MCPL Task Force Assignment; January 2020

In preparation for its initial meeting on **January 27**, the MCPL Task Force asked WVLS and SCLS to complete a leadership assignment.

Key Question: What are the assets and strengths your leadership team possesses? How will these individually and collectively benefit MCPL as we pursue excellence in serving the public during the coming years? Please divide your response into two parts:

Part 1: In a bullet point format, list of the specific skills, assets and strengths of each individual member of your system leadership team. Please limit responses for each team member to one page.

Part 2: Discuss the strengths of your leadership team as a whole. You may write your answers in narrative form and use examples to support your arguments, but please limit your Part 2 answer to three pages double spaced.

Wisconsin Valley Library Service
300 N. First Street · Wausau, WI 54403 · www.wvls.org

Wisconsin Valley Library Service

MCPL's Leadership Resource

Wisconsin Valley Library Service (WVLS) comprises the strongest, most productive, and expansive leadership team among Wisconsin Public Library Systems. Our service capacity and quality are products of cohesive relationships formed with other high-quality leading professionals in partner and collaborator institutions.

- The WVLS leadership team is highly engaged with the Wisconsin library community.
- The WVLS leadership has built a robust professional resource network spanning many other systems and extending beyond Wisconsin boundaries.
- WVLS offers a comprehensive range of services greater than any library system in Wisconsin has the capacity to achieve in isolation.

WVLS has modeled its regional leadership on the guiding principle that no library or system of libraries prospers as an island unto itself. With a strong sense of responsibility to serve our diverse communities, WVLS provides innovative and impactful leadership and empowers libraries in their pursuit of excellence. The WVLS team is constantly challenged to critically assess our system services and suggest improvements, identify new resources needed to implement those improvements, make programs that are working well even better, and think outside the box to inspire our member libraries.

Leadership and empowerment are core to the WVLS culture. Director, Marla Sepnafski, is a Leadership Wisconsin graduate who was presented with the inaugural Alva Rankin Memorial Award. Marla's leadership is recognized and respected throughout the Wisconsin Library Community. She was honored in 2019 by peers throughout the state as Wisconsin Librarian of the Year. Marla was subsequently honored with a Legislative Citation noting her dedication and devotion to making Wisconsin public libraries accessible and responsive to the needs of all residents and stating that she "and the entire WVLS team has promoted a bold vision for the future of library service in which innovation, collaboration, and high standards of excellence are key components."

WVLS has become a magnet for prominent and iconic professionals, attracting the best of the best directly as employees and in collaborative engagements to lead our comprehensive range of services which ensures that all service areas are sustainable. Cultivated with prudence and visionary strategic planning to develop cohesive relationships and collaborative partnerships, the team of WVLS professionals has grown a leadership resource network spanning many Library Systems and extending beyond the boundaries of Wisconsin. This magnitude of individual and collective leadership ensures continuity of the highest quality and most robust service slate available to public libraries in Wisconsin.

To address needs, roll out new services, and improve existing ones, WVLS builds incredible cohorts of professionals with similar goals. WVLS values the leadership of our collaborators. Some of the collaborative efforts initiated by WVLS leadership include the LEAN WI Technology Partnership, Shared Makerspace Collection, Statewide Marketing Cohort, Wisconsin Trustee Training Week, Wild Wisconsin Winter Web Conference, and Libraries Activating Workforce Development Skills (LAWDS) Project Outreach. Recently, WVLS established a network of Sierra ILS (Integrated Library System) experts to

share information and ideas to improve service and support facets of ILS management. More information on these and other collaborative efforts which MCPL can leverage may be found in the WVLS Collaborations document shared as a supplemental handout to this Task Force.

MCPL's aspiration to pursue excellence and serve the public as a "21st Century library" during the coming years is admirable but has not yet been fully articulated. With specific goals and objectives, WVLS will provide services directly tailored to meet the needs of Marathon County and the community of MCPL users. We welcome the opportunity to assist MCPL with data collection and assessment to identify community needs and strategic goals and remind MCPL of its option to leverage the strengths of WVLS leadership to achieve.

The accompanying leadership team summaries provide a list of specific skills, assets, and strengths of each individual member. WVLS is aggregating and publishing all presentations and documents made to the Marathon County Library Board and this Task Force in the MCPL System Exploration section of our website: https://wvls.org/mcpl-system-exploration.

Marla Sepnafski, WVLS Director

Skills/Strengths

- Consultant/Facilitator experienced in researching, recommending, and guiding implementation of policies, procedures and services on behalf of area libraries, with an ability to proactively confront conflicts and work toward resolution.
- Relationship Builder who acts with a high level of integrity and honesty to develop relationships based on trust and mutual respect, and is able to work effectively with staff, library board members, colleagues across the state, municipal and county officials, elected officials, vendors, Department of Public Instruction staff, and other key stakeholders to achieve desired outcomes. Demonstrated ability for finding potential in people, organizations, and processes over the past 20 years. Convening forums to gather input on what matters to member libraries and advance service goals.
- Communicator who provides timely, accurate, and relevant information on critical issues, and communicates a vision of system services to stakeholders and community leaders. Comfortable communicating expectations and information directly to others—including keeping staff and the WVLS Board informed, engaged, and inspired about support given to, and initiatives started by, member libraries.
- Collaborator who fosters an atmosphere that encourages team-building, accountability, professional development, trust, and productivity by staff and the WVLS Board. Demonstrates commitment to diversity, equity, and inclusion, and support for impactful, relevant partnerships within the organization and beyond.
- Continuous Learner with an advanced knowledge of library resources and best practices in all-sized libraries and an awareness of current trends and technologies through regular review of professional literature, participation in continuing education and professional development opportunities, and networking with library leaders.
- Strategic Thinker with proven skill in planning and tactical implementation who makes and recommends sound decisions with the courage to develop potential and change. Creates, shares, and executes a unified vision for system service to member libraries and processes for those services.

Assets

- Dedicated advocate for education and learning for people of all ages
- Promotes experimentation and fast prototyping in a culture that includes risk-taking, trust, flexibility and growth from past failures; and, facilitates innovation to meet new needs and old needs in new ways
- Enjoys working in a cooperative environment with diverse communities and individuals, considering different viewpoints and listening to understand
- Fosters a workplace culture that values customer service and is results oriented
- Proud of and dedicated to the WVLS team and the services offered to our member libraries
- Passionate believer in the transformative value a library brings to its community; and in system advocacy and support to help libraries help their communities achieve what they most care about
- Believes the most innovative and compelling new services are co-created between knowledgeable, passionate system staff, library staff and community members through deep reciprocal engagement and sharing experiences and goals

Record of Service and Recognitions of Leadership

- 40 years progressive leadership experience in providing service to public libraries
- UW-Madison iSchool Alumni Board (2019-present)
- Legislative and Gubernatorial Citation by the State of Wisconsin (2019) for promoting *"a bold vision for the future of library service in which innovation, collaboration, and high standards of excellence are key components"*
- WLA/DEMCO Librarian of the Year Award (2019)
- Certificate of Achievement from Governor Tony Evers (2019)
- Leadership Wisconsin Alva Rankin Memorial Winner (2014); recognized by Leadership Wisconsin's fellow graduates as a leader among leaders
- University of Wisconsin-Extension Leadership Wisconsin's Signature Program (2012-2014)

Skills / Strengths / Assets

Joshua Klingbeil - CIO

1/30/2020

Note: To ensure reporting of the best match of skills and experience, the following uncomprehensive subset of skills, strengths, and assets will be adjusted as appropriate once MCPL executive administration shares its strategic plan with the Task Force members and WVLS following Mark Arend's request at the initial meeting of the MCPL Task Force.

