

South Central Library System

*Marathon County Public Library Task Force Request
Response to Technology and Financial Questions*

March 10, 2020



4610 S. Biltmore Lane
Suite 101
Madison, WI 53718

TECHNOLOGY QUESTIONS

Definitions:

SCLS Technology Services/ Technology Team: SCLS Technology Services are the suite of services provided by the staff of SCLS's Technology Team to member libraries. Most (but not all) of these services are provided for a fee. A comprehensive list of the services is available online at: <https://www.scls.info/sites/www.scls.info/files/TechnologyServices.pdf>

Technology Committee: Focuses on library technology infrastructure and services. This committee oversees technology projects and schedules. It serves as a forum for discussion and decision-making concerning technology. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for technology issues. If a solution is within existing policy and budget, committees are charged to make appropriate decisions and report these decisions to the Administrative Council (AC). If a solution is controversial, needs additional resources, or involves multiple committees, then it will be referred to the AC as an action item. Includes 10 library members and non-voting SCLS staff. <https://www.scls.info/committees/technology-committee>

ILS Committee: Focuses on the shared integrated library system (ILS). This committee oversees the software development and implementation and maintenance of the ILS. It serves as a forum for discussion and decision-making concerning the ILS and creates working groups for ILS issues. The decisions of the ILS Committee are not subject to approval by the Administrative Council. Includes 9 library members and non-voting SCLS staff. <https://www.scls.info/committees/ils-committee>

Cost Formula Work Group: Workgroup will determine directions for fee and budget development into the future. The focus is on Technology and ILS fees. It is formed on an as-needed basis. Membership is typically made up of individuals from each cluster and efforts are made to recruit representatives from all sizes of libraries.

MCPL will have to replace their RFID system over the coming 12-18 months. What experience does your staff have in RFID?

We have extensive experience with RFID technology. SCLS has support relationships with Bibliotheca and Envisionware. We assure that the self-checkout and RFID software functions well with the SCLS Integrated Library System software (ILS). Libraries may contact SCLS directly when experiencing a problem with self-checkout systems.

How can you assist them with this project?

- SCLS consults with the vendors to establish a uniform pricing list for our member libraries for our partner vendors (Bibliotheca and Envisionware). During the sales

process, SCLS is included in the communications so that we are prepared to assist with the implementation process.

- We are typically on site when the vendor installs the equipment and software to assist with the configuration process.
- We work with the vendor to negotiate the best price for RFID tags. Twice a year we do a coordinated order on behalf of the libraries. We typically get a better price due to a higher volume. This year we also joined in a very large order with the Bridges and Lakeshores libraries systems to get a substantial discount on RFID tags.
- If a library is converting to RFID for the first time, we have tagging kits that we can loan to the library.

How do you support libraries' experimentation with new technology services?

For libraries that participate in SCLS Technology Services, we provide a rock solid and secure IT environment that is flexible and capable of adapting to new technologies. Libraries participating in SCLS Technology Services are required to replace PCs every 5 years. SCLS replaces network and wireless equipment in member libraries on a 7 year rotation. SCLS also routinely evaluates and updates the technology and network infrastructure at the system headquarters as well as the enterprise solutions we support such as PC print and time management; wireless printing; filtering and wireless.

This is the platform on which libraries can experiment and do what they want on top of it. For example, libraries may use a secure network port to set up Minecraft on their own.

SCLS supports libraries' core infrastructure by providing technology planning as one of our services. An SCLS staff member will meet with library staff to review current technology and develop a plan for improvement.

We also assist by providing maker kits that libraries may borrow for experimentation or for programming. This service is described more fully in the question below.

If only one library is interested in a new technology, to what extent are you able to assist that library?

SCLS has a process to evaluate new requests for technology service.

Request for New Technology Service Process:

- A library has a new request and submits it to SCLS Technology Services.
- The Technology Team will evaluate the request to see if it fits into an existing service, can be deployed easily and quickly and/or to see if there is a work around.
- If the request is for a completely new service, someone from Technology Services will get back to the library and suggest that it be presented to the Technology Committee for additional evaluation.

- The cluster representatives may take the idea back to their clusters for additional input and potential approval at the next TC. This could be done via email to expedite the input process.
- If the Technology Committee approves the idea, they would then prioritize the new service along with others.

Recent requests evaluated by SCLS include:

- Request to scan a document to a file share—work around to use email was provided.
- Request to add a Minecraft lab supported by local technology volunteers—SCLS does not support Minecraft, however a library may use an SCLS network port to support their own Minecraft server locally.
- Request to install Office 2016 on Windows 8.1 public PCs so that the library could offer training to patrons—it was not feasible to provide Office 2016 on PCs other than Windows 10 PCs, so this request was denied. The library was offered the option to take this to the Technology Committee and the library declined.
- Request to add additional icons to the patron desktop image—this was forwarded to the Technology Committee as they oversee the patron desktop image.

Quite often, a request falls into the second bullet in process and we are able to provide the service to the requesting library, and ultimately to all libraries. In some circumstances, we start with a pilot project. Recently, a member library requested that we support security cameras via wireless which was not a service we provided as we could not previously support it. We are now able to support requests such as this because we recently upgraded our wireless to a new Cisco Meraki solution which provides enhanced security. We assessed this request and we are starting a pilot project to securely support this service. Eventually this service would be available to any library and for different needs (Google Home, DVR, etc.).

How do you balance one library's desire to innovate with the need to continue to provide services to other member libraries?

Our goal is to create core services that we can offer to all member libraries. Using the “Request for New Technology Service Process”, we assess whether or not we can easily deploy the service, etc. The technology staff take all requests seriously and run them through the process which typically requires extensive discussion with the requesting library. We document each request in our internal technology wiki so that staff can refer to it for future similar requests. If it is apparent that the solution is not easy to deploy, the library may take the request to the Technology Committee for prioritization. The Technology Committee is made up of member library staff, each representing libraries in their [geographic](#) cluster. This does not happen often as we are typically able to provide the request or a suitable work-around.

An example of how this process works is how requests from two libraries to add icons to the patron desktop image progressed through the Technology Committee. These requests were presented at the [December 2018](#) Technology Committee meeting where they were discussed

and a decision was made to review all patron desktop icons. At the [February 2019](#) meeting, SCLS staff gave an overview of the desktop icons for the Technology Committee members. There was discussion and a decision for the cluster representatives of the Technology Committee to reach out to their libraries for input. Based on input from the libraries (through the cluster representatives) a new concept for the patron desktop was developed by SCLS staff and presented to the Technology Committee at its [April meeting](#). After further discussion, a final layout was decided. Reading the minutes for these three meetings will give an idea of how much input the member libraries have through their cluster representative.

How do you decide what technology products or services to support or not support?

SCLS has worked hard to develop a process to use input from member libraries to identify the technology (and ILS) products and services supported by SCLS. This process is a combination of governance (through the committees) and input at the four All Directors meetings that are held throughout the year. Here is the process based on the calendar year:

January/February: SCLS staff begin preparing the budgets for the following year. (We are preparing the budget for 2021 now).

March: The first All Directors meeting is held where we provide an overview of the current budget (including Technology and ILS services). At this meeting we have a dialogue about future services. This year we will have round table discussions to get input on the following topics: Technology, LINKcat (ILS), Data visualization, Digitization, Workforce Development, and Continuing Education. We will also gather input on ideas for Maker Kits. SCLS also conducts a budget webinar to introduce new library directors to the basic concepts of the SCLS budget.

April: Ideas for new Technology and ILS services and products will be presented at the April meetings of the Technology Committee and ILS Committee. Ideas for new Maker Kits, and new services for Data Visualization and Digitization will go to the April meeting of the Library Innovation Subcommittee. These committees will discuss the ideas and select some to go to the May All Directors meeting for further input.

May: SCLS provides an overview of the rough budget for the upcoming year at the second All Directors meeting. The new service options are presented, with a preliminary idea of budget impact. There is a dialogue among the membership to give input to SCLS as it prepares the budget for the upcoming year. This is typically done with a visual prioritization process by placing “dots” on various posted service options.

June: Budgets are presented to the Technology Committee and ILS Committee for approval. Fees for service are prepared based on the Cost Formulas which are overseen by a Cost Formula Work Group which are formed as needed to review various aspects of the formulas or to design new formulas for new services.

July: Presentations of the final service determinations for the next year and the associated member fees are presented at the third All Directors meeting. The fees for all SCLS services are voted on by the directors in July.

August: The Technology Committee and ILS Committee hold a joint meeting to discuss service ideas to be considered in the upcoming year and begin discussion of the annual Technology Plan* for the upcoming year.

September: SCLS staff prepare the Technology Plan for the upcoming year.

October: The Technology Plan for the upcoming year is presented to the Technology Committee and ILS Committee.

November: The Technology Plan is reviewed at the fourth All Directors meeting. This meeting is also a time to touch base with members and see where they stand for the upcoming year.

