

Director's Report

WVLS BOARD OF TRUSTEES MEETING

March 21, 2020

CORRESPONDENCE

WVLS Board of Trustees Appointments

In January, following the WVLS Board of Trustees meeting, an announcement of 2019 WVLS Board Appointments was submitted to all the newspapers in the WVLS seven-county service area. The announcement also included the names of the newly elected officers and WVLS Executive Committee members.

Notes of Appreciation

The **WVLS Annual Report Team** received several thank you cards for the support they provided to area library staffs to complete the 2019 public library annual report. Sample comments include:

"Thank you for your time and effort in putting together the numbers necessary to complete our annual report. I very much appreciate how straight forward you make everything. Furthermore, I appreciate knowing that the staff at WVLS always has the best interest of the libraries in our system in the forefront of everything that they do. Thank you!" – Teresa Hall, Loyal Public Library

"I would like to extend a BIG Thank You to everyone involved with generating and dispensing data for the Colby Community Annual Report 2019. Your help has made this process so much easier than "back in the 'old days.' You are appreciated!!" – Vicky Calmes, Colby Community Library

"Thank you again for all [your] help on the annual report. It may not have felt like it, but with this and all the prior year's help, [we] didn't have as many questions and ... felt way more confident in our notes." –Virginia Woods Roberts, Rhinelander District Library

Carolyn Forde, Youth Services Librarian at the T.B. Scott Free Library (Merrill), sent to staff at her library and **Joshua Klingbeil** a note of appreciation for the support provided to the library's Minecraft program. She stated, "I just want to take a moment out of my day to commend you all for working hard together to support the Educational Minecraft program initiative:

- Thanks for your commitment to public service
- Thanks for your commitment to each other to do your part to make it all happen
- I am hearing how wonderfully things went Friday when this program premiered in Merrill, so kudos to all of you."

Digital Byte on Recording Program Stats in the WI Public Library Annual Report

The training video developed by **Anne Hamland** and Public Library Development Team Consultant **Tessa Michaelson Schmidt**, for tracking program statistics in the public library annual report was well received by the library community. Tessa shared her thanks with Anne, stating, *"Gorgeous! Thank you. Our humble appreciation for your leadership and collaboration."* Tessa received an email of thanks from **Joy Schnupp**, Barrett Memorial Library Director (Williams Bay) which said, *"I just have to thank you for the fabulous statistics tracker! It's going to be a huge timesaver, and I so appreciate all your hard work making it the best tool ever! My staff and I watched the video you and Anne put together, and midway through we were high-fiving each*

other, no lie! We have been using our own method via Google Sheets, but boy, yours is way better. And the fact that it populates the annual report – well, it’s just fantastic.” The training video was shared by public library systems with their members, posted to some system web pages and shared via the WLA Youth Services Section blog. You can view the training on YouTube, <https://youtu.be/vOgKrgo11v4>, and view the transcript at <https://wvls.org/wp-content/uploads/2020/01/Keeping-Track.pdf>.

UPDATE ON MCPL STUDY OF WVLS AND SCLS

To fulfill the MCPL Board’s Task Force charge to investigate alternative system services and the merits of membership in the South Central Library System (SCLS), six one-hour meetings have been scheduled one hour before meetings of the MCPL Board from January-June 2020.

In preparation for its initial meeting on **January 27**, the MCPL Task Force asked WVLS and SCLS to complete a leadership assignment. While the questions and WVLS response are shared via links mentioned in other areas of this section of the report, this information is also shared at the end of this report as **Exhibit 11-a**.

February 17, 2020 MCPL Task Force Meeting

The MCPL Task Force did not have a quorum for its January meeting. As a result, the assignment was deferred to the **February 17** meeting. The [February 2020 Task Force Meeting Packet](#) includes the WVLS and SCLS responses to the January assignment, February meeting agenda and January 27 meeting (no quorum) minutes. The “Marathon County Public Library Attributes and Outcomes” (pages 2-3 in the meeting information above) responds to a question from system consultant and MCPL Task Force Chair **Mark Arend** regarding whether MCPL has a strategic plan to guide system consideration of their future needs.

February 17, 2020 MCPL Board Meeting

The [February 2020 MCPL Board Meeting Packet](#) includes minutes from the January 27 Task Force and Board meetings, the WVLS Director’s report from the January 25 WVLS Board meeting (begins on page 51), and MCPL annual report to DPI (page 62). During the meeting, MCPL approved that WVLS provided effective leadership in 2019, and checked the annual report box next to the statement indicating WVLS “**did** provide effective leadership and adequately meet the needs of the library” at the top of page 69.