WVLS Assistant Director and CIO, Joshua Klingbeil, contributes over twenty years of engineering and technology service experience to the benefit of member counties and their public, private, academic, and K12 libraries.

- Experience participating on boards, councils, executive committees, and other various committees such as: WiscNet Board of Directors, Wisconsin Public Library Consortium (WPLC) Board of Trustees, and the Council on Library and Network Development (COLAND) which informs and influences the organizations and associations providing services libraries consume or channel to the public.

- Over fifteen years of product and service architecture experience including viability assessment, lifecycle planning, contingency planning, comprehensive strategic plan development, and cultivating the symbiosis between long range visioning and transactional process development which empowers library boards, directors, and staff to engage in library, community, and county-wide planning efforts as institutions of leadership.

- Twenty years of experience developing and providing flexible service models for a wide range of consumer types from dynamic, agile organizations to monolithic international institutions allowing for the adaptability to provide effective, meaningful services to the variety of library types and service capacities found in Northcentral Wisconsin and throughout the State.

- Twenty years of strategic data collection planning and implementation, data-driven analysis and plan development, cost impact evaluation and adaptation planning, and forecasting outcomes from adjustments to complex interactive systems which supports a range of local, regional, and statewide, efforts from programming in public libraries to the development and support of services like the phenomenally popular OverDrive eBook collection, a part of Wisconsin's Digital Library.

- Over ten years of experience in leading the development of collaborative projects and partnerships including the LEAN WI technology resource sharing partnership which operates technology service infrastructure that is both the most cost efficient and the most robust among Wisconsin's Public Library Systems, serving over one hundred libraries across twenty-five counties with an enterprise technology services platform that is second to none.

WVLS Partnerships

One of the strengths of the WVLS leadership team is its continuing partnerships with other library systems to provide services to its member libraries which maximizes productivity and minimizes costs to those libraries.

The LEAN WI partnership especially helps provide excellent technology services across three library systems – Wisconsin Valley Library Service, IFLS Library System, and Northern Waters Library Service.

IFLS Library System - Staff Strengths brought to Partnership

Kris Schwartz – **IFLS IT Director**. As the Engineering & Operations Lead of the LEAN WI Technology Team, Kris develops and implements operational plans which serve the needs of the partner systems and member libraries. Kris has 10 years of IT experience working with IFLS area libraries.

Lori Roholt – **MORE Administrator**. The MORE shared system runs on the Innovative Sierra software just as V-Cat and MERLIN do. The ILS administrators keep in touch to help detect and solve similar problems with the software. Lori has been with IFLS for 11 years.

Leah Langby – **Library Development & Youth Services Coordinator**. Leah works with libraries to support youth services and inclusive services, and she coordinates the continuing education efforts of the IFLS system. WVLS and IFLS share programming kits (high and low tech, for all ages) that circulate from both systems to all the libraries in IFLS and WVLS. She works regularly with WVLS staff on youth services projects and continuing education efforts. She has been with IFLS for 15 years.

Maureen Welch – **Reference & ILL Coordinator**. Maureen has overseen the delivery services provided to the IFLS Library System by WALTCO Inc. for the last 20 years. She has worked with the WVLS delivery coordinators over those years to continue to improve delivery services for all the systems served by WALTCO. Maureen can also help answer questions about statewide interlibrary loan, databases, Wisconsin's Digital Library, and the WPLC (Wisconsin Public Library Consortium).

John Thompson – **Director**. John has supervised the administration of the library system for the past 13 years. In addition, he provides administrative consulting to the 53 IFLS member libraries on library administration, director hiring and orientation, library and open meeting laws, long range planning, policy development, space planning. John has also been part of various statewide projects including chairing the Public Library System Redesign (PLSR) committee and updating the Wisconsin Public Library Standards.

Sherry Machones, WVLS Inclusive Services Consultant

Skills

- Well versed in navigating municipal, county, state, and national government relationships and budget proposals
- Respected public speaker, workshop presenter, writer (local, state, nationally)
- Experienced leader and mentor of librarians (local, state, nationally)
- Expert on equity, diversity, and inclusion issues and requirements
- Excellent at interpersonal communications and collaborative networking, team building, and project process management
- Strategic, creative and critical thinker with ability to proactively problem solve
- Dedicated, dependable, disciplined, and task focused

Strengths and experience

- 25 years professional experience in public libraries, including local and system library administration, youth services, inclusive services, interlibrary loan, and cataloging
- Over 20 years of professional experience in the arts, and academic, special, tribal, public libraries
- 19 years of professional experience working on equity, diversity, and inclusion issues and requirements in the arts and libraries
- Over 10 years of experience in customer service and marketing outside of libraries
- Experience working in libraries of various sizes (e.g., a resource, a small, an urban, and a rural library)
- Highly networked throughout the local, state, and national library community
- Manages and organizes National Library Legislative Day delegation for the State of Wisconsin as well as in-district contacts
- Member of Library Development and Legislation Committee (LD&L) team that passed four library related laws in three years and achieved a multi-million-dollar boost in state aid to public library systems since 2014
- Leads the work of teams on state projects (ex. PLSR, Inclusive Services)
- Believes access to libraries is crucial to every community to create a more open, more diverse, inclusive and equal world

Demonstrated leadership, affiliations and honors

- WLA Leadership Roles: Currently WLA President and ALA Chapter Councilor on the WLA Board; previously: finance, awards, Information Freedom SIG, LGBTQ+ SIG, Small Libraries Director, Small Libraries Chair, LD&L, LD&L Federal Coordinator
- ALA Leadership Roles: currently President of the Division that handles equity, diversity, and inclusivity issues in libraries, and mentors and leads library consultants and government library workers (ASGCLA); previously: finance, ALA Council (Wisconsin representative), mentor for several Divisions and Roundtables, LGBTQ+ Membership Chair and Executive Board, Federal Coordinator for Wisconsin; consultant on efforts for the reorganization of ALA (SCOE); speaker at many conferences for Library Leadership and Management (LLAMA) and emerging leader cohorts
- ALA Emerging Leader, sponsored by LLAMA (2012); Alumni Awareness Award by the University of Wisconsin - Rock County (2004)