December: The Technology Plan is approved by the Technology Committee and ILS Committee.

*SCLS creates a five year technology plan per requirements of the DPI Division for Libraries and Technology. This plan is designed by SCLS to be an umbrella under which the annual technology plans fit. Ultimately, the annual plans fulfill the five year plan. The [2020-2024 SCLS Technology Plan](#) provides insight into how technology services evolve at SCLS. [The 2020 Technology Plan](#) is available for review as well.

What do you see as new or emerging technology that will affect libraries in the next few years?

A priority of our technology efforts is to invest in infrastructure that helps create an environment to support exploration and implementation of new library technologies. We are always working with staff at our member libraries to evaluate new technologies and find ways to make them useful.

At the system headquarters data center, there is a trend to minimize the amount of infrastructure by utilizing cloud resources. A lot of emerging technologies will be cloud based (at the data center and in libraries). Cloud-based services will allow libraries to have access to more services with fewer restrictions.

We see Augmented Reality (AR) as an emerging technology our libraries will start to use soon, if they haven't already. We currently offer two virtual reality (VR) kits for our member libraries to check out for programing or use themselves to get to know the equipment better. We've added AR games to our VR kits to help create a better AR experience.

Emerging technologies come to us in many ways. Sometimes we see something at a conference, a continuing education event, or a webinar that inspires us to create a kit or offer a new technology to our libraries. More often than not, we are asked by one of our libraries if we

have any information about a new technology. From that initial question we can take an idea and run with it.

SCLS is also doing a great deal of work with data visualization projects. Several years ago we hired a Data Services Consultant to help libraries make better use of the plethora of data available to them. It's not just sharing the data in visual form, but combining data from different sources—for example, ILS, electronic database use, and census tract data—to better tell the library story. These tools (see <https://www.scls.info/data-statistics>) are used in strategic planning, budgeting, fundraising, and marketing & advocacy. Some of what we do is to visualize general system data, but we also work with libraries individually to address their specific needs.

We have allocated system state aid to positions that support libraries with issues related to workforce development and digitization of local historical materials. Technology support is vital to these projects which are of growing interest to many of our member libraries.

A recent article in [The Isthmus](#) points to the important role libraries play in the communities they serve, and how they are evolving to provide what people want and need. Library programming is a significant part of this shift, and technology plays an important role in many of those offerings.

Our goal is to help prepare our libraries for new technologies by providing equipment to help train librarians or offer a “try-before-you-buy” experience. During the past five years we have developed a host of kits that libraries can borrow for programming, or as a means of self-education before buying. These kits have included higher-end items like Lego Mindstorms and Spheros to support coding, and lower-end items like sewing machines and a printing press. You can see a listing at <https://www.scls.info/equipment-list>.

To support these efforts, SCLS has maintained an ample experimental technologies budget that we supplement with grant money when available. The SCLS Foundation also has provided funding to support new technology projects, and we have a Youth Services budget line for new technology appropriate for this population. These funding sources provide significant flexibility to explore new technologies when ideas arise. We also partner with our many vendors who help us by procuring equipment on a trial basis or as a seed project. Some examples of this have been getting a free color printer and a Canvas Workstation from Dell, and a free mobile workstation from Ergotron.

Our governance structure provides ample opportunity for library staff members to interact with SCLS staff, thereby providing the opportunity to learn about and suggest investigation of new technologies. We have an Innovation Subcommittee whose purpose reads:

The Library Innovation Subcommittee is a proactive working group that responds to innovative library service and program ideas from all SCLS Member Library and System staff. We are aware of trends in the library profession and in the world at large, we learn about new ideas from library colleagues & community partners, and we identify possibilities for program execution. We hope to inspire and foster new library innovations and identify methods for implementation in libraries of all sizes. The Library Innovation Subcommittee champions ideas and successes of all SCLS member libraries and staff.

The group is a trusting one that explores new ideas. We are comfortable asking questions, discussing concerns about topics, exploring outcomes, and creating solutions.

In addition to all regularly scheduled SCLS committee meetings, we also share information about new and exciting technology through our TechBits blog, Top 5 (weekly email newsletter), Technology News and Online Update (bi-weekly online newsletter).

FINANCIAL QUESTIONS

Please list payments and amounts that MCPL is or would be expected to pay as a system member in 2020. Example:

ILS

The costs for all branches of MCPL to participate in the shared ILS (LINKcat) in 2020 is estimated to be \$130,805. This cost includes an estimated increased contribution of state aid and also an estimated increased cost to the SCLS OCLC subscription. A breakdown of these costs is provided as a separate document "Breakdown of Estimated 2020 Shared ILS Costs for Marathon County." These costs include the work of Madison Public Library to provide full MARC cataloging.

How are these shared costs determined?

These costs are determined by the following formula which is overseen by the Cost Formula Work Group (last formed in 2019):

ILS Services: Building Fee (15% of budget) + Share of Annual Circulation (42.5% of budget) + Share of total items owned (42.5%)

Technology Infrastructure (Required): Each Library's share of total circulation of participating members, averaged over the three most recent years (100% of budget).

Delivery

If Marathon County were a 2020 member of the South Central Library System, a cost model would put delivery fees at \$18,870. This would be assuming an increase in state aid would be allocated to SCLS for the addition of Marathon County. With that in mind, we have allocated a portion of that aid to supplement the cost of delivery service to Marathon County.

The service level model is 5-day delivery to Wausau (acting as a northern delivery hub), Mosinee, and Rothschild. 3-day service would be maintained at Athens, Edgar, Hatley,

Marathon City, Spencer, and Stratford. Mosinee and Rothschild appear to have volumes similar to a number of current SCLS members that receive 5-day service. Additionally, they are conveniently located near the Interstate 39/51 corridor, which minimizes costs.

Additional delivery days

The 3-day service would have the flexibility to be increased if desired, but the additional costs associated with labor and fleet would have to be examined to determine where extra days could be added efficiently.

Service to Marathon County would originate in Wausau, utilizing the library site as a northern hub with a small staff and sorting function. Portage and Wood counties would be linked with Marathon County service to form a northern delivery network under the SCLS umbrella. Connection to our Madison facility would occur daily to Wausau.

These connections indicate a likely volume increase in sharing across the SCLS current membership (with materials in Marathon County). It can be assumed that volume would take an even higher spike for MCPL by linking to SCLS LINKcat members than what they see today.

How are these shared costs determined?

SCLS has determined that it would form a cost-formula committee specifically for delivery fees upon confirming the addition of Marathon County into SCLS.

Representation from all member counties (including the new Marathon County entry) would be tasked with assembling a formula that re-sets all SCLS delivery fees for system members. Therefore, the example above does not take into account what may come out of this cost-formula revision. Our goal would be to re-balance fees in a format that takes all delivery costs throughout the system and “charges” customers based simply on frequency of stop and volume created. We would be seeking to reduce all existing fees that we currently charge our members by using a portion of state aid to supplement the service (including the quoted figure of \$18,870 for Marathon County above).

Overdrive and System Advantage Fees

An estimate of the 2020 OverDrive fee for MCPL was based on adding MCPL to the SCLS portion of the WPLC formula. The WPLC Project Manager at WILS supplied a spreadsheet with the information they had but it was incomplete. MCPL staff sent SCLS information to calculate MCPL’s 3 year average, 2016-2018, OverDrive usage to be 107,216 and \$407,104 for MCPL’s 3 year average collection expenditures. This results in a \$27,209 MCPL contribution to SCLS Overdrive and \$1,897 to SCLS Advantage for 2020.

How are these shared costs determined?

The Statewide Digital Buying Pool through WPLC is shared with all SCLS members. Each library member's share is based on a 3 year average of their OverDrive usage and collection expenditures. In order to best mimic the WPLC formula, 75% of members' OverDrive usage and 25% of their collection expenditures is used. Each member's percentage of 75% usage and 25% collection expenditures is weighted against the total charged to SCLS by WPLC and becomes that library's annual fee.

The SCLS Advantage Collection is calculated in the same manner. The members vote annually on the total dollar amount they wish to add to their Advantage inventory. It has been \$20,000 per year since 2015. In addition to the \$20,000 divided among the members, SCLS contributes \$6,000 for a total of \$26,000.

Do you give cash grants to libraries?

Please describe amounts, purpose, and how you determine the amount each library gets.

SCLS member libraries are eligible each year to receive cash grants for youth literacy and continuing education. We also provide financial support for printing services and digitization projects.

Youth Literacy Grants

SCLS reimburses member libraries for resources purchased to support youth literacy programs and services. Reimbursement totals are determined by the population of the community served by a library and a memo is sent early in the calendar year to every library director indicating the annual amount. The reimbursement amount begins at \$450 per building with slight increases based on population.

For example, in 2019 Madison Public Library received \$4,100 and Portage County received \$1,950. Marathon County would be eligible for up to \$4,050.

