



January 25, 2020

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 2019.

This report is to be considered in the context of the 2019 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 25, 2020 Board of Trustees meeting to answer questions you might have on this report.

# WISCONSIN VALLEY LIBRARY SERVICE

## **Staff Report**

January-December 2019

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# **2019 STAFF REPORT**

## ***January 25, 2020 WVLS Board of Trustees Meeting***

Note: New or priority activities to the 2019 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.

#### 2019 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, **2019**. Results:
  - Copies of each WVLS/member library agreement (2013) 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.

#### 2019 ACTIVITY RELATED TO THIS REQUIREMENT

1. Provide a signed copy of the WVLS/MCPL agreement for **2019** to the DLT by January 15, **2019**. Results:
  - The 2019 WVLS/Marathon County Public Library (MCPL) Resource Library Agreement was filed with DLT in September 2018.

**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.

#### 2019 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT

1. Provide for reference and interlibrary loan (ILL) referrals for member libraries. Results:
  - This mission critical service was continued in 2019.
  - WVLS maintained the combined catalogs of 25 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 2019, 23 out of 25 member public libraries, 20 school/academic libraries, and one special library participated in WISCAT.
    - Statistics shared at the end of this document report the total items public libraries shared and borrowed in 2019.
    - 2018 member library ILL data was reported in the *2018 WVLS Statistics* booklet which was widely shared within the WVLS community.
  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.
    - 2018 annual ILL statistics were shared in the 2018 WVLS Statistics booklet.
    - 2019 statistics are provided at the end of this document.
  5. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels. Results:
    - Information about WVLS and Resources for Libraries and Lifelong Learning (RL&LL) listservs was provided during orientations for new public library directors and interlibrary loan staff.
    - Email reminders were sent several times in 2019 encouraging subscription to the WISCAT listserv.
  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 2019.
  7. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role. Results:
    - In 2019, 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 document 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 is ongoing. Usage data is shared at the end of this document and also used to complete public and system annual reports.

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 to ensure proper authentication links were in place for all member libraries after RL&LL moved to a new authentication product.
10. Investigate digital resources and provide recommendations to member libraries. Results:
  - A database evaluation group was created to assist WVLS in determining the value of WVLS-provided databases. This group provided constructive feedback on the use and value of these resources, and helped staff decide collection development priorities.
  - The acquisition of new resources, VidCode and Reference USA, was investigate. While both resources had merit, WVLS decided that neither were essential purchases at this time.

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

1. Provide for reference and interlibrary loan referrals for member libraries. Results:
  - Reported above under #1.
2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers. Results:
  - Reported above under #2.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC. Results:
  - Reported above under #3.

**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.

2019 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

**CONTINUING EDUCATION**

1. Maintain calendar of continuing education events. Results:
  - A Calendar was maintained with continuing education events on the WVLS "Continuing Education" webpage. Updates and announcements were regularly posted on the WVLS website, and in the WVLS *Digital Lites* blog, WVLS Newsletter and *Monday Mentions* emails.
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:
  - All 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:

- 73.5 contact hours of continuing education opportunities were offered. The following programs were sponsored or co-sponsored in 2019:

Rethinking Programming (webinar) – .5 contact hours  
Wild Wisconsin Winter Web Conference - 14 contact hours  
What I Wish I Had Known: Reflections of a Public Library Director - .5 contact hours  
Rhinelanders Children’s Book Fest - 3.5 contact hours  
Overcoming the Email Avalanche: Three Steps to an Empty Inbox (webinar) – 1 contact hour  
From Inbox to Completion: The Secrets to Successful Workflow (webinar) – 1 contact hour  
Creativity and Aging: Arts Education for Older Adults – 2 workshops of 6.5 contact hours = 13 contact hours  
Outdoor Learning at the Library: It’s Only Natural (webinar) – 1 contact hour  
The Bubbler Makes Over WVLS – 4.5 contact hours  
Wisconsin Trustee Training Week - 5 contact hours  
WVLS Director’s Retreat “Sustain and Maintain” – 6.5 contact hours  
How (and Why) to Do a Simple External Communications Audit – 1 contact hour  
Creating Compelling Copy – 1 contact hour  
Effective Messaging for Library Support – 1 contact hour  
Tech Days West – 5 contact hours for 3 workshops = 15 contact hours  
Annual Youth Services Workshop “Super Storytimes!” – 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:

- 30 contact hours of continuing education were provided in-person, at a location, within a reasonable driving distance:

Rhinelanders Children’s Book Fest (Rhinelanders) - 3.5 contact hours  
Creativity and Aging: Arts Education for Older Adults (Rice Lake) - 6 contact hours  
The Bubbler Makes Over WVLS (Wausau) – 4.5 contact hours  
WVLS Director’s Retreat (Wausau) – 6.5 contact hours  
Annual Youth Services Workshop (Wausau) – 4.5 contact hours  
Tech Days West (Wausau) – 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  
Rhinelanders Children’s Book Fest - 3.5 contact hours  
The Bubbler Makes Over WVLS – 4.5 contact hours  
Annual Youth Services Workshop (Super Storytimes!) – 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:

- 15 contact hours in technology-related continuing education opportunities, sponsored or co-sponsored by LEAN WI, were offered:

Tech Days West – 5 contact hours for 3 workshops = 15 contact hours

- WVLS subsidized two training grants for staff from T.B. Scott Free Library (Merrill) and Marathon County Public Library to take the WiLS-sponsored WPLC OverDrive Support Course, which provided for 3 contact hours.
7. With input from member libraries, evaluate each CE opportunity and conduct an annual outcome-based evaluation of the system's continuing education program. Share evaluation with member libraries. Results:
    - 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.
  8. Survey member libraries to help WVLS assess continuing education and training needs. Results:
    - Member libraries were informally surveyed during two Library Advisory Committee meetings and two Listening Sessions held in 2019.
    - WVLS Digital Bytes, short training videos developed by staff, included a brief solicitation to viewers to share their training needs and ideas for Digital Byte topics. Feedback was also received throughout the year through email requests from, and consultant conversations with, area colleagues.
    - A formal continuing education survey administered by the Bridges Library System was presented in June 2019 to all Wisconsin public library systems
  9. Continue to host bi-annual gathering of public library directors. Results:
    - The day-long retreat with the theme "Maintain and Sustain," was last held on September 26, 2019. Directors from 26 public libraries, and representing four public library systems, attended. Plans are underway to hold another in the fall of 2021.
  10. Schedule listening sessions for staffs from all types of libraries, **discussions** for public library staff, and "Youth Services Information Exchanges" for all children's and YA staff. Results:
    - Following are the opportunities held in 2019:
      - March 7: Children's Book Fest and Rhinelander Dine Around for school and public librarians serving youth
      - April 9: Listening Session, Westboro Public Library
      - May 21: Youth Services Information Exchange, Loyal Public Library
      - October 3: Youth Services Information Exchange, Minocqua Public Library
      - November 7: Adult Services Summit, WVLS office
      - November 18: Listening Session in Wausau
  11. Continue peer-to-peer mentoring program for new public library staff. Results:
    - Based on feedback public library directors who were recent participants in the program, the WVLS Mentoring Program was revised and improved mid-year to provide for a longer mentor/mentee partnership and offer increased communication among participants.
    - Three mentee/mentor partnerships developed in 2019 include:
      - Peggy O'Connell (Minocqua) and Erica Brewster (Three Lakes)
      - Brandon Hardin (Withee) and Jennifer Thiele (Marinette)
      - Anne Kuipers (Thorp) and Cara Hart (Neillsville/Black River Falls)
    - Three mentee/mentor partnerships that ended in 2019:
      - Stephanie Schmidt (Crandon) and Cara Hart (Neillsville)

Dominic Frandrup (Antigo) and Virginia Roberts (Rhineland)  
Heidi O'Hare (Tomahawk) and Virginia Roberts (Rhineland)

12. Maintain Wessler Scholarship, Association of Rural and Small Libraries (ARSL) Conference Scholarship **and WLA Membership/Professional Development Scholarship**. Results:

- Four Association for Rural and Small Libraries (ARSL) Conferences scholarships, valued at \$1,600 each, were awarded to:
  - Heather Bain, Marathon County Public Library (Hatley Branch)
  - Erica Brewster, Demmer Memorial Library (Three Lakes)
  - Dominic Frandrup, Antigo Public Library
  - Loralee Petersen, Owen Public Library
- ARSL Scholarship recipients shared reports on their conference experiences with the WVLS Board of Trustees in November.
- Three Wisconsin Library Association (WLA) Professional Development scholarships were offered to member librarians to attend either the Wisconsin Association of Public Libraries (WAPL) or WLA Annual Conference, and to become a WLA member. One of the scholarships was designated to a Youth Services librarian. The three grant recipients were:
  - Denise Chojnacki, Rhineland Public Library
  - Stephanie Schmidt, Crandon Public Library
  - Erica Dischinger, Minocqua Public Library (Youth Services)

13. Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended. Results:

- One, \$100 grant was awarded to Stephanie Schmidt, Director of the Crandon Public Library.
- Due to hazardous driving conditions, she and several WVLS staff and board members were unable to participate in this year's event.

14. **Continue to provide** 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 (except November) 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 in 2019:
  - Dropbox
  - Password Protecting a Document
  - Boomerang for Gmail
  - Pressbooks
  - Spring Cleaning for Your Website
  - Scheduling Facebook Posts
  - Forms for Public Library Certification
  - Novelist Plus
  - Writing a Press Release
  - Photo Editing Apps
  - Basic Computer Skills
  - Meeting Tips
  - URL Shorteners
  - Sharing Gale Courses Links
  - MailChimp
  - Scheduling Facebook Posts on Your Mobile Device
  - Print Friendly
  - Free Stock Photos
  - Zoterobib



Online Digital Book Club  
Hemingway App  
Tomato Timer

- Website Services Training
  - March 29, Webmaster Co-Work Day, IFLS Library System
  - October 23, Webmaster Co-Work Day, Thorp Public Library
  - June 11, Webmaster Office Hours
  - July 9, Webmaster Office Hours
  - August 13, Webmaster Office Hours
  - September 10, Webmaster Office Hours
  - November 12, Webmaster Office Hours
  - December 10, Webmaster Office Hours
- WVLS subsidized two training grants for staff from T.B. Scott Free Library (Merrill) and Marathon County Public Library to take the WiLS-sponsored WPLC OverDrive Support Course.

