services to a juvenile correctional facility.
 - See also examples under no. 6 below.
2. Maintain collection of professional materials on **inclusive services**, include articles in WVLS newsletter/blog, and offer CE opportunities to raise awareness of **related** issues. Results:
 - Promotion of special needs topics through WVLS list serves and Digital Lites blog was ongoing.
 - Sample posts to the Digital Lites blog included “Diversity in Collection Development: Diversity Me! & BadgerLink’s Diverse Books” (December 13); “An Inclusive Technology: Bring Virtual Reality to Your Library for Less than \$20” (December 7); “Explore Wisconsin First Nations” (November 20); “Libraries Help and Honor Our Veterans” (November 10); and “How Bad is the Opioid Epidemic in My County?” (October 31).
3. Facilitate member libraries’ use of the Department of Public Instruction’s website, Serving Special Populations (<http://dpi.wi.gov/pld/yss/serving-special-populations>), an online resource

which follows up *Youth with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* (<http://dpi.wi.gov/pld/yss/resource-guide-2002>) and *Adults with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* (<http://dpi.wi.gov/pld/yss/serving-special-populations/adults-with-special-needs/2002>) in the planning, development, and evaluation of services. Results:

- These publications continued to be shared during orientations with new public library directors.
 - These publications were brought to the attention of member libraries annually and referenced when needed.
4. Facilitate regional collaborations with member libraries, appropriate agencies, and other systems on **inclusive** services. Results:
 - Established contacts within the Talking Book and Braille Library, Department of Corrections (program oversight coordinator to Lincoln Hills/Copper Lake School), and MidState Independent Living Consultants.
 - Facilitated distribution of Leigh Yawkey Woodson Art Museum exhibit brochures and posters, as well as the UW Madison Continuing Studies Regional Arts Program to WVLS member libraries through courier. These arts programs foster support for library STEAM activities and appeal to a wider diverse population.
 5. Collaborate with member libraries or other systems to obtain grants which provide funding **for inclusive services**. Results:
 - Digital Citizenship and Cyber Security for Teens and Tweens grant and training begun with a 2016 LSTA grant was in partnership with Northern Waters Library Service. Under the grant, activities and projects associated with this "youth at risk" grant hosted by libraries in both systems carried over into 2017.
 6. Support member library outreach efforts to extend services to underserved populations. Target groups include persons with disabilities, persons who are unemployed, underemployed, and/or seeking to improve their job skills, persons who are incarcerated, and persons in need of improving literacy and reading skills, and have difficulty using libraries because of their educational, cultural and socioeconomic background. Results:
 - Annual December WVLS Youth Services Workshop featured presentation and discussion by DPI Public Library Youth and Inclusive Services Consultant Tessa Michaelson Schmidt on the new DLT inclusive services statement.
 - Routinely relayed information to member libraries from the Talking Books and Braille Library and Wisconsin Council of the Blind & Visually Impaired newsletters.
 - Staff attended a state budget advocacy and awareness training for the disabled community conducted by the Wisconsin Board for People with Developmental Disabilities, The Arc Wisconsin and Disability Rights Wisconsin at Headwaters Inc in Rhinelander.
 - Provided resources and linkage to experts in the area of American Indian Nations and Tribal Community literature, culture and current issues.
 - Examples of inclusive services consulting in 2017 included providing information on marketing for special populations and teen/tween programs, assisting a member library director with patron request for special accommodation, facilitating technical assistance regarding assistive hearing devices in library meeting rooms (a multi-system dialogue), placing a collection of donated Braille books in the MCPL (resource library) collection, answering requests from member libraries involved in building remodeling and new construction projects, and supporting a member library providing services to a juvenile corrections facility.
 7. Enhance and strengthen public library services to adolescents most at risk of illiteracy. Results:

- The August meeting of YSIE and annual Youth Services Workshop included discussion and program ideas for public library services of interest to tweens/teens.
 - The annual Youth Services Workshop provided guidance on STEM/STEAM/STREAM programming for all ages, including tweens/teens.
 - Consulted with a member library providing services to a juvenile corrections facility.
 - Digital Citizenship and Cyber Security for Teens and Tweens grant and training begun with 2016 LSTA grant was in partnership with Northern Waters Library Service. Under the grant, activities and projects associated with this "youth at risk" grant hosted by libraries in both systems carried over into 2017.
 - Facilitated collection development assistance between a member library and a new youth treatment facility in that community seeking advice on creating a resident reading room.
8. Assist member libraries in exploring and acquiring new technologies to **provide inclusive services**.
Results:
- Facilitated technical assistance regarding assistive hearing devices in library meeting rooms (a multi-system dialogue).

OTHER TYPES OF LIBRARIES

(L). Wis. Stats. 43.24(2)(I) Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:
 - The WVLS Board of Trustees decided a 2017 WVLS LAC roster during its November 2016 meeting.
 - LAC met on April 20, 2017 and August 15, 2017 in the WVLS office.
 - Agendas and minutes of LAC meetings were archived on the WVLS website.
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed. Results:
 - Ongoing grant projects were discussed at the April 20 LAC meeting and ideas were solicited for 2018, pending final disposition of federal IMLS funding and allocation of LSTA funds.
 - The WVLS Innovation and Collaboration Grant was promoted during the August 15 LAC meeting.
3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e). Results:
 - Forest Co. Potawatomi Center Archivist/Librarian was a LAC member who had been invited to participate in Forest County Library Board meetings. WVLS staff integrated her knowledge into the WVLS multi-type colleague base and provided peer support.
 - Three K-12 media specialists and a rotating representative of the WVLS academic library community served on the LAC, which provided a bridge for WVLS consultant services and greater awareness of K-12 and academic library issues and concerns.
 - Facilitated a mentoring relationship between library media staff from the school districts of Elcho and Rhinelander to assist Elcho with cataloging and WISCAT training.
 - Facilitated distribution of *CCBC Choices* to School library media specialists in the WVLS area.

