Exhibit 12

Director's Report
WVLS BOARD OF TRUSTEES MEETING
November 21, 2020

COMMUNICATION

Words of Appreciation

WVLS received a thank-you card from **Martha Berninger, Director of Resources for Libraries and Lifelong Learning,** which said *"Marla, thank you and your team for your support of the LAWDS project, and for being great collaborators with DPI in supporting libraries and their patrons. Wising you, your family, your team, and your libraries health and good spirits."*

"Hi, Rebecca and Anne, I want to thank you both for making it possible for Somerset Library to offer online takeout appointments and helping us to inform our patrons about the change in service. We started the new service yesterday and it's going well. We've had very positive feedback that patrons like that they can schedule appointments online and that they now have a two-hour window to pick up materials. … Thanks to you both for being so helpful! We owe this success to you." – from **Kristina Kelley-Johnson**, Somerset Public Library Director, to **Anne Hamland** after helping to implement a Time Slot Booking Form (plug-in) on the library's website.

"Also, thank you for the Z39.50 training session. I was unable to attend due to my desk schedule, so I listened on Friday and picked up some new and useful tips!" – **Lyn Pietila**, Demmer Library (Three Lakes) to **Rachel Metzler**

"Hi Marla, As we are directors/managers, etc.- we are often times only told of staff and what they do "wrong" so I am reaching out to you to let you know instead how much I appreciate Ash. Our "regular" computer guy retired so we are going with a whole new person to help us. Ash is literally a phone call away, helping us with whatever I need. I basically had to talk to him every day this week so far! I really appreciate him and wanted you to know!" – from **Erica Petersen**, Frances L. Simek Memorial Library (Medford) to **Achraf Ben Khalifa**

"I just wanted to let you know how much I enjoyed the advocacy webinar yesterday and how much I learned from it. I would happily listen to more webinars with that presenter! Thanks again for all you do to connect us to helpful information, Jamie! – from **Jill Fuller**, Coordinator of Marketing and Communications, Bridges Library System (Waukesha) to **Jamie Matczak**

In response to a Speaker Description list for the 2021 Wild Wisconsin Winter Web Conference that **Jamie Matczak** sent to DPI and public library system education consultants, DPI's Division for Libraries & Technology Adult and Community Services Consultant **Cindy Fesemyer** said, *"What a fantastic lineup!! Yay, Jamie!!"*

*"Katie, I just wanted to let you know how much I appreciate your clear missives regarding the outcomes of meetings and updates on policy and procedure regarding V-Cat and surrounding tech. You and **Rachel** [Metzler] are tops. I also very much appreciate your working with my staff on testing and beta testing that which may benefit the entire system. Know we are always up for innovation. Don't hesitate to ask. If we're slammed, we'll let you know. Nicely done!* – from **Virginia Roberts**, Rhinelander District Library Director to **Katie Zimmermann**

Exhibit 12

WVLS Board Appointments

Five WVLS trustees have terms set to expire at the end of the year: **Tom Bobrofsky** (Clark County), **Tyson Cain** and **Douglas Lay** (Marathon County). **Pat Pechura** (Oneida County) and **Eileen Grunseth** (Taylor County). There is an additional Marathon County vacancy to fill the unexpired term of **Elaine Younger**. Notifications were sent to the clerks in those counties over the last several months and we have since received notice that the Taylor County representative, **Eileen Grunseth**, has been reappointed for another term.

MCPL Task Force Information

Since the September meeting, two updates were shared with the WVLS community regarding Marathon County Public Library's ongoing consideration of Marathon County membership in WVLS.

The October 2020 Update announced the October meetings of the MCPL Task Force and Library Board, shared a summary of the Task Force **SWOT Analysis** (included with this report as **(Exhibit 12a)** and provided copies of recent correspondence:

- A letter from **Erica Brewster**, Director of the Edward U. Demmer Library (Three Lakes), sharing her concerns about using a SWOT analysis to evaluate WVLS and SCLS, especially at this point in the process.