15. **Maintain the WVLS Continuing Education web page with current WVLS and state-wide offerings.** Results:

- Announcements for WVLS workshops and webinars and others across the state, and for state and national conferences, were shared on the WVLS Continuing Education web page.

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

- Recordings were archived on the WVLS website and promoted after the events took place.

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

1. **Coordinate the 7<sup>th</sup> annual Wild Wisconsin Winter Web Conference on January 23-24, 2019 for public libraries in Wisconsin.** Results:

- Fourteen sessions took place, with tracks in Library Leadership, Youth Services, Marketing and Small & Mighty.
- Total attendance for the entire conference was 1,307, with an average of 93.3 attendees per session.

2. **Continue partnership with Northern Waters Library Service to provide continuing education and training opportunities to its member libraries.** Results:

- Continuing education opportunities and *Digital Byte* trainings were promoted to NWLS member public library directors.
- Consultation occurred with the NWLS Director on the marketing webinar series for relevant topics and dates.
- The NWLS Winter Retreat occurred on December 14, 2019, in Seeley.

3. **Evaluate and refine training opportunities, tools and resources offered to member library staffs.** Results:

- The results of the 2019 continuing education survey distributed by the Bridges Library System to all of Wisconsin's public libraries, was discussed with the NWLS Director in anticipation of planning events for 2020.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

**1. Continue partnership with Northern Waters Library Service to provide continuing education and training opportunities to its member libraries.** Results:

- Grant possibilities will be discussed between both systems as they arise.
- *Digital Byte* training ideas will be suggested from libraries in both systems.
- Webinar topics will be discussed and dates consulted.

**2. Evaluate and refine training opportunities, tools and resources offered to member library staffs.** Results:

- Individual workshop and webinar surveys will be evaluated.
- Suggestions will continue to be evaluated by member libraries of both systems.

**CONSULTATION**

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

- Information from the DPI-sponsored State of the State: Services and System Director annual meetings, Library Certification and Continuing Education Consultants' quarterly and annual meetings, and WISCAT user group meetings was shared with appropriate colleagues in the WVLS area.
- Information from the WAPL, ALA, WLA, ARLS, and nationals Library Marketing conferences, Camp Tech-a-Talka, WilsWorld and WiscNet events, 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 Committee, 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 routinely 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, **marketing and graphic design**, and legal issues.** Results:

• **Information and advice was provided in the areas of:**

Administration  
Adult Services  
Advocacy  
    State Library Advocacy  
    County Funding  
    Municipal Funding  
    Infographics  
Annual Report  
Building Projects  
Census  
Certification, Public Library Director  
Collection Development – Selection and Deselection  
Communications  
County Funding

- Friends and Foundations
- Grants and Grant Writing
- Inclusive Services
- Interlibrary Loan and WISCAT
- Makerspace Kits – LendIt Software
- Movie Licensing
- PLSR
- Policies
- Programming – Youth/Adult
- Public Library Directors – Hiring, Job Descriptions, Wages and Benefits
- Public Library Standards
- Public Library System Redesign Project
- Record Retention Schedule
- Social Media Shares (Gale Courses)
- Strategic Planning
- Teen Services
  - Behavior Issues
  - Programming
  - Social Media
  - Space
- Technology
  - Equipment
  - Planning
  - Security
- V-Cat Administration
  - Cataloging
  - Data/Reports
  - Recommended Practices and Procedures
  - Sierra Software
- Voter Registration
- Website
  - Design & Maintenance (WVLS)
    - Abbotsford
    - Antigo
    - Crandon
    - Dorchester
    - Gilman
    - Greenwood
    - Loyal
    - Merrill
    - Minocqua
    - Neillsville
    - Owen
    - Rhinelander
    - Thorp
    - Tomahawk
    - Wabeno
    - Westboro
    - Withee
  - (IFLS Library System Member Libraries)
    - Amery
    - Augusta
    - Baldwin
    - Balsam Lake

- Barron
- Boyceville
- Bruce
- Cadott
- Cameron
- Centuria
- Chetek
- Chippewa Falls
- Colfax
- Cumberland
- Dresser
- Ellsworth
- Elmwood
- Fairchild
- Fall Creek
- Frederic
- Glenwood City
- Hammond
- Ladysmith
- Menomonie
- Milltown
- Ogema
- Osceola
- Pepin
- Phillips
- Plum City
- Prescott
- Roberts
- Sand Creek
- Somerset
- Spring Valley
- Stanley
- Turtle Lake

Workforce Development Partnerships

Youth Services

- Professional Development Programming
- Public and School Library Relationship Building Space
- Summer Reading Program

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

- The Grant Resources webpage was updated and expanded to offer information on several more grant opportunities.
- *Foundations in Wisconsin*, a database purchased by WVLS, was promoted.
- Assistance to member colleagues regarding local, state and national grant opportunities was provided upon request.
- Grant opportunities were promoted via the WVLS *Digital Lites* blog, WVLS Newsletter, email and social media throughout the year. Examples include:
  - “RIPL Scholarship Opportunity Available” December 12, 2019
  - “Public Library & Public School LSTA Subawards Now Available” September 1, 2019
  - “Ezra Jack Keats Mini-Grants Now Available” February 28, 2019
  - “2019-2020 WVLS Innovation and Collaboration Literacy Grant” February 21, 2019
  - “Scholarship Opportunities for ARSL & WLA” February 4, 2019

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 regular communicated with member library directors to share with their board members.
  
6. Assist member libraries in the process of filing annual reports. Results:
  - In October 2017, reminders on gathering statistics during a "tally week" in the month were provided for those libraries planning not to do actual counts for library visits, reference transactions and computer use on their 2018 annual reports.
  - Data to help libraries complete annual report questions in the areas of 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 support when needed via the WVLS annual reports listserv, and directly via email, telephone and in-person consultations.
  - The system and member public library 2018 annual reports reached the Department of Public Instruction by the statutory March 1, 2019 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:
  - Three new directors were hired in 2019, and all three were paired with director mentors.
  - A new director orientation program initiated in June 2019 was employed with two of the new directors, Peggy O'Connell and Anne Kuipers.
  - Monthly check-ins, a new aspect of the director orientation program, were conducted by the WVLS Education Consultant and library mentor.
  - 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:
  - As part of the new director orientation program, five visits from WVLS staff were conducted with the new directors. Visits with remaining WVLS staff will continue in 2020.
  
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 to attend WLA Library Legislative Day (LLD) were offered to staff from member libraries who had not previously participated in the event.
  - Library Legislative Day schedules and briefing materials were coordinated for the WVLS delegation that participated in LLD.

- Three WVLS staff, six WVLS trustees and seven library staff from WVLS member libraries were registered for Library Legislative Day, but only three were able to attend due to extreme winter weather conditions. Nonetheless, those three individuals covered six of the appointments with eleven legislators representing WVLS territory and delivered information folders to the remaining legislative offices.
- Antigo Public Library staff and trustees hosted the presentation of a WLA Library Champion Award to Rep. Mary Felzkowski.
- Staff provided advice and assistance at public legislative listening sessions held at local venues, including member libraries in Abbotsford, Gilman, Withee, Tomahawk and Rhinelander. Staff met with library director and assembly representative in Crandon for state library budget briefing. Staff collaborated with Northern Waters Library Service to coordinate attendance at a listening session held in Phelps (Vilas Co.).
- Staff coordinated statewide colleague testimony for the WLA Library Development and Legislation Committee at legislative Joint Finance Committee public hearings at four locations around the state. WVLS staff attended the hearing in Green Bay to assist the site captain from Nicolet Federated Library System.
- Staff provided state budget initiatives briefing to area librarians attending Children’s Book Fest (Rhinelander).

10. Assist libraries in promoting their value to their communities. Results:

- A 2018 Public Library Annual Report Infographic template and individual infographics for libraries were created upon request.
- Social media templates with public library annual report data were created for member libraries to use.
- The WVLS blog *Digital Lites* featured advocacy-related information throughout the year. Examples included:

- “Census 2020: Why Should We Care?” - November 8, 2019
- “Free Stock Photos” - October 14, 2019
- “Need An-Easy-to-Use Website or New Design?” - September 2, 2019
- “September is National Library Card Sign-up Month” - August 19, 2019
- “Photography in Libraries” - May 22, 2019
- “It’s Time to Celebrate” - March 18, 2019
- “WLA Library Legislative Day is on February 12” - January 7, 2019

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.
- Staff consulted with member library directors on matters regarding ongoing primary funding support from local sources, as well as initiatives to secure additional county funding.
- A 2018 Public Library Annual Report Infographic was created, and budget presentation assistance was provided, for the Edith Evans Community Library in preparation for a Laona City Council meeting.

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

- Staff attended Oneida County Library Board meetings during revision of the *2020-2024 Oneida County Library Plan of Service*.