Susie Hafemeister, Administrative Assistant

Skills

- Budgeting/Fiscal Responsibility: budget drafting, expenditure management, collection and deposits of budget revenue; compilation of year-end budget information; balancing of credit card statements and bank statements; managing payment of donations
- Compiling/maintaining data: preparation of fiscal and auditing information and materials; effective at completion of annual reports and records maintenance
- Fundraising: management of grant funds, from individuals, companies and organizations; accounting of grant funds and manager of donor databases; provides robust communication throughout project--from fund solicitation process until after event day (e.g., letter writing campaigns for company donors and in-person interviews with potential donors; subsequent thank you letters for donations)
    - Financial member of Marathon County Public Library (MCPL) Foundation/Fairy Tale Ball committee
    - Foundation Fundraiser solicitation for National Endowment for the Humanities Grant fund match
    - Financial oversight for renovations to/completion of the third floor of the Marathon County Public Library Wausau branch

Experience

- 48 years of work in libraries and library services, progressively reaching a position of Business/Financial Manager while working with eight branches along with MCPL staff coordinating financial matters
- Over 30 years of entrusted fiduciary responsibility, including 25 years of audit and budget requirements, and over 15 years fiscal management of Friends of the Library and MCPL Foundation fundraising and grant projects
- Managed finances for the Capital Improvements Projects during the Marathon County branch improvement projects

Strengths

- Pleasant, friendly and eager to work with others
- Shows patience, kindness, a commitment to teamwork towards member libraries, trustees, system staff, colleagues, and related state agencies
- Excels at customer service and interpersonal communication
- Highly organized, results focused and detail oriented
- Self-motivated to accomplish requisite tasks and look for improvement opportunities
- Collegial relationships with library colleagues, and municipal and county officials

Kris Adams Wendt, WVLS Public Library Consultant

Skills

- Consultative coaching and mentoring, teaching and empowerment
- Adept at interpersonal communications and collaborative networking
- Strong leader experienced in team building, project process management and problem solving
- Fosters a team culture of respect, support and generosity
- Detail oriented task manager and event planner
- Articulate public speaker, workshop presenter and moderator
- Proficient writer
- Strategic, creative and critical thinker
- Dedicated, dependable, disciplined, and task focused
- Disability and diversity awareness
- Ability to accurately perceive and judge the formal/informal influences that shape decision making

Strengths and experience

- 46 years professional experience in public library consultation, local library administration, youth services and inclusive services
- Highly networked throughout the Wisconsin library community
- Well versed in navigating municipal and county government relationships and budget proposals, and proficient in state and federal library budget and legislative initiatives
- Experienced leader of effective advocacy and communications strategies with elected policymakers at municipal, county and state levels
- Manages and organizes WVLS Library Legislative Day delegation as well as in-district contacts
- Significant experience in customer service, capital project fundraising, and community relations
- 25+ years volunteer leadership for WLA in the area of legislative advocacy, as 2014-2015 co-chair and continuing member of the Library Development & Legislation Committee (LD&L)
- Member of LD&L team that passed four library related laws in three years and achieved a multi-million-dollar boost in state aid to public library systems since 2014
- Demonstrated effective management skills supervising office operations, completion of public policy initiatives and legislative relations during seven months of Lt. Governor Lawton's 2010 term; coordinated transition orientation for incoming new Lt. Governor's staff

Demonstrated leadership, affiliations and honors

- WLA Leadership Roles: WLA Secretary, WLA long range planning committee chair, Youth Services Section chair, and public libraries division director-at-large/conference program chair
- Member of League of Wisconsin Women Voters of the Northwoods Voter Services Committee and liaison to library community regarding LWVNOW voter registration tools
- Appointed to Wisconsin Humanities Council (2004-10, 2019-present), Council on Library and Network Development, (2004-14) and Superintendent's Advisory Council on Rural Schools, Libraries and Communities (2004-11)
- Legislative liaison to Cooperative Children's Book Center Advisory Board, 1995-present
- Executive Director of Rhinelander District Library selected as 2005 Wisconsin Library Association Library of the Year
- Selected for State Superintendent's Friend of Education Award (2004), International Reading Association Award for Exemplary Service in the Promotion of Literacy (1995), Wisconsin Library Association Librarian of the Year (1993), and Rhinelander Business and Professional Woman of Achievement (1992)

Anne Hamland, WVLS Public Library Services Consultant

Skills

- Proven outreach, relationship building and collaboration skills, including concerted sharing with library peers of service expertise and inspiring innovation
- Advocator on local, state, national, and global library initiatives
- Consultant on innovative program and service models for enhanced community impact
- Goal focused
- Results driven project management

Assets and strengths

- Relationship building with public, school, and special libraries and community organizations through sustained communication with leaders across Wisconsin. Leader in workforce development initiatives for library systems throughout the state and for community organizations (e.g., local emergency departments, Aging and Disability Resource Centers, Regional Action Teams for service of children, Cooperative Educational Service Agency)
- Sustainable and impactful collaborative networking to provide youth services, inclusive services, marketing, library building and remodeling, website services, adult services, digital library, and workforce development
- Robust list of contacts to assist with youth/teen/adult services, website design, digital library and collection development, building projects, inclusive services, training and strategic planning
- Lifelong learner with current focus on website design, marketing and graphic design, advocacy, library space design, and able to retool my skill set for evolving library service needs
- Finds fulfillment in the support and successes of libraries and library staff after compassionate consulting on goals, barriers, and personal development

Demonstrated leadership

- Member of the Wisconsin School & Public Libraries Networking Group (2019-)
- WLA Youth Services Section committee member; conference marketing committee member
- Initiates digitization collaboration with IFLS Library System (ION History) on behalf of member libraries preservation, archival, and digitization efforts.
- Developer of WI Department of Public Instruction initiatives (e.g., assisting with DPI's Public Library Director Bootcamp, Youth Services Leadership and Development Institute)
- Designed and launched the first system supported website services, curriculum and training in Wisconsin (LEAN WI)
- Developed and produced the annual report tracker tool and Digital Byte for all Wisconsin libraries in collaboration with DPI consultants

Jamie Matczak, WVLS Education Consultant

Skills

- Effective writer and communicator (public speaking, blogs, press releases, newsletters, email); Well-versed in social media resources and best practices
- Manages and organizes continuing education budgets
- Well-informed in library technology trends and highly skilled in learning technology tools
- Training future leaders in customer service, marketing and public speaking
- Leadership development in member libraries via the WVLS New Director and Mentoring programs

Assets

Education and Professional Development:

- 20 years of professional experience in the arts, higher education, and public libraries
- Over 10 years of experience in higher education teaching, instructing, and training
    - Led 15 online library courses for the iSchool at UW-Madison in marketing, customer service, and social media; and taught 10 online and face-to-face courses for Lakeland College in business communications and marketing
    - Creator and manager of over 50 online trainings in the areas of customer service and technology tools
- Respected advisor on state-wide continuing education initiatives
- Maintains high level of networking relationships with state and national colleagues to assist with sharing their expertise in new technologies, library administration, and library trends