March 16, 2020 MCPL Task Force Meeting

The information packet for the [March 2020 Task Force Meeting](#) includes the meeting agenda and minutes from the February 17 meeting. For this month’s meeting, there is an option to attend remotely. To do so, join the 11:00 meeting on Monday, **March 16** from computer, tablet or smartphone at <https://global.gotomeeting.com/join/886098973> or call in from a phone at (Toll Free) [1 877 568 4106](tel:18775684106) or [+1 \(571\) 317-3129](tel:+15713173129)

In preparation for this meeting, WVLS and SCLS were asked to respond to a series of questions about technology services and costs for ILS consortium membership, technology, delivery and OverDrive support. The list of the questions and the WVLS response are included with this report as **Exhibit 11-b**.

2020 South Central Library System Plan

The South Central Library System 2020 Plan of Service, approved by the SCLS Board of Trustees and submitted to DPI in the fall 2019, shares an unambiguous declarative statement: “[MCPL is] interested in joining in 1/1/2021 which makes 2020 the year to prepare for the new member.” See page 1, paragraph 3 in the [2020 South Central Library System Plan](#).

More Information

Complete information about the MCPL investigation of membership in a different system than WVLS is available on the WVLS website at <https://wvls.org/mcpl-system-exploration>. The web site archives correspondence, presentations and other information related to this topic.

PEOPLE / LIBRARIES / SYSTEMS IN THE NEWS

State Superintendent Carolyn Stanford Taylor announced in mid-January her decision not to run in the 2021 election for state superintendent of public instruction. Gov. Tony Evers appointed Superintendent Stanford Taylor to the office in January 2019, and her term ends July 2021. Superintendent Stanford Taylor made her decision public to allow those interested in being the state's chief education officer to have sufficient time to organize their campaigns.

Pam Glidden was recently selected as the new director of the Western Taylor County Public Library (Gilman). She replaces **Steven Devine-Jelinski**, who had been hired in January 2020 to fill the vacant position.

In addition to her accounts receivable responsibilities, **Rachel Metzler**, WVLS ILS and Database Support Specialist, has been trained as a backup on many routine tasks associated with payroll and bill runs.

The Department of Public Instruction (DPI) recently announced that **Bruce Smith** will be joining the Division for Libraries and Technology as a **Project Coordinator** on April 13, 2020. This role will serve as the project management resource and will be solely responsible for the coordination of complex projects and activities among staff working with public library systems, Cooperative Educational Service Agencies (CESAs), public and school libraries, school districts, vendors, and organizations representing stakeholders. Smith will be coordinating activities associated with the Public Library System Redesign Project (PLSR) and those associated with the Library Services and Technology Act (LSTA) program. In the past seven years, Bruce worked as a consultant at WiLS, and worked with libraries and library systems throughout the state.

Bridges Library System Director **Connie Meyer** plans to retire on March 18 following six years in her leadership position. During her Open House gathering on March 6, Connie was presented with a Commendation from Waukesha County Executive **Paul Farrow** and Waukesha County Board Supervisor **Paul Decker**, and a Recognition of Service from Jefferson County Board Administrator **Ben Weihmeier**. The Bridges Library System Board of Trustees has appointed **Karol Kennedy** as the new director. Karol had been the director of the Menomonee Falls Public Library and prior to that was the deputy director at the Waukesha Public Library for many years. Karol's first day on the job will be March 16.

Scholarships Awarded to Two Area Colleagues to Attend RIPL

Dominic Frandrup (Antigo Public Library) and **Erica Brewster** (E.U. Demmer Library, Three Lakes) have been awarded scholarships from DPI's Division for Libraries and Technology to attend the July 12-15 **Research Institute for Public Libraries (RIPL)** in Ithica, IL. RIPL is a national, bootcamp-style event for public library staff to learn practical methods for gathering, analyzing, and using data for planning, management, and communicating impact. The nine 2020 RIPL Cohort participants were competitively selected from a large group of applicants for a limited number of spaces. Prior to the event, the nine scholarship winners will participate in a group orientation to align individual library efforts to statewide initiatives to improve the use of data in public libraries throughout Wisconsin and to help maximize their RIPL experience. Congratulations Dominic and Erica!

