



January 19, 2019

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 2018.

This report is to be considered in the context of the 2018 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 19, 2019 Board of Trustees meeting to answer questions you might have on this report.

WISCONSIN VALLEY LIBRARY SERVICE

Staff Report

January-December 2018

Table of Contents

◆ Membership Agreements.....	Page 1
◆ Resource Library Agreement.....	Page 1
◆ Reference, Referral & Interlibrary Loan.....	Page 1
◆ Continuing Education & Consultation.....	Page 3
◆ Delivery and Communication.....	Page 12
◆ Service Agreements.....	Page 15
◆ Other Service Programs Collection Development / Advancement and Awareness / Youth Services.....	Page 15
◆ Inclusive Services.....	Page 21
◆ Other Types of Libraries.....	Page 22
◆ Library Technology & Resource Sharing..... Technology/Network ILS Administration	Page 25
◆ Administration.....	Page 32

SUPPLEMENTARY INFORMATION

◆ Appendix I - Staff Activities	Page 39
◆ Appendix II - V-Cat Circulation/Interloan Statistics	Page 51
◆ Appendix III - Overdrive/Database/Courier Statistics	Page 53
◆ Appendix IV - Wi-Fi Usage Statistics	Page 58

2018 SYSTEM PLAN

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.

2018 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, **2018**. 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.

2018 ACTIVITY RELATED TO THIS REQUIREMENT

1. Provide a signed copy of the WVLS/MCPL agreement for **2018** to the DLT by January 15, **2018**. Results:
 - The 2018 WVLS/Marathon County Public Library (MCPL) Resource Library Agreement was filed with DLT in September 2017.

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.

2018 **ONGOING** ACTIVITIES RELATED TO THIS REQUIREMENT

1. Provide for reference and interlibrary loan referrals for member libraries. Results:
 - This mission critical service was continued in 2018. WVLS maintained the combined catalogs of 24 members libraries in an online database known as "V-Cat." This resource served as the primary vehicle for interlibrary loan (ILL) between WVLS public libraries. The State's WISCAT product continued to serve as the interlibrary loan vehicle for 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:

- In 2018, 23 out of 25 member public libraries, 20 school/academic libraries, and one special library participated in 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 were reviewed during V-Cat council meetings when appropriate. Any individual questions were answered by WVLS ILL staff. All WVLS libraries were encouraged to attend WISCAT User Group meetings to stay up to date with procedures and protocols.
 4. Ensure that interlibrary loan participants have access to accurate ILL statistics. Results:
 - A monthly circulation report, including ILL circulation, was shared with WVLS member libraries and is made available to download on the WVLS website.
 - 2017 annual ILL statistics were shared in the *2017 WVLS Statistics* booklet.
 - 2018 statistics are provided at the end of this report.
 5. 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.
 6. 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 2018.
 7. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role. Results:
 - In 2018, WVLS continued to serve as the conduit for ILL support between RL&LL and member libraries and, as such, participated in 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 public library.
 8. 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.
 - Video tutorials on gathering annual report statistics for BadgerLink and WVLS subscription-based electronic resources were created this year.
 9. 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 when needed to ensure proper authentication was in place for all member libraries.
 10. 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.
 - A trial subscription to a Gale Courses product was purchased on behalf of WVLS member libraries in November.

Indicate new or priority activities relating to this requirement for the plan year (2018).

- The WVLS EBSCO Discovery Layer team worked with EBSCO Discovery Layer technicians to update and improve the EBSCO Discovery Service purchased and implemented in 2016 to improve access to digital resources and user experience.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- The WVLS EBSCO Discovery Layer team will continue to work with EBSCO Discovery Layer technicians to update and improve the EBSCO Discovery Service purchased and implemented in 2016 to improve access to digital resources and user experience.

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.

2018 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

CONTINUING EDUCATION

1. Maintain calendar of continuing education events. Results:
 - A Calendar as maintained with continuing education events on the WVLS “Continuing Education” webpage. Updates and announcements were regularly posted on the WVLS website, and in the *Digital Lites* blog, WVLS Newsletter, and Monday Mentions.
2. 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:
 - Continuing Education opportunities provided by WVLS met the requirements outlined in the *Certification Manual for Wisconsin Public Library Directors* to allow for credited hours for director certification.
3. 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:
 - 73 contact hours of continuing education opportunities were offered. The following programs were sponsored or co-sponsored in 2018:
 - Wild Wisconsin Winter Web Conference - 19 contact hours
 - Marketing Library Programs for Increased Impact (webinar) - 1 contact hour
 - Rhinelander Children’s Book Fest - 3.5 contact hours
 - STEAM in Youth Services - 4.5 contact hours
 - The Ins and Outs of Media Literacy (webinar) - 1.5 contact hours
 - Show It Off: The Power of Merchandising (webinar) - 1 contact hour
 - Dealing with Substance-Abusing Patrons in the Library (webinar) - 1 contact hour
 - 30-Minute Thursday: Leading with Compassion (webinar) - .5 contact hours
 - Wisconsin Trustee Training Week - 5 contact hours
 - Tech Days - 5 contact hours for 3 workshops - 15 contact hours
 - Responding To Active Threat in the Workplace - 3 contact hours

- Gale Courses Launch Workshop - 3 contact hours
 - Apps and Beyond: Low-Cost Technology for Your Patrons and Library (webinar), 1 contact hour
 - Annual Youth Services Workshop - 4.5 contact hours
 - WVLS Peer Training Day - 4.5 contact hours
 - NWLS Winter Retreat - 5 contact hours
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:
- 28 contact hours of continuing education were provided in-person, at a location, within a reasonable driving distance.
 - Rhinelander Children’s Book Fest (Rhinelander) - 3.5 contact hours
 - STEAM in Youth Services (Wausau) - 4.5 contact hours
 - Tech Days (Wausau) - 5 contact hours
 - Responding To Active Threat in the Workplace (Neillsville) - 3 contact hours
 - Gale Courses Launch Workshop (Wausau) - 3 contact hours
 - Annual Youth Services Workshop (Wausau) - 4.5 contact hours
 - WVLS Peer Training Day (Thorp) - 4.5 contact hours
5. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services. Results:
- 15.5 contact hours of continuing education related to youth and young adult services were offered.
 - Wild Wisconsin Winter Web Conference (Youth Services Track) - 3 contact hours
 - Rhinelander Children’s Book Fest - 3.5 contact hours
 - STEAM in Youth Services - 4.5 contact hours
 - Annual Youth Services Workshop - 4.5 contact hours
6. Offer a minimum of six (6) contact hours of technology-related continuing education opportunities sponsored or co-sponsored by LEAN WI. Results:
- 23.5 contact hours in technology-related continuing education opportunities, sponsored or co-sponsored by LEAN WI, were offered.
 - Wild Wisconsin Winter Web Conference (Technology Track) - 3 contact hours
 - STEAM in Youth Services - 4.5 contact hours
 - Tech Days - 5 contact hours for 3 workshops - 15 contact hours
 - Apps and Beyond: Low-Cost Technology for Your Patrons and Library (webinar), 1 contact hour
 - WVLS subsidized four training grants for staff from the Minocqua Public Library, Granton Community Library, Western Taylor County Community Library (Gilman) and MCPL to take the WILS- sponsored WPLC OverDrive Support Course, which provided for 3 contact hours.
7. Continue collaboration with the Nicolet Federated Library System to provide continuing education opportunities for WVLS member staff and trustees. Results:
- Collaboration was discontinued due staffing changes at both organizations in early 2018.
8. 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:
- All continuing education events provided by WVLS were evaluated and results were analyzed.

- Attendees of each WVLS-sponsored in-person workshop were asked to complete a workshop evaluation available as a print or online form.
9. Survey member libraries to help WVLS assess continuing education **and training** needs. Results:
- Member libraries were informally surveyed at both Library Advisory Committee meetings and Listening Sessions in 2018.
 - Training needs are gathered at LAC meetings and through email requests.
 - Due to a new partnerships in continuing education in July 2018 and December 2018, a formal continuing education survey will be presented in summer of 2019.
10. Continue to host bi-annual gathering of public library directors. Results:
- The day-long retreat was last held in October 2017, and plans are underway to hold another in the fall of 2019.
 - Listening sessions for library directors were conducted by WVLS staff in two locations – at the Colby Community Library in May, and the Crandon Public Library in August.
 - An additional opportunity for face-to-face sharing among WVLS and public library staffs was held as an “Adult Services Summit” in November.
11. Schedule 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:
- February 22, 2018: Jean M. Thomsen Memorial Library, Stetsonville
 - March 7, 2018: Rhinelander Children’s Book Fest & WVLS Grassroots Meeting, Rhinelander
 - May 8, 2018: Colby Community Library, Colby
 - August 7, 2018: Crandon Public Library
 - September 11, 2018: T.B. Scott Free Library, Merrill
 - November 1, 2018: WVLS Office
12. Continue peer-to-peer mentoring program for new public library directors. Results:
- Three mentoring partnerships were created in 2018:
 - Cara Hart (Neillsville) and Stephanie Schmidt (Crandon)
 - Virginia Roberts (Rhinelander) and Dominic Frandrup (Antigo)
 - Virginia Roberts (Rhinelander) and Heidi O’Hare (Tomahawk)
 - Two partnerships ended their year-long mentorship in 2018:
 - Julie Beloungy (Thorp) and Ruby Wenzel (Western Taylor County, Gilman)
 - Kay Heiting (Granton) and Teresa Miniatt (Withee)
13. Maintain Wessler Scholarship and Association of Rural and Small Libraries (ARSL) Conference Scholarship funds. Results:
- Two Association for Rural and Small Libraries (ARSL) Conferences scholarships, valued at \$1,500 each, were awarded in 2018. Cara Hart, Neillsville Public Library Director, and Teresa Hall, Loyal Public Library Director, were awarded scholarships. They shared reports on their conference experiences with the WVLS Board of Trustees in November.
 - *New:* Three Wisconsin Library Association (WLA) Professional Development grants were offered in 2018 to member librarians to attend either the Wisconsin Association of Public Libraries (WAPL) or WLA Annual Conference, become a WLA member, and then present a continuing education webinar. The three grant recipients were: Dominic Frandrup, Director, Antigo Public Library; Heidi O’Hare, Director, Tomahawk Public Library; and Teresa Miniatt, Withee Public Library.
14. Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended. Results:

- Three, \$100 grants were awarded to:
 - Dominic Frandrup, Director, Antigo Public Library
 - Heidi O’Hare, Director, Tomahawk Public Library
 - Laurie Ollhoff, Assistant Director, T.B. Scott Free Library (Merrill)

CONSULTATION

1. Attend relevant meetings, webinars and conferences, and share what is learned. Results:

- Information from the DPI-sponsored **State of the State: Services Consultants and System Directors annual meetings**, and Library Certification and Continuing Education 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 and via conference report *Digital Lite* blog posts.
- 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.
- Announcements and time-sensitive information was shared in a weekly *Monday Mentions* email post to the “all subscribers” listserv.

2. Provide consultant services to WVLS libraries of all types in the areas of: public library administration and governance, intellectual freedom and challenges, adult services, building/remodeling, staff development, planning/evaluation/standards, collection development, **and** legal issues. Results:

- **Information and advice was provided in the areas of:**
 - Adult Services
 - Advocacy (infographics, youth services, summer reading, municipal and county funding, cross county Act 420 payments, federal IMLS funding, net neutrality)
 - Annual Reports
 - Board Appointments
 - Budgets and Budget Planning
 - Building Projects
 - Capital Expenditures
 - Chapter 43
 - Collection Development (selection-deselection)
 - Contracts and MOUs
 - Counties – county library planning, county funding of home libraries
 - Grants and Grant Writing
 - Friends and Foundations
 - HR Issues – contracts, overtime, family medical leave
 - Infographics
 - Intellectual Freedom
 - Makerspace Kits
 - Movie Licensing
 - Open Meetings Law
 - Policies
 - Programming
 - Public Library Directors – hiring, job descriptions, wages and benefits, evaluations
 - Public Library Standards
 - Public Library System Redesign Project

- Social Media
- Storytime
- TEACH funding
- Teen Services (behavior, Internships, space)
- V-Cat
 - Web Management Reports
 - Circulation Guidelines
 - Patron Privacy
- Website
- Youth Programming (Gilman)

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

- The Grant Resources webpage on the WVLS website was updated and expanded to include more resources.
- Assistance was provided to library directors seeking local grant opportunities.
- Several grants were promoted via the *Digital Lites* blog, WVLS Newsletter, email and social media.
 - Digital Lites*
 - “Matchmaking: Resources for Finding the Right Grant to Fit Your Library’s Need”
 - “Maureen Hayes Author/Illustrator Award Application Open”
 - “Foundations in Wisconsin: A database of grant making organizations in Wisconsin”
 - “The Great American Read: Grant Opportunities from ALA & PBS”
 - Youth Services Emails
 - November 19, 2018: 2019 WVLS Innovation and Collaboration Literacy Grant Announced
 - November 6, 2018: “Summer Reading Program Grants, STEAM Grants and more!” (*ALSC Blog*; 11/4/18)
 - June 27, 2018: Inclusive Internship Initiative (PLA)
- All member libraries were eligible to receive \$240 grants from WVLS to support Summer Library Program events.
- Continuing education grants to attend the WAPL spring conference (2), WLA fall conference (2), Association of Rural and Small Libraries (national) conference (2), and WPLC Overdrive Support course (4) were provided to member library colleagues in 2018.
- Collaboration and Innovation grants were provided to two libraries – Owen and Tomahawk – in 2018.

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

- Letters reminding public library directors to submit annual requisite paperwork to the system were mailed to library directors and library board presidents in December.
- Consultation was routinely provided to public library directors and staff regarding certification requirements and requisite paperwork.

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

- Board members for WVLS and member libraries were sent announcements about *Wisconsin Trustee Training Week* held in August.
- Announcements for conferences and continuing education events were regularly communicated with member library directors to share with their board members.

6. Assist member libraries in the process of filing annual reports. Results:

- A reminder on gathering statistics during a “tally week” in October was provided in October 2017 and October 2018 for those libraries that do not do actual counts for library visits, reference transactions and computer use.

- Information to assist with annual report questions about 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.
 - The WVLS Annual Report Team provided assistance as needed via the WVLS annual reports listserv, and directly via email, telephone and in-person consultations.
 - The system and member public library annual reports reached the Department of Public Instruction by the statutory March 1 deadline.
7. 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:
- While there were no new directors hired in 2018, staff reached out to the “newer” directors to discuss continuing education, training, certification, scholarships and the mentorship program.
 - Monthly check-ins were done via email with participants in the mentorship program.
 - The DLT-sponsored “Boot Camp for New Public Library Directors” was promoted and new directors were encouraged to attend.
8. **Ensure** appropriate library system staff meet with newly hired key library staff to provide an orientation on system services related to their positions. Results:
- Calls to all youth services staff at member public libraries were made throughout the year.
 - There was routine contact with newer directors, who were hired in the previous year, to talk about library administration, services and policy matters.
9. 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:
- Continuing education scholarships/grants were provided to staff from three member libraries who had not previously participated in WLA’s Library Legislative Day.
 - Coordinated Library Legislative Day schedules and briefing materials for WVLS delegation.
 - Eleven WVLS area legislators were visited on Library Legislative Day by one WVLS trustee, five library staff from four member libraries, two WVLS staff and two additional citizen library supporters.
10. Assist libraries in promoting their value to their communities. Results:
- A 2017 Public Library Annual Report Infographic template and individual infographics were created for libraries upon request.
 - Examples of ways to uniquely and creatively share library service and public library annual report information via trifold table topper, fortune teller, Powtoon video were created and shared.
 - #WisconsinLibrary bumper stickers were created for purchase by WVLS, IFLS, and NWLS libraries, to compliment advocacy efforts, offer as incentives, and distribute to library board members and advocates.
 - *Digital Lite* blog posts regarding advocacy created:
 - “Telling Your Summer Reading Story”
 - “Schools and Libraries: How can the public library help you?”
 - “#WisconsinLibrary: Our advocacy voices are louder when we sing together”
 - “National Library Week Coming Soon”
11. Assist member libraries in working for and securing local and county funding. Results:
- 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 member library directors on matters regarding ongoing primary funding support from local sources.
12. Facilitate individual county library service planning processes when requested. Results:

- Consultation was provided to library directors and county library board members upon request.
13. Support member library staff and trustee advocacy efforts at all levels – local, county and state. Results:
- See #10 in this section.
 - Supported trustee members of county library boards in member counties by responding to requests for WVLS activity reports, legislative updates, and consultant presence as requested.
14. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed. Results:
- See #10 above.
 - 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.
 - Relationship building with citizen supporters at the local and state level was an ongoing effort that was encouraged and assisted by WVLS staff at every opportunity.
15. 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:
- 2018 was not a state budget producing year and the signature piece of library legislation for the 2017-2018 legislative session was enacted in 2017. Pre- and post-midterm election updates provided information regarding legislative and congressional candidates and encouraged relationship building with current and new members of the Wisconsin senate and assembly.
 - See also number 9 above.
16. 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:
- A series of legislative updates via WVLS listservs and forwarding of the WLA Legislative Newsletter kept the community informed and engaged during the year.
 - Managed legislative updates and action requests for Federal issues including IMLS funding and reauthorization of the Museum and Library Services Act.
 - WVLS staff provided legislative updates at regularly scheduled meetings of the Forest County and Oneida County library boards, and WVLS Board of Trustees meetings.
 - The WLA Legislative Newsletter was disseminated to the WVLS all subscribers list and posted to the WVLS website.
17. 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.
18. 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 monitored Wisconsin Educational Media & Technology Association (WEMTA) legislative initiatives and awareness of Common School Fund issues.

19. Cooperate with other agencies or organizations for the benefit of member libraries and area residents. Results:

- System partnerships were created in the purchase of Gale Courses to benefit member library residents. Member libraries were encouraged to promote this product to local workforce development and employment agencies.
- A partnership was created with Chippewa Valley Technical College to host the “Active Threat in the Workplace” workshop in Neillsville.
- A partnership was created with the Northern Waters Library Service in the area of Continuing Education/Training and Inclusive Services.
- Cooperative operational relationships with the Wisconsin Dept. of Administration’s TEACH program administrators and with WiscNet were maintained in order to help collectively manage members’ BadgerNet (network transport) circuits for the system’s Wide Area Network (WAN) connectivity and internet transiting services.

20. 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:

- Templates and ready-made marketing resources for the Gale Courses database were created, including: social media shares, press releases, website blurbs and banners, posters, posters individualized for member libraries, and the WVLS Gale Courses Resources webpage enabling access to all materials.
- A “Makerspace Kits: reserve no, low & hi-tech kits from your public library” flyer was created for public libraries to share with school libraries and educators.
- A template and ready-made “menu of services” handout was created for public libraries to share with school libraries and educators.
- A template and ready-made social media banner, press release, website slide, and county-wide performer schedule were created for this year’s Summer Reading Program.
- #WisconsinLibrary bumper stickers were created for purchase by WVLS, IFLS, and NWLS member libraries to compliment advocacy efforts, offer as incentives, and distribute to library board trustees.
- A 2017 Public Library Annual Report Infographic template was developed and individual infographics for libraries were created upon request.