13. Support member library staff and trustee advocacy efforts at all levels – local, county and state. Results:

- Staff supported trustee members of county library boards in WVLS 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:
- 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.
  - "Photography in Libraries," a *Digital Lites* blog post on May 22, 2019 encouraged libraries to use images to visually share the library story with community stakeholders and city decision makers.
  - "It's Time to Celebrate," a *Digital Lites* blog post on March 18, 2019 encouraged libraries to share their library story during National Library Week with local images and content and resources provided by the American Library Association.
  - Area youth librarians were surveyed about how their library's summer program success and successes in youth services were shared with their team, director, board and the public. They were encouraged to enhance their advocacy efforts with such activities as bi-weekly/monthly reports to their director, curating a school email list, curating a marketing email list, and reaching out to specific groups.
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:
- 2019 was a state budget producing year during which WVLS staff kept member libraries informed about the budget process and timely opportunities for legislative advocacy.
  - WVLS provided information about and encouraged relationship building with members of the state legislative and U.S. Congress.
  - See also number 9 above.
  - Staff led efforts in Northern Wisconsin in the Libraries Activating Workforce Development Skills (LAWDS) project which included the organization of meetings with three Workforce Development Board Directors and four public library systems: IFLS Library System, Northern Waters Library Service, South Central Library System and WVLS.
  - "Libraries!," a presentation summarizing library services, local library expertise, and challenges facing libraries supporting workforce development services, was provided to Workforce Development boards, state officers and library representatives at the August SUPERPAC meeting at the De Forest Area Public Library.
  - "Advocacy: Or how to Communicate the 'What, Why & How' of Libraries to Stakeholders & Decision Makers" was presented at the state's Youth Services Leadership and Development Institute in August at Lake Geneva.
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:
- State and national legislation having potential impact on libraries of all types was monitored.
  - 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 Institute of Museum and Library Services (IMLS) funding and related American Library Association concerns.
  - Legislative updates were provided at regularly scheduled meetings of the Forest County and Oneida County library boards, and WVLS Board of Trustees meetings.
  - The WLA Legislative Newsletter, for which a WVLS staff member serves as editor, 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 (CCBC) Advisory Board and facilitated networking with the UW School of Education and DPI in support of funding for statewide library resource contracts.
  - Staff led efforts in Northern Wisconsin in the Libraries Activating Workforce Development Skills (LAWDS) project which included the organization of meetings with three Workforce Development Board Directors and four public library systems: IFLS Library System, Northern Waters Library Service, South Central Library System and WVLS.
  - Staff hosted and presented at the Youth Services Leadership and Development Institute as part of the leadership team with Tessa Michaelson Schmidt, Department of Instruction Youth and Inclusive Services Consultant, Monica Treptow, Department of Instruction School Library Education Consultant, Shawn Brommer, South Central Library System Consultant, Angela Meyers, Bridges Library System Consultant, and Sue Abrahamsen, Waupaca Public Library Children’s Librarian.
  
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, staff monitored Wisconsin Educational Media & Technology Association (WEMTA) legislative initiatives and awareness of Common School Fund issues.
  - Staff was appointed by the Governor to the Council on Library and Network Development (COLAND).
  - Privacy policies from member libraries were submitted to the Department of Public Instruction in response to Public Library Administration Consultant Shannon Schultz’s request for examples.
  
19. Cooperate with other agencies or organizations for the benefit of member libraries and area residents. Results:
  - WVLS partnered with West Central Wisconsin Workforce Development Board on a Fostering Opioid Recovery through Workforce Development Grant project. The aim of the project is to implement innovative approaches for addressing the economic and workforce-related impact on local communities affected by the opioid and substance misuse and abuse epidemic.
  - WVLS partnered with the League of Women Voters of the Northwoods (LWVNOW) to share voter registration tools developed by LWVNOW with all WVLS library locations before National Voter Registration Day on September 24. Collaborative LWVNOW support for library voter registration assistance was ongoing.
  - WVLS partnership with LWVNOW was shared with SRLAAW and featured in a WLA Annual Conference program called “Get Ready for 2020! Voter Education and Registration Assistant Project” on October 10. Panelists included two LWVNOW members, a member librarian and staff member. The presentation was one of four sessions to be live streamed and archived on the WLA YouTube channel
  - Staff was appointed by the Governor to the Wisconsin Humanities Council.
  
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:
  - Social media shares, press releases, shelf talkers, and flyers promoting Gale Courses were developed and shared with member libraries.



- Social media shares promoting the digital library collection to all ages and for the 2020 Census were created and shared.
- A 2018 Public Library Annual Report Infographic template was created for member libraries to use. Also, individual infographics customized for libraries were created upon request.
- WVLS staff created social media shares that marketed member libraries in several ways using annual report data

21. 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:

- WVLS provided press release templates, social media shares, and statistics to member libraries showing the successful use of Gale Courses by library users pursuing lifelong learning and building workforce development skills and exploring career interests.
- "Photography in Libraries," a *Digital Lites* blog post on May 22, 2019 encouraged libraries to use images to visually share the library story with community stakeholders and city decision makers.
- "It's Time to Celebrate," a *Digital Lites* blog post on March 18, 2019 encouraged libraries to share their library story during National Library Week with local images and content and resources provided by the American Library Association.
- Area youth librarians were surveyed about how their library's summer program success and successes in youth services were shared with their team, director, board and the public. They were encouraged to enhance their advocacy efforts with such activities as bi-weekly/monthly reports to their director, curating a school email list, curating a marketing email list, and reaching out to specific groups.

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

1. **Continue to** provide website layout and design consultation services **to IFLS and WVLS member libraries** upon request. Results:

- Consultation and assistance were provided to member libraries upon request on website graphics for events, programs, and services, and on all aspects of website design, user experience, maintenance and security.
- Staff provided consultation, draft, and live websites for 21 libraries in WVLS and IFLS Library System including: Abbotsford, Baldwin, Bruce, Centuria, Chippewa Falls, Crandon, Cumberland, Dorchester, Dresser, Ellsworth, Glenwood City, Greenwood, Ladysmith, Loyal, Milltown, Ogema, Plum City, Rib Lake, Sand Creek, Spring Valley, and Thorp
- Assistance and draft websites were provided to nine libraries in WVLS and IFLS Library System: Balsam Lake, Barron, Cameron, Chetek, Dresser, Fairchild, Owen, Phillips, Stanley
- Website design consultation was offered to the Minocqua Public Library when developing a website process with a library volunteer.
- Website support and training were offered to member libraries in the WVLS and IFLS Library System through the following:
  - March 29, Webmaster Co-work Day, IFLS Library System
  - October 23, Webmaster Co-work Day, Thorp Public Library
  - June 11, Webmaster Office Hours
  - July 9, Webmaster Office Hours
  - August 13, Webmaster Office Hours
  - September 10, Webmaster Office Hours
  - November 12, Webmaster Office Hours
  - December 10, Webmaster Office Hours

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

- An in-person meeting was held in April with nine public library system representatives who have a focus in marketing and/or communications. The main agenda item was to discuss the creation of a statewide marketing plan template to roll out in early 2020.
- A second in-person meeting was held in November to review the draft public library marketing plan template and to discuss next steps.

3. **Continue to** facilitate opportunities for designated communications/marketing coordinators from other systems to share expertise, projects, resources and tools. Results:

- Meetings of public library system cohorts included time for sharing of projects, expertise and new tools colleagues were using.
- Cohort members were encouraged to drop projects into shared Google folders for all to access.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

1. Evaluate and refine website layout and design consultation services. Results:

**DELIVERY**

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

2019 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

**ELECTRONIC DELIVERY OF INFORMATION**

1. Produce/distribute annual statistical report and listing of system membership benefits. Results:

- The *2018 WVLS Statistics* booklet, which included benefits of the system/member library partnership, was completed in March.
- Copies of the booklet were printed and distributed to member library directors, library board Presidents, county library board Chairs, the WVLS Board of Trustees, municipal and county clerks and area legislators.
- The *2018 WVLS Statistics* booklet was made available online via the WVLS website.

2. Continue to use a communications and marketing plan to guide and coordinate communications methods to/from member library staff and trustees. Results:

- A document to highlight WVLS Marketing and Communications intentions was created. To share system, state and national events, initiatives and information with our member libraries, using the following:
  - *Monday Mentions*: a weekly email sent every Monday at 12 pm with upcoming news and events
  - WVLS Facebook Page
  - *Digital Lites*: Weekly blog posts on library news and events.
  - Monthly Newsletter: email newsletter sent at the beginning of each month.

To provide resources and tools to our member libraries for their own marketing purposes, including the following:

- Social Media Shares (Gale Courses, 2020 Census Information, Holiday Closures)
- Website Services
- Logo Creation
- Press Releases (2019 AP Style Guide available through WVLS)
- Training on Marketing Design Tools (Canva)

- Continuing Education on Marketing
- Marketing Consultation
- Proofreading

To promote the important work of our member libraries, using the following:

- WVLS Facebook page
- Monthly Newsletter

3. Continue publication of a **monthly** newsletter and encourage member libraries to contribute.  
Results:
  - Twelve monthly WVLS newsletters were created in 2019. Newsletter topics included system news, new staff hires, features on member libraries, and state news. The newsletters were emailed via MailChimp and posted on the WVLS webpage.
4. Publish weekly contributions to the WVLS blog *Digital Lites*. Results:
  - 51 *Digital Lites* blog posts were created in 2019. 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:
  - Five to seven Facebook posts were created and posted per week in 2019. Content included trends in libraries, humor in libraries, system and member library events, upcoming conference information, and announcements when new *Digital Bytes* training videos were recorded.
  - System and area youth services colleagues contributed content to the Youth Services Information Exchange (YSIE).
  - A subchannel for the Wild Wisconsin Winter Web Conference in the WVLS YouTube Channel was created to archive webinars.
  - Twitter was discontinued in 2019 due to social media trends.
6. Create and share ready-made promotional templates that promote library services and programs.  
Results:
  - See activities reported under *Consultation* above.
7. **Enhance the** website, and management/hosting strategy for internal and member library use.  
Results:
  - The opportunity remained available for any member library to convert its website to the Lean WI WordPress service option.
8. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS. Results:
  - Assessment and improvements to the WVLS website were made throughout the year.
  - Specific website pages designed and updated include: 2020 Census, Building Resources, MCPL System Exploration, and Workforce Development Resources.
  - Buttons were created to access meeting materials, reports, committee information and bylaws for WVLS BOT and V-Cat Council.
  - Anchor links were integrated into lengthy pages to enable viewers to easily return to the top of the page.
  - WVLS Annual Report data was added to the bottom of the homepage.
9. Keep web-based *Directory of Libraries and Librarians* updated. Results:

- Changes were made to the Public Library Directory, V-Cat Library Staff Directory and K-12 Library Directory when necessary.

10. Enhance professional development section on the WVLS website. Results:

- The Continuing Education, Director Certification, and Mentoring Program pages were updated with new information throughout the year.
- While the WVLS New Director Orientation program was revamped mid-year, the new process was not published on the WVLS webpage.

11. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification. Results:

- All 2019 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:

- 2020 Census, Building Resources, and Workforce Development web bibliographies were created and made available to share via the WVLS website.

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 added and/or modified throughout 2019.

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

1. **Continue to share weekly reminders via “Monday Mentions” email to the WVLS all-subscribers list.** Results:

- Following its inception in 2018, the “Monday Mention” email to all WVLS subscribers received favorable feedback from readers.
- As it has proven to be a valuable communications tool, *Monday Mentions* continued in 2019 and will be continued in 2020.

**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 2019.
- Marathon County Public Library dropped its 5-days per week delivery to the Rothschild branch to 3-days per week, consistent with its other branches.
- An additional delivery to the Wabeno Public Library began in May 2019 when it became a member of V-Cat.

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 them.
  - Libraries in Minocqua, Three Lakes and Rhinelander continued to subsidize courier stops beyond the three paid by WVLS
  - Statistics in an appendix at the end of this document report annual courier volume and number of stops.
3. 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 2019.
  4. Request monthly volume statistics from Waltco and share yearly data with the WVLS Board of Trustees and member libraries. Results:
    - Monthly volume statistics received from Waltco are shared in an appendix at the end of this document.
  5. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website. Results:
    - The Courier webpage was updated with delivery schedules and routes when necessary.
    - Member libraries received email announcements throughout the year on library closures and Waltco service news.
    - Information about library closures was shared with Waltco as needed.
    - Best practices were shared periodically via a *Monday Mentions* email.

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

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:
  - See report under number 1 above.
2. Ensure local delivery service is available to member libraries at least five days per week. Results:
  - See report under number 2 above.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Results:
  - Three courier stops per week to member public libraries and service sights will be subsidized in 2020.

**SERVICE AGREEMENTS**

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

2019 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 update.

## **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.

2019 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:
  - Funding for Gale Courses on behalf of member libraries continued for a second year. Continued funding for this product will be under review in 2020.
  - Subscriptions were continued for Ancestry, Small Engine Repair, Novelist Plus (nonfiction), Novelist Select, and Foundations in Wisconsin.
  - A subscription to the EBSCO Discovery Service was continued in 2019.
  - A WVLS OverDrive Advantage account, developed through a \$20,000 subsidy from WVLS in 2017, was continued.
  - Katie Zimmermann (MCPL) continued to chair the WVLS OverDrive Advantage Collection Development Committee charged to select titles to extend the breadth and depth of the collection available through the WPLC Consortium to our member public libraries.
  - The WVLS OverDrive Advantage account was supported in 2019 through a 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, the WVLS Resource Library, as a requirement of the 2019 MCPL/WVLS Resource Library Agreement.
  - The WVLS Board of Trustees approved to continue the grant to MCPL in 2020.
3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections. Results:
  - While member libraries were able to access the OverDrive database to aggregate usage statistics, WVLS also compiled this data, as well as usage data for WVLS databases, to help member public libraries complete their 2018 annual report.
  - Annual usage data for WVLS databases and OverDrive is provided at the end of this document.
4. Encourage collaborative collection development by member libraries in selected subject areas.  
Results:

- While the V-Cat Council voted to allow libraries to share their magazines with other libraries in the consortium, activities that focused specifically on collection development collaboration were not accomplished in 2019.
5. Continue membership in the Wisconsin Public Library Consortium to provide access to **the Wisconsin Digital Library, Wisconsin Author Project and Biblioboard initiatives.**  
Results:
    - Membership in the Wisconsin Public Library Consortium (WPLC) was continued in 2019. This membership offered member library patrons access to a significant digital collection of e-titles in book audio and video formats and provided WVLS with access to collaborative and innovative WPLC projects of potential benefit to members.
    - Staff attended all WPLC Board meeting and WPLC Round Table meetings in 2019.
    - Staff accepted nomination to serve as WPLC Vice-Chair in 2020.
  6. Subscribe to professional journals and route to interested member libraries. Results:
    - Subscriptions to several professional journals were continued in 2019, and many of them were routed to interested area library staff throughout the year.
    - The collection of professional journals that WVLS routes to members was on display at the Public Library Director's Retreat.
    - A list of these resources was shared during orientations for new directors.
  7. Maintain a professional materials collection and make titles available for loan to any library in the state. Results:
    - Several new titles were added to the WVLS professional collection in 2019.
    - The WVLS professional collection was made available to all member libraries through V-Cat and throughout the state via WISCAT.
  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 Makerspace Collection was highlighted at the 2019 Director's Retreat.
    - An additional Breakout EDU Kit was added in 2019.
  9. Continue to share reader's advisory/collection development information with area libraries. Results:
    - The *Digital Lites* blog had several posts on this topic:
      - "Summer is Over: Let's Tend to Our Collection" - October 24, 2019
      - "Teen Reader's Advisory Tools" - July 29, 2019
      - "Use NovelList Plus for that Perfect Summer Read" - May 14, 2019
    - The 32<sup>nd</sup> annual Rhinelander Children's Book Fest on March 5 and 6 provided collection development information and opportunity for hands on book examination led by representatives from the Cooperative Children's Book Center (CCBC).
    - Copies of *2019 CCBC Choices* were distributed to all member libraries and branches.
    - Readers advisory/collection development information was shared via K-12 and public librarian listservs and the private youth services Facebook group throughout the year. Examples: monthly emails that included starred reviews via WVLS and IFLS youth services consultant partnership, ALSC Notable Books lists, recommendations for tough tween readers, graphic novels, information for National Children's Book Month, YSS Blog Throw it Thursday and Best Teen Books of the Decade.

- 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:
    - Consultation was provided to member libraries that had errors in digitized collections, with processing raw digitization data, and to remove public access to inappropriately displayed and labeled digitized resources.
  11. Help member libraries with weeding and/or inventory projects. Results:
    - Assistance was provided to member libraries with weeding and collection development in youth and teen collections.
    - Assistance was provided in generating Sierra reports (tools) to guide member library weeding and collection development decisions.
  12. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board. Results:
    - WVLS staff on the WPLC Board and WVLS member library representative to the WPLC Steering Committee solicited feedback on behalf of the groups regarding potential funding model increases for the future, Biblioboard product and Wisconsin Author Project, the Macmillan Publisher six-week embargo for libraries, always available vs on demand collections, and temporary digital cards.

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

1. Explore digital periodical subscriptions and funding via member libraries. Results:
  - This effort will continue into 2020 with the help of the WVLS Database Advisory Group.
2. Continue to develop collaboration with IFLS on Project ION (digitization project). Results:
  - Collaboration with IFLS on Project ION activities in accordance with demand from member libraries continued in 2019.
  - WVLS and IFLS Library System members interested in digitization communicated with each other via a digitization email listserv established just for this purpose in 2018.
3. Partner on digitization training and support with other libraries and systems. Results:
  - Staff attended digitization training as part of the LSTA Digitization Grant received by the South Central Library System to develop digitization resources accessible to all Wisconsin's public libraries.
4. Accelerate support for digitization projects and provide adequate resources to sustain projects and participation in Recollection Wisconsin. Results:
  - Collaboration with IFLS on Project ION activities in accordance with demand from member libraries continued in 2019.
- 5. Implement year-long trial subscription to Gale Courses. Evaluate product in third quarter 2019, and explore funding for subscription renewal if necessary.** Results:



- Gale Courses was renewed for 2020 and will continue to be evaluated by WVLS staff with the assistance of the Database Advisory Group.

**6. Evaluate contracts and usage for WVLS subscription-based electronic resources provided for member libraries and their patrons.** Results:

- The Database Advisory Group and WVLS staff met several times throughout 2019 to evaluate usage and value of WVLS provided databases.
- With Database Advisory Group guidance, WVLS discontinued subscriptions to *Hobbies and Crafts Reference Center* and *Home Improvement Reference Center*.
- This group with WVLS staff also evaluated the usage and value for *NovelList Plus*, *Small Engine Repair*, *Ancestry*, and *Gale Courses*. These resources were renewed.

**Indicate new or priority activities relating to this requirement for the plan year (2020)**

1. Explore alternative funding to support the WVLS OverDrive Advantage account. Results:

- Information that outlined the state of funding for the WVLS Overdrive Advantage Collection, and explained how WVLS was able to accept donations to this collection from libraries and individuals, was distributed to member libraries.

2. **Evaluate contracts and usage for WVLS subscription-based electronic resources provided for member libraries and their patrons.** Results:

- Evaluation of WVLS-subsidized databases was ongoing as patron and library needs continued to evolve.
- A Database Advisory Group, member library staff experienced in using the databases made available by WVLS, informed WVLS purchasing decisions for 2020.

**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:

- Staff continued annual Youth Services calls to all youth services librarians at WVLS member library locations.
- The December 4 Youth Services "Super Storytimes!" Workshop provided guidance to 43 public library youth staff from eight library systems including WVLS on storytime intentionality, professional practice and resources, planning and execution.
- New directors and youth librarians at member libraries were included in mentoring circles and provided individual consulting upon request.
- Consultation with youth services colleagues was provided on such topics as designing summer reading programs, storytime design and behavior management, teen behavior, teen programming, teen spaces, assessing summer reading programs and youth programs, advocacy, 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 public libraries including all Marathon County Public Library branches during the summer months.
  - Staff requested pictures from performances at member libraries to post on social media.
3. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects. Results:
- Staff continued annual Youth Services calls to all youth services librarians at WVLS member library locations.
  - YSIEs (Youth Services Information Exchanges) were held at the Loyal and Minocqua public libraries to discuss library/staff needs, service trends and challenges in providing service to youth.
  - These topics were also addressed at the Rhinelander Dine Around following the March Children's Book Fest in Rhinelander.
  - During WVLS Library Advisory Committee meetings, public and school library staffs discussed services challenges, identified networking barriers and sharing continuing education and training needs.
4. Assist member libraries in marketing youth and young adult activities. Results:
- Annual phone conversations with area youth services staff addressed advocacy for youth service initiatives and publicizing library services to youth.
  - Youth librarians were encouraged to share their successes with each other through WVLS newsletter submissions, on the private youth services Facebook page, and during YSIEs.
  - Resources on the "Marketing & Infographics" and "Advocacy" pages of the WVLS website were shared with area youth services colleagues throughout the year.
  - Cooperative Summer Library Program materials, including a substantial manual in digital format that included marketing tools adaptable for year 'round use, were distributed to member public libraries in preparation for the 2019 summer library program.
  - A Collaborative Summer Performer Booking spreadsheet was maintained to offer methods for booking performers collaboratively to achieve discounted performer rates, and to find new performers.
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:
- Sixteen WVLS libraries were part of the WVLS Movie Licensing USA contract when it was renegotiated and renewed on April 1.
  - The additional Anime license acquired in previous years was discontinued for 2019.
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:
- A Rhinelander "Dine Around" following the March Children's Book Fest brought youth librarians (representing small, medium and large public libraries) and school librarians together at local restaurants to discuss youth services matters over lunch. A brief of those discussions was submitted to DLT and the WVLS Board.
7. Partner with the DPI/HLT 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 attended a casual Youth Consultant's Breakfast at WAPL Conference to discuss system and statewide initiatives.