4. Provide reference and interloan services to all types of libraries in the WVLS area. Results:
 - WVLS continued to serve as the interlibrary loan clearinghouse on behalf of *all* libraries using WISCAT in the system area to lend/borrow materials.
5. Invite libraries of various types to attend and host WVLS continuing education events. Results:
 - Youth and inclusive services events were publicized via the WVLS "all subscribers" listserv, as well as via social media and WVLS newsletter.
6. Encourage libraries of all types in the WVLS area to join WVLS' listservs and to subscribe to the WVLS blog *Digital Lites*. Results:
 - Conversations with colleagues from area multitype libraries encouraged subscriptions to WVLS' listservs and WVLS Newsletter.
 - Created an electronic form for staff from any library to subscribe to the WVLS Newsletter which features Digital Lites blog posts shared via the WVLS Facebook page and WVLS website.
 - All new public library directors were included on WVLS Newsletter mailings.
 - All new K-12 librarians who emailed WVLS staff were included in the WVLS Newsletter mailings.
 - WVLS public library youth and K-12 listservs continued to attract subscribers from other systems, as well as reaching a wider audience through forwards by the WECCP regional coordinator to larger networks.
7. Announce available grants for area libraries of all types to consider in the WVLS blog *Digital Lites*. Results:

Following is the list of grants promoted in 2017.

 - ["The Max and Victoria Dreyfus Foundation Grants: STEM"](#)
 - ["IEEE Science Kits for Public Libraries Grant"](#)
 - ["Autism Welcome Here: Grant Opportunity"](#)
 - ["WVLS Accepting Applications for the Fall WVLS Innovation and Collaboration Grant"](#)
 - ["IMLS Accepting Applications for National Leadership and Laura Bush 21st Century Librarian Grants"](#)
 - ["Get Your Library Ready to Code: Libraries Ready to Code ALA Grant"](#)
 - ["Keats. Imagination. Diversity: \\$500 Mini-Grants"](#)
 - ["CLIR Invites Applications for Digitizing At-Risk Audio Materials Grant"](#)
8. Initiate discussions with other types of libraries to determine if/how collaborative efforts might improve services to patrons/library staff/trustees in the WVLS library community. Results:
 - Initiated discussion to facilitate this goal at the April LAC meeting and via the listservs.
9. Partner with all types of libraries in the WVLS area to provide workshop, training, **discussion** and resource sharing opportunities for area libraries. Results:
 - Workshops and trainings, discussion and resource sharing opportunities for area libraries were routinely suggested during discussion around the LAC table, and promoted through WVLS list servs, website, social media and blog posts.

LIBRARY TECHNOLOGY AND RESOURCE SHARING

(M). Wis. Stats. 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000 and every 5th

January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

2017 ACTIVITIES RELATED TO THIS REQUIREMENT:

TECHNOLOGY / NETWORK

1. **Continue to develop "LEAN Wisconsin" (LEAN WI), a partnership between WVLS and IFLS, to provide member libraries with access to a strong and cost efficient enterprise technology service platform, including: virtualization, durable data storage, technology consultation, technology support, applications services and an array of additional beneficial technology services.** Results:

- Developed and began implementation of massive Microsoft Active Directory (AD) integration project including most member libraries of the LEAN WI partners. Active Directory is an authentication and management service/framework which allows significantly more automation of core technology services than we've been able to incorporate in the past.
- Developed and began implementation of network equipment upgrade/standardization project across LEAN WI partners. Member libraries of each partner will have (or have access to) a standardized network equipment set with unified centralized management support.
- Further integrated LEAN WI partners' technology teams across projects with mixed training and joint implementation efforts with AD integration, network equipment installation, Libraries' BadgerNet upgrades, and other projects.
- Refined core compute infrastructure current implementation and future planning.
- Jointly incorporated the WVLS ILS into the LEAN WI virtualization platform (IFLS was already virtualized) as well the Northern Waters Library Service (NWLS) ILS in a collaborative service relationship with NWLS.

2. Continue to provide member libraries with access to technology expertise and technology consulting. Results:

- Developed E-Rate support framework and worked with several members of LEAN WI partners to register for or update profiles in the Universal Service Administration CO (USAC) e-Rate management portal. No e-Rate funded projects came to fruition, but the effort was undertaken to support the possibility of fiber-construction related costs to libraries for the State-wide BadgerNet upgrade project. TEACH has since worked with AT&T/BadgerNet to mitigate or absorb any applicable costs, though there remains potential for "edge" cases.
- Worked with Colby Public Library to ensure building design abstracts and architectural documents included appropriate elements for general and specialized technology infrastructure. Also worked with the new building Project Manager and the library director to facilitate various aspects of technology infrastructure incorporation and service implementations (eg. BadgerNet).
- Worked with Rhinelander District Library to review current technology infrastructure and resources in-line with various maintenance and upgrade project work. Developed short range planning awareness for potential building remodeling project and for alternative internal technology infrastructure improvements if such project does not launch.
- Worked with E.U. Demmer Memorial Library (Three Lakes) to begin review and advisory process for building remodeling project. Began logistics planning abstracts empowering the director to begin making initial decisions that will ensure the library operations are able to continue out-of-building during the renovation process.