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. Facilitate opportunities for designated communications/marketing coordinators from other systems to share expertise, projects, resources and tools. Results:

- Google Folders and an email list were created as a result of the first gathering of designated communication and marketing coordinators. These tools allowed the group to easily share projects, ask questions and explore resources.

2. Organize a one-day gathering of designated communications/marketing coordinators from other systems to discuss opportunities for collaboration and cooperation. Results:

- A meeting was held in August with 7 public library system representatives who have a focus in marketing and/or communications. Participants shared resources, ideas and best practices. An email list and Google folders were created post-meeting to facilitate communication.
- A meeting was held in November with 8 public library system representatives to discuss potential projects for Library Legislative Day and marketing sessions to present at the 2019 WAPL Conference.

3. Provide consultant services to member libraries in marketing and graphic design. Results:

- Consultation services were provided to member colleagues to help develop infographics, press releases, and other marketing tools upon request.
- Consultations were done during website design and youth services calls throughout the year which resulted in:
 - Development of website graphic marketing events, programs, and services
 - Improved website design for LEAN WI libraries
 - A template and ready-made social media banner, press release, website slide, and county-wide performer schedule were created for this year's Summer Reading Program.

4. Provide website layout and design consultation services upon request. Results:

- Consultation service and assistance with website graphics for events, programs, and services and general website design.
- Consultation services, and draft and live websites, were provided on behalf of libraries in WVLS and IFLS: Antigo, Neillsville, Gilman, Withee, Amery, Boyceville, Elmwood, Hammond, Osceola, Roberts, and Turtle Lake.
- Consultation and draft websites were provided for libraries in WVLS and IFLS, including Abbotsford, Thorp, Westboro, Bruce, Chippewa Falls, Centuria, Clear Lake, Deer Park, Milltown, Plum City.
- In November, staff provided website assistance to the Northern Waters Library Service to migrate their Joomla-based website to WordPress, and drafted a preliminary website for them to work on.

5. Develop and implement a robust and responsive menu of training opportunities, tools and resources for member library staffs. Results:

- *Digital Bytes*, digital, recorded trainings of 30 minutes or less, were produced twice a month starting in March, for member colleagues as well as colleagues throughout the state, to view at their convenience. The following trainings were produced and made available on the WVLS website:
 - Customer Service: The Role of Positive Language
 - Customer Service: The Role of Body Language
 - Customer Service: Phone and Email Tips
 - Makerspace Resources
 - Setting up a Doodle Poll
 - How to Use Jing
 - How to Use Dashboard
 - 1,000 Books Before Kindergarten App
 - Creating QR Codes
 - Using Google Glasses
 - Creating Transparent Logos
 - Using Canva
 - Internal Customer Service: Positive Work Culture
 - Internal Customer Service: Strong Work Ethic
 - Internal Customer Service: How to Work with Challenging Colleagues
 - WVLS Website Overview
 - 5 Ways to Improve Your Website Immediately
 - Using the Home Improvement Reference Center
 - Using the Internet Discount Finder
 - Continuing Education Resources

6. Assist member libraries to identify, implement, document and publicize programs and services that (1) expand technology services for patrons with limited broadband access, (2) enhance workforce development assistance, and (3) provide a gateway to learning in all stages of life. Results:

- During youth services calls, workshops, and discussions, WVLS staff requested libraries write feature stories regarding specific programs and services for inclusion in the WVLS *Digital Lites* blog, social media channels, newsletters, informational handouts etc. Examples include:
 - Gale Courses: “The word is out”, Minocqua Public Library, Loyal Public Library, Marathon County Public Library, Tomahawk Public Library, Abbotsford Public Library, T.B. Scott Free Library
 - WVLS OverDrive Advantage Review, Antigo Public Library gifts WVLS OverDrive Advantage with 265+ titles
 - iPad Class, Thorp Public Library
 - Youth Services Information Exchange (YSIE) Facebook page posts

Indicate new or priority activities relating to this requirement for the plan year (2019).

1. **Evaluate and refine website layout and design consultation services.**
2. **Explore providing “Return to Basics” and “Intermediate Divi Webmasters” webmaster co-work days in 2019.**
3. **Evaluate and refine training opportunities, tools and resources offered to member library staffs.**

DELIVERY

(FM). Wis. Stats. 43.24(2)(fm) **Electronic delivery of information and** physical delivery of library materials to participating libraries.

2018 **ONGOING** ACTIVITIES RELATED TO THIS REQUIREMENT:

ELECTRONIC DELIVERY OF INFORMATION

1. Produce/distribute annual statistical report and listing of system membership benefits. Results:
 - The *2017 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.
2. **Continue to use** a communications and marketing plan to **guide and** coordinate communications methods to/from member library staff and trustees. Results:
 - A one-page document was developed to guide system and marketing communication efforts, focusing on these tools:
 - *Digital Lites*
 - WVLS Newsletter
 - Facebook and Twitter
 - Monday Mentions
 - Email Lists
 - MailChimp
 - Facebook Groups (YSIE)
 - *Monday Mentions* began in mid-April, as a weekly email blast with concise information and events “to know” in the upcoming week. It was sent via email every Monday at 12 p.m. Thirty-seven issues were sent and archived on the WVLS website in 2018.
4. Continue publication of a bi-weekly newsletter and encourage member libraries to contribute. Results:

- Because of the implementation of a weekly *Monday Mentions*, the production schedule for the newsletter changed from a bi-weekly to a monthly publication.
 - 11 monthly WVLS Newsletters were created in 2018. Topics included system news, new staff hires, features on member librarians, and events in member libraries.
4. Publish weekly contributions to the WVLS blog *Digital Lites*. Results:
- 92 *Digital Lites* blog posts were created in 2018. Topics covered upcoming continuing education information, conference recaps, grant opportunities and library service trends.
5. Continue to expand the use of social media and encourage member libraries to contribute. Results:
- 5-7 Facebook posts were created and posted per week in 2018. Content included trends in libraries, humor in libraries, news articles, system events, member library events, upcoming conference information, the Gale Courses launch, and new trainings available. Area libraries contributed content to the Youth Services Information Exchange (YSIE).
 - Twitter was used to share news 1-2 times per week in 2018.
6. Create and share ready-made promotional templates that promote library services and programs. Results:
- See *Consultation above*.
7. Create and implement a website, management, and hosting strategy for internal and member library use. Results:
- Implemented in late 2017, website design, management, and hosting strategy was provided for internal and LEAN WI member libraries upon request.
8. Continue to evaluate and improve the WVLS website to provide an effective means of communication within WVLS. Results:
- Feedback from colleagues from member libraries and other public library systems were instrumental to changes made to the WVLS website in 2018.
 - Parts of the website were redesigned to be more user friendly, while new pages on the topics of Continuing Education, Inclusive Services, Newsletter, Digital Bytes, and Gale Courses were created.
9. Keep web-based *Directory of Libraries and Librarians* updated. Results:
- The Public Library Directory and V-Cat Library Staff Directory on the WVLS website was revised as we learned of changes.
 - The K-12 Library Directory was verified and maintained as well.
10. Enhance professional development section on the WVLS website. Results:
- The Continuing Education, Director Certification, and Mentoring Program pages were routinely updated with new information throughout the year.
11. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification. Results:
- All 2018 WVLS webinar recordings, presentation slides, and activity reports were recorded on the Continuing Education webpage.
12. Create web bibliographies and tools on a variety of topics useful to WVLS **member** library staff and

trustees on the WVLS web site. Results:

- Information was added throughout the year to the adult, advocacy, children, friends of libraries, grant resources, library administration, marketing & infographics, teen, and trustee resources web pages.

13. Update resource packets for public library directors and WVLS trustees located on the WVLS website. Results:

- Information for public library directors and trustees was modified and added throughout 2018.

PHYSICAL DELIVERY OF INFORMATION

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:

- Three courier stops per week to member public libraries and service sights were subsidized in 2018.
- One member library dropped its 5-day per week delivery, and another dropped its 4-day per week delivery, to receive only the three courier stops subsidized by WVLS.

2. Ensure local delivery service is available to member libraries at least five days per week. Results:

- Either 4- or 5-day a week delivery service was made available to all member libraries through the WVLS subsidized vendor, Waltco, Inc. The cost for additional stops was assessed to the libraries that requested the increase. See statistics in appendix at the end of this document for data on annual courier volume and number of stops.

3. Update print and video formats of best practices for labeling and packing materials for the courier. Results:

- The Courier webpage was updated with contact information and best practices.

4. Continue **courier** "vendor-sort" option approved by the WVLS Board of Trustees in 2015. Results:

- WVLS continued the vendor-sort courier service through Waltco, Inc. in 2018.

5. Request monthly volume statistics from Waltco and share yearly data with the WVLS Board of Trustees and member libraries. Results:

- Monthly volume statistics were received from Waltco and are shared 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 Courier webpage was updated with contact information and best practices as needed.
- Email updates requesting/announcing library closures and forwarding Waltco service news were sent to member libraries throughout the year.

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. **Record, maintain, and promote recordings of WVLS-sponsored webinars and workshops and archive on WVLS website.** Results:

- The Continuing Education website page included the section "Past WVLS Recordings, Slides and Activity Sheets" that shared webinar recordings and any archived content.