- WVLS Youth Services Information Exchanges (YSIEs) were cross-promoted and attended by member library youth librarians and system consultants from NWLS, IFLS, SCLS, NFLS, and WVLS.
  - A partnership with IFLS Youth Services Consultant provided monthly Starred Reviews for youth materials, continuing education opportunities and other topical brainstorming assistance of benefit to member libraries in both systems.
  - Staff attended the DPI-sponsored annual meeting for public library system consultants.
  - Assisted DPI as distribution conduit to ensure Growing Wisconsin Readers brochures, bookmarks and posters in English, Spanish and Hmong were sent to WVLS member libraries.
  - Initiated *Digital Byte* collaboration with DPI Youth Consultant to develop a video training tool to assist libraries with recording programming statistics accurately in the Wisconsin Public Library Annual Report.
8. Facilitate collaborations on youth and young adult services. Results:
- Continuing education and networking opportunities were routinely shared with WVLS school and public librarians in the area of early literacy as well as other topics promoted by state and regional agencies.
  - Staff consulted with winners of the 2019-2020 WVLS Innovation and Collaboration Literacy Grant - Tomahawk Public Library and Rib Lake Public Library – throughout the year.
9. Continue collaboration with the Bridges Library System to further support the “*1,000 Books Before Kindergarten App*” offered to member libraries. Results:
- A partnership with 8 other public library systems in the “1000 Books Before Kindergarten” app consortium that was initiated by Bridges Library System in 2016, provided the app to interested member libraries and their patrons.
  - Other members in the “1000 Books Before Kindergarten” app consortium included: Arrowhead Library System, IFLS Library System, Lakeshores Library System, Milwaukee County Federated Library System, Nicolet Federated Library System, South Central Library System and Winnefox Library System.
  - Staff responded to 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.
10. Assist member libraries in the development of coding and STEM/STEAM/STREAM programs for children and teens. Results:
- A May WVLS “The Bubbler Makes Over WVLS” workshop featured two team members from the award-winning Madison Public Library’s “Bubbler” and a Bubble Artist in Residence who presented information on the development of The Bubbler’s mission, space, programs and services which focus on STREAM, and partnerships that have evolved out of “The Bubbler” development.
  - Coding program ideas were shared on the YSIE Facebook page.
11. Maintain the WVLS Youth Services Information Exchange (YSIE) Facebook page to encourage the exchange of ideas and resource sharing. Results:
- Frequent contributions to YSIE Facebook page shared YSIE meetup reminders, workshop and webinar reminders, WVLS and DPI youth services announcements, programming ideas, WVLS member library program features, and articles and professional resources from WLA Youth Services Section/ALSC/ALA/PLA and other professional youth resources/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).**

1. **Include Youth Services Librarians in WLA Membership/Professional Development Scholarship.** Results:

- Three Wisconsin Library Association (WLA) Professional Development scholarships were offered to member librarians to attend either the Wisconsin Association of Public Libraries (WAPL) or WLA Annual Conference, and to become a WLA member. One of the scholarships was designated to a Youth Services librarian. The three grant recipients were:  
Denise Chojnacki, Rhinelander Public Library  
Stephanie Schmidt, Crandon Public Library  
Erica Dischinger, Minocqua Public Library (Youth Services)

2. Provide WVLS Innovation and Collaboration Grants **to partnering WVLS libraries to develop early literacy centers and early literacy programming for their communities.** Results:

- WVLS awarded its first WVLS Innovation and Collaboration Literacy Grant to the Rib Lake and Tomahawk public libraries.
- As part of the grant requirement, the libraries transformed their spaces. New features include: a log cabin, tree sculpture, a 17-foot mural from a local artist, bilingual signage and activities, new furniture, refurbished furniture, new light fixtures, and more.
- Youth services staff from the Rib Lake and Tomahawk public libraries presented the grant proposal and their progress at a WLA Conference Poster Session at the Kalahari Resort in Wisconsin Dells.
- Grand openings at both libraries are planned for 2020.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

1. Provide WVLS Innovation and Collaboration Grants **to partnering WVLS libraries to develop early literacy centers and early literacy programming for their communities.** Results:

- Assist the Rib Lake and Tomahawk public libraries to complete their Innovation and Collaboration Grant requirements.

2. **Attend the national ALSC (Association for Library Services to Children) Institute and share what is learned with youth services colleagues.** Results:

- The 2020 WVLS Budget supports staff participation in this opportunity.
- Because of the conference's proximity to Wisconsin, this opportunity will be promoted to WVLS libraries.

## **INCLUSIVE SERVICES**

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

2019 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

1. **Through a partnership with Northern Waters Library Service,** 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.* Results:

- Consultations occurred by phone and email with member colleagues upon request throughout the year.

- NWLS staff attended a DPI-hosted meeting of public library system Inclusive Services Consultants on behalf of WVLS.
  - NWLS staff participated in a 2019 "Toward One Wisconsin" inclusivity conference in Milwaukee on behalf of WVLS.
  - An IDEA (Inclusive, Diversity, Equity and Access) Team was formed with representation from NWLS and WVLS to coordinate and support the inclusive services programs of each system. IDEA Team members included: Laurie Ollhoff (Merrill), Sue Heskin (Superior), Jeanne Wolfe (Lac du Flambeau), Emilie Braunel (Sayner) and Angie Bodzislav (Spooner).
2. Maintain collection of professional materials on inclusive services. Results:
    - No new titles were added to the WVLS Professional Collection in 2019.
  3. **Share Inclusive Services information and resources via WVLS communications channels (blog, email, newsletter).** Results:
    - Six "Inclusive Services Update" emails were shared with member libraries throughout the year.
    - "Inclusive Services Updates" announced upcoming continuing education opportunities, inclusivity service considerations, challenges to inclusivity and resources to consider, IDEA Team activities, and collection development tools.
  4. **Maintain current and relevant Inclusive Services resources and tools on the WVLS website.** Results:
    - Developed in 2018, an Inclusive Services webpage was maintained to aggregate resources on inclusive services topics helpful and relevant to member libraries.
  5. **Participate in** regional **Inclusive Services** collaborations with member libraries, appropriate agencies, and other systems. Results:
    - In early 2019, an IDEA (Inclusive, Diversity, Equity and Access) Team was formed with representation from NWLS and WVLS to coordinate and support the inclusive services programs of each system. IDEA Team members included: Laurie Ollhoff (Merrill), Sue Heskin (Superior), Jeanne Wolfe (Lac du Flambeau), Emilie Braunel (Sayner) and Angie Bodzislav (Spooner).
    - The IDEA Team met several times throughout the year to assess ways in which to best support member libraries in the area of inclusive services, and to plan future continuing education and LSTA grant projects.
  6. Support member library outreach efforts to extend services to underserved populations. Results:
    - Consultations with member library colleagues were provided upon request.
    - Continuing education opportunities on Inclusive Services were offered by WVLS in 2019 and announcements of other relevant workshops and webinars were frequently announced.
    - The Inclusive Services webpage was updated to include more tools and resources.
    - Six "Inclusive Services Update" emails shared with member libraries throughout the year featured inclusivity service considerations, challenges to inclusivity and resources to consider, and collection development tools.

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

1. **Through a partnership with Northern Waters Library Service,** 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*. Results:

- See activities reported under number 1 above.
2. **Develop an IDEA (Inclusive, Diversity, Equity and Access) Team, with 2-3 members from both NWLS and WVLS to meet 2-3 times annually to address member libraries' Inclusive Services needs and to facilitate implementation of Wisconsin's Department of Public Instruction Inclusive Service initiatives.** Results:
    - Formed early in the year with colleagues from NWLS and WVLS, the IDEA Team met several times throughout the year to assess ways in which to best support member libraries in the area of inclusive services, and to plan future continuing education and LSTA grant projects.
    - The IDEA TEAM will be looking for additional members in 2020.
  3. **Provide an Inclusive Services continuing education opportunity for member libraries.** Results:
    - A "Creativity and Aging: Arts Education for Older Adults" workshop was held in Rice Lake in April.
    - Inclusive services was presented as one of the three table topics at this year's WVLS Director's Retreat held in September.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

1. **Through a partnership with Northern Waters Library Service,** 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*. Results:
  - The 2020 WVLS Plan of Service continues the WVLS partnership with NWLS to enhance each system's Inclusive Services program on behalf of its member libraries.

**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.

**2019 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 4 and August 15 in the WVLS office.
  - Agendas and minutes of LAC meetings were archived on the WVLS website.
  - The WVLS Board of Trustees approved a 2020 WVLS LAC roster during its November 2019 meeting.
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed. Results:
  - The "WVLS ALL" and "WVLS K-12" email lists were used to share grant information and service trends having a school library focus. The *Digital Lites* blog post, "[Public Library & Public School LSTA Subawards Now Available](#)" was shared with colleagues in September.
  - The *Digital Lites* blog post, "[Ezra Jack Keats Mini-Grants Now Available](#)", was posted in February.