- Worked with Antigo Public Library to review current technology resources and desires for short term improvements, enabled certain change-projects to begin, collected data for generation of a plan outline and goals roadmap (early 2018).
 - Worked with several other member libraries on incidental consultations over the course of the year.
3. **Work with Communications Coordinator to develop and execute a marketing campaign to (a). increase awareness of the value of consultation expertise and services available to libraries in the LEAN WI footprint; and (b). to encourage member libraries in the LEAN WI footprint to seek consultation and advice in all technology related plans and projects.** Results:
- We did work toward the two high-level goals, but did not craft and implement a formal marketing campaign specific to Technology Services. The increase in messaging to members through the normal course of the Communication Coordinator’s communications plan and efforts brought a significant improvement to member awareness and solicitation of technology consultation on larger scale projects and long-term plans.
4. **Actively work to increase LEAN WI and library funding by curating grant information and partnering with other organizations to leverage grant writing expertise and/or jointly apply for grants.** Results:
- This was put on hold in 2017 due in large part to two primary reasons. The BadgerNet upgrade, Active Directory integration, and Network Equipment upgrade projects are undertaken at a rigorous pace. The focus on development of a joint formal budget for LEAN WI operations across partners demanded a significant amount of time to prepare in a meaningful, normalized, and durable manner.
 - Collaborative relationship building across multiple systems in 2017 has positioned LEAN WI partners and/or WVLS individually to pursue opportunities for garnering additional funding sources and collaborating on grant application/management strategies within LEAN WI and/or with other partners.
5. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to WVLS area libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so. Results:
- Worked with TEACH Administrators, BadgerNet upgrade Team, and member libraries to coordinate site visits for site assessments at current BadgerNet sites as well as sites using alternative networking services.
 - Worked with Wabeno Public Library director to leverage AT&T’s faux pas in pre-upgrade site configuration (they put in equipment even though Wabeno was only signed up for cost-assessment, not a New Service implementation). The library was already considering a move to BadgerNet to be better positioned to join the WVLS V-Cat ILS consortium, and they decided to move onto BadgerNet and connect in to the WVLS Wide Area Network (WAN). It is ironic that the overzealousness of AT&T in preparing the site (without a new service work order) may lead to Wabeno Public Library waiting for AT&T to be able to execute on the actual new service request until they are able to resolve their backlog of site upgrades.
6. Support county and local broadband development initiatives and efforts to increase broadband capacity in libraries. Results:
- Resumed participation in Lincoln County Internetworking Consortium (LINC) meetings as the only original representative of that group still involved is the TB Scott Free library (Merrill) director. The county is still participating in meetings, with a new representative, but has scaled back on intended direct involvement with joint infrastructure build-out. The City has taken a lead on

execution and has a project (inclusive of the library) moving forward derived from original work and planning of the group. It too has a new representative. Merrill Area Public Schools (MAPS) is also represented by someone new, and is still interested in participating though they have a stronger focus on their own potential for e-Rate assistance informing a different approach to participation at this time.

- The Clark County Broadband Connectivity resumed meeting toward the end of 2017. Participation was low, but two key stakeholder representatives were there, and the conversation was focused on a possible service vector appropriate for them. The discussion was positive, and some potential "pilot project" actions were identified to be further explored and planned in 2018.

7. Continue to monitor bandwidth usage by member libraries. Results:

- This has become an ongoing part of core operations and no longer has as much need for focus and prioritization as in the past. We now use Network Monitoring as tool to help ensure service consistency and quality more than to justify regular bandwidth increase requests to TEACH/BadgerNet as in the past.

8. Assist member libraries in acquiring supplemental bandwidth when needed. Results:

- The intent of this is no longer ubiquitously relevant as it was when originally made a focus in the system and technology plans. From time to time a certain site may express need for a bandwidth increase, though acquiring supplemental alternative bandwidth will not be a meaningful strategy for some time even if current access and availability caps remain in place. If TEACH/BadgerNet grow bandwidth service caps over time to remain consistent with growth in need, then it's not an issue even for the very long term.
- There may be cases similar to the Colby Public Library move to new building, where an alternative service is needed temporarily or a new BadgerNet service is needed at the same time as the old site's service (also temporarily), though assisting with such efforts are core to our technology consultation and support services.

9. Continue to provide a secure Wide Area Network (WAN), with adequate bandwidth, for data communication between member libraries, the system headquarters, and appropriate application servers. Continue to work with member libraries to determine the most appropriate methods of data communication. Results:

- The first element is part of core technology services, thus ongoing through each year. The second element has transitioned toward a single standardized/recommended option for data communication for core services: BadgerNet.

10. Facilitate group purchases of computers, network devices, and other technology-related devices for member libraries in order to promote ownership of state of the art equipment and cost savings. Results:

- In 2017 WVLS moved to a model of Library System owned Customer Premises Equipment (CPE) and facilitated a bulk purchase of networking router, switch, and WiFi equipment.
- Worked to maintain/renew standing quotes for specific "standard" models of desktop and laptop computers for WVLS and member libraries.
- Purchased computers throughout the year upon request by libraries.

11. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries. Results:

- This is part of core technology services, thus ongoing through each year. Details about this cost-sharing strategy were outlined in the *2018 WVLS Technology Planning Guide* shared with member public libraries and WVLS Board of Trustees provided in the May 2017.
12. **Offer a minimum of six (6) contact hours of technology-related continuing education opportunities sponsored or co-sponsored by LEAN WI.** Results:
- January 24-26 - "Wild Wisconsin Winter Web Conference" (2 technology contact hours)
 - April 18 - "Data Into Action: Or, Translating Your Web Statistics into To-Dos" webinar (1 technology contact hour)
 - May 3 - "Decoding Databases" webinar (1 technology contact hour)
 - September 26 - "Database Overview" webinar (1 technology contact hour)
 - October 25 - "Snapchat, Facebook, Twitter, Video, Video, Video: Or, Using Video to Market Library Services" webinar (1 technology contact hour)
 - October 26 - "Data Informed Collection Development" webinar (1 technology contact hour)
 - November 15 - "Graphic Design for Libraries" webinar (1 technology contact hour)
13. **Meet with 25 public library directors (including technology managers when appropriate) within the LEAN WI footprint to establish and maintain working relationships and to initiate technology assessment projects with their respective libraries.** Results:
- The original intent of this goal was to begin a long-range comprehensive technology assessment and planning cycle inclusive of all interested members over a three-year period. The acceleration of the network equipment upgrade and Active Directory integration projects was pushed instead as general sentiment expressed by library administrators ranged from positive support to acute demand. We instead worked directly with fewer libraries on larger special case needs and projects, and generally across more libraries with the coordination of BadgerNet site visits and discussing the benefits of integrated services to future planning.
Adjusted planning activities to incorporate automation tools for information gathering in lieu of manual collection onsite. Began leveraging complete active directory integrations to build automation schema and supplemented with shorter site visits strategically to install temporary automated solutions and remote access tools.
 - Met with, collected needs and goals from, and assisted directors/administrators of ten libraries directly or indirectly specifically in the context of this goal: Antigo PL,
 - Adjusted strategy to incorporate a standardized technology resources report and planning framework based on 2017 experiences.
 - Adjusted strategy to focus initial lifecycle planning and consultation efforts towards libraries in immediate need of help, combining triage or critical care efforts with long term planning assistance.
14. **Blend WVLS' Network and Enterprise Services (NES), WVLS' Dynamic Customer Support Services and IFLS' technology services platform into a unified LEAN WI service model.** Results:
- We've been using the terms "Integrated Services" and "Full Services" for the collection of efforts and activities implemented in 2017 to help LEAN WI partners build toward this goal.
 - Established joint LEAN WI budget for 2018 to guide foundational efforts in 2017.
 - The standardized network equipment upgrade and active directory integration projects moved LEAN WI partners into a jointly constructed and managed core services framework.
 - New digitization content platform and website hosting\construction services leveraging or extending the LEAN WI resources were developed and enhanced and are managed and provided consistently to partners' members.
 - Existing support tools and software licenses were shared when possible, such as the comprehensive LogMeIn service which enables LEAN WI partners' technology staff to have a streamlined and consistently reliable remote desktop connection experience for providing remote