Granton Community Library Featured in “The Tallest Building in Town” Podcast

Two librarians who work in two very different school/public libraries, **Kay Heiting**, Granton Community Library Director and Library Media Specialist for the Granton and Loyal Area School Districts, and **Bobbie Kuehn**, Branch Manager of the Brown County Public Library, East and Denmark locations, were featured speakers in “The Tallest Building in Town” podcast [Co-located Libraries - Stories about Libraries and the People Who Use Them](#). Each explains why the small communities they serve moved their library’s out of shared village hall spaces and into public school buildings to best serve area residents. Produced by the **Sun Prairie Public Library**, and researched, written, hosted, and edited by **Steev Baker** and **Shauna Koszegi**, “The Tallest Building In Town” is a radio program and podcast that shares compelling stories about libraries and the people who use them. For more information about this podcast and others, visit <http://tallestbuildingsintown.com/home/>.

Elton Branch of the Antigo Public Library Closes

Antigo Public Library Director **Dominic Frandrup** was notified on February 25 by new owners of the Elton Mall and Café, the location of the Elton Branch Library, that more space was needed for their business and that the library needed to move out. With a deadline of March 4, Antigo Public Library staff worked frantically to remove the collection of materials out of that location, and to notify Elton library users of the change and assist with the transition. The support and work done by **Joshua Klingbeil**, **Katie Zimmermann**, **Rachel Metzler** and **Jamie Matczak** behind the scenes was much appreciated by APL staff.

Grants Awarded for Public and School Library Collaborations

To honor and encourage collaborative work between public and school librarians in Wisconsin, the Division for Libraries and Technology (DLT) provided grants, made possible in part by the Institute of Museum and Library Services (IMLS), as part of the [2018-2022 Five Year LSTA Plan for Wisconsin](#). The project proposals needed to involve either collection management with a focus on diversity, inclusion, and equity or hands-on learning, including maker and computational thinking.

With a high interest in this opportunity, 15 proposals were completed before the January deadline. Ten were selected for funding with total awards amounting to \$82,609. The collaborative teams and their project titles include:

- Brillion Public Library and the Brillion School District - *Celebrating Our Diverse Stories*
- Brown County Library and the Green Bay Area School District - *Diverse Perspective Author Series*
- Burlington Public Library and the Burlington Area School District - *One Book, One District*
- Elm Grove, Brookfield, Greenfield, and North Shore Public Libraries with the Elmbrook, Greenfield, and Nicolet/Glendale-River Hills School Districts - *Intergenerational Book Club*
- **Greenwood Public Library and the School District of Greenwood - *Family Makerspace Night***
- Kenosha Public Library and the Kenosha Unified School District - *The Kenosha Diverse Books Initiative*
- Mineral Point Public Library and the Mineral Point School District - *Read the World: Raising Citizens*
- S. Verna Fowler Academic Library, Menominee Public Library, Keshena Primary School, and the Menominee Indian Middle School - *Menominee Escape Rooms*
- Waukesha Public Library and the School District of Waukesha - *First Grade Book Buddies*
- Waupaca Area Public Library and the School District of Waupaca - *Social Media Community Engagement*

DPI is excited and inspired by these projects and looks forward to seeing and hearing about the wonderful experiences these awards help our public and school librarians provide for Wisconsin students and their families. (edited from *WI Libraries for Everyone Blog*; 2/26/20)

New Literacy Space Opens at the Rib Lake Public Library – Grand Opening POSTPONED

The Rib Lake Public Library will celebrate its new “Let’s Read Together” family literacy space with a grand opening on April 2 from 4-8pm with a special program at 6:30pm. The reimagining of the children’s area was made possible by the **WVLS Innovation and Collaboration Literacy Grant** and **Krista Blomberg’s** hard work and dedication to this project on behalf of the Rib Lake Public Library and community. The Rib Lake Public Library will be collaborating with Tomahawk Public Library, its partner library, on future literacy-related projects. Stay tuned for more information from the Tomahawk Public Library regarding its space.

Eau Claire and Altoona Libraries Offers Free Winter Gear Rentals

As part of the “Wintermission Eau Claire community campaign” to encourage residents to stay active during winter months, the L.E. Phillips Memorial Public Library (Eau Claire) is offering rentals of free equipment for winter sports and activities. Some will be made available at the Altoona Public Library as well. The libraries will each have several sets of snowshoes with poles, one kit of ice-fishing equipment, and a set for the lawn game kubb. (*American Libraries Direct*, 1/31/20, as seen in the *Eau Claire Leader-Telegram*; 1/30/20)

WVLS PROJECTS

Conference / Course Speaking Engagements

Jamie Matczak will be presenting “**Libraries and Smart Phone Photography**” at the 2020 WAPL (Wisconsin Association of Public Libraries) Conference in Oshkosh at 3:45 p.m. on Thursday, April 30. The presentation will share best practices, basic photography terminology, her favorite free photo editing apps, and tips for posting photos to Facebook, Instagram, websites and newsletters.