Customer Service

- Supports and assists state-wide public library system consultants with projects
- Frequently consulted on for statewide continuing education initiatives
- Served on five Wisconsin Library Association-affiliated conference planning committees
- Cares about the needs of member librarians and WVLS staff
- Hard working: willing and able to learn new skills to better support mission of WVLS
- Responds to member library questions within 24 business hours

Strengths

- Networker/Connector: Frequently called upon by library peers for advice and guidance
- Innovator: Created the Wild Wisconsin Winter Web Conference (a nationally recognized 2-day web conference with state speakers), Wisconsin Trustee Training Week (Web conference for public library trustees), Digital Bytes (digital trainings used by libraries across the state), and Monday Mentions (weekly WVLS communications email)
- Collaborator: Co-creator of a marketing plan template to be available to all public libraries in Wisconsin;
- Leader in the Wisconsin public library community in continuing education and training
- Lifelong Learner: Has attended over 40 state-wide and national conferences
- Genuine: Recognizes and appreciates the collaborative work of colleagues and state-wide consultants
- Project Manager: Refined and organized the WVLS New Director Orientation process, Mentorship program, communications tools, continuing education and training programs in less than two years

Rachel Metzler, MLIS

WVLS ILS and Database Support Specialist

Skills

- Providing successful training curriculum by aligning with user goals on databases, BadgerLink, ILS, cataloging, and Information Literacy
- Effective oral and written communicator, including training in one-on-one and large groups—particularly in train the trainer situations; public speaking; and in creating step-by-step video tutorials and procedural documents
- Strong interpersonal relationship skills and networking capabilities
- Leads in WVLS collection development and database acquisition and combines knowledge of collection development with a strategic understanding of the role of resource sharing and consortial partnerships in providing access to local and collaborative collections aligned with member library and community needs
- Thorough knowledge of circulation, interlibrary loan operations, cataloging (including original and copy cataloging, authority control, using the OCLC cataloger subsystem), ILS, collection development, youth services, community partnerships, outreach, youth services
- Efficient at identifying and consulting on library service challenges and trends with experience in makerspaces, STEM/STEAM, Summer Library Program, One Book programs, community partnership programs, and more

Experience and strengths

- 13 years professional work in libraries (e.g., public resource library, small public library, and university library)
- Thoughtful, analytical thinker with strong attention to detail
- Approaches challenges with adaptability, diplomacy, and professional grace
- Skilled user of databases and online resources
- Passionate for libraries and library staff
- Attentive listener
- Team player
- Curious, life-long learner
- Committed to providing exceptional customer service

Professional publications and involvement

- Column writer for *VOYA Magazine* (2019); Contributor to articles published in *Booklist* and *School Library Journal* (2013), Writer of various press releases in *Wausau Daily Herald* (2007-2010)
- YALSA Best Books for Young Adults Committee (2013); Wisconsin Children's Book Award Committee (2014 & 2015)

Katie Zimmermann, WVLS Integrated Library System Administrator

Skills

- Integrated Library System (ILS) Administration
    - Lead and coordinate advancement of Integrated Library System and peripherals to maximize resource sharing and resource discovery for libraries and their communities
    - Support libraries' ILS processes including circulation, cataloging, acquisitions, reporting, and public access by providing training and advising best practices
    - Manage and customize public facing V-Cat library catalog
    - Develop strategies for changes, enhancements, testing and upgrades to maintain and modify Sierra ILS database based on assessment of member libraries' needs and the evolving information landscape
    - Facilitate member libraries' collaborations focused on resource sharing, bibliographic metadata, cooperative circulation, budget planning, migration, and other projects
    - Utilize strong analytical and troubleshooting skills to identify anomalies and assess effectiveness of ILS functions and public V-Cat catalog; propose and implement solutions
    - Review new systems and peripherals and recommend changes as needed
    - Serve as the interface between the ILS consortium, the ILS vendor and third-party vendors to fulfill software development requests and enhance functionality

- Project Management – Consider projects within the larger context to maximize efforts; use highly collaborative methods to seek the advice of experienced experts and work across teams; dedicated to managing details, consistent communication and follow through

- Data Analysis and Visualization – Support decision making and advocacy efforts through data gathering and analysis; use data to assess community needs, collection needs, circulation patterns, and other metrics of library use; create meaningful representations of data to highlight areas of importance

- Training – Initiate proactive and effective coaching through the development of personal relationships and creation of relevant tools including instructional documents and videos

Assets

- Over 15 years of experience in academic and public libraries in positions of increasing responsibility
- Over 11 years of professional experience working with Marathon County Public Library
- Over 12 years of professional collection development experience, including materials reconsideration processes and book challenges
- Experience working in a large multi-branch resource library and in a small stand-alone library
- Master of Arts degree in Library and Information Studies from University of Wisconsin - Madison

Strengths

- Ability to plan and solve problems strategically with a focus on assessing issues from multiple vantage points.
- Proactively explores innovative ideas and identifies ways to improve library services
- Passion for connecting people and information
- Motivated by collaborative initiatives for the common good

Tony Kriskovich, NWLS Information Technology Director

Skills

- Advanced knowledge of wide area networking, router and firewall configuration, subnet planning and management, and VLAN implementation and management.
- **Strong** proficiency with Active Directory, filesystem security and authentication management, file and printer sharing, and Windows Client/Server environments.
- Broad knowledge of managing VMware vSphere SAN and Microsoft HyperV environments running multiple virtual server operating systems.
- Extensive knowledge of Microsoft Windows operating systems, Office Desktop suites, and other desktop applications.
- Advanced knowledge of local area wired and wireless networking.
- **Strong** written/oral communication skills and demonstrated ability to present complex technical issues to internal and external colleagues and end users who possess varying degrees of technical experience.

Assets

- 17 total years of experience within the information technology field.
    - Previous 7 years' experience with working for public library system
- Administer Active Directory (AD), DNS, DHCP, WINS, print, and file sharing services within networks.
- Experience with federal and state grants, E-Rate, and TEACH Infrastructure grants.
- Highly motivated to provide public libraries with the best possible IT support experience.

Strengths

- **Strong** customer service orientation and skills with a commitment to quality, accuracy, and efficiency.
- **Strong** interpersonal skills and ability to foster and maintain cooperative and courteous working relationships with staff across the partner library systems, and member library personnel.
- Ability to professionally interact with users and to work effectively and cooperatively in teams.
- **Strong** proficiency in identifying and resolving problems, especially related to computers and networking.
- Proficient analytical and troubleshooting skills.

WVLS COLLABORATIONS Exhibit 11-c

Introduction

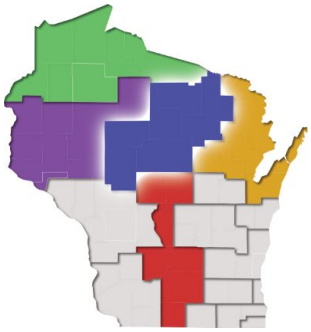
Whether to solve a problem, roll out a new service or improve on an existing one, finding a cohort of people with similar goals and needs creates amazing success. WVLS is intentional about seeking opportunities to collaborate with colleagues to improve our service program. Following is a list compiled by WVLS staff that identifies recent collaborations with system colleagues and how these efforts benefit not only WVLS member libraries, but libraries across the state.

