# Strengths of the SCLS Leadership Team as a Whole

The strengths of the SCLS leadership team are exhibited through our quality standards, committee structure, and effective communication from our member libraries to our system staff. The SCLS leadership team itself is 5 individuals who are responsible for all aspects of their departments' operations and comprise the upper management team that guides the mission of SCLS.  Each coordinator is responsible for the creation of their department's budget while partnering with all departments to support joint goals and projects.  No one works alone and input is actively sought from the leadership team, the SCLS staff and member libraries.

Our combined knowledge and experience covers the major areas of member libraries' concerns; financial, legal, advocacy, continuing education, librarianship and technology, so that we can answer or solve most challenges quickly and in-house.  We share calendars, attend the monthly Administrative Council meetings and meet as a management team twice per month.  The SCLS Board of Trustees receives monthly reports from each department. The System Director and the HR & Finance Coordinator attend every board meeting in person.

We serve a diverse membership of over 60 libraries comprised of urban, rural, large, and tiny libraries spread over 7 counties. We understand there are differences and similarities among our members.  We are adept at tailoring our services and responses to each member library.  We balance our fees and services to benefit all libraries. SCLS uses a centralized provision of service model. We combine libraries' resources and share the costs. These economies of scale allow SCLS to provide a vast array of services to our members in a cost-effective manner.  SCLS's strength in leadership comes from the vitality in our working relationships with our members.  Our goals and services come directly from our members.  Our decisions are made with great input from our libraries, committees and staff.

**Quality Standards**

The SCLS Quality Standards are the governing principles by which we operate. They were created with SCLS staff. They empower staff to respond wisely, quickly and sustainably to our members.  Our four quality standards are relationship, helpfulness, efficiency and creativity.

https://www.scls.info/sites/www.scls.info/files/scls_quality_standards.pdf

Relationship is the connection we have with our member libraries and with each other, developing over time.

Helpfulness underpins everything we do and entails providing the right information or solution to the right person at the right time.

Efficiency means utilizing time and resources effectively to produce accurate results in a cost effective manner.

Creativity means being open to all sorts of solutions, opportunities and ideas. We try new solutions and have the flexibility to assess and fine-tune as we proceed.

As relationship is our first priority, staff consider if a proposed solution will support or strengthen the relationship SCLS has with the agency, library or individual.  SCLS and its leaders know that a trusting relationship takes a long time to establish and needs constant tending.  We work very hard to earn and maintain the trust our members have in SCLS.  By upholding the quality standards as we work through challenges, staff know they and our members will be able to arrive at a solution to any problem.  We all support and believe in the SCLS Quality Standards and Strategic Plan, answering with one voice and not as individual departments.

https://www.scls.info/sites/www.scls.info/files/2019-2021%20SCLS%20Strategic%20Plan.pdf


**Committee Structure**

The governance of SCLS is based on a committee structure. There are 4 major committees: Administrative Council, ILS Committee with 3 subcommittees, Technology Committee and Delivery Committee. Each county elects library staff to represent their libraries on the committees.    SCLS staff members attend committee meetings, and make recommendations but do not have a vote.  Non-elected individuals from libraries have the right to attend meetings and every agenda includes their opportunity to address the committee, but only elected individuals may vote.  All SCLS member libraries have the right to make proposals and appeal any decision.

One of the goals of the SCLS committee structure is to solve problems at the committee level.  The intent is to help keep processes moving forward and by the library staff most directly involved with the subject matter.

A second goal of the committee structure is to gather input from the system membership and harness the talent and experience of the diverse membership to help advise upon the needs and direction of the system.

The third goal of using the system of committees is to have more solution finding through the use of consensus building discussions where both minority and majority viewpoints are expressed.