These grants are fully funded, which means libraries are guaranteed the grant if they submit receipts for eligible expenses. Performers, supplies, or other items related to youth literacy are eligible for payment. Some libraries receive less than their allotted amount because they request less reimbursement.

More information is available at

<https://docs.google.com/document/d/1a4qHlmcS1vne6GhHw7ZxU5JI8oPODJHtWzAmwf8iGgQ/edit>.

CE Grants

These grants are partially funded, which means when the funds are expended they are gone. However, most years all of the funds are not expended. We estimate that the eligible reimbursement for Marathon County would be \$2,500. Grants can be used for any library staff member or library trustee, and are limited to \$400 per application.

More information is available at <https://www.scls.info/ce/grants/genguide.html>.

SCLS also pays up to \$100 annually toward the WLA membership of each library director.

WiLS Memberships

SCLS pays the annual WiLS membership for each of its member libraries. This \$199 annual cost per library ensures that our libraries have access to electronic resource (database) trials and vendor negotiations.

Printing Services

This service is valued at \$280 to \$540 annually at each library site depending on community population. Printing done at SCLS Headquarters is based on \$0.07 per single side for color printing and \$0.035 per single side for black & white printing. Paper size doesn't affect price, and there is no additional cost for cutting or folding.

Large quantity jobs (in excess of 1,500 for a single run) are sent to Madison Public Library's print shop and billed separately.

Digitization Services

For SCLS member libraries, Recollection Wisconsin set-up fees and hard-drives for storing digitized materials have been provided by the South Central Library System Foundation. CONTENTdm is hosted by the Milwaukee Public Library and the annual hosting fees are provided by the Wisconsin Public Library Consortium (WPLC).

Can you estimate what MCPL would have paid in ILS, technology & other fees if it were a SCLS member in 2020?

The costs for all branches of MCPL to participate in the shared ILS (LINKcat) in 2020 is estimated to be \$130,805. This cost includes a required component called "Technology Infrastructure" which supports the ILS. We are unable to estimate technology fees (for network and PC support) as we would need to collect extensive information to provide an accurate quote. It is our understanding the MCPL does not require technology support from SCLS at this time.

Can you estimate the costs for MCPL to migrate to LINKcat?

The following formula is used to estimate the costs of a library joining LINKcat.

The startup year's fees for the ILS services will not exceed: 25% of annual ILS fee AND any third party migration costs.

Based on the formula, the startup fee would be \$32,701. This covers setup costs with LibLime and database cleanup costs incurred by SCLS.

In addition, the migration fee to LibLime is estimated to be \$30,974 (based on 206,496 unique bibliographic records; count provided by Chris Luebke in July 2019 x \$.15 per record).

What services do you offer that are primarily used by your larger libraries?

All SCLS services are available to everyone and members pick and choose what they want - but their choices are not based on size. e. g. Madison Public Library and Pardeeville Public Library both use SCLS printing services extensively. Madison Public Library and New Glarus Public Library have both worked with the SCLS Data Services Consultant in creating dashboards for defining community demographics and strategic planning for their individual libraries.

Hyperlinks included in document:

Seats on Committees and Libraries they represent (geographic clusters):

<https://www.scls.info/seats-committees-and-libraries-they-represent-2020>

Technology Committee Meeting Minutes, December 5, 2018:

<https://www.scls.info/sites/www.scls.info/files/technology-committee/2018-12-5-tc-minutes.htm>

Technology Committee Meeting Minutes, February 6, 2019:

<https://www.scls.info/sites/www.scls.info/files/technology-committee/2019-2-6-tc-minutes.htm>

Technology Committee Meeting Minutes, April 3, 2019:

<https://www.scls.info/sites/www.scls.info/files/technology-committee/2019-04-04-tc-minutes.htm>

South Central Library System Technology and Resource Sharing Plan: 2020-2024:

[https://www.scls.info/sites/www.scls.info/files/South Central library system technology plan%202020-2024%20final.pdf](https://www.scls.info/sites/www.scls.info/files/South%20Central%20library%20system%20technology%20plan%202020-2024%20final.pdf)

SCLS 2020 Technology Plan:

<https://www.scls.info/sites/www.scls.info/files/2020%20Projects.pdf>

Isthmus article, "The New Town Square", February 27, 2020:

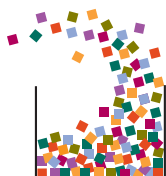
https://isthmus.com/news/cover-story/libraries-in-the-digital-age/?fbclid=IwAR37Ho1CgD_BsdKoBN485wFCkcbHxdE8Sf67Bz9jQTeDhMaRT46sbHipbrk

Breakdown of Estimated 2020 Shared ILS Costs for Marathon County

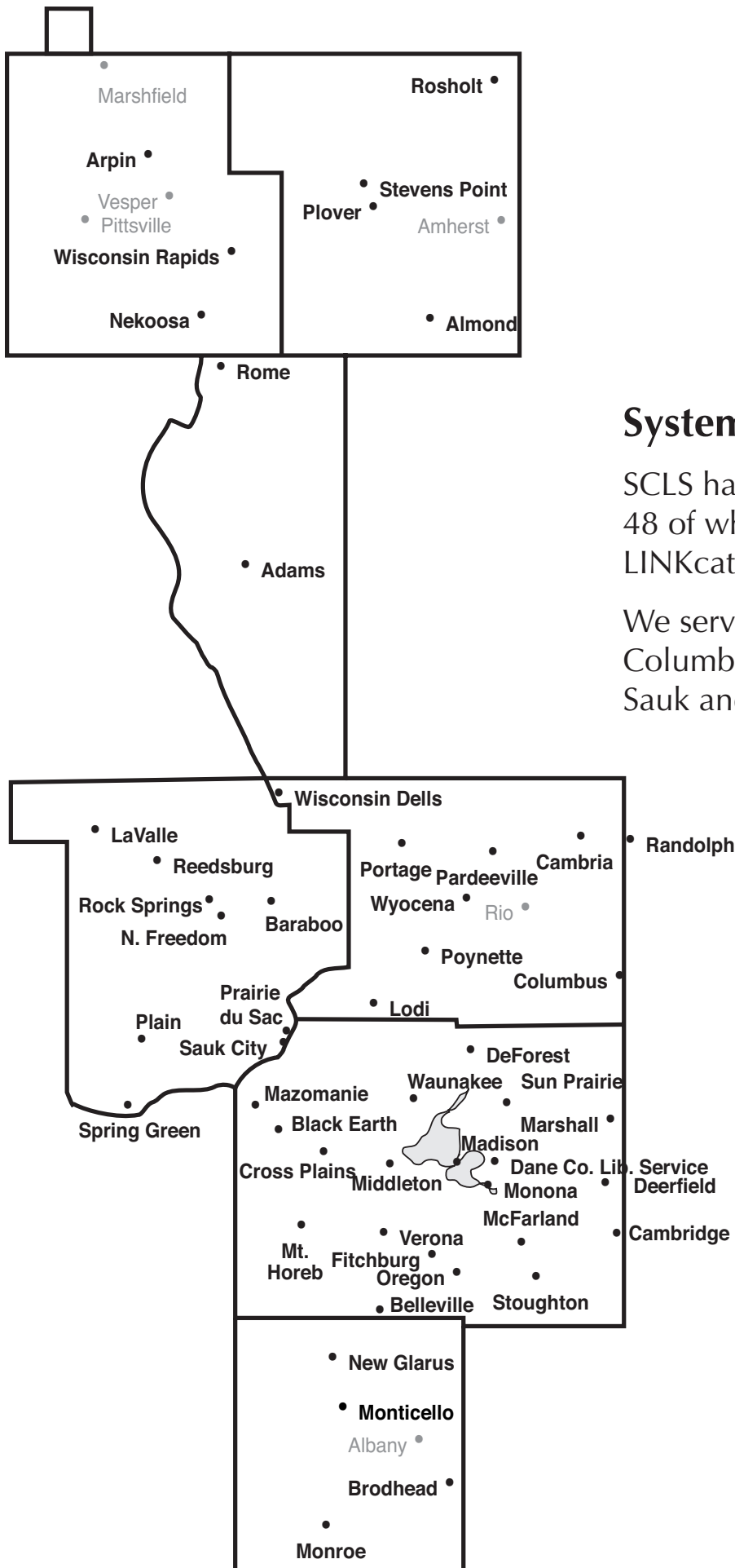
Module	Services	Estimated Cost to Marathon County
Infrastructure Support	SCLS headquarters technology infrastructure (servers, broadband, security) required to support LINKcat; system administration staff; reports dashboard; after hours emergency support during library open hours.	\$25,768
ILS Software	LibLime Bibliovention includes all modules (Acquisitions, Circulation, Offline Circulation, Cataloging, Discovery Layer)	\$10,787
PAC/Discovery Layer Enriched Content	Syndetics Unbound Enriched Content: cover art; “more like this” searches; professional reviews, including the New York Times; reading level; and more https://proquest.syndetics.com/Marketing/Detail/Seelt	\$4,412
PAC/Discovery Layer Mobile App	Mobile app provided by Library Thing for Libraries (will do an evaluation of alternative solutions in 2020)	\$672
PAC/Discovery Layer	One robust interface with searching features including ability to select multiple limits and search fields; facets to narrow search; multiple sort options. Extensive “don’t miss lists” integrated with catalog. Branding for each location with logo or image and the location’s holdings will display first in result lists.	Included in ILS software fee
Misc.	Miscellaneous expenses such as URL and SSL certificates; Mailchimp for patron expired notices	\$95
Telephone Notices	Itiva Talking Tech solution provides telephone notification for holds and dial-in option for patrons to renew materials, etc.	\$704
ILS Support Staff + Help Desk Support	5 full-time librarians and technicians provide documentation; system administration; regular training opportunities including user groups; new service evaluation and implementation; and software support; 20% of SCLS Technology Help Desk staff provide help desk support for LINKcat	\$40,628
Online credit card payment	Integration with Envisionware online credit card payment for LINKcat fines and fees; payments are distributed to libraries quarterly	Fees are removed from payments before distribution
Cataloging	Professional MARC cataloging contracted from Madison Public Library; OCLC cataloging records	\$46,752
Authority control	Currently use Backstage for cleanup of MARC records and as a source of authority control records	\$987
Database authentication	Patron authentication with library’s third party products	No cost. Included in SCLS services.
Total		\$130,805