Anne Hamland, Public Library Services Consultant

- Youth, Teen, Adult Services Consultant
  - Youth Services Section, Director at Large, Wisconsin Library Association
  - Workforce Development
- LEAN WI Website Services
- Wisconsin's Digital Library Consultant
  - Wisconsin Public Library Consortium, Board Member
  - WVLS OverDrive Advantage Selection Committee Advisor
- 2018/2019 WLA Conference Publicity Co-chair

Service Area: YOUTH SERVICES

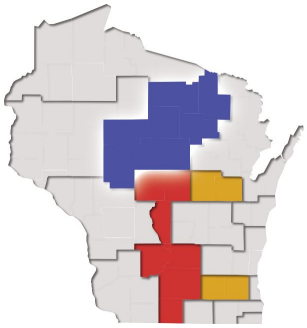
Collaboration: Youth Services Information Exchange (YSIE)



Partners: WVLS, IFLS Library System, Northern Waters Library Service, Nicolet Federated Library System, South Central Library System

Description: In addition to regional workshop opportunities, librarians serving young users gather three times per year at libraries around WVLS to discuss seasonal topics and current issues. Most recently, YSIE was held at the Minocqua Public Library, and librarians from Nicolet Federated Library System, Northern Waters Library Service, and WVLS discussed summer library programs, youth spaces, programming (self-directed and scheduled), and new ways of arranging collections. Librarians who attend these events appreciate opportunities to learn from others, share ideas and brainstorm solutions and, ultimately, to network and develop professional relationships. These experiences, and the fresh perspective that a multi-system gathering provides, was made possible by thinking outside the box with our system neighbors.

Collaboration: Youth Services Development Institute



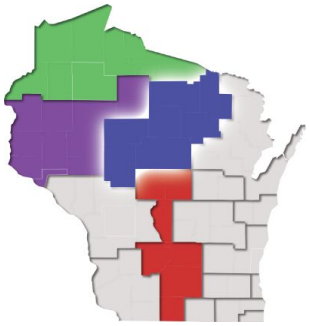
Partners: WVLS, Wisconsin Department of Instruction, Outagamie-Waupaca Library System, Bridges Library System, South Central Library System, Cooperative Children's Book Center (CCBC)

Description: Youth Services Consultants from four systems collaborated with the Department of Public Instruction to host the 2019 Youth Services Development Institute at the Lake Lawn Resort in Delavan (WI), Wisconsin from August 25-28. The institute featured presentations on public and school collaborations, what makes a good library program, self-care, planning and organization, advocacy, inclusive service, evidence-based case discussions,

collection development, and more. Going forward, this team will work together to mentor and support the 25 librarians who attended this intensive retreat.

Service Area: WORKFORCE DEVELOPMENT/ADULT SERVICES

Collaboration: Libraries Activating Workforce Development Skills (LAWDS) Project

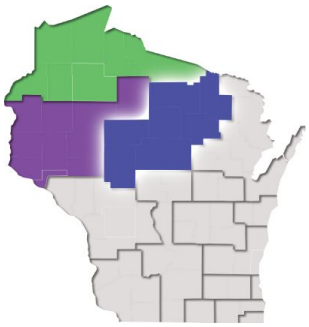


Partners: WVLS, IFLS Library System, Northern Waters Library Service, South Central Library System, Workforce Development Boards

Description: Introduced in late 2018 by the Department of Public Instruction, the goal of the LAWDS Project is to bring together public library staff with regional Workforce Development Boards (WDBs) and Wisconsin Job Centers, and to facilitate more seamless support of job-seeking patrons, business owners and entrepreneurs. In Spring 2019, WVLS gathered consultants from SCLS, NWLS, and IFLS to organize outreach efforts with Workforce Development Boards. WVLS planned, scheduled, and hosted three meetings with WDB Directors and consultants from four systems; developed and shared information and visuals on how libraries support workforce development efforts and the challenges libraries face in the process; and presented at two annual training workshops for Workforce Development staff with SCLS's Mark Jochem, Collaboration with many library systems remains crucial in delivering a consistent and accurate message regarding libraries' work and challenges to support workforce development.

Service Area: TRAINING

Collaboration: LEAN WI Website Services

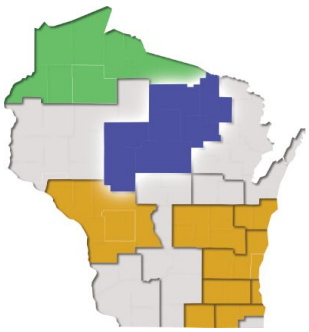


Partner: WVLS, IFLS Library System, Northern Waters Library Service

Description: Starting in 2018, WVLS developed LEAN WI Website Services for member libraries in WVLS and IFLS Library System. The service provides consultation on website design based on local functionality needs and design preferences, and maintains and upgrades work behind the scenes. WVLS shares information with nearly 100 library directors and webmasters via an email list, website resources webpage, video tutorials, programs to create website graphics, monthly office hours, two in-person work days annually, email and phone.

Service Area: COLLECTION DEVELOPMENT

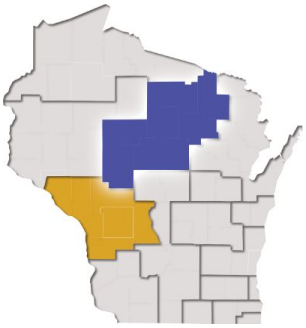
Collaboration: Online Resources: Gale Courses



Partners: WVLS, Manitowoc-Calumet Library System, Northern Waters Library Service, Monarch Library System, Bridges Library System, Arrowhead Library System, Lakeshores Library System, Winnefox Library System, Winding Rivers Library System, Milwaukee County Federated Library System

Description: The passage of 2017-2019 State Budget on September 21, 2017 provided an additional $1.5 million investment in state aids to Wisconsin's 16 public library systems to support new technology resources and enhanced services in the areas of broadband access, workforce development, and lifelong learning. With this additional funding, WVLS purchased Gale Courses on behalf of WVLS libraries, and worked with Manitowoc-Calumet Library

System and Northern Waters Library Service to secure a substantial group discount. Gale Courses provides almost 400 six-week long online programs taught by college instructors who are experts in their field covering topics and skills tied to the Bureau of Labor Statistics' fastest-growing occupations. To support member library efforts to promote this product to their communities, WVLS continues to create training resources, promotional materials, and ready-to-use marketing pieces for targeted community partners and audiences. These products are also shared across the state with systems that subscribe to Gale Courses.



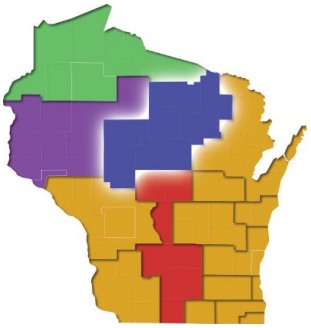
Service Area: CONTINUING EDUCATION

Collaboration: Library Marketing Design Workshop

Partners: WVLS, Winding Rivers Library System

Description: Anne Hamland was recently asked by Brooke Newberry of Winding Rivers Library System to give a presentation on design and development of marketing materials using Canva.