support to partner's member libraries. New tools (such as 5Nines for virtualization infrastructure management and Insight for computer and networking capital tracking and lifecycle planning) were acquired jointly with cohesive use intended from initial implementation.

15. **Work to normalize the use of technology between WVLS and IFLS internally, as well as between systems and their respective member libraries.** Results:

- The joint efforts explained throughout the aforementioned goals in this section apply to LEAN WI partners' local operations as well as member libraries. The overall tone of strategy is one that includes Library System use of technology with Member Library use of technology.

16. **Expand the use of technologies which enable or facilitate support automation tools (eg. Active Directory).** Results:

- Active Directory integration implementation was started and accelerated.

17. **Explore and experiment with new technologies of probable value to LEAN WI member libraries and commit to one pilot project annually.** Results:

- In collaboration with the FabLab coordinator at Three Lakes High School and a student with an engineering focus, LEAN WI partners began a project to build upon work shared by Jim Novy and Lakeshores Library System to enhance the design and functionality of a People Counter device. The abstract goals are to ensure the design can be easily produced by following a simple recipe, to keep the overall recipe low cost (less than \$50 in parts per device), and with mass production capabilities considered (for cost-efficient scaling of production). This project originated with the Outcomes and Measurements Support grant under the LSTA program for 2017, and continues even though that grant was backtracked this year due to funding uncertainties. We intend to continue the work with the FabLab and student to prototype a new generation of People Counter and eventually to produce approximately 100 units to distribute throughout the LEAN WI partner membership, which will give our Systems a standardized, automated, centrally managed model for counting library visitors and reporting on those statistics.

18. **Expand the use of technology for remote presence meetings and programming, and promote its value to member libraries in the LEAN WI footprint.** Results:

- LEAN WI partners utilized video conferencing tools to meet remotely in larger team meetings and between managers.
- Video and remote presence service facets are expressly included in the push for network equipment standardization and active directory integration. A foundation of high quality core networking services intended to maximize increased bandwidths from BadgerNet coupled with increased service maintenance and support automation capabilities allow both capacity and support efficacy for quality remote presence experiences.
- WVLS procured services from Consulting with Clarity to implement an integrated hearing loop and audio management solution in the WVLS meeting area. This equipment pairs with our large mobile display, conference room camera, and most web-enabled conferencing solutions (eg GoToMeeting, WebEx, Hangouts, Skype for Business, Slack, etc) to greatly enhance the experience of those joining local meetings remotely. One of the hardest barriers to overcome in our remote meeting experiences over the year has been quality of audio from a primary meeting venue. Larger rooms with many people, including our own, would often result in remote attendees reporting troubles hearing some/many of the people present at the primary location. The WVLS meeting room audio solution is intended to address that issue directly for WVLS-hosted meetings and to act as a demonstration of the technology for member libraries to promote its adoption for local use.
- The new Colby Public Library site incorporated similar meeting room audio technology (also from Consulting with Clarity) during construction.

19. **Pursue collaborative opportunities under LEAN WI.** Results:

- LEAN WI established a collaborative service relationship with Northern Waters Library Service (NWLS) to virtualize and host the Merlin ILS, and to establish network connectivity between NWLS and the LEAN WI datacenter.
- LEAN WI partners developed a new website migration/construction service to help member libraries update or rebuild websites. The new sites were hosted within the LEAN WI compute platform.

20. **Pursue collaborative opportunities internally with member libraries in the LEAN WI footprint.** Results:

- A renewal of informal discussions between WVLS and Marathon County Public Library (MCPL) began which entertain the idea of consolidating the two organizations' respective internal network cabling within the MCPL network room. The idea has been floated as a "distant future" goal in the past, but the migration of nearly all core networking and compute infrastructure from the WVLS offices to the LEAN WI datacenter in Eau Claire has set the stage for a local network cable-plant migration to be feasible. This would eliminate inconsistency of data-cabling in the MCPL Wausau facilities due to WVLS presence and what is currently a completely independent cable-plant.

21. **Assist member libraries in the LEAN WI footprint with partnership development among each other, with local organizations, and digitally with remote libraries and organizations.**

- No specific projects developed in this context which directly involve WVLS technology staff. Established technology services could be leveraged to accomplish such collaborations (eg using remote meeting tools over the network) without needing direct involvement or support from WVLS staff.

ELECTRONIC DELIVERY OF INFORMATION

22. Create and implement a website development, management, and hosting strategy for internal and member library use. Results:

- Information resources for libraries interested in developing a WordPress website were developed. Resources included "Libraries Win Website: Services Outline"; "Libraries Win Website: Getting Started Guide"; "Libraries Win Website: Project Requirements Sheet". And "Libraries Win Website: Information Gathering Survey."
- In partnership with IFLS, WVLS purchased and established Infinite WP, a multiple WordPress site management solution software; Server Pilot, a hosting server solution; and an Elegant Themes perpetual subscription for access to Divi WordPress theme and support.
- To promote the Libraries Win Website service, an informational Webinar "Intro to Libraries Win Website Services" was provided to WVLS- and IFLS-member libraries in November.

23. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS. Results:

- A WVLS Board member and three area library directors were contacted for website feedback.
- Members of the WVLS "all subscribers" listserv were asked to complete a WVLS Communications Survey in late October. Forty-six participants provided feedback on the WVLS website, WVLS Newsletter, Digital Lites blog, social media, and person-to-person communication preferences.

Changes were made as appropriate as nearly all content originates from the WVLS website pages and Digital Lites blog.

24. Keep web-based *Directory of Libraries and Librarians* updated. Results:

- Directory information was updated throughout the year as needed, the date of last update was included in the Divi WordPress module and WVLS staff maintained a digital copy of most current contact information.

25. **Complete migration from Drupal to Wordpress for WVLS website.** Results:

- Migration to WordPress for the WVLS website was completed July 5, 2017.

ILS ADMINISTRATION

26. Continue to work with the V-Cat-Council and its committees to develop and implement new Sierra features. Results:

- A scheduling feature was added to Sierra Decision Center module for automatic generation and sharing of reports.
- In December, the Sierra software was upgraded to the latest version (3.3) to correct Web Management Report Cross Tab issues and apply bug fixes to the Circa Inventory software.
- In November, V-Cat Consortium members learned that individual profiles can be created for any library requesting it by contacting EBSCO.

27. Continue to administer the V-Cat program. This includes developing and monitoring V-Cat budget; offering training opportunities and resources; managing the database; offering library profile customization services for V-Cat members; and hosting V-Cat Council meetings. Results:

- There were five meetings of the V-Cat Council in 2017. WVLS developed agendas, hosted meetings and recorded minutes of those meetings.
- In February, WVLS purchased a cyber security insurance policy to cover V-Cat solutions used by member libraries.
- The Sierra operating system was updated in April in preparation for a third party software change in June. The update to Sierra ensured uninterrupted use E-Commerce function.
- Worked on cleaning up records with duplicate subject headings.
- Created "On-the-Fly" template and step-by-step instructions for this process.
- A FAQ for the V-Cat Holds Process was created.
- Signed a one-year contract with Sierra in August.
- In November, adjusted the submission schedule within the annual contract with Backstage for authority control/RDA/Lexile Reading Level processing to reap maximum benefit of service.
- A successful migration to a virtualized environment was completed in October.
- In December, the Sierra software was upgraded to the latest version (3.3) to correct Web Management Report Cross Tab issues and apply bug fixes to the Circa Inventory software.
- Attended meetings of the V-Cat Bibliographic Control and V-Cat Cooperative Circulation committees throughout the year.

28. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons. **Investigate linked data enhancements in 2017.** Results:

- WVLS attended several webinars, in-person meetings and conferences to further investigate linked data and its implementation in other consortia and public library systems.
- To use E-Commerce effectively, an operating system upgrade was planned in May. The upgrade went smoothly.

- In December, the Sierra software was upgraded to the latest version (3.3) to correct Web Management Report Cross Tab issues and apply bug fixes to the Circa Inventory software.
29. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance. Results:
- With guidance from the WVLS/V-Cat Steering Committee the budget process for 2018 was improved to include Sierra licenses as a shared costs for all libraries rather than as a separate charge per license for each library.
30. **Explore collaborative options with other systems to improve ILS services and support.**
Results:
- WVLS remained in regular communications with the Wisconsin/Illinois Innovative Users Group (WILIUG), Innovative Users Group (IUG), and colleagues from other public library systems for feedback about ILS software, policies and processes, and to help inform V-Cat-recommended practices, procedures, upgrades and new features.
 - WVLS attended the South Central Library System's ILS evaluation/demo day in Madison to learn their ILS consortium's ILS/vendor evaluation processes.
31. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries. Results:
- The SRLAAW "Best Practices for Address Verification" poster was presented to the V-Cat Council in September.
 - The V-Cat Council and V-Cat Cooperative Circulation Committee began an exploration of patron registration methods with the goal of improving patron privacy.
32. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices. Results:
- This was an ongoing activity. V-Cat Council meetings provided opportunities for members to report issues related to collection development policies and practices (i.e. number of holds allowed, checkout times, how to handle new materials and best sellers, etc.) and for the consortium to draft/recommend/adopt new guidelines and procedures when necessary.
33. Provide qualified, trained staff devoted to the management and support of the shared ILS. Results:
- The ILS Administrator remained engaged in learning features of the software by attending the annual Innovative User's Group Conference to review existing products and future enhancements.
 - The ILS Administrator attended the Wisconsin-Illinois Innovative User Group (WILIUG) Conference to network with regional colleagues and to learn service trends in other consortiums.
 - The ILS Administrator was a member of the WILIUG Steering Committee, charged with planning the annual conference.
 - The ILS Administrator and Assistant underwent an intense SQL training by Innovative to more efficiently manage the database.
34. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options. Results:
- Discussions with colleagues from other consortia about Linked Data and Mobile Work Lists continued.

- Created a V-Cat Migration Committee structure to begin exploration/review of ILS products available through such vendors as Polaris, SirsiDynix (BlueCloud/Symphony) and Innovative (promised improvements to Sierra via Next Gen Sierra).
35. Continue to monitor unmediated interloan between V-Cat participants. Results:
- Data for this activity was monitored monthly as V-Cat statistical reports were generated.
 - 2016 net lending/net borrowing statistics between member libraries was shared with the WVLS Board of Trustees in January 2017 and included in the 2016 WVLS Statistics booklet.
 - 2017 ILL activity is captured in a report at the end of this document.
36. Provide an effective and efficient way for member libraries' holdings to be added to the database. Results:
- Continued training on Z39.50 cataloging, which reduces time spent on cataloging tasks and improves the bibliographic database was provided at the August WVLS Cataloger's Retreat and as needed.
37. Work with member libraries to establish preferred practices and procedures for entering bibliographic and item holding records in the V-Cat database in accordance with currently accepted library cataloging and classification practices. Results:
- Recommendations were routinely presented to the V-Cat Council by the V-Cat Bibliographic Control Committee.
 - An August WVLS Cataloger's Retreat provided sound cataloging instruction to 24 V-Cat consortium staff.
 - Cataloging instructions were developed and shared in the V-Cat Training portal.
38. Ensure access to reports to assist member libraries in managing ILS data. Results:
- Several ILS software (Sierra) upgrades were completed throughout the year to ensure access to statistical reports in the most efficient manner available.
39. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols. Results:
- WVLS staff attended Innovative SQL training and learned about SQL statements that may be used to accomplish certain tasks. One SQL statement learned provides for more efficient database cleanup.
40. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data. Results:
- While member libraries were able to run their own reports, WVLS also generated monthly, and year-to-date statistical reports to use as needed.
 - Statistical reports for patron and holdings were generated for each V-Cat library to complete their annual report.
41. Provide ILS consortium members with statistical data as required for the DLT Public Library Annual Report, using the standard definitions supplied by DLT. Results:
- Spreadsheets for collection data (number of books owned/added, number of videos owned/added, number of audios owned/added), annual circulation totals and children's circulations totals, total number of resident and nonresident registered borrowers, digital library collection data (holdings and total number of downloads for each e-book, e-audio and e-video