South Central Library System

Services to Member Libraries



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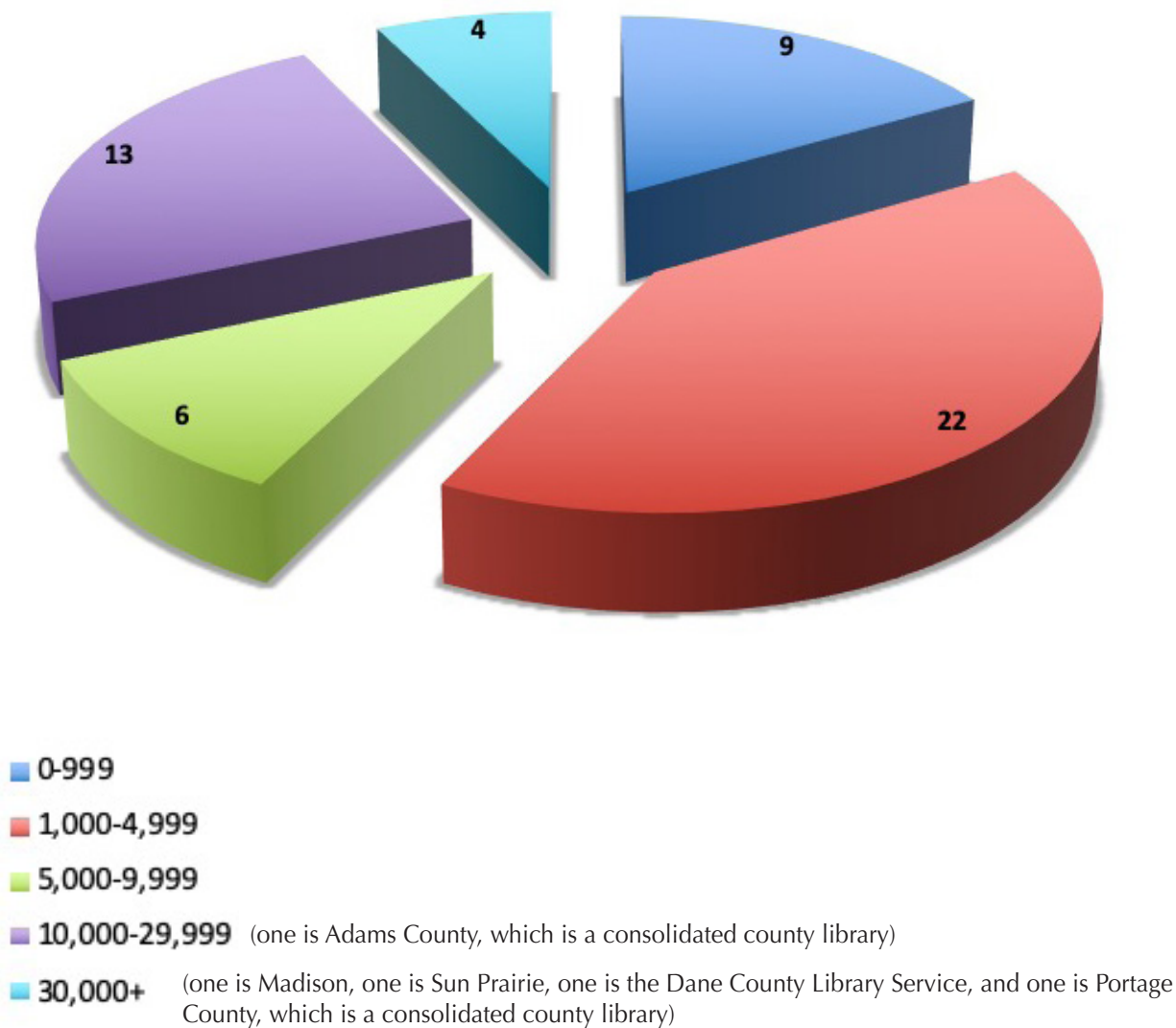


System Map

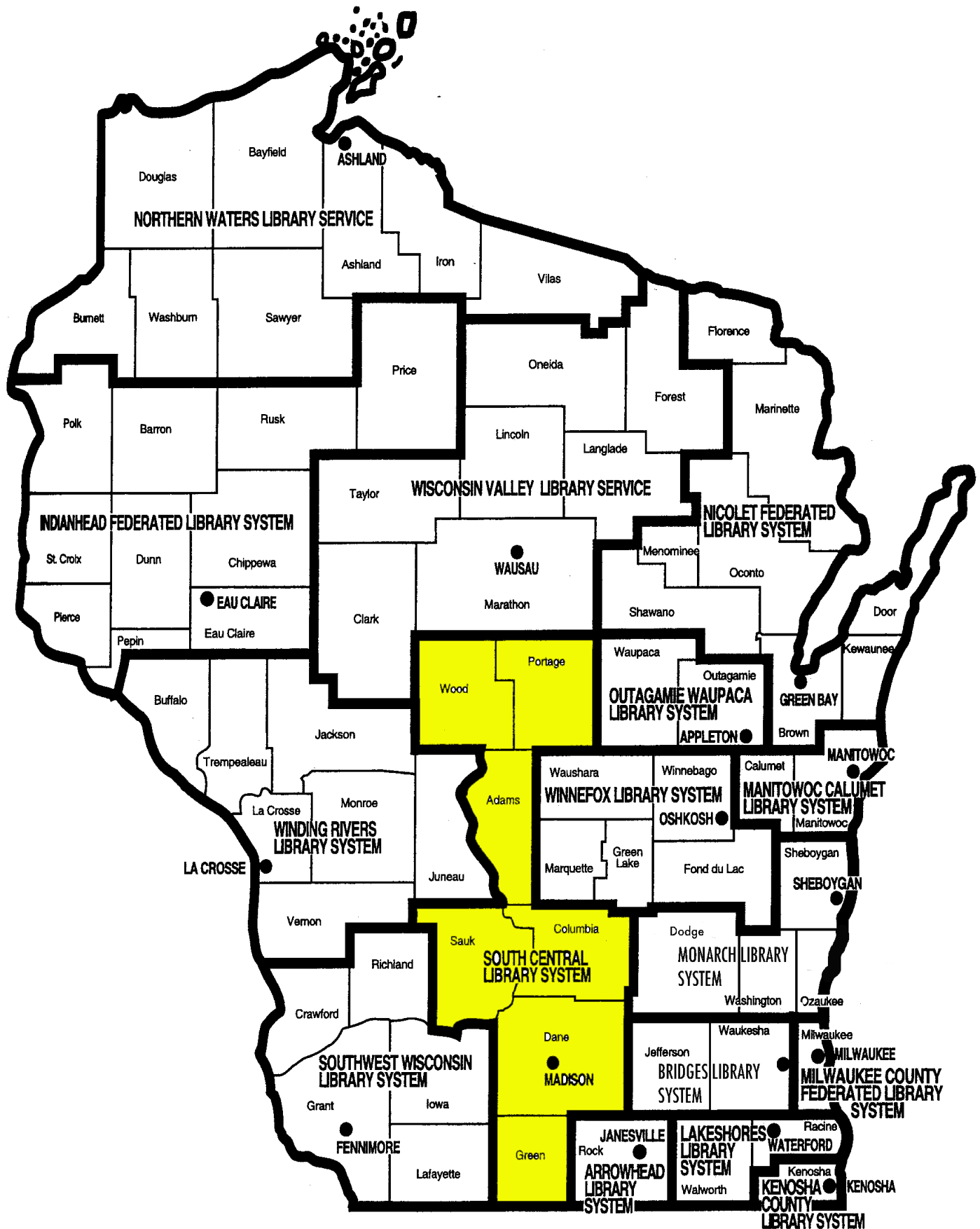
SCLS has 54 member libraries, 48 of which are members of the LINKcat ILS (in bold).