WLA Conference Publicity Co-Chair, 2018/2019



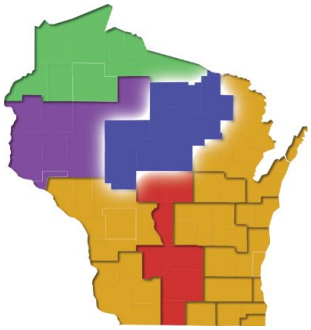
Partners: All 16 Systems

Description: In her capacity as WLA Conference Publicity Co-Chair for the last two WLA conferences, Anne Hamland worked closely with representatives from each library system, UW Milwaukee and UW-Madison and public and private colleges to market the benefits of attending the statewide conference. At this year's conference, she supported the WLA Conference Planning Committee in many ways and worked worked specifically with SCLS Technology staff to develop and support the WLA Conference app, and to insure live streamed sessions were accessible to the public.

WVLS staff are leaders, we are involved in nearly all statewide committees and projects. We work closely with staff from all Wisconsin library systems to serve our and all Wisconsin libraries.

Jamie Matczak, Education Consultant

- Continuing Education and Training (Digital Bytes),
- Marketing and Communications
- LAC (Library Advisory Committee) Coordinator
- New Library Director Mentorship Program
- Validator for Public Library Director Certification
- Contact for Courier Services
- Scholarships and Grants Coordinator



Service Area: CONTINUING EDUCATION

Collaboration: Continuing Education Webinars

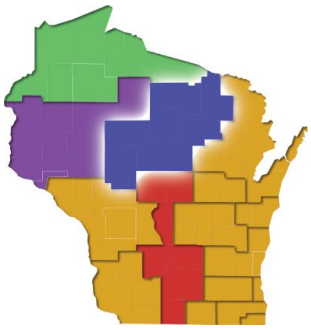
Partners: All 16 Systems

Description: WVLS, with support from the Northern Waters Library Service, and the Southwest Wisconsin Library System, produces 7-10 webinars per year. These webinars, ranging in various topics, are marketed to, shared with and attended by librarians in all 16 public library systems. WVLS has a mailing

list of 100 librarians statewide who receive updates on upcoming webinars. Starting in 2019, all webinars are now captioned.

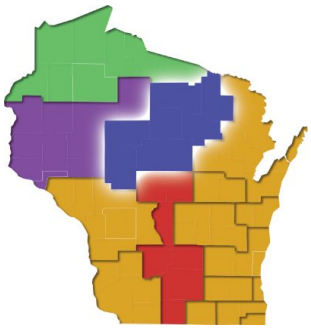
Collaboration: Wild Wisconsin Winter Web Conference

Partners: All 16 Systems



Description: The Wild Wisconsin Winter Web Conference is a state-wide virtual web conference that takes place every January. Webinars are presented from librarians all over the country, and monetary support is provided by all 16 public library systems. In 2019, all 14 webinars were captioned, and library students from South Africa were in attendance. The 2020 Conference will be the 8th Annual. Jamie Matczak developed and has led the coordination of all eight conferences, with valuable assistance from Leah Langby of IFLS and Jean Anderson of the South Central Library System. This team effort among Jamie, Leah, and Jean, and support from all 16 systems has been praised and consulted on by other state library organizations, including Kansas, South Carolina, New York and Colorado.

The conference is also appreciated by librarians in Wisconsin. Rachel Arndt, Public Services Area Manager for the Milwaukee Public Library, says, *"Every winter I look forward to the Wild Wisconsin Winter Web Conference. The topics are timely and actionable. I get to hear from expert practitioners, some of whom are nationally known speakers. Not having to drive, worry about travel reimbursements, and getting archived content I can share and revisit is priceless. Everyone should be supporting and participating in the Wild Wisconsin Winter Web Conference."*



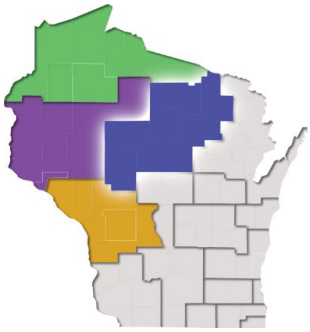
Collaboration: Wisconsin Trustee Training Week

Partners: All 16 Systems

Description: Wisconsin Trustee Training Week was developed in 2014 by Jamie Matczak (while employed at the Nicolet Federated Library System), with the goal of providing high-quality webinars to public library boards, friends, and trustees in Wisconsin. Jean Anderson of the South Central Library System agreed to lead Wisconsin Trustee Training Week as the Wild Wisconsin Winter Web Conference started to grow and expand. Jamie continues to support Wisconsin Trustee Training Week as a back-up webinar moderator to Jean.

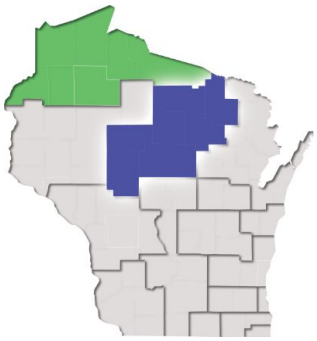
Collaboration: Tech Days West

Partners: WVLS, Northern Waters Library Service, IFLS Library System, Winding River Library System



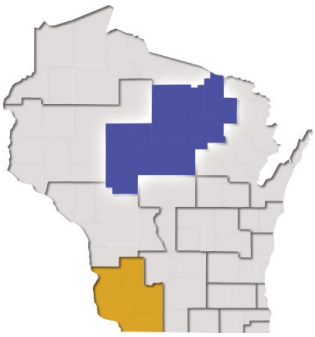
Description: All-day workshops focused on technology had been occurring in the Eastern part of Wisconsin. In 2018, Jamie Matcjzk successfully led the organization of the first series of "Tech Days" workshops in the western area of the state, with assistance from Leah Langby of IFLS and Brooke Newberry of WRLS. In 2019, another series of Tech Days workshops will occur in November, with Leah Langby leading the organization.

Collaboration: WVLS-NWLS Partnership



Partners: WVLS, Northern Waters Library Service

Description: Seeing a need for more experience in the area of Inclusive Services, WVLS created a partnership with Northern Waters in 2018, where Jamie Matczak serves as the Continuing Education Consultant for both systems, and Sherry Machones (NWLS Director), serves as the Inclusive Services Consultant for both systems. This partnership allows for the streamlining of services with consultants in their areas of expertise.



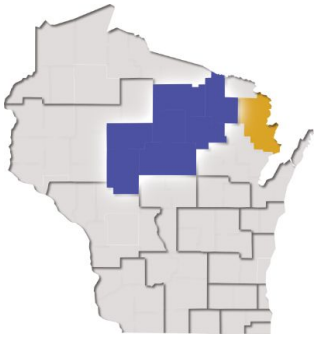
Collaboration: WVLS-SWLS Partnership

Partners: WVLS, Southwest Wisconsin Library System

Description: In 2019, WVLS and SWLS formed a partnership in providing webinars to their member libraries. This partnership will continue in 2020.