Jamie was approached by **Anna Palmer**, Senior Outreach Specialist, from the UW-Madison iSchool on presenting “**Having Difficult Conversations in the Workplace**” at the “Back in Circulation Again” Conference on October 19-20 in Madison. Many attendees of this conference are circulation managers who are responsible for navigating difficult conversations. Jamie developed a 4-week course on this topic in the Summer of 2019 for the iSchool’s Continuing Education program and will be teaching it for a fourth time this summer.

WISCAT Update

Rachel Metzler attended a WISCAT User group meeting on February 12. The WISCAT team is experiencing a backlog caused by the recent upgrade. Rachel met with **Maureen Welch** from IFLS Library System on February 21 to discuss ways for WVLS to help relieve some of this backlog. These strategies have been implemented.

WVLS 2020 Scholarships

In early February, WVLS announced the availability of eight conference scholarships for 2020, with the following being offered.

- One **ALA** (American Library Association) Annual Conference Scholarship, June 25-30, Chicago, IL **CANCELLED**; Application deadline: March 9
- Two **WAPL** (Wisconsin Association of Public Libraries)/ **WLA** (Wisconsin Library Association) Conference Scholarships; WAPL Conference in Oshkosh **CANCELLED**; WLA Conference, October in Green Bay; Application deadline: March 23
- One **WAPL** Conference **CANCELLED** /**WLA** Conference Youth Services Scholarship; Application deadline: March 23
- Four **ARSL** (Association of Rural and Small Libraries) Conference Scholarships, Sept. 30 – Oct. 3, Wichita, KS; Application deadline: March 23

A full announcement of recipients will be provided by March 30. For more information, visit the [WVLS Scholarships and Grants webpage](#).

Resource Sharing Project with WiLS

A Project Consideration document has been drafted with a breakout of infrastructure capacity cost sharing estimates for a potential collaboration with WiLS on platform services for a digitized newspaper archive project. The document was shared with WiLS mid-January. If WiLS determines that it would be cost effective or otherwise meaningful to continue the pursuit of collaboration on this project, additional meetings will occur to make service facet refinements and begin planning out the project's timeline. Any further communication and progress regarding this project will likely be on hold from WiLS' perspective until they are able to hire a new director after **Stef Morrill's** planned departure at the end of February 2020.

Collaboration Development

LEAN WI partners are working with an interested Library System to determine if mutual interests and benefits align for a virtualization capacity consumer relationship (similar to the ILS hosting relationship with NWLS prior to its joining as a partner in 2019) or potentially full technology resource sharing partnership.

V-Cat Update

Katie Zimmermann and **Joshua Klingbeil** collaborated with ILS administrators from IFLS and Northern Waters Library Service to diagnose sources of Sierra software slowness and explore possible solutions. WVLS identified Content Café cover image service as a primary source of Sierra system slowness, and a temporary solution to change the display settings was suggested to member libraries. Zimmermann worked with Innovative to determine additional temporary solutions and is currently pursuing alternative image sourcing as a long term solution.

Katie and **Rachel Metzler** trained new Western Taylor County Public Library director, **Steven Devine-Jelinski**, on Sierra circulation basics and WISCAT Interlibrary Loan. They also met with **Anne Kuipers**, Thorp Public Library Director, to provide database and V-Cat training included in the orientation for new public library director's curriculum. Sierra Offline Circulation training documents were prepared and shared with member libraries to prepare for managing circulation during internet and/or system outages.

Loan rules for Crandon Public Library were updated to facilitate fine free lending of juvenile and young adult materials. System changes were made to accommodate the closing of the Elton branch of Antigo Public Library.

Katie recently completed Innovative's **Sierra Advanced System Administration Application training**. She and **Ashley Polinski** from Rhinelander District Library plan to attend the April 15-18 Innovative User's Group (IUG) Conference in Minneapolis, Minnesota.

During its February 6 meeting, the V-Cat Council elected **Stephanie Schmidt**, Crandon Public Library Director, as 2020 V-Cat Chair Elect, and approved recommendations on unified checkout periods for books and audiobooks that are not new or high demand or series items.

Rachel and Katie attended a **V-Cat Bibliographic / Interface Committee** meeting on February 19. Topics discussed included improving the search for foreign language titles, creating documentation on cataloging multi-item sets, and improving functionality of Overdrive records.