- collection), and resident/nonresident circulation totals were generated for each V-Cat consortium library.
- Statistics were entered into the state's online annual report form on behalf of V-Cat consortium members.
 - Statistical data was shared with libraries in mid-January, which provided sufficient time for libraries to complete their annual reports by the March 1 deadline.
42. Ensure that member library staff are properly oriented and trained on ILS procedures and protocols. Results:
- A Sierra Snack "What are Fast Adds [On the Fly] and How Do They Work?" was provided during the April V-Cat Council meeting.
 - Updated instruction sheets for cataloging were shared via the V-Cat Training website.
 - Created a FAQ on V-Cat holds process.
 - Provided a WVLS Cataloger's Retreat in August.
 - Reviewed the V-Cat Training website for documents needing updates.
 - A WVLS Continuing Education and Training Survey asking for training/staff development needs in the areas of technology and the ILS was developed and distributed in mid-2017. Results were shared with the V-Cat Council in September. Feedback from the survey will be useful when developing the 2018 CE/training calendar.
43. Ensure access to statistical reports and assist member libraries in interpreting the data. Results:
- This was an ongoing activity.
 - Individual training was provided to V-Cat consortium members upon request.
 - Monthly and annual reports continued to be generated and shared in a timely manner.
44. Work to expand V-Cat membership and encourage cooperative development through V-Cat. Results:
- Upon request, costs to join the ILS Consortium as well as ongoing consortium member costs were provided to the public library not yet a member of V-Cat.
45. Continue to convene the V-Cat Steering Committee to assist staff in developing the annual V-Cat budget and, when needed, with other ILS-related matters. Results:
- A draft 2018 budget was reviewed by the V-Cat Steering Committee in March in preparation for presentation to the V-Cat Council in April. That draft budget was subsequently approved by the V-Cat Council and WVLS Board of Trustees.
46. **Survey V-Cat member libraries to assess and evaluate satisfaction with ILS support, the online catalog and discovery products, and training needs.** Results:
- Questions related to V-Cat training were part of the WVLS Continuing Education and Training Survey conducted in mid-2017.
 - WVLS completed the 2017 International Library Automation Perceptions Survey done by Marshall Breeding through Library Technology Guides. In its eleventh annual iteration, the survey provided an important opportunity for WVLS to register our perceptions of the ILS products used by V-Cat and the quality of support delivered. Results of previous surveys continued to provide a helpful window to automation alternatives.
 - In December, V-Cat member libraries were encouraged to prioritize and vote on future Sierra enhancements via a questionnaire from the Innovative Idea Lab, a partnership between III and the Innovative Users Group (IUG).

ADMINISTRATION

2017 ACTIVITIES RELATED TO THIS REQUIREMENT

1. Get acquainted with area library staff and trustees and make on-site visits to member libraries.

Results:

- Visited with member libraries either on their own initiative or at the request of member libraries.
- To enhance in-system communications, WVLS sponsored listening sessions with library administrators, hosted grassroots discussion opportunities, and reported on WVLS activities at library board meetings and via WVLS listservs.

2. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes*. Results:

- Monitored by DLT and WVLS staff and Board of Trustees, the system's operations remained in compliance with Wis. Stat. 43.
- No issues of noncompliance were discovered or reported in 2017.

3. Ensure the library system operates in compliance with other Wisconsin laws, such as laws relating to open meetings, ethics, and public records. Results:

- The WVLS Board of Trustees effected policies, and WVLS staff implemented procedures, to ensure compliance with other Wisconsin laws.
- No issues of noncompliance were discovered or reported in 2017.

4. Ensure the library system operates in compliance with federal laws, such as the Americans with Disabilities Act and the Fair Labor Standards Act. Results:

- Subscribed to several listservs and a professional service to keep abreast of any changes to employment laws.
- Compliance with policies outlined in the WVLS Employee Handbook was routinely monitored, and potential conflicts were addressed when necessary.

5. Ensure that all meeting announcements, agendas and minutes are publically available to all member libraries. Results:

- All WVLS Board of Trustees meeting agendas and minutes were emailed to all public library directors and made publicly available on the WVLS website.
- The Director's Report included in the WVLS Board of Trustees meeting packets was shared with all public library directors via email and WVLS website.
- Agendas for all meetings of the WVLS Board of Trustees, Library Advisory Committee, V-Cat Council, and any subcommittee/s of these bodies, were shared with all newspapers in the WVLS seven-county service area.

6. Ensure the library system board has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues. The bylaws are reviewed at least every three years. Results:

- At their October meeting, the WVLS Board of Trustees approved changes to the WVLS Board of Trustees Bylaws to permit remote/online attendance at meetings.