- A response from **Jamie Matczak**, WVLS Continuing Education and Training Consultant, to recent comments about WVLS' Continuing Education and Training Program reported by MCPL Administration to the MCPL Task Force, Library Board, and Marathon County Extension, Education & Economic Development Committee in September. Her letter included accompanying endorsements/letters from: **Anna Palmer**, UW-Madison, iSchool; **Leah Langby**, Library Development and Youth Services Coordinator, IFLS Library System; and **Marge Loch-Wouters**, Southwest Wisconsin Library System Youth Consultant.

- A letter from **Laurie Ollhoff**, Marathon County resident and Assistant Director at the T.B. Scott Free Library (Merrill), to **Becky Buch**, Marathon County Supervisor, in response to the letters from MCPL Administration regarding WVLS services and leadership that were included in the September Task Force meeting packet.

- A letter from **Sonja Ackerman**, Marathon County Representative on the WVLS Board of Trustees, that shares her concerns over the MCPL Library System Inquiry Task Force process, and lists points for the Task Force to consider.

The November 2020 Update provided information about the MCPL Task Force and Library Board meetings and copies of the following correspondence:

- **OCTOBER 19 LETTER FROM WVLS TO TASK FORCE**
  Concerned with the SWOT Summary comments stating, "communication between WVLS & MCPL," "Relationship between the two have deteriorated" and "there is a considerable degree of distrust between administration and staff of MCPL and WVLS" as WVLS weaknesses, WVLS sent a letter on October 19 to members of the MCPL Task Force, MCPL Board, and Marathon County Extension, Education and Economic Development Committee stating in part:

    "Given the collective positive experiences WVLS continues to have with MCPL, we are as perplexed by what was shared in the September 2020 letters as by what was not. There is a glaring contradiction between what MCPL leadership team presented in those letters and what was formally stated in February 2020, when the

Exhibit 12

MCPL Board indicated WVLS provided effective leadership in its 2019 annual report. It is both unfair and premature to use the anecdotal dissatisfaction expressed in the letters as part of the SWOT analysis, absent any opportunity for discussion and resolution following presentation of proper context with which to thoroughly understand their significance when examining all the services WVLS provides to MCPL."

- **NOVEMBER 3, 2020 REPORT FROM DPI TO MCPL TASK FORCE**
  DPI Division for Libraries and Technology Public Library Administration Consultant **Shannon Schultz** responded to questions raised by members of the Task Force at recent meetings. The report "addresses the impact of a MCPL departure on the remaining libraries in WVLS, including the options they would have, and how they would continue to receive services. It also addresses the ability for MCPL to service as a resource library and whether other libraries would be able to join SCLS if MCPL changed its affiliation. The statutes, system staff, library directors, and both online catalogs were consulted to obtain these answers."

- **NOVEMBER 13 WVLS RESPONSE TO MCPL TASK FORCE ANALYSIS**
  A WVLS Response to the MCPL Task Force SWOT Analysis was also sent to members of the MCPL Task Force, MCPL Board, and Marathon County Extension, Education and Economic Development Committee. The 21-page report offered further analysis and perspective on key MCPL decision points associated with the Task Force charge. We hope stakeholders and decision-makers find the report helpful.

- **OCTOBER 26 EMAIL FROM NWLS DIRECTOR TO WVLS DIRECTOR**
  While an October 2019 letter from MCPL Board President to the WVLS Director indicated that the MCPL Board *was only investigating its options* and *had not decided* to join SCLS, there is persistent feedback and documentation that the decision by the MCPL Board to leave WVLS is a foregone conclusion. The following October 26 email from the Northern Waters Library Service Director to the WVLS Director is an example:

  Marla,

  I am writing to you to express my concern about the potential of MCPL leaving WVLS and moving to SCLS. Over the past few weeks, I have heard troubling statements made by SCLS individuals that make me question how the task force is being informed.