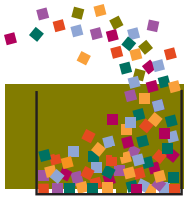
We serve the counties of Adams, Columbia, Dane, Green, Portage, Sauk and Wood.

SCLS Library Sizes by Municipal Population



Wisconsin Public Library Systems





Administrative Services

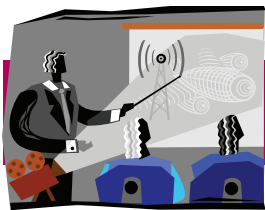
The South Central Library System (SCLS) has a full-time Director, Office Manager, and a HR & Finance Coordinator.

The Director supervises four department coordinators in house. She personally visits member libraries throughout the system's seven counties, and she represents SCLS on the System and Resource Library Administrators' Association of Wisconsin (SRLAAW), Wisconsin Public Library Consortium (WPLC), SCLS Foundation Board and legislative activities. She is also a representative on the Wisconsin Council on Library and Network Development (COLAND). She has worked in public libraries for over 35 years.

The Office Manager handles delivery routing, mail, meeting coordination, SCLS web site, and meeting minutes. She also coordinates annual library visits, Summer Library Program incentives and youth literacy grant payments, and assists with event scheduling and the SCLS Foundation.

The HR & Finance Coordinator is responsible for SCLS financial management and Human Resources including payroll. She also provides the following financial management assistance to member libraries.

- ✓ **Financial Management Services**—SCLS serves as the fiscal agent for system-wide cooperative buying pools, conferences, other coordinated services, and e-rate.
- ✓ **SCLS Foundation**—SCLS has established a 501(c)(3) foundation that serves the entire state. The SCLS Foundation raises private funds that permit public libraries throughout our SCLS Community to expand their services. Any public library in Wisconsin may establish an account within the Foundation, in which to accept private donations made to their individual library. Foundation funds are invested, earning interest and dividends. For more information please visit our website at <http://www.sclsfoundation.org>.
- ✓ **E-Commerce**—SCLS issues quarterly payments to libraries for all e-commerce payments received from library patrons.



Consultant Services

SCLS provides professional consultants whose services are available **free of charge** to all member libraries. All consultants work full-time.

Continuing Education

- ✓ In-service training sessions and webinars for member libraries on a variety of topics. More than 2,245 members from all types of libraries attended 53 continuing education workshops SCLS produced in 2018. Many of these workshops are webinars that are recorded for later viewing, and the 269 recordings in our archive have been viewed 11,269 times since May 2013. SCLS also provides sections of OverDrive Support Courses (online) and in-person workshops for SCLS library staff members.
- ✓ OverDrive Training sessions with the SCLS gadget packages, that include a variety of devices
- ✓ Ensuring compliance for library directors with DPI certification requirements
- ✓ New director orientation
- ✓ SCLS Professional Collection
- ✓ Information about training library trustees
- ✓ Assistance developing library policies

Community Engagement & Youth Services

- ✓ One-on-one assistance developing visions of service and mission statements
- ✓ One-on-one assistance developing project plans and evaluation methods
- ✓ One-on-one assistance with goal setting and action plans for youth services librarians
- ✓ One-on-one assistance with developing collection development plans and weeding schedules
- ✓ Supports the Summer Library Program (SLP), which typically involves more than 25,000 children systemwide
- ✓ Compliance with ADA requirements
- ✓ Connects libraries with external partners to provide and enhance children, youth and adult programming opportunities
- ✓ Connects libraries with local agencies to address the social service needs of community members
- ✓ Creates library programs that foster a culture of literacy
- ✓ Assistance with developing inclusive services plans
- ✓ In-person workshops, webinars, facilitated discussions, and planning sessions for member libraries on youth services, inclusive services, staff development, and community engagement
- ✓ Consultation about child and youth library programs
- ✓ Consultation about inclusive library services
- ✓ Information about training library trustees in community engagement and strategic planning methods
- ✓ Assistance developing libraries policies
- ✓ Assistance developing strategic plans
- ✓ Systemwide grants that help member libraries develop programs that serve children, young adults and families

Graphic Arts & Building Design

- ✓ Building design recommendations for new libraries and building renovations/additions
- ✓ Interior design changes/updates, including selection of furniture, carpeting (flooring), lighting and paint colors
- ✓ Specifications for product and service bids
- ✓ Input on how best to use available space to make it more efficient for staff and customers
- ✓ Provides graphic art design and printing services

Public Library Administration

- ✓ Assistance with the State Annual Report, including pre-population of data from LINKcat
- ✓ Information about training library trustees & help interpreting Wisconsin Statutes (Chapter 43)
- ✓ Calculate and submit adjacent county reimbursement requests for non-resident library use
- ✓ Assistance developing libraries policies
- ✓ Assistance developing strategic plans
- ✓ New director orientation

Digitization Services

- ✓ Provide project planning, customized project plans, metadata templates, and assistance with local history digitization projects.
- ✓ Coordinate setting up libraries' collections in the Recollection Wisconsin website. Upload digitized materials and metadata that is provided by libraries to the digital content management platform CONTENTdm for harvesting to Recollection Wisconsin.
- ✓ Kits for scanning, cassette tape digitization, and VHS tape digitization can be borrowed for digitization projects. Hands-on training is provided on the use of the equipment in the kits.
- ✓ Can provide recommendations for digitization equipment based on the types of materials being digitized.

Data Services

- ✓ Data dashboard design and development
- ✓ Demographic and socioeconomic data support
- ✓ Koha data extraction and analytics
- ✓ Workflow data assessment
- ✓ Data visualizations
- ✓ Survey data analysis
- ✓ Strategic plan data support
- ✓ Tableau and Excel assistance

Marketing & Public Relations

- ✓ Press releases, posters, bookmarks, fliers, and other print products
- ✓ Video and audio production and editing services for library marketing/promotion
- ✓ Assistance with the creation of library marketing plans and/or library advocacy plans
- ✓ Database marketing materials
- ✓ Library board advocacy training/information sessions
- ✓ SCLS Speak Up for Your Library project (advocacy)
- ✓ Library Legislative Day support
- ✓ Weekly email newsletter and a biweekly online newsletter
- ✓ Trustee Update Newsletter three times each year

Web Services

- ✓ Website design support
- ✓ Web tool development support (Form Assembly, TypePad, Drupal)
- ✓ Web image creation and manipulation
- ✓ Domain name management and Website usage tracking

Workforce Development

- ✓ Curated and continually updated resource webpage for job seekers
- ✓ Library staff training and resource consultations on various workforce development topics
- ✓ Customized resources for member libraries in areas such as local employment and digital literacy
- ✓ Workforce development program planning assistance for member libraries



Delivery Service

General Service Statement

The South Central Library System Delivery Service has been in operation since 1975. In addition to providing delivery service to member public libraries in the 7 county region that makes up SCLS, SCLS Delivery is the main service provider for the Wisconsin Libraries' Delivery Network which provides transportation of ILL materials between Wisconsin's 16 public library systems, the University of Wisconsin System, and numerous private universities, technical colleges, K-12 schools and various state agencies.

The SCLS delivery service is a complete in-house service. SCLS owns all of its delivery vehicles, the delivery staff is all SCLS employees and SCLS rents a dedicated building specifically designed for the service. The staff consists of a Delivery Services Coordinator, 5 delivery supervisors, a fleet manager/mechanic, and a mixture of 31 full-time and part-time drivers/sorters. The service currently has a 20 vehicle fleet that consists of standard extended cargo vans and 15' box trucks.

Service Planning, Development and Management

- ✓ Service is planned on a county by county basis to meet each county's particular needs. This includes determining route order and what other types of materials, such as bulk rotations, the delivery service will handle on regular basis. Frequency of service, while discussed on a big picture county level, is determined on a library by library basis. SCLS libraries currently receive as few as 3 days of delivery per week to a maximum of 2 deliveries per day Monday through Saturday. The SCLS Delivery Services Coordinator is the staff person who assists with all service planning.
- ✓ Routes are assigned to a delivery supervisor who works with each library to take care of determining exchange protocol inside each library. This person also is responsible for working with the libraries on all day to day customer service questions.
- ✓ The Delivery Service works under the advisement of the SCLS Delivery Committee, which is a part of the SCLS governance structure. The committee is made up of 13 library representatives. This committee helps determine the best procedures for shipping materials throughout the system and shares best practices to help libraries handle the processing of incoming and outgoing materials for delivery in the most efficient manner.