- A *Digital Byte* produced in December highlighted where webinar recordings may be found on the WVLS website.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- Develop task list for updating and improving WVLS website specific to accessibility, content, design, maintenance, and search engine optimization.

SERVICE AGREEMENTS

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

2018 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.

2018 **ONGOING** 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:

- A trial subscription to Gale Courses was made available to WVLS member libraries in October 2018.
- 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 2018.
- WVLS maintained funding for an OverDrive Advantage account after donating a \$20,000 establishing grant in 2017. Katie Zimmerman (MCPL) continued to chair the WVLS OverDrive Advantage Collection Development Committee 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 were included in the 2019 budget which includes the Wisconsin Holds Reduction Fund distribution from the \$150,000 additional funds to the million-dollar buying pool approved by the Wisconsin Public Library Consortium in 2016 and first deposited in 2017.

2. Provide the resource library a collection development grant to expand the breadth and scope of **its** fiction and nonfiction collections. Results:

- A \$10,000 collection development grant was provided to MCPL in 2018 as part of last year’s MCPL/WVLS Resource Library Agreement.
- The WVLS Board of Trustees approved to continue the grant in 2019.

3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections. Results:
 - A handout, WVLS OverDrive Advantage Review, (July 2017-July 2018 usage) was created and shared.
 - 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 2017 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:
 - The Owen, Withee and Scandinavia public libraries worked together to apply for (and receive) books from the Library of Congress' Library of Congress Surplus Books Program.
 - A \$10,000 collection development grant was provided to MCPL to expand the breadth and depth of its fiction and nonfiction collections.

5. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos. Results:
 - Membership in the Wisconsin Public Library Consortium (WPLC) was continued in 2018. Doing so provided member library patrons with access to a significant digital collection of e-titles in book, audios and video format, and provided WVLS with access to collaborative and innovative WPLC projects of potential benefit to members.
 - Staff attended all WPLC Board meetings, and provided representation on the WPLC Brochure workgroup in 2018.

6. Subscribe to professional journals **and route** to **interested** member libraries. Results:
 - Throughout the year professional journals were routed among interested area library staff.
 - While there were no "new director" orientations in 2018, sharing a list of journals WVLS routes to interested colleagues will continue in 2019.
 - While a WVLS Public Library Directors Retreat was not on the calendar for 2018, all professional journals will be marketed and displayed at the WVLS Public Library Director's Retreat in 2019.

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 2018.
 - 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 the shared WVLS/IFLS collection of makerspace resources. Results:
 - The WVLS Makerspace & Equipment for Booking webpage was maintained, and several IFLS and WVLS member library colleagues requested access to the "LendIt" program to book IFLS Literacy and WVLS Makerspace kits.
 - The WVLS Public Library Services Consultant highlighted makerspace kits available to libraries during a MCPL Branch Coordinator's meeting.
 - The *Digital Lites* blog: "Libraries Rock! Makerspace Kits Perfect for this Summer" promoted the collection.
 - Recent kits added to the collection include two karaoke machines, a BreakoutEDU escape room kit, and Google Cardboard glasses.

9. Continue to share reader's advisory/collection development information with area libraries. Results:

- WVLS staff created “Weeding Wisdom” social media shares to share periodical weeding tips via social media.
 - A *Digital Lites* blog post featured “Weeding Wisdom from WLA”.
 - The Rhinelander Children’s Book Fest on March 7 provided collection development information and opportunity for hands on book examination led by representatives from the Cooperative Children’s Book Center (CCBC).
 - Copies of excellent collection development resource *CCBC Choices* were distributed to member public libraries and branches following the CCBC presentation at the Rhinelander Children’s Book Fest in February.
 - WVLS facilitated distribution of *CCBC Choices* to school library media specialists in the WVLS area.
 - Reader’s advisory and collection development information was shared via K-12 and public librarian listservs on an ongoing basis. Examples: monthly starred reviews via WVLS and IFLS youth services consultant partnership, 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.
10. Continue the shared WVLS/IFLS Digitization Program (**Project ION**) 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:
- A poster “ION History Digitization Cycle” was created as a helpful tool for libraries when making decisions about digitization projects.
11. Help member libraries with weeding and/or inventory projects. Results:
- Digital Lites blog post was drafted that featured “Weeding Wisdom from WLA”.
 - A “Weeding Wisdom” social media post was created which shared periodic weeding tips to consider.
12. Participate in the **Wisconsin Public Library Consortium (WPLC)**. Results:
- See #5 above.
13. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board. Results:
- Feedback from member libraries was solicited on behalf of the WPLC Steering Workgroup regarding potential funding model increases for 2020, the Biblioboard product and Wisconsin Author Project, Instant Digital Library Cards, local music project, and selector guidelines.
 - The WVLS representatives on the WPLC Board and WPLC Steering Committee shared that feedback at WPLC meetings when appropriate and constructive.

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. **Explore alternative funding to support the WVLS OverDrive Advantage account.** Results:
- WVLS OverDrive Advantage Committee continued to use funds from the 2017 WVLS founding grant of \$20,000 in 2018.
 - Additionally, the Wisconsin Holds Reduction Fund (which was a distribution from the \$150,000 additional funds to the million-dollar buying pool approved by WPLC in 2016 and first deposited in 2017) sustained WVLS Advantage purchase orders throughout the year.
 - Lastly, Antigo Public Library donated over 265 titles valued at over \$11,000 to the WVLS OverDrive Advantage account in 2018.

2. **Explore digital periodical subscriptions and funding via member libraries.** Results:
 - New e-periodical products available through OverDrive and alternative vendors were investigated, but ongoing costs proved prohibitive.
3. **Continue to develop collaboration with IFLS on Project ION (digitization project).** Results:
 - WVLS continued its collaboration with IFLS on Project ION in accordance with demand from member libraries. A poster “ION History Digitization Cycle” was created as a helpful tool for LEAN WI libraries when making decisions about digitization projects.
 - A digitization email listserv with was crated for WVLS and IFLS libraries interested in digitization processes and projects.
4. **Partner on digitization training and support with other libraries and systems.** Results:
 - WVLS was contacted by the South Central Library System to participate in an LSTA grant to develop digitization resources to be made available to all public libraries in the state.
5. **Accelerate support for digitization projects and provide adequate resources to sustain project and participation in Recollection Wisconsin.** Results:
 - See #3 and #4 above.
6. **Explore a subscription to Gale Courses; partner with WiLS, other systems/libraries, and/or community agencies if feasible.** Results:
 - A trial subscription to Gale Courses was secured at a discounted rate through a partnership with Northern Waters Library Service and Manitowoc-Calumet Library System.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- Evaluate performance and value of Gale Courses trial subscription.
- Explore and establish alternative funding to support the WVLS Gale Courses subscription.
- Evaluate usage and contract renewals for databases currently provided and funded by WVLS member libraries.
- Establish WVLS member library workgroup to assist in evaluating usage and contract renewals for databases currently provided and funded by WVLS.

YOUTH SERVICES

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth and young adult services. Results:
 - A semi-annual conversation with youth services librarians at all member library locations was implemented at the beginning of the year.
 - The November 8 Youth Services Workshop provided guidance to approximately 40 public library youth services staff from WVLS and six additional systems on topics of teen librarianship, programs and services, and online and application safety for toddlers to teens.
 - WVLS welcomed our newest member library directors and youth librarians and included them in mentoring circles and provided individual consulting upon request.
 - Examples of youth services consulting in 2018 included: designing summer reading programs, story time design and behavior management, adolescent behavior, teen programming, assessing summer reading programs and youth programs, advocacy, internships, collection development, social media, intellectual freedom and more.

2. Partially subsidize a performer at member libraries' summer reading programs. Results:
 - All member libraries were eligible to receive \$240 grants from WVLS to support Summer Library Performer events.
 - Grants enabled 32 performances in WVLS libraries and all MCPL branches to bring in performers during the summer months.
 - WVLS staff requested pictures from area performances and created a "2018 WVLS Summer Performer Grant" video that captured children's excitement and engagement at the performances.

3. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects. Results:
 - A semi-annual conversation with youth services librarians at all member library locations was implemented at the beginning of the year.
 - Youth Services Information Exchanges (YSIE) were held at the Stetsonville, Colby and Merrill public libraries to discuss library needs and current trends and challenges in youth services.
 - These topics were also addressed at the annual Grassroots Gathering in Rhinelander in March.
 - School librarians and youth services staff participated in WVLS Library Advisory Committee (LAC) meeting discussions about continuing education and grant opportunities as well.

4. Assist member libraries in marketing youth and young adult activities. Results:
 - Advocating for and marketing youth services and programs was addressed in semi-annual conversations with area youth services staff and during the three Youth Services Information Exchanges held in 2018.
 - Youth librarians were encouraged to share their successes through *Digital Lites* guest blog posts, WVLS newsletter submissions, YSIE Facebook posts, and through presentations at workshops and conferences. For example, the Thorp Public Library shared benefits of their involvement in a national mentorship program during the November Youth Services Workshop.
 - *Digital Lites* blog posts in 2018 included:
 - "Telling Your Summer Reading Story"
 - "Communicate with School Librarians & Teachers"
 - The "Marketing & Infographics" and "Advocacy" resource webpages were enhanced with new content.
 - The Cooperative Summer Library Program (CLSP) materials, including a substantial manual in digital format that provides marketing tools adaptable for year 'round use, was distributed to all member libraries.

5. 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 participated in the WVLS Movie Licensing USA contract when it was renegotiated and renewed on April 1. The Tomahawk Public Library maintained a separate ANIME license.