7. Ensure the library system board meets a minimum of six times per year at a time and in a physically accessible location convenient for the board and in accordance with the state law on open meetings and the Americans with Disabilities Act. Results:

- The WVLS Board of Trustees met six times in 2017.
 - Board meetings were held in the WVLS office, a physically accessible location.
 - Participation was offered via GoToMeeting for those wishing to attend from a remote location.
8. Monitor statutory changes and court decisions related to library and system operations and recommends policy changes needed to maintain legal library and/or system operations to the board. Results:
- WVLS had representation on the Wisconsin Library Association's Library Development and Legislation Committee which closely monitored any statutory changes and court decisions of potential impact to Wisconsin's libraries and systems.
 - Copies of the WLA Legislative Newsletter were relayed to the "all subscribers" email list.
 - A legislative report was shared at all WVLS Board of Trustee and Library Advisory Committee meetings.
9. Ensure the director keeps the library system informed of all important issues facing the member libraries. Results:
- Announcements about system services and programs, along with relevant state and national news, were shared with colleagues from all library types via WVLS.org, *Digital Lites* blog, Facebook, Twitter, Google+, email, and semi-monthly newsletter.
 - Member libraries were encouraged to communicate relevant library-related news, service issues or concerns via the WVLS listservs to create an open/transparent dialogue between and among WVLS colleagues.
 - Updates on the Public Library System Redesign (PLSR) project were routinely shared via the WVLS all-subscribers list.
 - The Director's Reports, which included updates on WVLS services and programs, and state/national legislation, were shared with member public library directors via email. In 2017, several libraries included this report in their library board meeting information packets.
10. Create a long-range plan that meets the needs of member libraries. Results:
- Long-range plans for two major system service programs – ILS Administration and Technology – were updated and submitted to DLT in 2017.
11. Provide every new board member with a copy of the Trustee Essentials and participate in an orientation program with each new board member. Results:
- A copy of the Trustee Essentials was included in a binder of information shared with a new WVLS trustee during orientation.
 - Copies of the Trustee Essentials were shared with new public library directors during their orientations.
 - New public library directors were encouraged to allow time during each of their library board meetings to review one or two of the chapters in the Trustee Essentials handbook.
12. **Offer** each WVLS trustee with an I-Pad, **and provide** an orientation on how to use this technology to access board information in digital form. Results:
- I-pads continue to be issued to WVLS board members upon request. One-on-one training and troubleshooting assistance was provided as needed.
13. Provide current financial and statistical reports for review at each library system board meeting. Results:
- Monthly financial reports were included in WVLS Board meeting packets.

- Year-end statistical data for 2016 was shared at with WVLS Board of Trustees in January 2017.
 - In early 2017, the *2016 WVLS Statistics* booklet was shared with the WVLS Board and distributed to public library directors, library board Presidents, county library board Chairs, and area legislators.
14. Ensure that the library system board reviews and approves bills at each library system board meeting, in accordance with applicable laws and policies. Results:
- The WVLS Board Treasurer was responsible for co-signing checks and reviewing expenditures from each bi-weekly bill run.
 - The monthly "Bills for Approval" and WVLS/V-Cat/IT Budget Reports were shared with, and approved by, the WVLS Board of Trustees during their regularly scheduled meetings.
 - All financial reports/activities were shared with the auditor to complete the 2016 audit.
15. Maintain awareness of available grant and other outside funding sources. Results:
- Wisconsin and National public library listservs were monitored for new and available grants.
 - System/State/National/Community grants and scholarships were promoted to all libraries via several communications and social media channels.
 - A "Grant Resources" page was created on the WVLS website.
 - WVLS was represented on DPI's LSTA Advisory Committee, whose charge was to budget and allocate federal funding for DPI, library and system programs and services.
16. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries. Results:
- Four 2017 LSTA grant proposals, approved by the WVLS Board of Trustees in August 2016, and submitted to DPI in October 2016 were:
 - Library System Technology Grant - \$26,900 – noncompetitive
 - Content Creation Grant - \$20,000 – competitive
 - Digitization of Library Historical Material Grant - \$10,000 – competitive
 - Outcome Measurement Support - \$5,000 – noncompetitive.
 - In early 2017, the DPI LSTA Advisory Committee amended the 2017 LSTA budget due to a proposed federal budget call for elimination of the Institute of Museum and Library Services (IMLS) and the "Grants to States" Program. As a result, of the four grant proposals submitted, the Library System Technology Grant was the only one awarded.
 - WVLS was notified by DPI in April that 2017 was the last year the Library System Technology Grant would be available to regional library systems.
17. Maintain compliance records. Results:
- A file structure for WVLS director certification records was created in late 2016 and, since then, all certification documents and records were digitized upon receipt.
 - WVLS continued to use a Google "Director Certification" Calendar to track progress on director certification processes and to schedule timely communications/updates with directors and/or DPI.
18. Maintain required statistics for system planning and reports to WVLS Board and DLT. Results:
- This activity was ongoing as evidenced by the information shared in WVLS Board of Trustees meeting packets and in the appendices.
19. Provide for staff and trustee participation in appropriate continuing education activities. Results:
- The 2017 WVLS budget supported opportunities for staff and trustees to participate in several continuing education opportunities.