The **V-Cat Voting Models Exploratory Committee** met on February 20 and discussed aspects of voting models, including:

- majority and supermajority of votes required across the board or for different types of motions
- representation and weighted voting
- possible formulas for weighted voting that include such factors as population, circulation, net lending/borrowing, funding, collection size
- the use of weighted and unweighted models within one system requiring two votes on each motion
- whether or not members need to be present at a meeting to vote on a motion, or if voting is allowed for libraries who are not present

The committee will meet again on March 19 to take a more in-depth look at voting models and formulas used by the Nicolet Federated Library System and Outagamie Waupaca Library System's OWLSnet Administrative Advisory Committee, IFLS' MORE Network Advisory Committee, South Central Library System's LinkCat ILS Committee and Winding Rivers Library System's WRLSWEB. **POSTPONED**

V-Cat Cooperative Circulation Committee met on Thursday, March 5 to develop recommendations for unified checkout periods on new/high demand books and audiobooks, series DVDs, new/high demand DVDs, and magazines. Its recommendations will be on the April 2 V-Cat Council meeting agenda.

A revised **2020 V-Cat Budget** and **draft 2021 V-Cat Budget** were presented to the **WVLS V-Cat Steering Committee** on March 10. A follow up GoToMeeting to discuss the draft 2021 budget is slated for Friday, March 20. **POSTPONED**

Strong Bodies Program

The November 2019 WVLS Adult Services Summit presentation on the Minocqua Public Library's "Strong Bodies Program" inspired significant interest in developing Strong Bodies programs at libraries across Clark County. **Kelly Raddatz**, Outreach Librarian at the Minocqua Public Library, presented on how she became certified to lead the Strong Bodies program which aims to "catalyze positive change in women of all ages to live stronger, healthier lives by providing knowledge, inspiration, access to programs, and ongoing support." **Anne Hamland** is assisting several Clark County libraries in getting Strong Bodies programs off the ground and finding funding to provide this program free of charge to their communities.

Core Networking Upgrades

The new core switches are in deployment testing for full production replacement. The newer specifications combined with the variety of third party connection points (BadgerNet, WiscNet, CINC, LEAN WI core router) are requiring more config and testing efforts than we initially accounted for, but **Kris Schwartz** is making progress as separate BadgerNet and WiscNet service change projects are entering planning and scheduling phases with each party. These projects will elevate the LEAN WI blended WAN to have one 5Gbps path from BadgerNet and WiscNet next to one 1Gbps path from BadgerNet and WiscNet in preparation for Collaborative Backup Project and other inter-system network and technology collaboration efforts.

Collaborative Backup Project

Dell installed the LEAN WI half of the Collaborative Backup project equipment in LEAN WI rack 2 at the LEAN WI datacenter in Eau Claire. Additional product configuration is awaiting additional scheduling with Dell.

Northern Waters Library Service Onboarding

Progress continues. Remaining local services running from the NWLS offices are being migrated to the datacenter, and NWLS is progressing with Enterprise Backup API licensing and setup to migrate away from the ILL cloud backup service to leverage the LEAN WI backup strategy along with IFLS and WVLS.

An issue came up with contracted phone services when NWLS completed its telephone notification system product migration last year. **Tony Kriskovich** was able to negotiate an agreement with the carrier to extend fiber into the NWLS offices and secure a 100Mbps/month secondary service through June 2021 essentially in trade for dropping the telephony and long-distance package services. This secondary data/internet circuit will be used as a backup path, but we'll remain mindful of the opportunities it enables for NWLS as Wide Area Network (WAN) restructuring progresses and we gain a better understanding of the connectivity needs of NWLS headquarters.

Somerset Public Library Renovation

The Somerset Public Library renovation project came back into focus in January and February as imminent foundation work was being planned that required technology consultation and support services. A service change request was executed in a condensed timeline and BadgerNet was able to move an exterior fiber path and relocate the demarcation point in the library in time for construction.

New! Marketing Plan Template Now Available

After seven months of work and coordination, the state-wide Marketing Plan Template is now available! **Jamie Matczak** and **Mark Ibach** (SCLS) presented a webinar on Thursday, February 13, called "An Introduction to Creating a Library Marketing Plan." They went through the marketing plan template that the public library system cohort has developed and were available to answer questions. **Kathy Dempsey**, whose work in which the plan is based, was also available for the webinar. Feedback from the webinar and survey results were positive.

Jamie and Mark, along with **Chad Glamann** (Outagamie-Waupaca Library System) and **Lori Baumgart** (Nicolet Federated Library System), met a final time to add the finishing touches to the template, and the [plan is now available on the WVLS website](#). Jamie shared the plan on WISPUBLIB and with the continuing education coordinators in the state.