Service Area: PROFESSIONAL DEVELOPMENT

Collaboration: WVLS Mentoring Program

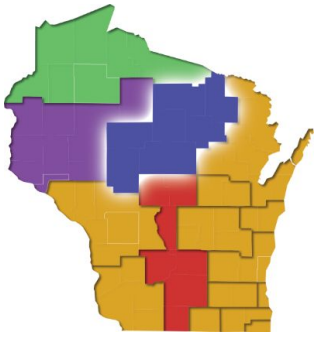


Partners:WVLS, Marinette County Library Service

Description: WVLS has a new library director mentorship program that pairs new library directors with those who have more experience in library directorship. WVLS was seeking a library mentor to serve the unique needs of a new library director in its system. In this situation, WVLS sought assistance outside of the library system, and grateful for the expertise of Jennifer Thiele, director of the Marinette County Library Service.

Service Area: TRAINING

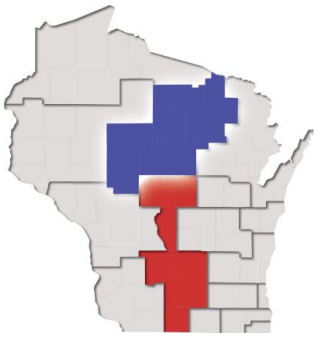
Collaboration: Digital Bytes



Partners: All 16 Systems

Description: WVLS created Digital Bytes in 2018 - short, archived digital trainings produced twice a month on topics ranging from customer service to technology tools. The trainings are archived on the WVLS website and available for anyone to view at their own convenience. Starting in 2019, all Digital Bytes are now captioned.

Collaboration: Library Photography Workshop

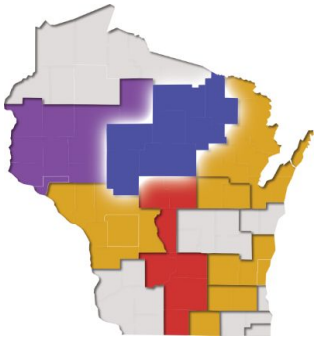


Partners: WVLS and South Central Library System

Description: Jamie Matczak was asked by Jean Anderson of the South Central Library System to give a presentation on library event photography at a meeting with SCLS directors in November. Jamie and Jean have worked together in several capacities for over 10 years, and Jean gave excellent presentations on databases for member libraries when Jamie worked for the Nicolet Federated Library System.

Service Area: MARKETING AND COMMUNICATIONS

Collaboration: Statewide Marketing Cohort



Partners: (9) WVLS, South Central Library System, IFLS Library System, Nicolet Federated Library System, Outagamie-Waupaca Library System, Arrowhead Library System, Bridges Library System, Monarch Library System, Winding Rivers Library System

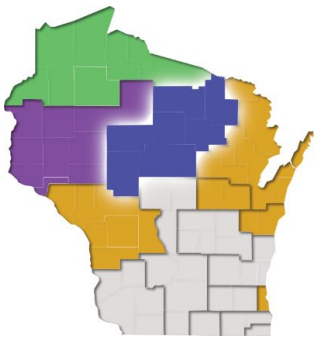
Description: In 2018, WVLS reached out to several system marketing consultants with the hope of starting a statewide cohort to share marketing efforts and develop larger projects. A small group within the cohort is currently working on a marketing plan template that will be shared with all libraries in Wisconsin in early 2020. SCLS's Mark Ibach has been instrumental and invaluable in developing this plan.

Rachel Metzler, ILS and Database Support Specialist

- Training and Support for Sierra Integrated Library System
- Cataloging; including training and support to system library staff
- Databases; data collection, usage, and training
- Development and maintenance of makerspace collection

Service Area: INTEGRATED LIBRARY SYSTEM

Description: ILS Administration



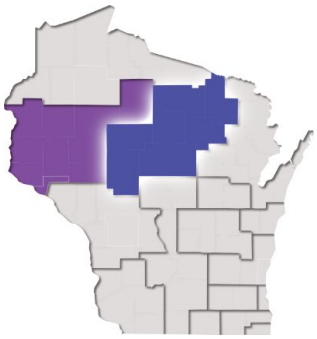
Partners:

IFLS | MORE https://www.more.lib.wi.us/ | https://iflsweb.org/
MCFLS | CountyCat https://countycat.mcfls.org/
NWLS | Merlin http://merlin.nwls.lib.wi.us/
OWLS & NFLS | InfoSoup http://www.infosoup.org/search
WRLS | WRLSWEB https://www.wrlsweb.org/
WVLS | V-Cat https://vcat.wvls.org/ | https://wvls.org/

Description: As a Wisconsin library system using Sierra, we have a regular connection to all other Wisconsin library systems on Sierra. We meet both formally and informally (via email). This connection allows us to utilize the expertise around the state in Sierra and learn from other systems when it comes to our decisions on third party products, policy and procedural changes, the benefits of upgrading the system and when best to do so, and more. The group is a doorway for more statewide collaboration.

Service Area: COLLECTION DEVELOPMENT

Description: Shared Makerspace Collection



Partners: WVLS, IFLS Library System

Description: This collection of over 150 makerspace and story time enhancing items is shared between WVLS and IFLS. The collection includes a binding machine, 3D pens, stem/steam games and activities, sewing machines, drones, an audio recording station, a video recording kit, an escape room kit, pancake art kit, projectors and computers, a 3D scanner, and several story time kits to enhance story time and many more. These kits are heavily used throughout both systems and are designed to help enhance and support existing makerspaces, programming, and story times for libraries.

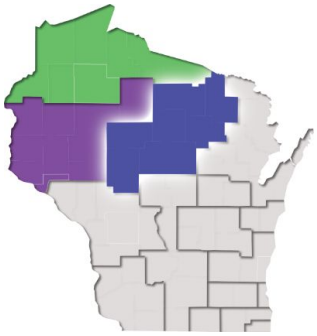
So far in 2019, there have been 450 items lent out in this collection, 44 of those being to MCPL staff and libraries. In 2018, there were 821 items lent through the collection, 98 of those were to MCPL staff and libraries. Popular kits for MCPL have been the Breakout EDU Escape Room, 3D Pens, Chromebooks, Dash & Dot Robots, the binding machine, karaoke kit, Magna-Tiles, the projector, and the sewing machine.