- Staff members were invited to attend WLA-sponsored functions, ALA national conference, regional/state/national training opportunities, and regional/state workshops.
 - WVLS trustees were invited to attend WLA-sponsored functions, WVLS co-sponsored workshops and webinars, and the ALA national conference.
20. The library system board shall ensure the library system director maintains the appropriate level of certification under the provisions of the *Wisconsin Administrative Code*. Results:
- The Director attended the 2017 Wild Wisconsin Winter Web Conference, WAPL/WLA/ALA Conferences, and several other workshops and webinars.
 - The conferences mentioned above provided Director 60 contact hours of education. The requirement is 100 contact hours every five years.
 - Continuing education activities of all WVLS staff are detailed in Appendix I at the end of this report.
21. Ensure the library system board adopts a set of personnel policies outlining the conditions and requirements for employment of system staff, which are consistent with state and federal regulations and relevant court decisions. Ensure the library system board reviews personnel policies on a regular schedule, including after any significant change in employment law. Results:
- A comprehensive review of the WVLS Employee Handbook was completed in 2013 by legal counsel and the WVLS Board of Trustees.
 - In 2015, portions of the Handbook were revised to align with changes in the Fair Labor Standards Act.
 - There were no substantive changes to employment law in 2017 to warrant revisions to current policies.
22. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees. Results:
- WVLS ILS Administrator/Assistant Director announced her retirement January 8, 2018, and the WVLS Youth and Inclusive Services Consultant requested a reduction in hours effective January 4, 2018.
 - With those changes, the job description for the WVLS Communications Coordinator changed to WVLS Public Library Services Consultant beginning in 2018. This position will provide consultant and advisory services to member public libraries in the areas of patron (youth, young adult and adult) services.
 - A new WVLS Public and Multitype Library Consultant was hired to provide consulting services in the areas of inclusive services, customer services, grant writing, multitype library services and electronic resources; and to develop, coordinate and provide continuing education and training opportunities for area library personnel and trustees.
 - WVLS underwent a hiring process for a new ILS Administrator at the end of 2017. This position remained unfilled at year end.
23. Monitor system property, liability and health insurance needs. Results:
- Insurance needs/costs were monitored monthly, and reviewed during the July-September budget development process.
 - Property and liability insurance policies were reviewed during the 2016 audit process.
 - A cyber-security insurance policy was investigated in December 2016, and implemented in 2017.
24. Provide for independent audit of WVLS' financial statements and file copy with DLT. Results:
- Krause, Howard and Co., S.C. completed the audit of WVLS financial records in May.
 - During their May meeting, the WVLS Board of Trustees accepted the audit as presented.

- A copy of the accepted audit was filed with DLT in late May.
25. Participate in SRLAAW and SOMBAW. Results:
- WVLS was represented at all scheduled meetings of SOMBAW and SRLAAW in 2017.
 - WVLS co-hosted one SRLAAW meeting, and hosted one SOMBAW meeting in 2017.
26. Participate **in the** WPLC. Results:
- WVLS continued its membership in the Wisconsin Public Library Consortium (WPLC), attended all WPLC Board meetings, and provided representation on the Steering Committee, By-Laws Workgroup and Historical and Local Digital Collections Committee.
27. Maintain and monitor use of reserve funds. Results:
- In March 2017, the WVLS Board of Trustees adjusted 2017 reserve accounts to match 2014-15 levels – the Resource Development Fund increased to \$155,000 and the Reserve Fund to \$169,000.
 - Reserve funds may not be used without Board approval and, in 2017, no funds were requested/expended.
28. Review status/storage of 'old' records in context of the WVLS records retention policy and/or as mandated by applicable legislation. Results:
- WVLS records were stored/archived in accordance with the WVLS Records Retention Policy which aligns with the *Schedule for Wisconsin's Public Libraries and Public Library Systems* adopted by the Wisconsin Public Records Board in 2006.
 - During the WLA Fall Conference, WVLS learned the Wisconsin Public Records Board approved an updated General Records Schedule. WVLS will pursue adoption in early 2018.
29. Maintain WVLS inventory of office equipment and supplies. Results:
- The WVLS list of fixed assets was updated as outlay items were acquired.
 - A detailed record of technology assets was also maintained.
 - The 2016 WVLS list of fixed assets was shared with Krause, Howard and Co., SC in April to complete the 2016 audit.
30. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions. Results:
- WVLS continued to define and develop its role in the LEAN WI partnership. The partnership allowed for significant cost savings in capital maintenance and replacement.
 - LEAN WI established a collaborative service relationship with Northern Waters Library Service (NWLS) to virtualize and host the Merlin ILS, and to establish network connectivity between NWLS and the LEAN WI datacenter.
31. Pursue opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies. Results:
- WVLS and Indianhead Federated Library System staff charged with communication, marketing and design tasks started to share office space in September, and partnered on design best practices and creation methods.
 - LEAN WI established a collaborative service relationship with Northern Waters Library Service (NWLS) to virtualize and host the Merlin ILS, and to establish network connectivity between NWLS and the LEAN WI datacenter.

- A contract with NFLS for planning and promoting webinars created significant savings in workshop speaker costs and human resources. Additionally, WVLS collaborated with NFLS and many other systems to bring the Wild Wisconsin Winter Web Conference, Trustee Training Week webinars and a Collection Development webinar series to WVLS area colleagues.
 - A contract with the Bridges Library System for the “1,000 Books before Kindergarten” app afforded WVLS valuable expertise and the availability of a wonderful resource for member libraries and their patrons.
32. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services. Results:
- WVLS and Indianhead Federated Library System staffs met routinely in 2017 to develop a new website migration/construction service to help member libraries update or rebuild websites. The new sites were hosted within the LEAN WI compute platform.
33. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems. Results:
- See responses to Objectives 31 and 32 in this section.
34. Plan continuing education activities with other systems in the region or within the state. Results:
- WVLS contracted with the Nicolet Federated Library System (NFLS) to provide a series of webinars throughout the year.
 - WVLS collaborated with: NFLS to provide the Wild Wisconsin Winter Web Conference; the South Central Library System (SCLS) for Trustee Training Week webinars; and IFLS, Outagamie Waupaca Library System and several other systems for a Collection Development webinar series.
35. Encourage and promote collaborative exchanges with other systems in the same region or within the state that use the same ILS vendor. Results:
- WVLS participated on the WILIUG (Wisconsin – Illinois Libraries’ Innovative User Group) Steering Committee to plan the 2017 conference in Racine
 - The LEAN WI partnership allowed for collaboratively sharing information technology capital, expertise and technology support.
36. **Continue WVLS Innovation and Collaboration Grant to libraries that initiate a unique and innovative program through collaboration with another library, business, club, association nonprofit, or municipal/county agency that supports the community’s goals. [Recommended by The Aspen Institute in *Rising to the Challenge: Re-Envisioning Public Libraries (2014)* and Action Guide for Re-Envisioning Your Public Library (2016)].** Results:
- Funds for the WVLS Innovation and Collaboration Grant Program were included in the 2017 budget and announcements about the availability of these funds were made throughout the year.
 - Two grants were awarded in 2017:
 - Colby Public Library to develop a STEAM project and program area in the new Colby Community Library building.
 - Rhineland District Library to develop an ArtStart intensive writer’s weekend annual program.