6. 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 7 was attended by seven public youth librarians (representing small, medium and large libraries) and a school media specialist from the Wausau School District. A report was submitted to the Dept. of Public Instruction and the WVLS Board.

7. Partner with the DPI/DLT Public Library Youth and Special Services Consultant and other system youth services consultants to implement and promote early literacy and other statewide initiatives. Results:
 - Staff served on the DPI Wisconsin Summer Library Program Survey workgroup.

- WVLS-sponsored Youth Services Information Exchanges (YSIE) were cross-promoted and attended by youth librarians and system consultants from NWLS, IFLS, SCLS and NFLS.
- Began informal partnership with IFLS Youth Services Consultant to provide monthly Starred Reviews, continuing education and other topical brainstorming assistance.
- Staff attended the DPI-sponsored annual meeting for youth services consultants.

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

- Routinely shared continuing education and networking opportunities with WVLS school and public librarians regarding early literacy and other topics promoted by state and regional agencies.
- A Digital Lites blog post “Communicate with School Librarians & Teachers” was shared.
- A ready-made “menu of services” was created for public libraries to share with school libraries and educators.

9. Continue collaboration with the Bridges Library System to further **support** the “1,000 Books before Kindergarten App” offered to member libraries. Results:

- Staff attended a “1,000 Books before Kindergarten Feedback” session at the Wisconsin Association of Public Libraries (WAPL) Conference and provided feedback.
- Staff responded to WVLS member library queries about the app and offered support when requested.
- The “1,000 Books before Kindergarten” app was featured on the WVLS Youth Services Resources webpage.
- Continued partnership with 8 other library systems in the “1000 Books before Kindergarten” app consortium initiated by Bridges Library System in 2016: Arrowhead Library System, IFLS, Lakeshores Library System, Milwaukee County Federated Library System, Nicolet Federated Library System, South Central Library System and Winnefox Library System.

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. Assist member libraries in the development of coding and STEM/STEAM/STREAM programs for children and teens. Results:

- Assistance was provided through WVLS-sponsored continuing education activities:
 - The November 8 “Annual Youth Services Workshop” featured the session “60 Teen Programs in 60 Minutes” that included no, low, and high-tech coding program ideas.
 - The October 17 “Apps and Beyond: Technology in the Library” webinar shared coding websites, apps, games and more.
 - The April 24 “STEAM in Youth Services” workshop offered sessions on “Engaging Families, Youth, and Teens around STEAM and Thematic Programming,” “Hands On: Hour of Code,” and “Google Cardboard Glasses, Virtual Reality, and Merge Cubes” complimented by passive coding activities and a makerspace gallery.
- Assistance was also provided *via Digital Lites* blog posts:
 - “Libraries Rock! Makerspace kits perfect for this summer”
 - “QR Scavenger Hunt: Libraries Rock!”
- Lastly, a pre-made marketing handout “Makerspace Kits: reserve no, low & hi-tech kits from your public library” was created for public libraries to share with school libraries and educators, and coding program ideas were shared on the YSIE Facebook page.

2. Maintain the WVLS Youth Services Information Exchange Facebook page to encourage the exchange of ideas and resource sharing. Results:

- The YSIE Facebook page was updated frequently and featured YSIE meetup reminders, workshop and webinar announcements, WVLS and DPI youth services updates, programming ideas, WVLS member library program features, and articles and professional resources from WLA Youth Services Section (YSS), Association for Library Services to Children (ALSC), American Library Association (ALA), Public Library Association (PLA) and other youth resources and experts.

- Member libraries were encouraged to contribute and share their stories on the YSIE Facebook page as well.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- Further publicize and promote the WVLS WLA Membership/Professional Development Scholarship which will include youth librarians in 2019.
- Further publicize and promote the 2019 WVLS Innovation and Collaboration Literacy Grant that focuses on building library communities via enhanced library spaces that offer enriching literacy content and programs.

INCLUSIVE SERVICES

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

2018 **ONGOING** 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, **guided by *What Does it Mean to Be Inclusive? A Statement from the Division of Libraries and Technology (May 25, 2017)*** (<https://drive.google.com/file/d/0BzKbkfyCqtQOMU9nWHJlQVVTRU0/view>). Results:
 - Staff attended a Department of Public Instruction – hosted meeting of system Inclusive Services consultants.
 - Consulting services were provided via phone, email and in-person meetings upon request throughout the year.
 - A collaboration with the Northern Waters Library Service, initiated in the second half of 2018, expanded the WVLS Inclusive Services Program by offering increased support to member libraries.
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:
 - An Inclusive Services webpage was created to better serve member libraries.
 - Information shared via the *Digital Lites* blog focused on the following topics:
 - “What is BARD?”
 - “Help Low-Income Households Get Affordable Internet Access”
 - “ALA Updates Policies on Meeting Rooms”
 - “Celebrate GLBT Book Month in Your Community”
 - “Creative Aging Toolkit Available for Public Libraries”
 - “Inclusive Services Institute highlights”
 - A Digital Byte training was created on “Using the Internet Discount Finder” and made available on the WVLS website.
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:
 - Member libraries were encouraged to participate in the Department of Public Instruction’s Inclusive Services Institute.

- At its September meeting, the WVLS Board of Trustees supported the development of a combined WVLS and Northern Waters Library Service IDEA Team for 2019.
4. Facilitate regional collaborations with member libraries, appropriate agencies, and other systems on inclusive services. Results:
 - A partnership with the Northern Waters Library Service, created in the second half of 2018, will drive the development of the system's Inclusive Services program and services available to members in 2019.
 5. Collaborate with member libraries or other systems to obtain grants which provide funding for inclusive services. Results:
 - A partnership was created with Northeast Wisconsin (NEWI) libraries to obtain an LSTA grant to provide "Creative Aging in Older Adults" workshops throughout the area in 2019.
 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:
 - Resources and toolkits were made available on the WVLS Inclusive Services webpage.
 7. Enhance and strengthen public library services to adolescents most at risk of illiteracy. Results:
 - Resources and toolkits were made available on the WVLS Inclusive Services webpage.
 8. Assist member libraries in exploring and acquiring new technologies to provide inclusive services. Results:
 - Resources and toolkits were shared via the WVLS Inclusive Services webpage.

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. **Using the 2015 and 2016 DLT Youth and Special Services System Continuing Education mini-grant format as a template, design an inclusive services CE opportunity based on the principles from *What Does It Mean to be Inclusive? A statement from the Division of Libraries and Technology* that combines an in-person training component with micro-grant support for participating librarians to implement what they've learned in their communities.** Results:
 - WVLS had several staff changes in 2018 and, as a result, this activity was not accomplished.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- Development of a combined WVLS and Northern Waters Library Service IDEA Team approved by the WVLS Board of Trustees in September 2018.

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.

2018 **ONGOING** ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:
 - LAC meetings were held on April 25 and August 9 in the WVLS office.
 - Agendas and minutes of LAC meetings were archived on the WVLS website.
 - The WVLS Board of Trustees decided a 2019 WVLS LAC roster during its November 2018 meeting.
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed. Results:
 - The 2018 WVLS Collaboration and Innovation Grant encouraged partnerships with schools and community groups.
 - The “WVLS ALL” and “WVLS K-12” email lists were used to share grant information and service trends having a school libraries focus.
 - The “Great American Read” was announced via a March *Digital Lites* blog post on grant opportunities from ALA and PBS.
 - An August *Digital Lites* blog post recommended the WVLS resource *Foundations in Wisconsin* as a helpful resources when seeking grant opportunities.
3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e). Results:
 - Staff responded to questions from all types of libraries in the WVLS area via email and phone conversations throughout the year.
 - *Monday Mentions* was widely distributed to K-12 librarians in the WVLS area.
 - The May *Digital Lites* blog post, “Communicate with School Libraries and Teachers”, shared ways in which these groups could work together.
 - An August *Digital Lites* blog post “C is for Collaboration” shared a new toolkit for schools and public libraries to review when considering a partnership.
 - A pre-made marketing handout “Makerspace Kits: reserve no, low & hi-tech kits from your public library” was created for public libraries to share with school libraries and educators.
 - Also, a template and ready-made “menu of services” handout was created for public libraries to share with school libraries and educators.
4. Provide reference and interloan services to all types of libraries in the WVLS area. Results:
 - 24 out of 25 member public libraries share their collections in V-Cat. This resource served as the primary vehicle for interlibrary loan (ILL) between WVLS public libraries. The State’s WISCAT product continued to serve as the interlibrary loan vehicle for our public and multitype libraries to fill patrons’ requests for items not found or available in the V-Cat database.
 - 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:
 - Continuing Education events were promoted on *Digital Lites* blog, Monday Mentions email, WVLS Newsletter, DPI’s Google Communities, Facebook and Twitter.
 - Events were also shared with other public library system continuing education consultants and were encouraged to be forward to all types of libraries in their service areas.
6. Encourage libraries of all types in the WVLS area to join WVLS’ listservs **as appropriate for their positions**, and to subscribe to **the WVLS newsletter**, and to browse the WVLS blog *Digital Lites*. Results:

- Communications tools were promoted at Listening Sessions, WVLS Board, LAC and V-Cat meetings, and when consulting with member colleagues.
7. Announce available grants for area libraries of all types to consider. Results:
- Frequent grant announcements were made in Monday Mentions emails and in Digital Lites blog posts.
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:
- “WVLS Peer Training Day” in November facilitated conversations among several libraries on continuing education and networking opportunities to enhance library services.
9. Partner with all types of libraries in the WVLS area to provide workshop, training, **discussion** and resource sharing opportunities for area libraries. Results:
- Continuing education events such as Tech Days and Active Threat in the Workplace were promoted to all libraries in the WVLS area, and attendance by all was encouraged.
 - *Digital Bytes*, digital, recorded trainings of 30 minutes or less, were promoted to all libraries in the area. The following trainings were produced and made available on the WVLS website:
 - Customer Service: The Role of Positive Language
 - Customer Service: The Role of Body Language
 - Customer Service: Phone and Email Tips
 - Makerspace Resources
 - Setting up a Doodle Poll
 - How to Use Jing
 - How to Use Dashboard
 - 1,000 Books Before Kindergarten App
 - Creating QR Codes
 - Using Google Glasses
 - Creating Transparent Logos
 - Using Canva
 - Internal Customer Service: Positive Work Culture
 - Internal Customer Service: Strong Work Ethic
 - Internal Customer Service: How to Work with Challenging Colleagues
 - WVLS Website Overview
 - 5 Ways to Improve Your Website Immediately
 - Using the Home Improvement Reference Center
 - Using the Internet Discount Finder
 - Continuing Education Resources

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. Build on existing collaborative efforts by participating in statewide committees, workgroups and organizations. Results:

- Staff were members of Public Library System Redesign workgroups and committees, Wisconsin Library Association’s (WLA) Conference Planning Committee and Library Development and Legislation Committee.