**Communication**

All SCLS meeting agendas, minutes and documents are posted on its website.  Agendas are posted in advance.  All member library staff may attend meetings in person, via phone or video. Connection costs are paid by SCLS and toll free numbers are provided.  This transparency is important to keep members involved and informed.  It proves we are working for and with members. Each individual of the SCLS leadership team personally visits member libraries to talk with staff and conduct trainings.  The library directors know we will attend their board meetings to help with trustee training, review policies, interview job candidates and support them in every way possible.  We travel regularly to work with members when needed.  An example of how the committees' process and our communication structure works was the hiring of a Data Services Consultant.  The members shared in committees and in visits that they needed more help in advocating for their libraries.  They did not have the time or knowledge to collect and then break down data to show how their libraries were used in ways besides circulation.  SCLS, using state aid and members' technology fees, hired a Data Services Consultant who has created dozens of customizable data dashboards and reports for libraries to use.  The reports often include public libraries across the state for purposes of comparison.  Members are very happy with the new service and use it constantly.  Visit https://www.scls.info/data-statistics   to see the Marathon County Public Library Fast Facts sheet.  Another example of fulfilling unique needs requested by members is that SCLS is the only system with a Building and Design consultant.  This staff member helps libraries remodel, build or refresh their facilities.  She writes bids, gathers samples and provides on-site design expertise to member libraries.

MCPL will benefit as a member of SCLS by having no-cost access to over 7 full time staff with expertise in inclusivity, youth services, programming, continuing education, web services, graphic design, building design, marketing, advocacy, budgeting, finances, strategic planning, workforce development and digitization.  As a member of the largest system, MCPL will have access to a larger inventory of materials through its local ILS, be involved with peer libraries of comparable size and larger, receive more delivery benefits, and receive funding for WLA membership, travel and conference attendance.  As a member of SCLS, MCPL will be exposed to a multitude of projects, grants and opportunities to evolve into a renowned library and county.

# SCLS Management Team

**Martha Van Pelt**, System Director
   Master of Library Science
   37 years as a professional librarian
   10 years with SCLS

**Corey Baumann**, Delivery Services Coordinator
   Bachelor of Arts – Social Work
   28 years professional experience in distribution and delivery
   7 years with SCLS

**Kerrie Goeden**, HR and Finance Coordinator
   Bachelor of Business Administration, Marketing and Management
   Certified Nonprofit Accounting Professional
   24 years as a business manager
   9 years with SCLS

**Mark Ibach**, Consulting Services Coordinator
   Master of Science, Journalism/Mass Communication
   15 years with Wisconsin Department of Public Instruction
   17 years with SCLS

**Vicki Teal Lovely**, Technology Services Coordinator
   Master of Arts, Library and Information Studies
   34 years as a professional librarian
   30 years with SCLS

# Martha Van Pelt
## SCLS Director

1. Before becoming the director of the SCLS, Martha worked in public libraries in Ohio and Washington State.  She brings the experiences learned from other states and is able to apply them to solutions in Wisconsin.  She also worked in special and academic libraries in Kentucky and Ohio.  She deliberately built a career path working in every library department and in all types of libraries to be the best all round librarian she could be.
2. Experience and education in working with libraries and municipalities in operations, fundraising, budgets, personnel and advocacy.
3. Directly supervises four department coordinators.  Responsible for staff of 60 employees. Has the skill to see the "big picture" while understanding the various departments' details and priorities.
4. Attends all meetings of the SCLS Administrative Council, Integrated Library System Committee, Technology Committee, Delivery Committee, All Directors Meetings, SCLS Board of Trustees meetings and SCLS Foundation meetings to stay abreast of new developments and member concerns.
5. Personally visits member libraries throughout the system's seven counties and attends county library board meetings regularly to maintain strong and trustful relationships.
6. Acts as a consultant to library directors on legal and library administration issues or to provide a friendly ear.  This is initiated by conducting orientation meetings with all new library directors.
7. Martha is active on the state and national level advocating for libraries:
    a. Represents SCLS on the System and Resource Library Administrators' Association of Wisconsin.
    b. Has chaired the Wisconsin Public Library Consortium and continues to serve on the board.
    c. Secretary of the SCLS Foundation.
    d. Served on the WA and WI Library Services and Technology Act Advisory Committees.
    e. Chair of the Wisconsin Council on Library and Network Development (COLAND).  COLAND is a council, appointed by the governor, that functions as a forum through which librarians and members of the public identify, study, and collect public testimony on issues affecting Wisconsin libraries and other information services.
    f. Attends the ALA National Legislative Day in Washington D.C. to meet with federal legislators.
    g. Attend the annual Wisconsin Library Association's state legislative day.  As the system serving Dane County and the capital, SCLS is available to fill in for systems that are located in longer distances from the legislators and often does.
8. As the Operations Manager for a county-wide public library in Ohio, built or remodeled 12 library facilities, provided disaster clean up after a 100 year flood and a tornado.
9. Been responsible for and directly involved in multiple ILS migrations with SirsiDynix, Koha, Innovative Interfaces, Voyager, Bibliovation and Inlex.
10. Attends national and state professional library conferences to stay up to date on library issues.