3. Provide consultant services to all types of libraries in the WVLS area. Results:
  - Staff responded to questions from all types of libraries in the WVLS area via email and phone conversations throughout the year. See also activities reported under S43.24 (2)(e) CONSULTATION (pgs. 8-14)
4. Provide reference and interloan services to all types of libraries in the WVLS area. Results:
  - All member public libraries shared 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.
  - All types of libraries were encouraged to contact WVLS for assistance with reference questions and WISCAT/Interlibrary loan.
5. Invite libraries of various types to attend and host WVLS continuing education events. Results:
  - Continuing education events in the form of in-person workshops and online webinars were promoted via the WVLS *Digital Lites* blog, *Monday Mentions* email, monthly 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 forward to libraries of all types located in their respective service area.
6. Encourage libraries of all types in the WVLS area to join WVLS' listservs as appropriate for their positions, to subscribe to the WVLS newsletter, and to browse the WVLS blog *Digital Lites*. Results:
  - Communications tools were promoted at Listening Sessions; YSIE opportunities; WVLS Board, LAC and V-Cat meetings, and when consulting and/or networking with member colleagues.
7. Announce available grants for area libraries of all types to consider. Results:
  - Frequent grant announcements were made in the WVLS *Digital Lites* blog, *Monday Mentions* emails, and via the WVLS Facebook page.
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:
  - New approaches for outreach were discussed at LAC meetings to encourage participation and collaboration between libraries of all types.
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, The Bubbler Makes Over WVLS, and the Youth Services Workshop were promoted to all libraries in the WVLS area, and attendance by all was encouraged.
  - Applicable to all libraries, the following *Digital Byte* trainings were developed and shared on the WVLS website in 2019:
    - Dropbox
    - Password Protecting a Document
    - Boomerang for Gmail

Pressbooks  
Scheduling Facebook Posts  
Photo Editing Apps  
Basic Computer Skills  
Meeting Tips  
MailChimp  
Scheduling Facebook Posts on Your Mobile Device  
Print Friendly  
Free Stock Photos  
Zoterobib  
Online Digital Book Club  
Hemingway App  
Tomato Timer

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

- Staff was appointed by the Governor to the Council On Library And Network Development (COLAND) in July. COLAND spans a variety of library types, works at a broad level to maintain awareness of meaningful library related issues and efforts, and makes recommendations to the State Superintendent of Public Instruction regarding school, public, academic, and other library types.
- Staff served on WLA's Library Legislative and Development (LD&L) Committee and routinely represented WVLS interests to both legislators and DPI. Through LD&L involvement, staff monitored Wisconsin Educational Media and Technology Association (WEMTA) legislative initiatives and awareness of Common School Fund issues.
- WVLS partnered with the League of Women Voters of the Northwoods (LWVNOW) to share voter registration tools developed by LWVNOW with all WVLS library locations before National Voter Registration Day on September 24. Collaborative LWVNOW support for library voter registration assistance is ongoing.
- Staff was appointed by the Governor to the Wisconsin Humanities Council.
- Staff was selected to sit on UW Madison's iSchool Alumni Board for a one-year term.

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

- Due to time constraints and other service priorities, this activity was not addressed in 2019.

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

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:

- Meetings of the WVLS Library Advisory Committee were held in the WVLS office on April 4 and August 15.
- Agendas and minutes of LAC meetings were shared with the WVLS Board of Trustees and posted to the WVLS website.
- The WVLS Board of Trustees approved a 2020 WVLS LAC roster during its November 2019 meeting.



## **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 5<sup>th</sup> January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

2019 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

### **TECHNOLOGY / NETWORK**

**1. Facilitate continued development and expansion of “LEAN Wisconsin” (LEAN WI), a technology resource sharing partnership between multiple systems, and “Libraries Win”, the joint technology services platform it hosts and maintains. Establish and adopt first iteration of joint LEAN WI Library System Long Range Strategy and Operational Technology Plan.** Results:

- In January, DPI announced that FY2018 LSTA grant funding was still available for projects, though now on a condensed timeline, and presented Library Systems with a new framework for LSTA funding eligibility towards technology projects which required inter-system collaborations for the bulk of available funding. The LEAN WI partnership was already well positioned to leverage the new framework with its collaborative nature matching the collaboration requirements. LEAN WI established the Aggregation, Realignment, and Consolidation (ARC) – Phase 1 Project that enabled the partnership to procure additional centralized computer management licensing (already planned) which was then deployed jointly and has already reduced the overhead of manual application configuration and deployment processes significantly.

After the accelerated project proposal, application process, and application acceptance was completed, an additional amount of funding was further allocated to Library Systems with the collaboration requirement. While processing the ARC project application, LEAN WI was simultaneously leading and hosting a slate of remote meetings with peer technology leadership in other systems. From that, another collaboration effort already in the works with leadership from LEAN WI, SCLS, and many other systems came together as the Statewide Backup Collaboration Project which SCLS applied for as LSTA project management and is acting as fiscal agent for.

What typically might have been 12 to 18 months’ worth of coordination and planning efforts across many library systems was successfully condensed (leveraging some work already in progress) into a 3 to 4-month timeframe. The shift in prioritization to these otherwise additive, major LSTA-funded projects affected the timeline of LEAN WI project efforts internally but the partnership is catching back up while continuing to gradually expand some of its project scoping due to the measured increase in inter-system collaborations and projects catalyzed by the FY18 and FY19 LSTA Grants.

- As the FY2018 LSTA grant processing window was closing, the FY2019 LSTA grant window was opening. Working with SCLS and other collaborators, LEAN WI committed its collective allocation to help cover the remaining balance of capital expense for the Backup Collaboration Support as well as operational expenses for the related facilities used in the LEAN WI datacenter.
- Though project timelines were paused or pushed back due to the significant efforts invested in the LSTA projects above, the first revision of the LEAN WI Joint Technology Strategy and Operation Tech Plan was adopted and submitted to DPI for all three partners in December.

**2. Facilitate strategic growth in the LEAN WI membership and lead efforts of technology collaboration with other library systems and organizations.** Results:

- Northern Waters Library Service (NWLS) began preparing with IFLS and WVLS to join the LEAN WI partnership in 2019, with a new MOU formed between the partners in February 2019.
- Hosted several FY18 LSTA opportunity discussions soon after receiving notification which led to multiple systems discussing and eventually participating in the Statewide Backup Collaboration project.
- In early 2018, LEAN WI began working with the Dell Reps for WVLS to establish consolidated/joint quoting and procurement access to deduplicate time consuming vendor relationship management and quoting renewal process efforts. LEAN WI discussed this process with SCLS and worked with the to co-lead a communications effort with other Library Systems and to leverage the strong relationship and larger starting procurement metrics of SCLS with their Dell team to attempt a similar effort. LEAN WI continued to pursue both paths to ensure at least one succeeded and abandoned its own initial efforts in January of 2019 when the Statewide Computer Procurement Group effectively started in its joint business-relationship capacity with Dell, seeing discounts from 1-5% stronger due to the larger overall scale. LEAN WI continues to review alternative vendors and procurement options regularly.
- On November 5<sup>th</sup>, LEAN WI technology managers met with the Winding Rivers Library System technology and ILS managers to discuss needs and challenges regarding ILS Hosting in general, and more specifically LEAN WI infrastructure and ILS hosting capabilities.
- Coordinated initial meeting between Sierra ILS Administrators on April 25th and formed an email group, "Coalition of Innovative Admins."

3. **Maintain strategic and operational awareness of federal, state, and regional programs and efforts intended to support and empower library technology services, including: Universal Service Administrative Company School and Library Program (USAC SLP – erate), TEACH Wisconsin, BadgerNet, Wisconsin Dept. of Public Instruction Public Library Development Team (DPI PLD), Public Library System Redesign (PLSR), Wisconsin Public Library Consortium (WPLC), and others.** Results:

- LEAN WI partners worked with TEACH program team members to update member library profile information in the USAC erate portal.
- LEAN WI partners learned preliminary information at WAPL about the intention of the TEACH program to increase support for head end (Library System) data circuits above 1Gbps. LEAN WI coordinated with SCLS staff to invite the TEACH program administrator, Matt Yeakey, along with representatives from AT&T to an annual Library System technology peers' event to discuss this and new service offerings in the BadgerNet platform.
- LEAN WI continues to host and maintain an email list for Library System technology peers and DPI erate and technology consultants to communicate as needed. This email list was used extensively throughout 2019 for information sharing and project coordination for multi-system LSTA and computer procurement collaborations.

4. **Lead vendor relationship management and strategic procurement efforts for LEAN WI partners, member libraries and other interested library systems.** Results:

- LEAN WI co-led the Collaborative Backup Project with SCLS and other Library Systems. Each collaborating system's respective leadership efforts and results were critical, and it should be noted that there were significant efforts on the part of SCLS to help coordinate peer meetings and vendor meetings prior to the FY2018 LSTA funding catalyst and during. LEAN WI primarily led in business relations management with vendors before and after leading FY2018 LSTA funding related conference calls and SCLS' leadership in taking on the grant project management, application efforts, and fiscal management onus. LEAN WI and SCLS will each be hosting one of the two co-location sites for the Collaborative Backup Project's capital equipment.
- Prior to the FY2018 LSTA funding announcement, LEAN WI had been guiding the Collaborative Backup exploration process toward the inclusion of storage area network (SAN) and core network

switching as related large capital components of durable co-location services. The persistence of gentle pressure on this front translated to SCLS and LEAN WI jointly procuring like-equipment for both SAN and core network switching, highly discounted due to the proximity (in timing) to the major Backup and Archive capital procurement and the combined purchasing effort. This connects directly with LEAN WI operational goals to significantly improve storage performance and to life-cycle refresh core networking components.

- Computer Procurement Group: See activities describes in number 2 above.

5. **Assist member libraries within the LEAN WI footprint with technology consultation, long range strategic planning, and operation planning.** Results:

- General consultation, operational planning, and long-range planning are integrated with regular support efforts and with more direct, proactive engagement for library renovation project efforts.