2. Establish a multitype communications channel as part of a lifelong learning pipeline in creative technologies. Results:

- Several new technology initiatives, including the cultivation of a multi-type lifelong learning communications channel were paused or left unscheduled during 2018 due to unplanned staffing changes

within the LEAN WI partnership including the IFLS Technology Directory (engineering lead for LEAN WI) and the WVLS Network Administrator (end user support and network administration for WVLS).

Indicate new or priority activities relating to this requirement for the plan year (2019).

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.

2018 **ONGOING** ACTIVITIES RELATED TO THIS REQUIREMENT:

TECHNOLOGY / NETWORK

1. Continue to develop "LEAN Wisconsin" (LEAN WI), a partnership between **multiple library systems**, 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:
 - Joint appropriations and cost shares plan for 2019 was proposed and adopted by IFLS and WVLS.
 - During 3rd and 4th quarters, Northern Waters Library Service (NWLS) indicated a desire to join.
 - A draft of a more comprehensive MOU considering three partners was presented to the directors of current partners and NWLS.
 - A draft of an amended appropriations and cost shares plan was prepared considering three partners (for adoption early 2019).
2. Continue to provide member libraries with access to technology expertise and technology consulting. Results:
 - Long term planning, large project assistance, and acute operational guidance were provided throughout the course of the year by a mix of staff from the LEAN WI partnership.
3. 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:
 - LEAN WI partners worked with E.U. Demmer Memorial Library in Three Lakes (WVLS) and Milltown Public Library (IFLS) to secure TEACH Infrastructure Grant funding for network infrastructure improvements/additions being installed during construction projects.
4. 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:
 - Five WVLS libraries migrated to back to BadgerNet from local broadband providers due to improvements in bandwidth availability and cost.
5. Support county and local broadband development initiatives and efforts to increase broadband capacity in libraries. Results:
 - We continued to monitor the progress of, and act in an advisory capacity for, the Lincoln County Internetworking Consortium (LINC). Meetings were hosted by TB Scott Free Library (Merrill).

- We continued participation in, and encouraged local leadership development for, the Clark County Broadband Consortium (CCBC). Meetings were hosted by the Clark County Economic Development Corp.
 - Group email communications were facilitated for each consortium by WVLS-hosted email list services.
6. Continue to monitor bandwidth usage by member libraries. Results:
- This was ongoing, a general part of standard operations.
7. Assist member libraries in acquiring supplemental bandwidth when needed. Results:
- All WVLS members leveraging LEAN WI management of network services experienced improvements in total bandwidth. Existing BadgerNet members had capacity increases as AT&T worked to fulfill the new State of Wisconsin BadgerNet contract. Five sites migrated from cable broadband services back to BadgerNet, improving downstream capacity for most and upstream capacity for all.
8. 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:
- This was ongoing, a general part of standard operations.
9. 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:
- WVLS continued previous vendor relationship management practices during the first part of the year to leverage coordinated planning and purchasing.
 - LEAN WI members worked to experiment with a larger combined effort to negotiate further discounts with greater leverage and executed a bulk order of computers to accommodate immediate requests and to prepare for end of year requests.
10. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries. Results:
- This was ongoing, a general part of standard operations.
11. 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 intent underlying “meet” was for in-person contact, though during 2018 both LEAN WI partners experienced technology staff turnover which caused some change in travel strategies. The WVLS CIO leveraged necessary onsite support visits to engage in consultation with directors and technology managers whenever possible. Due to some libraries undergoing long running projects, site visits were not evenly distributed for support or consult.
 - During 2018, the WVLS CIO engaged in approximately 35 field visits to 16 member libraries combining service and consultation efforts. The WVLS Network Administrator engaged in several field visits prior to departure, and the new Technology Support Technician engaged in a small number of field visits as well. The WVLS CIO engaged with at least 18 WVLS member libraries and 4 IFLS member libraries electronically (via email, phone, and/or help desk) in a consulting, advisory, and/or planning capacity. The WVLS CIO engaged with member library directors directly during (and after) 2 V-Cat Council meetings (at WVLS offices) and 1 Listening Session (at Crandon PL).

- Overall, the WVLS CIO engaged in approximately 78 consultation events/opportunities with the directors and/or technology managers of approximately 25 public libraries during 2018.
12. 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:
- This was started during 2017 and is under the "Libraries Win" services container.
 - Plans for reconfiguring the help desk platform to enhance support were established during November and December (to be refined and implemented during 1st quarter 2019) in response to an adjustment of support communications pressures with the onboarding of NWLS to the LEAN WI partnership.
 - There were some applications being jointly supported but separately owned/maintained until multi-year licensing agreements reached term allowing for convergence.
13. Work to normalize the use of technology between **LEAN WI** internally, as well as between **partner** systems and their respective member libraries. Results:
- The LEAN WI Technology Team leveraged communications tools such as Slack and file sharing tools such as SharePoint.
 - LEAN WI partners also adopted Slack for internal communications.
 - LEAN WI partners prepared to experiment with live chat communications functionality available in the helpdesk application jointly managed.
14. Expand the use of technologies which enable or facilitate support automation tools (eg. Active Directory). Results:
- Twenty-three WVLS member libraries were directly joined to the WVLS sub-forest of the Libraries Win Active Directory (AD) forest.
 - One WVLS member library maintained a local AD instance and provided WVLS with full administrative access to help it maintain and manage certain aspects of functionality. The library is considering migration to the Libraries Win AD rather than recreate a new local instance to replace its current legacy configuration.
 - One WVLS member library maintained a local AD instance which WVLS aided with maintenance and management for a few specific cases while the library was in transition between technical support staff.
15. Explore and experiment with new technologies of probable value to LEAN WI member libraries and commit to one pilot project annually. Results:
- Much of 2018 was dedicated to the new networking and Active Directory integration projects across most of the membership.
 - The specific project intended to be piloted and implemented in full during Q4 2017 through Q1/Q2 2018 – development and deployment of low-cost networked and centrally managed automated door counters – was initially delayed with the loss of LSTA funding (2017) and eventually paused after moderate progress as both LEAN WI partners experienced technology staff turnover in 2018. This project is expected to resume early 2019.
16. Expand the use of technology for remote presence meetings and programming, and promote its value to member libraries in the LEAN WI footprint. Results:
- Indirectly, the network upgrades and Active Directory integration coupled with the transition to new the BadgerNet framework set a stage for much more reliable and large-scale adoption of system-supported remote presence meetings and programming by member libraries.
 - Directly, WVLS increased its slate of original and joint programming including accessibility of recordings of such programming. The majority of expansion and promotion of the use of remote presence technologies has been led by other WVLS consultants (see Continuing Education, Electronic Delivery of Information, Physical Delivery of Information, and Youth Services).

17. Pursue collaborative opportunities under LEAN WI. Results:

- LEAN WI partners worked with several other public library systems to more proactively engage in the determination of need and identification of feasible collaborative opportunities in technology services.
- By the end of 2018 LEAN WI partners and other Library Systems were actively engaged in researching enterprise-scale multi-site disaster-resistant data backup solutions to meet immediate needs of some systems and which fits within long-range goals for LEAN WI.
- A separate, but directly related collaborative project initiated in 2018 and currently underway is the interconnection of Wide Area Networks (WANs) of all public library systems who wish to participate. This project will streamline implementation of projects like the join backup system project and may act to catalyze others.

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

- Several new construction projects (new facilities and major renovations) were completed or initiated during 2018 which demanded technology consultation, advocacy, and management assistance in design/planning, bidding, and construction phases. This led to the informal establishment of a peer group for directors who've recently managed such projects to engage with directors in process or in early concept stages for experience sharing. Further refinement and formalization of this group is expected whether it remains technology focused or is folded into a broader context.

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

- This is reflected in a large number of the System Plan's elements (see Consultation, Collection Development, Youth Services, Inclusive Services, and Technology/Network).

Indicate new or priority activities relating to this requirement for the plan year (2018).

- Preparation and pre-stage onboarding for NWLS as a LEAN WI partner.
- The new BadgerNet framework implementation was more disruptive and time consuming than originally anticipated (statewide network architecture migration vs continuation of existing architecture).
- Multi-system technology collaboration discussions leading to actionable originally unplanned projects.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- Onboarding efforts and services alignment efforts with NWLS.
- Multi-system collaboration projects: WAN interconnection, Enterprise Backup, PC Purchasing.
- Efforts toward normalization of LEAN WI partners' technology plans and technology segments of systems plans.