Joshua Klingbeil, CIO

- Coordination of multi-system long range strategic technology planning
- Technology operations and planning consultant for public and other types of libraries
- Technology services and technical support for public and other types of libraries

Service Area: TECHNOLOGY RESOURCE SHARING

Collaboration: LEAN WI Technology Resource Sharing Partnership



Partners: WVLS, IFLS Library System, Northern Waters Library Service

Description: In 2015, WVLS and IFLS Library System jointly established a resource sharing partnership combining capital infrastructure and engineering expertise from the two systems. This partnership was later formalized as the Libraries and Enterprise Applications Nexus of Wisconsin (LEAN WI) and a joint operational budget established with WVLS acting as fiscal agent. The respective technology managers agreed to specialize, further extending deduplication and efficiency building efforts with the WVLS CIO tasked with long range planning, fiscal planning and management, and external relationship development. A business relationship was formed with NWLS, hosting the Merlin ILS servers in the LEAN WI shared infrastructure platform, and in late 2018 WVLS, IFLS, and NWLS began staging for NWLS to join LEAN WI as a full partner in 2019.

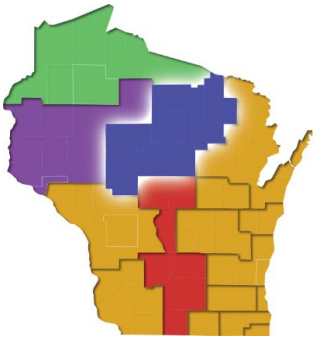
The LEAN WI technology resource sharing partnership is a massive collaboration aimed at serving each Partner System's member libraries with low-cost and efficient enterprise class infrastructure, application, and support services. The partnership represents technology services spanning 25 counties (nearly a third of the States counties), serving 107 public libraries (over a quarter of the State's public libraries).

The cost-benefits to WVLS and member libraries such as MCPL of this resource sharing partnership span a variety of services. These cost benefits begin to stand out when comparing the WVLS 2020 Technology

Budgeting Guide and the 2020 V-Cat Budget with the SCLS 2020 Projected Fees document with SCLS services - factored in for MCPL circulation, items owned, and multiple service locations - which more than double the cost of WVLS technology services and V-Cat membership for similar services.

Service Area: TECHNOLOGY RESOURCE SHARING

Collaboration: Co-location Statewide Backup and Archiving Infrastructure Project



Partners: LEAN WI Partners, all other Wisconsin Library Systems

Description: In 2018, WVLS and IFLS began working with a number of other library systems, including SCLS to identify collaboration projects which would make sense for multiple library systems to pursue jointly. One of these projects was a common and durable Backup platform each system could use for mission critical backups.

In 2019 an unexpected round of LSTA funding from fiscal year 18 was made available by DPI with multi-system collaboration as a major requirement for much of the funding. The nature of the LEAN WI Partnership enabled the LEAN WI Partners to quickly design and submit a project application to support and accelerate some of its multi-system efforts. Though the LEAN WI partners had secured their respective funding allocations, they were still interested in helping to ensure all library systems had a project to connect with in collaboration. On behalf of the LEAN WI Partnership (which by then also included NWLS), WVLS led and hosted a large number of remote meetings. There were often multiple meetings per week, with Library System technology leadership peers and eventually Library System directors to help coordinate information sharing and identify projects which might be meaningful to undertake with short notice and a short timeline for execution.

The Backup project already in research stages by LEAN WI partners, SCLS, and a number of other systems gained traction quickly. Since LEAN WI already had an LSTA project in the works, and Dan Jacobson of SCLS had been integral to the coordination of the Backup project work to that point, we helped SCLS act as project manager and supported its role as fiscal agent for the grant-related aspects of the project. Throughout the process, LEAN WI leadership from WVLS and IFLS technology managers was integral and critical to ensuring other Wisconsin Library Systems had faith in the project's viability, in ensuring SCLS didn't succumb to vendor pressures to oversell and overcharge, and ultimately in shaping the end result of the solution procured.

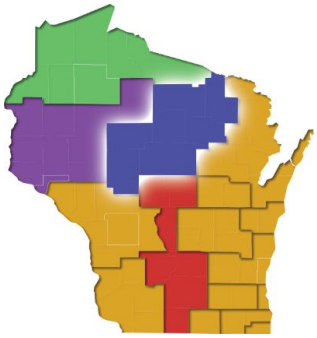
Without selling our very hard working and admirable technology peers at SCLS short, it is accurate to say the Backup and Archival collaboration project would not have come together around the unexpected LSTA allocations as it did without the combined efforts of WVLS, IFLS, and SCSL technology leadership working in harmony. It is likewise accurate to say that any major disruption to the harmonious working relationship between LEAN WI partners and the SCLS technology team, resulting in probably collapse of the project in terms of statewide collaboration and success, would be readily survived by WVLS and its LEAN WI partners. In that unfortunate scenario, the LEAN WI partnership would continue working with other collaborative systems throughout the state to ensure a more durable Backup and Archival collaboration project model is implemented, less dependant on any single System for viability.

Kris Adams Wendt, Advocacy Consultant

Part-time since 2018; full time 2011-2017 also included youth and inclusive services

- Local and state advocacy
- Municipal and county government relationships
- Library Legislative Day coordination
- State and federal library budget and legislative initiatives
- Past co-chair and current secretary to the Wisconsin Library Association (WLA) Legislative Development & Legislation Committee (LD&L); cross county borrowing work group; Library Legislative Day Committee

Service Area: ADVOCACY



Description: Collaborates with ALL other public library systems to build a network of legislative relationships, particularly those with shared districts including portions of Clark, Forest, Langlade, Lincoln, Marathon, Oneida and Taylor Counties. Is periodically consulted by other public library systems on advocacy matters brought to the attention of the WVLS Director and through WLA LD&L.

Example of a notable collaboration of particular importance to Marathon County:

In July 2013, WVLS received an alert from the offices of Assembly Representatives Mandy Wright (AD85) and Rob Swearingen (AD34) that Representative Dave Murphy (AD56) was introducing a bill to change cross county library payment rules with the potential to adversely impact consolidated libraries in Adams, Brown, Door, Florence, La Crosse, Marathon, Marinette and Portage Counties. WVLS was the first system outside of Rep. Murphy's district to become aware of this bill and its unintended consequences. The bill's original language would have opened Marathon Co. and other consolidated library county borders to two-way charges for services to residents of adjacent counties with a minimum estimated loss to Marathon County of $87,135.

Over the next eight months, WVLS networked most closely with South Central Library System where the consolidated county libraries in Adams and Portage Counties stood to potentially lose a minimum of $145,000 and $80,000 respectively. WVLS coached the directors of Marathon, Adams and Portage County libraries through appearances at Senate and Assembly committee hearings and meetings with key legislative leaders. Winding Rivers Library System and Nicolet Federated Library System were also involved in the coordinated effort. WVLS was represented on an ad-hoc WLA Committee organized by LD&L that ultimately crafted a compromise averting the projected losses. Rep. Murphy agreed to amend his bill (AB288) to reflect the suggested compromise, effectively preserving status quo for consolidated county libraries that did not choose to bill neighboring counties for cross border borrowing, and it was signed into law by Governor Walker in March 2014 as Act 157.

See also attached email exchange attached from July 18-19, 2013 to WVLS Public Library Directors with MCPL administration response, and detailed email from WVLS staff to WVLS area legislators.