# Corey Baumann
## SCLS Delivery Services Coordinator

1. 19 years logistics and Supply Chain management experience
   a. Walgreens Distribution Center, Windsor, WI 2001-2013
2. Public Library System Redesign participant
   a. Delivery Workgroup Co-leader
3. Budget formulation and management
4. Contract and grant writing
5. Route planning and route management
6. Customer care and communication
   a. Service and weather notifications
   b. On site library visits for new directors
7. Safe practices management
8. Employee training, review, and supervision
   a. Staff of 5 Managers/Supervisors
   b. Fleet Manager
   c. 14 Full Time Driver Sorters
   d. 11 Part Time Driver Sorters
9. Monthly Board of Trustees reporting
10. Monthly Administrative Council reporting
11. Delivery Committee chair
    a. Bi-monthly meetings conducted involving appointed member library staff
12. LEAN experience (Six Sigma, Kaizen, 5-S)

# Kerrie Goeden
## SCLS Human Resource & Finance Coordinator

1. Works with the team at SCLS to manage all aspects of the day-to-day HR and financial responsibilities, including the budget, staff benefits, payroll, billing, financial reporting and investments.
2. Thoroughly enjoys working with non-profit organizations and finds it very rewarding to be able to help the SCLS organization with the ever-present challenge of balancing the budget while meeting its mission of service to our member libraries.
3. Expertise in human resource (HR) and financial management includes:
   a. Responsible for all aspects of personnel management, specializing in non-profit and government sponsored benefit administration.
   b. Responsible for the administration and updates to the Employee Handbook.
   c. Trained annually in payroll law, FMLA law, HR law, FLSA regulations, documentation and discipline, records retention and all aspects of legal reporting.
   d. Responsible for developing and managing a $10 million annual system budget and completing each fiscal year within 1% of budget.
   e. Maintaining fiscal transparency and accuracy, resulting in annual audits that require no adjustments or corrections.
   f. Responsible for all financial reporting to the SCLS Board of Trustees, auditors and members.
   g. Providing fiscal agent services to member libraries, including cooperative purchasing assistance, buying pools, maintenance of financial holding accounts for members, coordinated order assistance, e-rate and e-commerce payment assistance.
   h. Management of the $2.8 million SCLS Foundation investment portfolio and member investments within the Fund.
4. Leadership experiences include:
   a. System Office Managers and Bookkeepers Association of Wisconsin (SOMBAW) member and past chair. This group's participants are the financial managers from the public library systems across Wisconsin, sharing expertise in human resources, benefits administration, system financial, personnel and operational management of our systems. SOMBAW members have been integral in the PLSR sub-committees and have worked closely with DPI to revise the financial reporting process for the DPI Annual Plan and Report.
   b. Served on the PLSR HR Sub-committee.
   c. Building Needs Assessment Workgroup (BNAW) chair. Kerrie has lead the SCLS BNAW group in its efforts to assess the system's space and operational needs and budget, to determine the most effective and efficient options for future building needs for HQ and Delivery.
   d. Served as Interim System Director twice while System Director was on medical leave.
   e. Supervises the Office Manager and all aspects of the front office management.
   f. Member of the SCLS management team, working closely together to provide high quality services to our members, so they can provide the best possible service to the public.