ILS ADMINISTRATION

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

- There were two upgrades to the Sierra software in 2018. The upgrade to version 4.1 on December 20 fixed a reporting issue that caused end of the year statistics to be inaccurate. The upgrade went smoothly and the problem was remedied.
- The EBSCO Discovery Layer was improved to increase usability and functionality in the second half of 2018. The refinement of certain features will continue into 2019.

2. 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:
 - The WVLS ILS Administrator/Assistant Director retired in early January 2018. A new ILS Administrator was hired in mid-February.
 - Five meetings of the V-Cat Council were planned and hosted in 2018. Agendas were developed, meeting arrangements were made, and minutes of meetings were recorded.
 - A cyber security insurance policy was renewed to cover V-Cat solutions used by member libraries.
 - Running daily notices, database cleanup, fielding questions from member libraries as well as other public library systems were ongoing activities.
 - Meetings of the V-Cat Bibliographic Control and V-Cat Cooperative Circulation committees were held throughout the year to investigate database/service enhancements and to provide recommendations to the V-Cat Council.
 - Monthly and annual reports on V-Cat library circulation and interlibrary loan activities were made available in a timely manner.
 - E-Commerce transactions were monitored and member libraries received reimbursements in April, August and December.
 - Worked extensively with Innovative Support Team to address software slowness issues experienced by consortium members throughout the year. Unfortunately, a precise solution has not been determined at the time of this report.
 - 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 and remaining in contact with other public library system administrators experienced in using the Sierra software.
 - See also #1 in this section.

3. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons. Results:
 - Staff attended several webinars, in-person meetings and conferences, including the April Innovative User Group Conference, to increase awareness of software enhancements, products used by other consortiums, and best practices for ILS administration.
 - Improved methods for using the Circa Inventory software were shared with interested libraries.
 - Staff managed two upgrades to the Sierra software throughout the year to enhance functionality.

4. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance. Results:
 - Staff remained alert to activities of other Wisconsin ILS consortia using Innovative's Sierra software.
 - Staff closely followed the activities and subsequent recommendations of the Public Library System Redesign ILS/Technology Workgroup. The draft final report made available to the Wisconsin library community in December recommended a statewide Discovery Layer which, if enacted, would impact patrons' search experiences and readily available resources.

5. Explore collaborative options with other systems to improve ILS services and support. Results:
 - Staff frequently communicated with colleagues from the Wisconsin/Illinois Innovative Users Group (WILIUG), Innovative Users Group (IUG), and 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.
 - Assistance was provided to the NWVLS to learn and generate statistical reports needed by members of its ILS consortium. Deliverables included documentation on how to run the reports.
 - The LEAN WI partnership allowed for collaboratively sharing information technology capital, technology support, and technology and ILS expertise.

6. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries. Results:
 - The V-Cat Council and V-Cat Cooperative Circulation Committee initiated an exploration of standardizing loan rules across the consortium, a process which will continue into 2019.
 - The V-Cat Council and the V-Cat Bibliographic Control Committee worked on new ways to handle DVD/Blu-ray combo packs to improve bibliographic records for those formats and enhance the patron search experience.
7. 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.
8. Provide qualified, trained staff devoted to the management and support of the shared ILS. Results:
 - With a retirement in early January, a new ILS Administrator was hired in March.
 - 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 remaining in contact with other public library system administrators experienced in using the Sierra software.
 - In preparation for a retirement of a cataloger in early 2019, a V-Cat and Database Support Specialist was hired in the fall of 2018.
9. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options. Results:
 - In partnership with two other systems, WVLS purchased a trial subscription to Gale Courses at a reduced price. Assistance was provided in the technical set-up of Gale Courses and in adding related records to the V-Cat catalog.
10. Continue to monitor unmediated interloan between V-Cat participants. Results:
 - Data for this activity was monitored monthly as V-Cat statistical reports were generated.
 - 2017 net lending/net borrowing statistics between member libraries was shared with the WVLS Board of Trustees in January 2018 and included in the *2017 WVLS Statistics* booklet.
 - 2018 ILL activity is captured in a report at the end of this document.
11. Provide an effective and efficient way for member libraries' holdings to be added to the database. Results:
 - Several member libraries continued to do Z39.50 cataloging, which reduces time spent on cataloging tasks and improves bibliographic records in the database.
 - Staff responded to cataloging questions and provided support upon request.
12. 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.

- Review of cataloging instructions shared in the V-Cat Training Portal was initiated by the V-Cat Bibliographic Control Committee with the expectation that a recommendation will be forthcoming in early 2019.
13. Ensure access to reports to assist member libraries in managing ILS data. Results:
- Two ILS software (Sierra) upgrades were completed in 2018 to ensure access to accurate statistical reports in the most efficient manner available.
14. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols. Results:
- This was ongoing, a general part of standard operations.
 - Continued maintenance and monitoring were helpful for checking consistency and accuracy of records of the database completed throughout the year.
15. 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 information were generated for each V-Cat library to complete their annual report.
16. 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 33 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.
17. 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.
18. Work to expand V-Cat membership and encourage cooperative development through V-Cat. Results:
- Upon request, the Wabeno Public Library was provided anticipated costs (initial membership and ongoing costs) to be a V-Cat consortium member. In November, the Wabeno Public Library Board of Trustees and Wabeno Town Board approved the library's membership in V-Cat, and the contract will be presented to the WVLS Board of Trustees in January 2019.
19. 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:
- In March, the WVLS/V-Cat Steering Committee met to draft a 2019 V-Cat budget. The draft budget was then presented to, and approved by, the V-Cat Council in April and WVLS Board of Trustees in May.

20. **Continue** to assess and evaluate **member libraries'** satisfaction with ILS support, the online catalog and discovery products, and training needs. Results:
- V-cat Council meeting discussions, questions raised and feedback provided via the Help Desk ticketing system, and conversations with area colleagues worked to drive service priorities and allocation of resources. This input was fundamental to the WVLS team's evaluation of ILS support and service response.
 - A formal survey will be shared with V-Cat Council members in 2019.

Indicate new or priority activities relating to this requirement for the plan year (2018).

- 1. Form a migration committee to explore other ILSs and their viability for V-Cat.** Results:
 - Upon learning that significant information about the Next Generation ILS software is expected to be released in the second quarter of 2019, the V-Cat Council made a decision during its September meeting to table this activity for one year.
- 2. Work toward developing sufficient local funding of V-Cat to ensure the stability of its operation and to alleviate the risk in the event of changes to regional library systems in Wisconsin.** Results:
 - Two factors helped insure stability of V-Cat operations pending implementation of Public Library System Redesign recommendations – small, but incremental changes in ILS consortium members' and WVLS financial support for the administration of V-Cat, and small, but incremental increases in V-Cat financial reserves.
- 3. Conduct user survey to evaluate effectiveness of V-Cat from the user's perspective and to support continuous improvement of V-Cat.** Results:
 - See #20 above. Results of the survey tool will help guide the direction and priorities of ILS support, the online catalog and discovery products, and training needs.
- 4. Continue to explore ILS-related products and technologies to improve V-Cat experience for consortium members.** Results:
 - See #3 above.
- 5. Continue to explore ways to collaborate with other systems to improve efficiencies in ILS administration and services.** Results:
 - See #5 above.
- 6. Explore patron empowerment technologies for V-Cat libraries.** Results:
 - See #9 above.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- 1. Continue to work toward developing sufficient local funding of V-Cat to ensure the stability of its operation and to alleviate the risk in the event of changes to regional library systems in Wisconsin.**
- 2. Review V-Cat By-laws, participation agreement, and contracts.**