Other Services Provided

- ✓ **Special Requests** – SCLS Delivery provides delivery for many types of items beyond the typical daily library material exchange. A delivery supervisor works with libraries to handle coordinating the delivery of anything that is outside of the normal delivery. This includes:
 - Larger items libraries offered to another library, such as a display carousel or a piece of furniture.
 - Distribution of informational materials to targeted libraries within SCLS and beyond. As the statewide delivery provider, SCLS can distribute informational materials to whatever regions or counties a library chooses.
- ✓ **Youth Services Support** – SCLS Delivery handles the coordination of the booking and delivery of various items owned by SCLS that are available to libraries for their children's programming. This includes puppets and an extensive Ellison die kit.

- ✓ **Continuing Education Support** – SCLS Delivery handles the booking and delivery of various kits available to libraries for both staff development and patron education. This includes a wireless laptop computer kit that can be used for training staff or patrons on various databases and the like. Also, there is a presentation kit available along with multiple game and technology gadget kits for libraries to use.

General Information

- ✓ Hours of operation are 6:30 a.m. to 6:00 p.m. Monday through Friday and 7:00 a.m. to 12:00 p.m. on Saturdays.
- ✓ Delivery maintains general local and 800 number phone lines and a general email address that is constantly answered and monitored by delivery supervisors during all hours of operation.

Faster ILL Deliveries

- ✓ With SCLS being the central hub of the statewide delivery service, transit time of all ILL materials to and from SCLS member libraries is at least one day quicker than it is for libraries in other public library systems in the state.





ILS Support Services

ILS Modules supported include: circulation (with home bound, inventory, debt collection, offline circulation, email, telephone, text and print notices, Self Check, Sorters, RFID & e-commerce), cataloging, PAC (LINKcat), acquisitions, serials. ILS services from SCLS are provided by a full-time team of five ILS professionals, plus one coordinator who oversees both Technology and ILS.

Module support for ILS Member Libraries:

- ✓ Set up and train new ILS libraries including on-site Go Live support
- ✓ Provide online documentation of procedures and LINKcat policies for the various modules
- ✓ Train libraries on policies and procedures for the various modules (hands-on at locations throughout the system, online tutorials and webinars)
- ✓ System administration including:
 - Codes, Setup of Local Circulation rules & Module parameters
 - Security
 - PAC Display
- ✓ Introduce libraries to new functionality following ILS upgrades
- ✓ Locally provided support and troubleshooting for various problems and requests for help via online forms and telephone help desk support

Provide database maintenance and support:

- ✓ Develop and perform routine automated and manual bibliographic, item and patron database maintenance
- ✓ Maintain documentation for in-house database maintenance procedures
- ✓ Provide authority control from 3rd party vendor
- ✓ Oversee the Cataloging contract between SCLS and Madison Public Library

Provide the following miscellaneous support services for ILS Member Libraries:

- ✓ Provide assistance with library closings and moves
- ✓ Develop and run custom reports on demand, routine reports & provide various statistical data
- ✓ Ability for library staff to run weeding reports and other reports
- ✓ Produce a weekly purchase alert report
- ✓ Provide reports and instructions customized to the State Annual Report for Public Libraries
- ✓ Pre-populate the State Annual Report with data from Koha ILS
- ✓ Maintain web site for ILS libraries (<http://www.scls.info/ils/>)
- ✓ Chair the ILS Committee and its subcommittees and provide minutes and present recommendations to the Administrative Council (this includes facilitating discussions between libraries to establish policies benefitting all libraries and their patrons)
- ✓ Provide printed bookmarks & online help for patrons and maintain Facebook and Twitter communication
- ✓ Maintain ongoing communication with libraries via a blog (<http://scls.typepad.com/link2koha/>), the SCLS status wiki & the ILS web site
- ✓ Assist with identification, investigation and selection of new ILS products
- ✓ Host regular topical user group meetings for library staff

Koha & Koha Modules

- ✓ **General**—LibLime Koha is a completely web-based software that can be accessed anywhere there is an Internet connection. It is possible to do checkout from the local senior center! LibLime Koha is hosted in the cloud by PTFS LibLime. We have full backup protection if any Koha server goes down. The LibLime Koha software is open source which means that we have the ability to develop the software to meet the needs of SCLS libraries and patrons. The shared SCLS ILS libraries have a software development fund for this purpose.
- ✓ **Circulation module includes**—basic circulation, offline circulation, receipt printer setup and support, print/email/text/telephone notices, inventory, assistance with 3rd party vendors, patron and circulation database maintenance, home bound.
- ✓ **Cataloging module includes**—brief cataloging record entry, authority control, bibliographic database maintenance, batch item maintenance, full MARC cataloging provided by Madison Public Library using OCLC, electronic resource records (including OverDrive).
- ✓ **Public Access Catalog (PAC) includes**—basic PAC features, enriched content (cover art, reviews, etc.), “Don’t Miss” lists, newspaper indexes, and mobile app version of PAC. Each library receives a customized PAC with a link to the library web site. Also available is the ability to create local newspaper indexes.
- ✓ **Acquisitions includes**—basic acquisitions, fund account setup, acquisitions vendors, electronic transfer of orders, annual fiscal rollover. While acquisitions is included for all members to use, no one is required to use it.
- ✓ **Serials includes**—basic serials control, publication pattern and subscription record setup, serials records maintenance. All LINKcat libraries are required to use Serials module for receiving and maintaining serial items.

LINKcat

<http://help.linkcat.info/about.html>

LINKcat is the shared catalog for a consortium of public libraries that work together and with the South Central Library System to create a network of shared computer systems and services. Because LINKcat combines the library catalogs of all LINKcat libraries, the system provides access to over 3 million items representing nearly 900,000 different titles!

- ✓ Patron initiated holds with items delivered to their choice of library pickup location
- ✓ Access to over 3 million items and nearly 900,000 different titles
- ✓ Monthly “Don’t Miss Lists” (<http://lists.linkcat.info/>)
- ✓ Searchable records for OverDrive
- ✓ Newspaper indexes: a separate database of local newspaper indexes (<http://sclsp.kohalibrary.com>)
- ✓ The following patron account features are available:
 - The ability to place holds, suspend holds and renew items online
 - Create multiple saved private lists
 - Keep a reading history (opt in only)
 - Hold notices delivered via telephone, text, email or print
 - Pre-overdue notices via email
- ✓ Enhanced content features: Cover images, Publisher’s Weekly book reviews, Author notes, Book summaries (all from Syndetic Solutions)
- ✓ Available 24/7
- ✓ Online credit card payment
- ✓ Mobile app version for Apple & Android devices from LibraryThing
- ✓ New This Week list
- ✓ Patron reviews, series information, and awards lists from LibraryThing.



Technology Services

Technology services from SCLS are provided by a full-time team of eight technology professionals, plus one coordinator who oversees both Technology and ILS.

PC Support

- ✓ SCLS offers “cradle to grave” PC support, managing all aspects of both the staff and patron PCs located in member libraries.
- ✓ Purchasing—SCLS coordinates the purchases of PCs through a standard web-based form and handles all aspects of the ordering and receiving process. SCLS provides inventory reports of supported PCs which include PC age, model, Windows version, etc.
- ✓ Installation—SCLS preps and installs each library computer for our member libraries, including a transfer of data from the old PC to the new one, saving significant library staff time.
- ✓ Repair & Warranties—SCLS coordinates warranty repair work for PCs under warranty, and repairs PCs for cost of parts for PCs out of warranty.
- ✓ Peripherals—SCLS researches network printers, spine label and receipt printers, as well as barcode scanners for member libraries, recommending optimal models. SCLS also installs the appropriate software on SCLS-supported PCs.
- ✓ Help Desk—SCLS offers a Help Desk staffed 8:30 a.m. to 5:00 p.m. weekdays. Additional emergency support is provided during all other library hours. The Help Desk can remote into any SCLS network computer and fix most issues at the time of any call. If the problem cannot be rectified remotely, SCLS will arrange the transportation of the PC back to SCLS headquarters for repair.
- ✓ Centralized antivirus service—SCLS maintains a central antivirus service (Kaspersky) which automatically updates all network clients. The annual cost of the antivirus software is included in the annual Technology software fee.
- ✓ Microsoft Office—Through our Microsoft Select agreement, we’re able to offer the full Microsoft Office Professional Suite on every patron and staff computer. SCLS maintains all aspects of the licensing, upgrade and maintenance of the software as well. An annual software fee covers the cost of Office, as well as all the other software purchased or licensed on the library’s behalf.
- ✓ Software updates—SCLS provides automatic updates for Staff and Patron PC software, including updates to the operating system, web browsers, browser add-ons, and applications specific to the shared ILS. Firefox browser upgrades are thoroughly tested for compatibility with Koha.
- ✓ Loaner PCs—SCLS maintains an inventory of PCs to be used as loaners in cases where PCs need to be serviced at SCLS. When a technician determines that a PC cannot be fixed remotely, a loaner PC is prepped and immediately shipped to the library for use.
- ✓ Patron PC expertise including PC locking software—SCLS has extensive experience maintaining PCs for public (patron) use. Each PC is securely locked down, while making sure that all patron data is secure and removed after each use. SCLS purchases proprietary PC locking software, included in the Technology software fee. SCLS also provides an option for restricted browsing computers that only have access to the catalog, online databases, and select library and government websites.
- ✓ Partnership Program—Libraries can sign up for the Partnership Program to receive administrator rights over staff PCs they designate.
- ✓ PC Time Management & Print Management software (optional service)—SCLS provides installation, configuration, and support for PC Time Management software (MyPC) and Print Management Software

(Papercut) for public PCs.