CONTINUING EDUCATION & TRAINING OPPORTUNITIES

Wild Wisconsin Winter Web Conference Recap

The Wild Wisconsin Winter Web Conference took place on January 22-23, 2020. There were 14 presentations over the two days, focused on tech trends, library management, small libraries, and adult services.

- Total attendance for the conference was 1,222, with an average of 87 attendees per session, which was comparable to 2019.
- Session evaluations were positive, with a majority of the speakers scoring above 4.0 (on a 5.0 scale) if attendees found the webinar helpful in their library positions.
- The conference coordinators also felt conference engagements during the programs (questions and comments) was higher than in years past.
- As of March 10, there have been over 1,400 views of the webinar recordings on the conference YouTube channel.
- Information about the conference is available her: <http://www.wildwiscwinterweb.com/>.

Children's Book Fest a Success!

The 33rd annual **Children's Book Fest** held on March 10 and 11 in Rhinelander was a success! Over 50 school and public librarians converged on Rhinelander to browse hundreds of cultivated books from the Children's Cooperative Book Center professional library and to hear an excellent presentation from **Merri Lindgren** and **Megan Schliesman**. The CCBC team showcased what a book talk can be for picture books all the way to young adult fiction and non-fiction titles. Librarians were invited to gather at Hodag Lanes Bowling Alley to continue conversation and take home a few door prizes courtesy of **Anne Hamland** and WVLS.

Website Service and Training for LEAN WI Members

The Drupal website service provided by IFLS Library System to its member libraries prior to the implementation of the Lean WI WordPress website service will be discontinued. **Anne Hamland** is working to convert the remaining IFLS libraries to the WordPress platform this spring. The spring Webmaster Co-Workday is set for **March 25** at the **Thorp Public Library**. **CANCELLED**

BadgerLink Training – CANCELLED

Rachel Metzler was asked by **Beth Martin**, D.C. Everest Middle School Librarian, to provide a training on BadgerLink to D.C. Everest secondary school librarians as well as some teachers. The training was to be offered on March 20.

Libraries Encouraged to Attend a Workforce Development Workshop

WVLS public library staff are invited to attend their choice of six workshops to kick off the Libraries Activating Workforce Development Skills (LAWDS) statewide project. Made possible in part by the Institute of Museum and Library Services, the LAWDS project brings together public library staff with regional Workforce Development Boards and Wisconsin Job Centers, to facilitate more seamless support of job-seeking patrons, business owners and entrepreneurs. **Anne Hamland** and the LAWDS team coordinated assistance from three library systems and three workforce development boards to organize resources and content for this workshop series which will be held on:

- March 18, 2020: 10-12:30 p.m., Altoona Public Library - **CANCELLED**
- March 24, 2020: 10-12:30 p.m., Rhinelander District Library - **CANCELLED**
- April 2, 2020: 10-12:30 p.m., River Falls Public Library - **CANCELLED**
- April 7, 2020: 10-12:30 p.m., Phillips Public Library - **CANCELLED**
- May 19, 2020: 10-12:30 p.m., Stevens Point, Portage County Public Library
- May 20, 2020: 9:30-12 p.m., Hayward Public Library

Members of the LAWDS Team include Anne Hamland, WVLS; **Leah Langby**, IFLS Library System; **Sherry Machones**, Northern Waters Library Service; **Jon Menz**, Chief Executive Officer of the Workforce Development Board of West Central Wisconsin; **Mari Kay-Nabozny**, Chief Executive Officer of the Northwest Wisconsin Workforce Investment Board; **Mark Jochem**, South Central Library System; and **Nicole Rice**, Workforce Services Director for the North Central Wisconsin Workforce Development Board.

Customer Service Webinar Series

Nationally-known library consultant **Pat Wagner** will present a three-part webinar series on April 1, 8 and 15, [focusing on customer service in libraries](#). All of the webinars will be recorded and posted to the WVLS website. Each webinar is worth 1 contact hour. The series is presented by the WVLS, along with support from the Northern Waters Library Service and the Southwest Wisconsin Library System. Registration is now open for all three webinars.