6. **Coordinate in-person and remote meetings with public library directors and technology managers of LEAN WI member libraries to establish and maintain working relationships, engage in technology assessment projects with their respective libraries, and facilitate collaborative efforts between libraries.** Results:

- Unplanned LSTA grant opportunities coupled with an unexpected vacancy in the WVLS Technical Support role led to a significant shift in HR to broader level collaboration efforts such as the Statewide Backup Collaboration and LEAN WI ARC project. We were not able to commit adequate time to develop and engage in technology assessment projects or facilitate new collaborations between libraries in 2019.

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

1. **Establish and adopt first iteration of joint LEAN WI Library System Long Range Strategy and Operational Technology Plan.** Results:

- The first revision of the LEAN WI Joint Technology Strategy and Operation Tech Plan was adopted and submitted to DPI for all three partners in December.

2. **Lead efforts of technology collaboration with other library systems and organizations.** Results:

- See results from numbers 1, 2, 3, and 4 above.

3. **Extend the Libraries Win integrated services model to include desktop computer subscription services (mitigating front-load capitalization challenges).** Results:

- In December, WVLS published a simplified computer and peripherals order form (to expedite end-of-year ordering) which includes "Direct Purchase" and "Lifecycle Purchase" options. The latter empowers member libraries to procure computers up front but distribute costs over their warranted lifecycles. LEAN WI will monitor and review during 2020 and 2021 to see if utilization within WVLS meets expressed interest/demand.

4. **Explore supporting multifunction printer subscription services within the Libraries WIN integrated services model.** Results:

- LEAN WI reviewed recent projects initiated in other Library Systems and began product discovery and feasibility research. This was one of the "soft projects" which was delayed due to the reprioritization of efforts toward LSTA funded collaborative projects.

**5. Assess LEAN WI and Libraries Win service stacks, evaluating and reporting on service take rates, prioritization for continuity, depth of staffing, etc., and work with administration of LEAN WI partners to inform long range technology strategy, operational technology planning, and annual system planning.** Results:

- The combination of reprioritization of project efforts to LSTA funding collaboration projects, the welcoming of NWLS into the LEAN WI partnership, and disruption in NWLS and WVLS technology support staffing caused these activities to be put on hold. Those very stressors though caused a heightened awareness of the need for review, assessment, and data-driven planning and LEAN WI will be reviewing documentation, notes, and other data about the 2019 experiences during 2020 and 2021 while building upon the initial revision of our joint Technology Plan.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

**1. Explore supporting multifunction printer subscription services within the Libraries WIN integrated services model.** Results:

**2. Assess LEAN WI and Libraries Win service stacks, evaluating and reporting on service take rates, prioritization for continuity, depth of staffing, etc., and work with administration of LEAN WI partners to inform long range technology strategy, operational technology planning, and annual system planning.** Results:

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

**2. Assess LEAN WI and Libraries Win service stacks, evaluating and reporting on service take rates, prioritization for continuity, depth of staffing, etc., and work with administration of LEAN WI partners to inform long range technology strategy, operational technology planning, and annual system planning.**

**ILS ADMINISTRATION**

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

- A Sierra upgrade to 4.3 in July 2019 went smoothly. With this upgrade, libraries were able to customize their receipts to show how much a patron had "saved" by using the library. As this feature had been on member libraries' "wish lists" for a while, many member library receipts were redesigned in 2019.
- In September, the V-Cat Council approved the circulation of magazines throughout the system, allowing patrons more access to information.

**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:

- A staff change occurred and a new ILS Administrator was hired in December 2019.
- V-Cat Council had five planned meetings and met four times (one meeting was cancelled due to weather). Agendas were developed, meetings arrangements were made, and minutes of the meetings were recorded.
- Two Sierra Snacks – brief in-meeting demonstrations or training – were presented: View Outstanding Holds and Online Fines Payment Blocking messages.

- Running of 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 reimbursements made to libraries.
  - "Advanced" training covering Z39.50, a process that allows catalogers to copy existing records from other library systems/databases and expedites the cataloging process, was provided to member library cataloging staff in October.
  - In November, the V-Cat Council approved a scholarship for a member library colleague to attend the 2020 Innovative User Group (IUG) Conference in Minneapolis.
3. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons. Results:
- One system upgrade was successfully completed during 2019.
  - Staff read relevant articles, attending webinars, and connected with other ILS Administrators in order to investigate enhancements to the system.
  - Catalog enhancements using NoveList Plus were implemented in 2019.
4. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance. Results:
- The WVLS/V-Cat Steering Committee suggested the V-Cat Council investigate voting structures in other ILS consortia.
  - The V-Cat Council began formation of a Voting Models Exploration Committee in November.
5. Explore collaborative options with other systems to improve ILS services and support. Results:
- Staff frequently communicated with colleagues from other Wisconsin public library systems using Sierra to help inform V-Cat recommended practices, procedures, upgrades, and new features.
  - The LEAN WI partnership continued to allow for collaborative sharing of information.
  - WVLS hosted an introductory meeting of staff from other public library systems whose ILS consortiums use Sierra, a product of Innovative Interfaces, Inc. The meeting was very constructive to those who attended, and staff anticipate that this opportunity will be repeated in 2020.
6. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries. Results:
- The V-Cat Cooperative Circulation Committee continued to explore the standardization of loan rules in 2019.
  - The V-Cat Bibliographic and Interface Committee worked to encourage all libraries to improve the database by replacing short bib records, as well as continued work to accurately catalog multi-item sets.
  - In September, the V-Cat Council approved the circulation of magazines throughout the system, allowing patrons more access to information.
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 and for the consortium to draft/recommend/adopt new guidelines and procedures when necessary.
  - The V-Cat Council was encouraged to be vigilant against piracy. All items circulating in libraries should be legitimate copies and not pirated material. If a pirated item is found in the collection, libraries have been encouraged to remove that item.
8. Provide qualified, trained staff devoted to the management and support of the shared ILS. Results:
- The former WVLS ILS Administrator resigned in October 2019. A new ILS administrator was hired December 2019.
  - A contract cataloger was employed in September to assist with the cataloging overload.
9. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options. Results:
- Implemented and demonstrated support for displaying the total value of checked out materials on a checkout receipt (see also item 1 above).
  - WVLS investigated several new telephone notification applications in preparation for end of vendor support for our current "Teleforms" product.
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.
  - Yearly statistics are provided in an appendix at the end of this document and also shared in the annual WVLS Statistics booklet.
11. Provide an effective and efficient way for member libraries' holdings to be added to the database. Results:
- Several member libraries continued the use of Z39.50 cataloging, which reduces time on cataloging tasks and improves bibliographic record in the database.
  - Staff responded to cataloging questions and provided training and 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.
  - "Advanced" training covering Z39.50, a process that allows catalogers to copy existing records from other library systems/databases and expedites the cataloging process, was provided to member library cataloging staff in October.
13. Ensure access to reports to assist member libraries in managing ILS data. Results:
- A monthly circulation totals report was generated and provided to members.
  - Access to Sierra "Create Lists" and training was provided upon request.
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 database records throughout the year.

- An improvement was made in the V-Cat catalog which made more materials searchable.
15. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data. Results:
    - All libraries had access to Web Management Reports and Decision Center, reporting tools for Sierra.
    - Statistical reports for patron and holdings information were generated for each V-Cat library to complete their 2018 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 in preparation for the 2018 public library annual report project.
    - Statistics were entered into the state's online 2018 annual report form on behalf of V-Cat consortium members.
    - Statistical data was shared with libraries in mid-January, which provided enough 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:
    - 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:
    - The Wabeno Public Library was added to V-Cat in 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:
    - With guidance from the WVLS/V-Cat Steering Committee a 2020 V-Cat budget was drafted.
    - The 2020 V-Cat budget draft was approved by V-Cat Council and the WVLS Board of Trustees.
  20. Continue to assess and evaluate member libraries' satisfaction with ILS support, the online catalog and discovery products, and training needs. Results:
    - Input from V-Cat Council meeting discussions, questions and feedback via the Help Desk ticketing system, and conversations with area colleagues continued to drive service priorities and allocation of resources.
    - Input from our libraries is fundamental to the WVLS team's evaluation of ILS support and service response.

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

1. **With the help of** a migration committee, explore other ILSs/**Next Gen ILSs** and their viability for V-Cat. Results:

- The V-Cat Council discussed intent to begin an ILS product review and exploration project during 2019. Project initiation was put on hold before committee formation and planning efforts took place while the ILS Administrator position became vacant, pending the filling of that role. The ILS Administrator role was filled in mid-December, and WVLS will work with the V-Cat Council to resume efforts in 2020.
2. **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. Results:
    - This ongoing effort to affect a consortium-sustainable budget independent of the Library System continued into and through 2019. WVLS worked with the WVLS/V-Cat Steering Committee and the V-Cat Council to develop the 2020 budget, including graduated increases in appropriations subsidized by WVLS.
  3. Review V-Cat By-laws, participation agreement, and contracts. Results:
    - The WVLS/V-Cat Steering Committee met to discuss the current voting system detailed in the V-Cat Bylaws.
    - The V-Cat Council began the process of forming a Voting Models Exploration committee to investigate voting models in use by other consortia or like institutions.
  4. Conduct user survey to evaluate effectiveness of V-Cat from the user's perspective and to support continuous improvement of V-Cat. Results:
    - Information was collected and reviewed internally about similar efforts performed by other Library Systems and ILS Consortia.
    - Changes were made to the EBSCO Discovery Service based on solicited feedback. Following a presentation of these changes at a V-Cat Council meeting, an informal discussion on the usage of EBSCO Discovery Service occurred.
  5. Continue to explore ILS-related products and technologies to improve V-Cat experience for consortium members. Results:
    - Several new telephone notification applications were investigated in preparation for end of vendor support for our current "Teleforms" product.
    - The EBSCO discovery layer product was reviewed through normal operational diligence.
    - WVLS maintained awareness of the products in use by other consortia with Sierra or other ILS products.
  6. Continue to explore ways to collaborate with other systems to improve efficiencies in ILS administration and services. Results:
    - WVLS and LEAN WI Partners coordinated and hosted a web meeting between administrative teams for six Sierra ILS implementations in Wisconsin, and subsequently formed and maintains an email list for this same group of administrators.
  7. Explore patron empowerment technologies for V-Cat libraries. Results:
    - Libraries were encouraged to accept library cards stored on smart phones to allow for easier check out for patrons.
    - The EBSCO Discovery layer continued to be evaluated for ease of use, effectiveness, and value.
    - The searching functionality for patrons was updated to allow for better search results when narrowing by material type.