- ✓ Technology planning and consulting—SCLS staff can provide libraries assistance with a wide range of
- ✓ technology planning, from “What printer should I buy?” to “What will we need for cabling in our new building?”

Network Support

- ✓ Each library benefits from a subsidized BadgerNet TEACH, MUFN or Charter connection to their library from SCLS (costs included in membership). In addition, SCLS and its member libraries have collective membership in the WiscNet consortium, our Internet Service Provider. SCLS Technology staff serve as the primary contacts for all network service providers and support the network technologies on the libraries’ behalf.
- ✓ Standardized network equipment—Each library and branch receives cradle to grave support by SCLS utilizing enterprise grade Cisco switches and routers provided and maintained by SCLS.
- ✓ Windows environment—SCLS maintains a complex Windows environment, connecting all member library PCs to a centralized network.
- ✓ Firewall—SCLS maintains and supports a firewall on behalf of member libraries and their supported PCs.
- ✓ Inventory of spare network hardware—SCLS maintains a complete inventory of all switches and routers, and can swap out any defective piece of equipment in a matter of hours.
- ✓ Erate and filtering—SCLS offers a filtering service and will apply for erate on behalf of interested member libraries.

Email and mailing lists

SCLS provides the Office365 web-based e-mail and calendaring solution as well as a mailing list service at no cost for all member libraries.

Wireless support

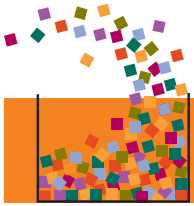
SCLS supports a robust, enterprise-grade wireless service for our members. Monthly statistical reports of wireless activity are delivered via email, and the service includes signals for the public, staff, and library-owned patron laptops. The library access points are managed through Cisco’s reliable Meraki Cloud infrastructure.

Technology equipment: free for lending

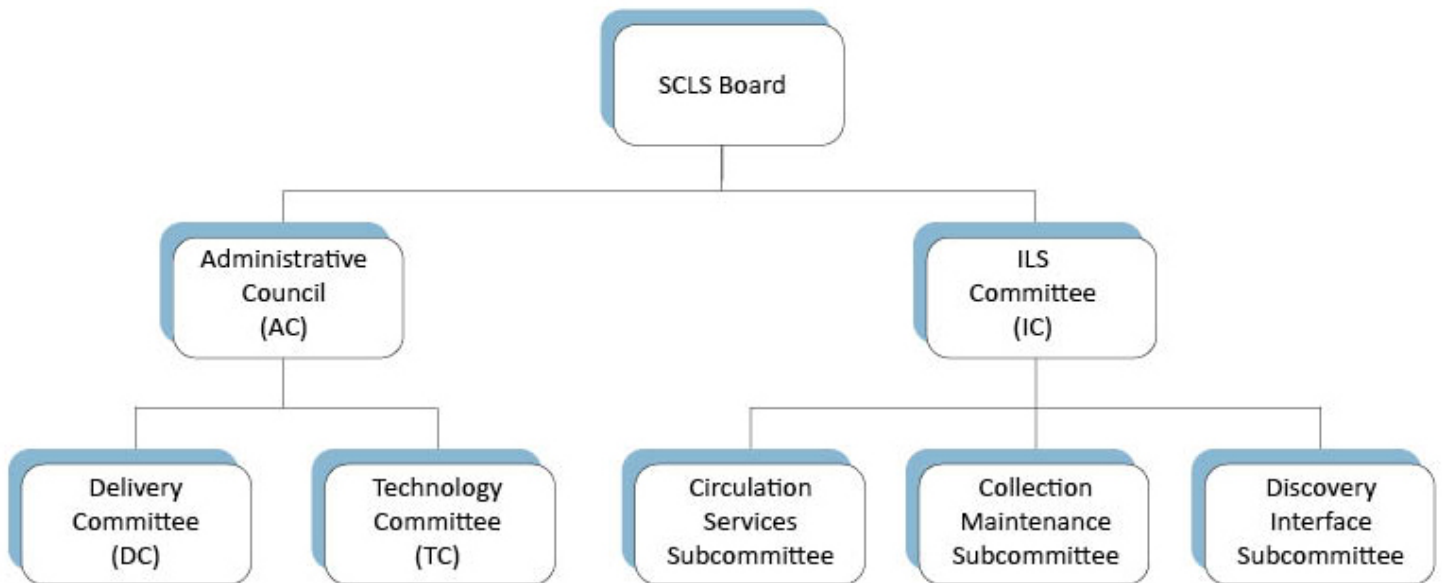
SCLS purchases and maintains a wide variety of equipment including e-reader kits, gaming equipment, mobile laptop labs, maker kits, and many other gadgets—all available for member libraries to use..

Database Authentication

SCLS provides authentication for databases to which libraries subscribe. Vendor requirements and SCLS staff availability will determine authentication set up time and SCLS may reject databases with requirements that will cause technical difficulties. SCLS also provides data dashboards with certain vendor-provided usage statistics. SCLS purchases WILS memberships for every SCLS library.



Governance Structure



Administrative Council (AC):

The primary advisory group to SCLS staff and the SCLS Board. This body determines course of action concerning major issues, receives reports from the committees, makes planning recommendations, and recommends annual budget, plan, and services priorities. Includes 10 library members with a total of 13 votes and non-voting SCLS staff. Creates working groups for issues not covered by other committees.

Delivery Committee (DC):

Focuses on the SCLS Delivery Service. This body serves as a forum for discussion and first-level decision-making concerning delivery. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for delivery issues. Includes 10 library members, with 13 votes, and non-voting SCLS staff.

ILS Committee (IC):

Focuses on the shared integrated library system (ILS). This body oversees the software development and implementation and maintenance of the ILS. It serves as a forum for discussion and first-level decision-making concerning the ILS. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for ILS issues. Includes 10 library members, with 13 votes, and non-voting SCLS staff.

Technology Committee (TC):

Focuses on library technology infrastructure and services. This body oversees technology projects and schedules. It serves as a forum for discussion and first-level decision-making concerning technology. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for technology issues. Includes 10 library members, with 13 votes, and non-voting SCLS staff.

Philosophy:

One of the goals of the governance structure is to solve problems at the committee level. If a solution is within existing policy and budget, committees are charged to make appropriate decisions and report these decisions to the Administrative Council (AC). If a solution is controversial, needs additional resources, or involves multiple committees, then it will be referred to the AC as an action item.

Members of the AC and committees are able to speak at meetings and vote on action items. SCLS staff members do not vote, but speak at meetings, and make recommendations. Individuals without an elected seat have voice per agenda but no vote. They have the right to attend meetings, and every agenda will include the opportunity to request to address the body. All SCLS member libraries have the right to make proposals and appeal decisions to the SCLS Board. The decision of the SCLS board is final.

Role of committees in setting fees and budgets:

Each committee (DC, IC, and TC) will make recommendations to SCLS staff concerning the annual budget. The SCLS Director will propose costs and member fees to the AC based on the recommendations of the committees and staff. The costs and member fees will be recommended by the AC at the All-Directors meeting. All directors will have the detailed fee recommendation in advance of the All-Directors meeting so there is time to review the proposal. The recommended costs and member fees will be used by the SCLS Director to prepare the SCLS system annual budget. The complete budget will be recommended by the AC before it is submitted to the SCLS Board and the Department of Public Instruction.

Evaluation:

The AC will review the governance structure as a regular part of the annual SCLS planning process, and will recommend changes to the structure if appropriate. The AC will seek feedback from SCLS member libraries as part of this review process. However, feedback will be welcomed and reviewed by the AC throughout the year, though changes may not be implemented until the time of the yearly review. Any changes recommended by the AC must be codified in the SCLS Board Bylaws, and must be approved by the SCLS Board Bylaws Committee and the complete SCLS Board before going into effect.

Library Responsibilities

- ✓ We value working together in a spirit of collaboration and mutual respect, compromising as necessary to achieve the greatest value for the common good.
- ✓ We are committed to continuous learning, and we will strive to be innovative. We will use responsible communication to ask for what we need and to provide feedback. We believe that internal training and education is an important staff investment
- ✓ We value teamwork and cooperation, listening and contributing to the planning and decision-making process.
- ✓ As members of SCLS, we will anticipate advancements in emerging technology and embrace the new possibilities.
- ✓ We value a unified vision that supports the best possible service for the greatest number of people.