- The Ethics of Library Customer Service: Fair Treatment for Everyone, Wednesday, April 1; 1 pm
- Dealing with Hostile and Potentially Dangerous Library Users, Wednesday, April 8; 1 pm

- When the Library Makes Mistakes, Wednesday, April 15; 1 pm

Streamline for Success: Library Programs and Services Reboot – POSTPONED to May 2021

Co-sponsored by Wisconsin Library Systems and DPI with LSTA funds from the Institute of Museum and Library Service, a day-long workshop “Streamline for Success: Library programs and Services Reboot” is slated to be held in four locations across the state May 5-8. Ideal for library directors, and adult and youth services managers, this hands-on workshop will lead participants through perspectives on creating and implementing mission-driven library services and leave and provide them with an immediate opportunity to put their learning into practice. This workshop will be held from 9:00 am – 4:00 pm, with lunch provided and mileage reimbursement available, in the following locations:

- Tuesday, May 5 – New Berlin Public Library
- Wednesday, May 6 – Portage County Public Library (Stevens Point)
- Thursday, May 7 – The Lodge, Mauston
- Friday, May 8 – Rice Lake Public Library

“Giving Bad News” Recorded Webinar

Jamie Matcak has been working with **Betsy Bleck**, director of the Oconomowoc Public Library, on producing a recorded webinar called “Giving Bad News.” This is the first of three recorded webinars that will be produced in 2020. The webinar can be accessed through the [WVLS Continuing Education page](#), and is worth 1 contact hour of Continuing Education credit in Category C (self-directed credit).

UPCOMING EVENTS

- March 5 – WVLS V-Cat Cooperative Circulation Committee meeting (Zimmermann, Metzler)
- March 5 – “Summer Food Service Program and Public Libraries” webinar (Hamland)
- **March 9 – IFLS Library System/WVLS Webmaster Office Hours** (Hamland)
- March 10 – WVLS/V-Cat Steering Committee meeting (Klingbeil, Zimmermann, Metzler, Sepnafski)
- **March 10-11 – “Children’s Book Fest” and WVLS Youth Services Grassroots Gathering**, Rhinelander (Hamland)
- March 13 – COLAND (Council of Library and Network Development) meeting (Klingbeil)
- March 16 – MCPL Task Force meeting (Sepnafski, Klingbeil, Hamland, Matczak, Wendt)
- March 16 – MCPL Board meeting (Sepnafski, Klingbeil)
- **March 16 – WVLS All Staff meeting**
- March 17 – LAWDS (Libraries Activating Workforce Development Skills) SUPER PAC meeting (Hamland)
- March 17 – DLT-hosted meeting of WI Public Library System directors (Sepnafski)
- March 17 – Connecting Wisconsin Libraries meeting (Hamland) **CANCELLED**
- **March 18 – LAWDS meeting with public library, system, and workforce development representatives,**
Altoona **POSTPONED**
- **March 19 – WVLS V-Cat Models Exploratory Committee meeting** (Zimmermann) **POSTPONED**
- March 19 – Wisconsin Library Association Foundation meeting (Matczak)
- March 19 – “Quartz at Work (from home): Remote Control” webinar (Sepnafski)
- March 20 – WLA’s Library Development and Legislation Committee (LD&L) meeting (Wendt)
- **March 20 – WVLS/V-Cat Steering Committee meeting** (Klingbeil, Metzler, Sepnafski) **POSTPONED**

- **March 20 – “Staying Connected” Discussion with Member Libraries** (Matczak, Sepnafski)
- **March 21 – WVLS Board of Trustees meeting** (Hamland, Hafemeister, Klingbeil, Matczak, Metzler, Sepnafski, Wendt) **POSTPONED**
- March 24 – DLT-hosted meeting of WI Public Library System directors (Sepnafski)
- **March 24 – “Staying Connected” Discussion with Member Libraries** (Matczak and WVLS Staff)
- **March 24 – LAWDS meeting with public library, system, and workforce development representatives,**
Rhineland (Hamland) **POSTPONED**
- March 24-25 – Auditor at WVLS office (Sepnafski, Hafemeister, Metzler) **POSTPONED**
- **March 25 – IFLS Library System/WVLS Webmaster Co-Workday,** Thorp (Hamland) **CANCELLED**
- **March 25 – “Staying Connected” Discussion with Member Libraries** (Matczak, Sepnafski, Metzler, Zimmermann)
- March 26 – Strategic Planning meeting; E.U. Demmer Library, Three Lakes (Sepnafski, Matczak) **CANCELLED**
- **March 26 – IFLS Library System/WVLS Webmaster Office Hours** (Hamland)
- March 27 – WLA’s Youth Services Section (YSS) Board meeting (Hamland) **CANCELLED**
- **March 27 – “Staying Connected” Discussion with Member Libraries** (Matczak and WVLS Staff)
- March 31 – New Director Orientation, Neillsville (Hafemeister, Sepnafski) **POSTPONED**
- March 31 – DLT-hosted meeting of WI Public Library System directors (Sepnafski)
- **March 31 – “Staying Connected” Discussion with Member Libraries** (Matczak and WVLS Staff)
- **March 31 – Cataloging (Z39.50) Training for Thorp and Medford public libraries** (Metzler)
- **April 1 – NWLS/SWLS/WVLS “The Ethics of Library Customer Service: Fair Treatment for Everyone” webinar – first in a 3-part customer service series** (Matczak, Sepnafski)
- **April 2 – WVLS V-Cat Council meeting** (Klingbeil, Zimmermann, Metzler, Sepnafski) **POSTPONED to May 7**
- April 2 – Rib Lake Public Library Literacy Space Open House, Rib Lake (Hamland, Sepnafski) **POSTPONED**
- **April 2 – LAWDS meeting with public library, system, and workforce development representatives,** River Falls (Hamland) **POSTPONED**
- **April 3 – “Staying Connected” Discussion with Member Libraries** (Matczak and WVLS Staff)
- April 7 – New Director Orientation, Gilman (Hafemeister, Sepnafski) **POSTPONED**
- **April 7 – LAWDS meeting with public library, system, and workforce development representatives,** Phillips (Hamland) **POSTPONED**
- April 7 – DLT-hosted meeting of WI Public Library System directors (Sepnafski)
- **April 8 – NWLS/SWLS/WVLS “Dealing with Hostile and Potentially Dangerous Library Users” webinar – second in a 3-part customer service series** (Matczak, Sepnafski)
- April 8 – COLAND Nominations Committee meeting (Klingbeil)
- **April 9 – WVLS Library Advisory Committee meeting** (Matczak, Sepnafski, Klingbeil, Hamland, Metzler, Zimmermann)
- April 10 – WVLS Office Closed
- **April 14 – IFLS Library System/WVLS Webmaster Office Hours** (Hamland)
- **April 15 – NWLS/SWLS/WVLS “When the Library Makes Mistakes” webinar – third in a 3-part**