- V-Cat Council approved the circulation of magazines throughout the system, allowing patrons more access to information.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

1. **With the help of** a migration committee, explore other ILSs/**Next Gen ILSs** and their viability for V-Cat. Results:
  - The V-Cat Council discussed intent to begin an ILS product review and exploration project during 2019. Project initiation was put on hold before committee formation and planning efforts took place while the ILS Administrator position became vacant, pending the filling of that role. The ILS Administrator role was filled in mid-December, and WVLS will work with the V-Cat Council to resume efforts in 2020-2021.
2. **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. Results:
  - This ongoing effort continued in 2019. WVLS worked with the WVLS/V-Cat Steering Committee and the V-Cat Council to develop the 2020 budget, including graduated increases in appropriations subsidized by WVLS.

**ADMINISTRATION**

2019 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’s Public Library Development Team, WVLS staff and Board of Trustees, the system’s operations remained in compliance with Wis. Stat. 43 throughout 2019.
  - There was no instance of a member library being out of compliance in 2019.
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 Wisconsin’s open meetings, ethics, and public records laws.
  - No issues of noncompliance were discovered or reported in 2019.
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:
  - Subscriptions to several listservs keep staff abreast of any changes to state and federal employment laws.
  - Compliance with policies outlined in the WVLS Employee Handbook was routinely monitored, and potential conflicts were addressed in a timely manner when necessary.
4. Ensure that all meeting announcements, agendas and minutes are publicly available to all member libraries. Results:
  - Agendas for all meetings of the WVLS Board of Trustees, Library Advisory and WVLS/V-Cat Steering Committees, V-Cat Council and its subcommittees, were shared with all newspapers in

- the WVLS seven-county area and posted on the WVLS website. Links to this information was also shared with the Division for Libraries and Technology's Public Library Development Team.
- All WVLS Board of Trustees meeting agendas and minutes were emailed to all member public library directors and public library board Presidents.
  - The Director's Report that is included in the WVLS Board of Trustees' meeting packets was shared with all public library directors and area colleagues via email and posted to 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 to, and participation in, the board's 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 potential modifications to state law that had potential to impact 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:
    - WVLS has long-range plans for two major service programs – ILS (V-Cat) Administration and Technology.
    - A new LEAN WI Technology Plan was reviewed by the WVLS Board and submitted to DLT.
    - The V-Cat Strategic Plan will be updated in 2020.
    - The annual WVLS Plan of Service continued to include goals and priorities for several years beyond the current year where necessary.
  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 members of the WVLS Board upon request. One-on-one training and troubleshooting assistance were 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 the information packet for WVLS Board meetings.
    - Year-end statistical data for 2018 was shared with the WVLS Board of Trustees in January 2019.
    - In early 2019, the *2018 WVLS Statistics* booklet was shared with the WVLS Board and distributed to public library directors, library board Presidents, county library board chairs, county clerks, 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 had the responsibility for reviewing expenditures/invoices and co-signing checks for each bi-weekly payroll and 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 its regularly scheduled meetings.
  - All financial records were made available to the auditor to complete the 2018 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 and community grants and scholarships were promoted to all libraries via several communication channels (including social media).
  - A "Grant Resources" page, on the WVLS website was updated to include additional grant sources.
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.
  - A 2019 TEACH grant was used to subsidize a 2019 Tech Days workshop in Wausau and travel reimbursements for qualifying member libraries to attend.
13. Maintain compliance records. Results:
- All WVLS public library director certification documents and records received in 2019 were scanned upon receipt and stored in a permanent file on the WVLS network.
  - A Google "Director Certification" Calendar was used to track progress on director certification activities and to schedule timely communications to 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 members' meeting packets, data aggregated in the appendices of this document, and annual publication of the *WVLS Statistics* booklet.
15. Provide for staff and trustee participation in appropriate continuing education activities. Results:
- The 2019 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 conference, and WVLS co-sponsored workshops and webinars including the 2019 Wild Wisconsin Winter Web Conference in January and 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 participated in several continuing education opportunities in 2019. Included were Wild Wisconsin Winter Web Conference sessions, 2019 WAPL and WLA conferences, and several additional webinars.

- These activities provided over 30 contact hours of education. The requirement is 100 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:
- No updates to the *WVLS Employee Handbook* were presented to the WVLS Board in 2019.
  - 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 Business Administrator retired on December 28, 2018 and the WVLS Technology/ILS Support staff retired on January 4, 2019.
  - In February 2019, the PC Support Specialist resigned from WVLS.
  - In April 2019, the former WVLS Business Administrator was hired to work in a part-time capacity.
  - WVLS contracted with the former Technology/ILS Support staff in September to do cataloging tasks for the short term.
  - The "PC Support Specialist" job description was revised to align with positions at IFLS Library System and NWLS, and a new "Technology Support Specialist" was hired in October.
  - In October, the WVLS ILS Administrator resigned to take a job at UW-Madison.
  - A new WVLS ILS Administrator was hired in December.
  - By the end of 2019, WVLS was once again at full staff with no positions unfilled.
  - Formal evaluations and informal reviews 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 2018 audit of WVLS financial records.
  - A cyber-security insurance policy implemented in 2017 was renewed in 2019.
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 May.
  - The WVLS Board of Trustees accepted the audit as presented during its May meeting.
  - A copy of the audit was submitted to the Department of Public Instruction shortly thereafter.
21. Participate in SRLAAW and SOMBAW. Results:
- Staff attended, or had a proxy in place, for most of the scheduled meetings of SOMBAW and SRLAAW in 2019.
  - WVLS co-hosted one SRLAAW meeting and hosted one SOMBAW meeting in 2019.
22. Maintain and monitor use of reserve funds. Results:
- In March 2019, the WVLS Board of Trustees adjusted 2019 reserve accounts to match 2014-2018 levels – the Resource Development Fund was increased to \$155,000 and the Reserve Fund to \$169,000.

- Funds in the reserve accounts may not be used without approval of the WVLS Board.
  - In 2019, no funds were requested, expended from these accounts outside the routine transmittal of one \$100 donation to the Wessler Scholarship Fund in memory of a deceased WVLS employee.
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 updated *WVLS Records Retention Schedule* approved by the WVLS Board in 2019.
  - The new *WVLS Retention Schedule*, which aligns with the state's *2017 General Records Retention Schedule*, was subsequently approved by the Wisconsin Public Records Board.
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 2018 lists were shared with KerberRose in early 2019 to complete the 2018 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 further defined 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 Library System literacy kits and WVLS makerspace kits were made available to libraries in each system through a Lend-Items, an online 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 Library System office in 2018. The proximity of the WVLS Public Services Consultant with the IFLS Youth Services and Marketing Consultants, and members of the LEAN WI team, provided significant opportunities to share expertise and enhance services to member libraries in such areas as 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, Creative and Aging: Art Education for Older Adults, and Tech Days to member library staff and trustees.
  - A renewed MOU with the Southwest Library System brought significant savings in continuing education and training costs to both systems in 2019.
  - Initiated by WVLS in 2018, designated communication and marketing coordinators from several public library systems continued to meet in 2019. The cohort shared projects and resources via Google Folders and an email list throughout the year. In 2019, a draft *Public Library Marketing Plan* template was developed. Wisconsin's public libraries will have an opportunity to learn about the draft document and share feedback during an introductory webinar slated for February or March 2020.

27. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services. Results:
  - The public library system marketing cohort met at WVLS to finalize its work on the draft Public Library Marketing Plan template.
  - WVLS hosted an introductory meeting of staff from other public library systems whose ILS consortiums use Sierra, a product of Innovative Interfaces, Inc. The meeting was very constructive to those who attended and staff anticipate that this opportunity will be repeated in 2020.
28. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems. Results:
  - See activities reported under Wis. Stats. 43.24(2)(m) TECHNOLOGY.
29. Encourage and promote collaborative exchanges with other systems in the same region or within the state. Results:
  - See activities reported under numbers 26 and 27 above as well as those mentioned under Wis. Stats. 43.24(2)(m) TECHNOLOGY.
30. Continue WVLS Innovation and Collaboration Grant **Program**. Results:
  - WVLS awarded a 2019-2020 Innovation and Collaboration Literacy Grant to the Rib Lake and Tomahawk public libraries.
  - As part of the grant requirement, the libraries transformed their spaces. New features include: a log cabin, tree sculpture, a 17-foot mural from a local artist, bilingual signage and activities, new furniture, refurbished furniture, new light fixtures, and more.
  - Youth services staff from the Rib Lake and Tomahawk public libraries presented the grant proposal and their progress at a WLA Conference Poster Session at the Kalahari Resort in Wisconsin Dells.
  - Grand openings at both libraries are planned for 2020.

**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. Results:
  - Staff attended November webinars that presented DPI's updated timeline for Public Library System Redesign (PLSR) activities
  - PLSR-related news was shared with the WVLS community via the "all subscribers" listserv, WVLS Newsletter, and WVLS Board of Trustees meeting packets when appropriate.
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 the 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 will fall well below 20%.
3. Ensure the system audit is submitted to the division no later than June **2019**. Results:

- Completed by KerberRose, the *2018 WVLS Audit* report was shared with, and accepted by, the WVLS Board of Trustees in May. An electronic audit file was sent to the Department of Public Instruction shortly thereafter.
4. Pursue opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies. Results:
- See activities reported under numbers 25, 26 and 27 above as well as those mentioned under Wis. Stats. 43.24(2)(m) TECHNOLOGY.

**Indicate new or priority activities relating to this requirement for the plan year (2020).**

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