# Mark Ibach
## SCLS Consulting Services Coordinator

1. For 7 years has overseen:
    a. SCLS library annual report oversight, training, collection and review
    b. Adjacent county reimbursement calculations and billing
    c. Support for county library budget development & library reimbursement
    d. Oversees closed border annual meeting requirements
    e. Calculations & documentation related to county vs. municipal funding for libraries
    f. Calculates and disseminates county library tax exemption information
2. Works with System Director to answer legal questions from library boards & directors
3. Supervises 6 full time library services consultants
4. Assists libraries with policy revision and development
5. Supports SCLS staff in the development of library strategic plans
6. Works with libraries to address marketing/PR and advocacy needs
7. Provides library board training to address state statutes; explains/interprets Trustee Essentials
8. Familiar with legislative issues after serving 10 years on Library Development and Legislation (LD&L) Committee of the Wisconsin Library Association.
9. Expertise writing and editing
10. Photography & digital photo editing experience
11. Experience with digital video capturing and editing
12. Experience with document design and layout
13. Website content management experience
14. Proficient with Microsoft Excel
15. 9 years of experience in community journalism
16. Fundamental belief in the value and role of public libraries & public service
17. Comfortable speaking with elected officials
18. Excellent listener
19. Creative problem solver
20. Calm during high-stress situations
21. Adept at working with others to find solutions to difficult issues.
22. Understands the importance of prompt responses to inquiries from library staff and board members
23. Understands the importance of fundraising for public libraries
24. Not threatened by the knowledge and expertise of other SCLS staff and knows when to consult them to help libraries and boards resolve issues

# Vicki Teal Lovely
## SCLS Technology Services Coordinator

1. A librarian who has worked in every department of a library, so her service perspective is from the viewpoint of the library staff she serves. Much of her earlier career was as a cataloger, which helped to hone her attention to detail.
2. Visionary who is always on the lookout for new ways to improve services to member libraries.
3. Manages the shared ILS (LINKcat) and the Technology Services for member libraries.
4. Manages a team of 14 very talented staff who are each experts in their areas of responsibility. Through her leadership, the team is customer-service focused and helpfulness is their strongest quality. Innovation is encouraged, and staff are always mindful of creating services that are efficient, functional and cost-effective.
5. Number one goal is to provide services designed to meet the needs of the libraries by gathering input every step of the way. This is done through module-specific sub-committees, user groups, surveys, and through governance (ILS Committee, Technology Committee, All Directors Meeting and the Cost Formula Work Group). The last review of industry options for an ILS was an inclusive process involving a rigorous, analytical evaluation process, voluntary participation from close to 100 different library staff, and 4 site visits in Wisconsin and Illinois. The libraries made the final selection via online voting with nearly 100% participation.
6. Responsible for developing fees for the member libraries for the ILS and Technology support services. She is mindful of balancing the needs of larger public libraries and keeping costs affordable for the smaller libraries.
7. Prepares E-rate applications and other grants for members to help with technology costs. Applied for E-rate for libraries in 2016 and TEACH infrastructure grants in 2019, recouping over $70,000 through 2018.
8. Involved in promoting technology collaboration at the state level and in 2019 led a process to work with WI public library systems and DPI to find funding for a shared backup and digital archiving solution that will be accessible by any public library system.
9. Active on the WLA Library Development and Legislative Committee.
10. Advocates for LSTA and E-rate funding at the national level.
11. An involved leader at the national level, serving as president of the Customers of Dynix, Inc. Users Group (CODI) and was selected to serve as president during a merger of CODI with the Horizon User's Group. Recently, she has served as chair of the ALA LITA E-rate Interest Group.