customer service series (Matczak, Sepnafski)

- April 15-18 – Innovative User Group Conference, Minneapolis (Zimmermann) **CANCELLED**
- April 16-17 – DLT-hosted meeting of WI Public Library System Consultants (Hamland, Matczak) **CANCELLED**
- April 18 – Western Taylor County Public Library Grand Opening Celebration, Gilman (Sepnafski)
- April 21 – WVLS V-Cat Bibliographic Control Committee meeting (Metzler)
- April 21 – LAWDS SUPER PAC meeting (Hamland)
- April 23 – Antigo Public Library Foundation Fundraiser (Sepnafski)
- April 24 – WLA’s Youth Services Section (YSS) Board meeting (Hamland)
- April 27 – System Continuing Education Consultants meeting (Matczak)
- April 28-29 – Toward One Wisconsin 2020 Conference, Green Bay (Machones)
- April 29 – Wisconsin Public Library Consortium Board meeting (Hamland)
- **April 29-May 1 – Wisconsin Association of Public Libraries Conference**, Oshkosh **CANCELLED**
- **May 6 – WVLS Listening Session, Antigo** (Sepnafski, Klingbeil, Matczak, Metzler, Zimmermann)
- May 6 – CESA 10 meeting (Hamland)
- **May 7 – WVLS V-Cat Council meeting** (Klingbeil, Zimmermann, Metzler, Sepnafski)
- May 7 – Oneida County Library Board meeting, Rhinelander (Wendt)
- May 8 – COLAND meeting (Klingbeil)
- May 8 – “Streamline for Success: Library Programs and Services Reboot” workshop, Rice Lake (Hamland) **POSTPONED to MAY 2021**
- **May 12 – IFLS Library System/WVLS Webmaster Office Hours** (Hamland)
- May 12-13 – WiscNet Connections Conference, Madison (Klingbeil) **CANCELLED**
- May 14 – WPLC Selectors meeting (Zimmermann)
- May 15 – WLA’s Youth Services Section (YSS) Board meeting (Hamland)
- May 15 – WLA’s Library Development and Legislation Committee (LD&L) meeting, Madison (Wendt)
- **May 16 – WVLS Board of Trustees meeting** (Hamland, Hafemeister, Klingbeil, Matczak, Metzler, Sepnafski, Wendt, Zimmermann)
- **May 19 – LAWDS meeting with public library, system, and workforce development representatives**, Stevens Point (Hamland)
- May 19 – LAWDS SUPER PAC meeting (Hamland)
- May 25 – WVLS office closed
- June 2-4 – DPI PLSR Implementation Summit
- **June 4 – WVLS V-Cat Council meeting** (Zimmermann, Klingbeil, Metzler, Sepnafski)
- **June 9 – IFLS Library System/WVLS Webmaster Office Hours** (Hamland)

Be safe everyone!

Marla