SCLS Mission Statement, Values and Principles

Mission

The mission of the South Central Library System is to help member libraries provide the best possible service to the public.

Vision Statement

SCLS embraces challenges and opportunities to provide innovative solutions that empower our member libraries.

Staff Values

- ✓ We stay focused on our mission and measure all of our work, plans, programs, activities and behaviors against it.
- ✓ We strive to do excellent work that exceeds member expectations.
- ✓ We are responsible for achieving and maintaining good working relationships with every member library and with every co-worker. We make it a high priority to treat people well. We are always courteous to members and to each other. When we make mistakes, we acknowledge them, apologize, and move on.
- ✓ We are a strong team with diverse talents and serve a community of people who are different from each other in many ways. We respect the contributions and viewpoints of members and of each other. We freely share information and communicate our plans, activities and concerns to the other members of our team and give credit where credit is due.
- ✓ We work toward solutions for problems and connect our members to the resources they need. Innovation is an integral component of our daily work life.
- ✓ We keep our commitments, meet our deadlines, and take responsibility for getting the training and resources we need to do our work.
- ✓ We are sensitive to members' perceptions and strive with each interaction to make them more positive than before.
- ✓ We are mindful of the long term costs and impacts of our work in order to remain efficient and sustainable.
- ✓ Our work is far too important for us to always be serious. We approach it with a sense of fun and include as many laughs as we possibly can.

SCLS Basic System Principles

- ✓ Every member library must have a voice in the planning and governance of the South Central Library System (SCLS) and clear opportunities for input into system direction and service priorities. Every member library has an accompanying responsibility to participate in these planning and governance processes.
- ✓ SCLS and member libraries will attempt to clearly communicate library issues to all stakeholders.
- ✓ SCLS is a community of libraries that differ from each other in many ways. SCLS must be designed so as to offer something of value to all its members, to respect diversity, and to engender mutual respect among members and between members and system staff. Because of this diversity, SCLS may have different structural relationships with different counties within the system. To the extent feasible, each county should have the primary responsibility for determining the general nature of that relationship.
- ✓ SCLS exists to make its members stronger. To this end, SCLS will concentrate on providing services to and through its member libraries rather than directly to the public. An exception to this principle may occur when an existing agency cannot deliver a needed service, or when the system can provide the service in a substantially more effective manner.
- ✓ SCLS should be a trailblazer, an innovator, and a catalyst. SCLS should initiate projects and then empower local libraries to continue them. System funds must in no way replace local efforts for established services.
- ✓ SCLS, as a whole, must be greater than the sum of its parts. The services provided to each member library must be of greater value than that member could achieve by simply spending its own share of the funds separately.
- ✓ SCLS must operate within the framework of statutory requirements while striving to meet member needs.



99 Things SCLS Can Do for Member Libraries

1. Design and print business cards for you
2. Help you translate your patron registration forms into other languages
3. Help you create a website for your library (and host it, too!)
4. Do space needs assessments & current space evaluations
5. Provide continuing education grants to attend conferences, workshops, and other training
6. Help you promote special and annual events through Online Update, by developing materials, and by distributing information to other libraries through Delivery
7. Create certificates to recognize staff, volunteers, trustees, etc.
8. Help you buy a new computer, printer, keyboard, mouse, receipt printer, barcode scanner, etc.
9. Help you file your annual report
10. Provide registration cards so patrons to “Speak up” for your library and maintain a list of advocates for you
11. Lend a wireless lab, projector, sound system, gadget package, or more for your in-house training program
12. Help identify & write grants
13. Help jointly buy library cards, envelopes, barcodes, etc. cheaper than you could alone
14. Help you pick a color for your walls and furniture to match (and help you order the furniture!)
15. Help you get certified or re-certified
16. Help you laugh when the world looks ugly—or at least listen to you vent
17. Help you convince your municipal government you really need an integrated library system/new building/decent salary, etc.
18. Set up an account within the SCLS Foundation for your library.
19. Help get cabling installed or updated in your library
20. Fund performers for your Summer Library Program
21. Help you be ADA compliant
22. Design new stationery for your library
23. Help you get any training you need
24. Bring training right to your library computer using technologies such as GoToWebinar
25. Laminate posters or signs
26. Lend books and many other materials from the professional collection to help you in your work
27. Help develop a policy or a policy manual)
28. Get answers to your technology or ILS questions by calling the Help Desk.
29. Help write a public service announcement
30. Provide information on architectural firms and help with the selection/interview process
31. Field questions about Wisconsin library law
32. Regularly route a journal to you: www.scls.info/pro/forms/routing.htm
33. Review your strategic plan or facilitate a strategic planning process
34. Help improve your delivery work flow
35. Help you prevent computer viruses
36. Help you get statistics for online databases and OverDrive
37. Help you create a staff training plan
38. Help you plan adult literacy programs
39. Help you cope with difficult planning and building processes
40. Offer a workshop on a topic you suggest
41. Help you orient your board members and help them understand their roles
42. Help you get connected with the Wisconsin Regional Library for the Blind and Physically Handicapped
43. Help you organize a teen advisory board
44. Give you tips and advice on how to use software applications more efficiently
45. Coordinate a big order for puppets (or an order for big puppets!)
46. Provide printing and graphics services for your Friends group
47. Help you improve the accessibility and usability of your website
48. Come and “Say a few words” and/or take a few pictures at your building dedication, a library anniversary, or a retirement

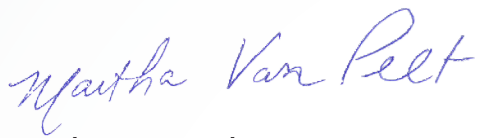
49. Help libraries identify innovative ideas for services and resources, and explore options for potential use in member libraries
50. Answer questions and provide resources related to workforce development
51. Help you plan a story time
52. Announce your staff changes and other library news via Online Update
53. Do “orientation” visits to new directors and youth services staff
54. Help evaluate your collection, and generate detailed weeding reports for LINKcat libraries
55. Deliver tons and tons and tons of library materials for your customers every year
56. Help you plan book clubs for kids and teen
57. Sit in on interviews to help a library board select a new director, or to help the director select a new employee
58. Help you plan for computer replacement
59. Lend a laptop and projector so you can make a presentation to a group in your community
60. Provide recordings of continuing education workshops
61. Help you plan, or participate in, your staff in-service program
62. Help you manage internet workstation scheduling and use with MyPC
63. Handle “special requests” for delivery services above and beyond the usual
64. Get support and assistance to deal with challenged materials
65. Help write or review position descriptions
66. Alert you to new technologies and get you involved in experiments using them
67. Field your questions about which courses and workshops are eligible for certification
68. Lend you a maker kit for your program
69. Make sure to tell the world what a great, and necessary, job you do every day
70. Help you plan library programs for kids of all ages—babies through teens
71. Keep your trustees informed through Trustee Update
72. Help you request reimbursement from adjacent counties
73. Offer advice on preparing your budget & budget request
74. Attend a board meeting to address a specific topic
75. Attend county board meetings, if requested
76. Provide printed materials for the Summer Library Program
77. Set up access for online databases
78. Help you get started with self-check and RFID by providing consulting, setup, and training
79. Provide access to ebooks and audiobooks through the Wisconsin Public Library Consortium (WPLC)
80. Get wireless internet installed in your library and support it after it’s up and running
81. Provide email for all staff members
82. Answer questions you have about technology
83. Support your public & staff PCs from cradle to grave (including help with recycling!)
84. Provide your library with all of the benefits of a 501(c)(3) without the hassles (through the SCLS Foundation)
85. Connect you (delivery-wise) to other libraries throughout Wisconsin and in other states
86. Help you conduct an inventory of your library’s collection
87. Set up debt collection with the SCLS ILS and Unique Management
88. Loan you a Radio Frequency Identification (RFID) conversion cart
89. Provide you with the cleanest bibliographic and authority record database around
90. Generate Don’t Miss Lists for new, popular, and award-winning titles
91. Bring you the Isthmus newspaper
92. Sign you up for email lists
93. Distribute all kinds of informational materials about unique programs, services, and opportunities in your community and the broader south-central Wisconsin region
94. Help you search for that “missing in delivery” item
95. Get you Ellison dies
96. Assist you with holdings, magazine, and patron maintenance on the SCLS ILS
97. Help you get enough bandwidth and help you efficiently use what you have
98. Assist libraries with interpreting and using data
99. Support library digitization projects with consultant services and technology support

Thank You!

We appreciate the opportunity to tell you about the South Central Library System and the services we provide to our member libraries.

We are the sum of our members, and we only succeed when they succeed.

If you'd like more information, visit our website at www.scls.info, or contact me at (608) 246-7975 or mvanpelt@scls.info.



Martha Van Pelt
System Director