ADMINISTRATION

2018 ONGOING ACTIVITIES

1. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes*. Results:
 - Monitored by the Division for Libraries and Technology, WVLS staff and Board of Trustees, the system's operations remained in compliance with Wis. Stat. 43.
 - There was one instance of noncompliance brought to the system's attention in mid-2018, and it was resolved by the end of the year.
2. 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 the WVLS staff implemented procedures, to ensure compliance with other Wisconsin laws.
 - No issues of noncompliance were discovered or reported in 2018.
3. Ensure the library system operates in compliance with federal laws, such as the Americans with Disabilities Act and the Fair Labor Standards Act. Results:
 - Staff subscribed to several listservs to keep abreast of any changes to state/federal employment laws.
 - Compliance with policies outlined in the WVLS Employee Handbook was routinely monitored, and potential conflicts were address when necessary.
4. Ensure that all meeting announcements, agendas and minutes are publically available to all member libraries. Results:
 - 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 area.
 - 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 link to this information was also shared with the Division for Libraries and Technology.
 - The Director's Report included in the WVLS Board of Trustees meeting packet was shared with all public library directors via email and included on the WVLS website.
5. 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:
 - The WVLS Board of Trustees Bylaws were updated in October 2017 to allow for remote/online attendance at and participation in WVLS Board meetings.
6. 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 via the "all subscribers" email list to help colleagues stay informed of state and federal legislative news.
 - A legislative report was routinely shared at WVLS Board of Trustees and Library Advisory Committee meetings.
7. 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. Additionally, the annual plan continues to include goals and priorities for several years beyond the current year.
8. **Offer each WVLS trustee access to a supported computer or tablet. Provide end user support on the use of this technology to access board information in digital form.**
Results:
- I-pads continued to be issued to WVLS board members upon request. One-on-one training and troubleshooting assistance was provided when needed.
 - The WVLS-owned I-pads used by WVLS board members were replaced with updated models in fall 2018.
9. Provide current financial and statistical reports for review at each library system board meeting.
Results:
- Monthly financial reports were included in WVLS Board of Trustees meeting packets.
 - Year-end statistical data for 2017 was shared with the WVLS Board of Trustees in January 2018.
 - In early 2018, the 2017 WVLS Statistics booklet was shared with the WVLS Board of Trustees and distributed to public library directors, library board Presidents, county library board Chairs, and area legislators.
10. 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 reviewing expenditures and co-signing checks for each bi-weekly bill run.
 - The monthly “Bills for Approval” and budget reports for WVLS, V-Cat, Information Technology, and Lean WI were shared with, and approved by, the WVLS Board of Trustees during their regularly scheduled meetings.
 - All financial records were made available to the auditor to complete the 2017 WVLS Audit Report.
11. Maintain awareness of available grant and other outside funding sources. Results:
- Wisconsin and national public library listservs were monitored for new and available grant opportunities.
 - System/State//National/Community grants and scholarships were promoted to all libraries via several communication (including social media) channels.
 - A “Grant Resources page, created on the new WVLS website in 2017, was updated in 2018 to include more resources.
12. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries. Results:
- A partnership was created with Northeast Wisconsin (NEWI) libraries to obtain an LSTA grant to provide “Creative Aging in Older Adults” workshops throughout the area in 2019.
 - WVLS helped member libraries eligible for 2018 TEACH grants to complete their applications, and served as “consortia” fiscal agent on their behalf. The grant was used to subsidize development of two workshops – 2018 TECH Days and 2019 STEAM Workshop – and members’ travel to attend.
13. Maintain compliance records. Results:
- All WVLS public library director certification documents and records continued to be scanned upon receipt and stored in a permanent file on the WVLS network.
 - WVLS continued to use a Google “Director Certification” Calendar to track progress on director certification activities and to schedule time communications/reminders with directors and/or DPI.

14. 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, the appendices of this report, and publication of an annual *WVLS Statistics* booklet.
15. Provide for staff and trustee participation in appropriate continuing education activities. Results:
 - The 2018 WVLS budget supported staff and trustee participation in several continuing education activities.
 - Staff members were invited to attend WLA-sponsored activities including Library Legislative Day and spring and fall conferences, and other regional/state/national continuing education and training events.
 - WVLS Board members were welcome to attend WLA-sponsored activities including Library Legislative Day and spring and fall conferences, and WVLS co-sponsored workshops and webinars including Trustee Training Week in August.
16. The library system director **shall** maintain the appropriate level of certification under the provisions of the *Wisconsin Administrative Code*. Results:
 - The WVLS Director attended several sessions of the 2018 Wild Wisconsin Winter Web Conference, Spring WAPL Conference and Fall WLA Conference and several additional webinars.
 - These activities provided over 30 contact hours of education. The requirement is 100 contact hours every five years.
 - Recertified in 2017, the WVLS Director's certification will be up for renewal in 2022.
17. 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:
 - In 2018, sections of the *WVLS Employee Handbook* were revised to align with recommendations from Wisconsin's Department of Employee Trust Funds regarding overtime and compensatory time.
18. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees. Results:
 - The WVLS ILS Administrator/Assistant Director retired on January 8, 2018 and WVLS Youth and Inclusive Services Consultant position changed to a part-time Advocacy position on January 4, 2018.
 - With these changes, and beginning in 2018, the job description for the WVLS Communications Coordinator changed to WVLS Public Library Services Consultant. This position provided consultant and advisory services to member libraries in the area of patron (youth, young adult and adult) services.
 - A new WVLS Education Consultant was hired in January 2018 to provide continuing education and training opportunities for area library personnel and trustees, develop a training curriculum, and to provide consultant services in the areas of customer service, grant writing and multitype library service.
 - In February 2018 a new ILS Administrator was hired.
 - In April 2018 the WVLS NES Administrator resigned his position for a new technology-related position at a local news station.
 - In July 2018 a collaboration with the Northern Waters Library System provided an exchange of expertise in the area of Inclusive Services support from NWLS to WVLS, and continuing education and training expertise from WVLS to NWLS.
 - A PC Support Specialist was hired in September 2018.
 - Retirements for a Technology/V-Cat Support position Business Administrator position were announced in the fall of 2018.
 - With those announcements, a WVLS Database and ILS Support Specialist was hired in October 2018.
 - With the staff changes in 2018, WVLS experienced an overall reduction in staff hours by 32 hours per week.
 - Formal and informal staff evaluations were done throughout the year.

19. 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 2017 financial audit process.
- A cyber-security insurance policy implemented in 2017 was renewed in 2018.

20. Provide for independent audit of WVLS' financial statements and file copy with DLT. Results:

- Kerber Rose completed the audit of WVLS financial records in August.
- The WVLS Board of Trustees accepted the audit as presented at its August meeting.
- A copy of the audit was then submitted to the Department of Public Instruction.

21. Participate in SRLAAW and SOMBAW. Results:

- Staff attended, or had a proxy in place, for all scheduled meetings of SOMBAW and SRLAAW in 2018.
- WVLS co-hosted one SRLAAW meeting, and hosted one SOMBAW meeting in 2018.

22. Maintain and monitor use of reserve funds. Results:

- In March 2018, the WVLS Board of Trustees adjusted 2018 reserve accounts to match 2014-2017 levels – the Resource Development Fund was increased to \$155,000 and the Reserve Fund to \$169,000.
- Funds in reserve accounts may not be used without WVLS Board of Trustees approval.
- In 2018, no funds were requested/expended from these accounts outside of the routine transmittal of two \$100 donations to the Wessler Scholarship Fund in memory of two deceased former trustees.

23. 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 saved (filed, digitized and stored) 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.
- The Wisconsin Public Records Board approved an updated General Records Retention Schedule in 2017 and WVLS will pursue adoption in 2019.

24. 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 2017 lists were shared with KerberRose in April 2018 to complete the 2017 WVLS Financial Audit.

25. 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 its role in the LEAN WI partnership. This partnership, which included the three northern public library systems – IFLS, NWLS and WVLS – provided significant cost savings in capital maintenance and replacement, and staff resources needed for technology support.
- IFLS literacy kits and WVLS makerspace kits were shared and made available to libraries in each system through a Lend-Items software booking program.

26. Pursue opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies. Results:

- WVLS was provided office space in the IFLS office in 2019. The proximity of the WVLS Public Services Consultant with the IFLS Youth Services and Marketing Consultants provided a number of opportunities to

share expertise and enhance services to member libraries in the areas of youth services, marketing and website development and support.

- The LEAN WI partnership afforded increased technology collaboration between three systems – IFLS, NWLS and WVLS.
- A partnership with NWLS provided for the exchange of expertise and enhanced service in the areas of Inclusive Services and Continuing Education and Training.
- A partnership with the Bridges Library System for the “1,000 Books before Kindergarten” app afforded WVLS valuable expertise and availability of a wonderful resource for member libraries and their patrons.
- WVLS collaborated with several public library systems to bring continuing education opportunities like the Wild Wisconsin Winter Web Conference, Trustee Training Week and Tech Days to member library staff and trustees.
- Drafted in late 2018, a MOU with the Southwest Library System will bring significant savings in continuing education and training costs to both systems in 2019.

27. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services. Results:

- Initiated by WVLS, designated communication and marketing coordinators from several public library systems met twice in 2018 to share projects, tools and expertise. Google Folders and an email list were created as a result of the first gathering to provide the group with mechanisms to easily share projects, ask questions, and explore resources and to allow for increased collaboration in 2019.

28. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems. Results:

- New in 2018, WVLS partnered with two public library systems, Manitowoc-Calumet and NWLS, to purchase a trial subscription to Gale Courses at a discounted rate.

29. Encourage and promote collaborative exchanges with other systems in the same region or within the state. Results:

- This activity was ongoing as evidenced by the collaborative activities previously mentioned in various sections of this report.

30. 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 2018 budget.
- This grant opportunity was announced in April and the grant deadline was the end of May.
- Two grants were awarded in 2018:
 - Tomahawk Public Library received a \$5,775 grant to purchase STEAM bins to be used in partnership with Kinship of Tomahawk and St. Mary's Catholic School and to sustain after-school programs at the library.
 - Owen Public Library received an \$8,500 grant to to develop a WiFi Park near the library building in partnership with the City of Owen.

Indicate new or priority activities relating to this requirement for the plan year (2018).

1. **Continue to participate in the statewide PLSR project and share what is learned with WVLS member libraries and trustees.** Results:

- This was ongoing, a general part of standard operations.

2. Ensure the system does not expend more than 20% of the state aid projected to be received in the plan year for administration. Results:

- Expenditures were monitored with each bill run, and monthly reports of all expenditures were shared with the WVLS Board of Trustees.
- While end-of-year totals were not complete at the time of this report and an exact percentage of state aid used for administration was not known, staff is confident the percentage of state aid used for administration fell well below 20%.

3. Ensure the system audit is submitted to the division no later than June 2018. Results:

- With the buyout of Krause, Howard and Company, LLC by KerberRose there was some confusion over the May deadline and the expectation that the audit be shared with the WVLS Board of Trustees in May. The audit was shared with the WVLS Board of Trustees, and an electronic audit file with the Department of Public Instruction, in August.

Indicate new or priority activities relating to this requirement for the plan year (2019).

- 1. Continue to participate in the statewide PLSR project and share what is learned with WVLS member libraries and trustees.**