  *On **September 24th**, I was part of a PLSR delivery workgroup where the SCLS Board President confidently interjected that we should be acknowledging that the Wausau hub was likely going to be operated by SCLS since **MCPL was going to be joining SCLS**.*

  *On Tuesday, **October 20th**, I had a phone conversation with Corey Baumann who handles NWLS issues with delivery. During the conversation, Corey mentioned that it was certain in his mind, and **from what he has been told, that MCPL will be leaving WVLS and joining SCLS** and that is what he is planning on.*

  These comments make me worried that the Task Force is either being kept in the dark about conversations that are occurring outside of the authority of the group and/or the Task force is being treated as a formality of process instead of a professional decision making entity.

  Beyond this concern, I do want to say that no library nor library system exists in a vacuum. NWLS relies on the MCPL location for our connection to statewide delivery. NWLS is also part of the LEAN WI Partnership with WVLS and IFLS. Any change made by MCPL will impact other organizations outside of WVLS and may have unintended consequences that I believe that the library community should consider.

Exhibit 12

Thank you for your consideration of these issues,

Sherry

These comments by SCLS representatives as reported by the NWLS Director are consistent with feedback received from other colleagues and what has been recorded in official documents. The November 2020 Updates shared additional examples.

In preparation for the November 16 MCPL Task Force meeting, Chair Mark Arend shared an "Advantages and Disadvantages" document (**Exhibit 12b**) that compiled Task Force members' opinions for either remaining with WVLS or moving to SCLS. During the meeting, the MCPL Task Force indicated a decision will be made on December 21 and that a short meeting will be scheduled in January to approve a written report. The MCPL Board will take up the report for discussion in January.

For its December meeting, the MCPL Task Force requested MCPL Administration provide a draft budget outlining the financial impact to MCPL should Marathon County decide to withdraw from WVLS.

COVID-19 Updates

The **Staying Together** discussions with area colleagues have continued to occur every other or every third Tuesday. There have been 31 Discussions since March. Recent topics have included the election and voter registration, mental and physical coping, and quarantining of library materials. The **WVLS COVID-19 Update** continues to be emailed via the WVLS all-subscribers' list every Thursday at 9 a.m. Published in the first week of the month, the **WVLS Newsletter** continues to highlight ways that WVLS member libraries are supporting its communities during the coronavirus. Several libraries have collaborated with local organizations. Current and past issues of the newsletter are available on the WVLS website.

PEOPLE, LIBRARIES and SYSTEMS IN THE NEWS

Matczak Presents at Two Conferences

Jamie Matczak recently presented at two virtual conferences, the national **Association for Rural and Small Libraries (ARSL) Conference** (September 28-October 2) and the **Back in Circulation Again Conference** (October 18-19), sponsored by the iSchool at UW-Madison. For the ARSL Conference, Matczak gave a 9-minute **Spark Talk** presentation called **"Libraries and Smart Phone Photography."** She was the closing speaker for the Back in Circulation Again Conference, and her presentation "**Having Difficult Workplace Conversations"** drew 130 attendees. Both presentations were well received.

Medford Public Library Director to Resign

Erica Petersen, director of the Frances L. Simek Memorial Library (Medford), announced she will be resigning from her position in January 2021 to pursue her master's in library science. The library board's Search Committee has posted the position and will conduct a candidate review on November 23. The position will remain open until filled.

Congratulations, Ben Miller!

Ben Miller has been selected as the director of the library team within the DPI Division of Libraries and Technology. Miller has served as a library supervisor within the team for the past five years where he oversees the WISCAT interlibrary loan program and works closely with the BadgerLink program. Miller has also been

Exhibit 12

directly involved with the Public Library System Redesign (PLSR) project since the beginning. He previously served as director of the George Culver Community Library (Sauk City) and currently serves as the president of the library board. Prior to coming to Wisconsin, Ben held the roles of library director in Iowa and as library staff in Montana.

Tomahawk School District is "Ideas to Action" Recipient

Tomahawk School District's proposal "Making Connections One Game at a Time" was chosen to receive WiLS "Ideas to Action" (I2A) funding. To drive innovation and collaborative services, the WiLS I2A fund supports projects through dollars and project guidance, and fuels libraries to take their projects further. The Tomahawk School District's proposal plans to connect community, schools, teachers, and students in a virtual gaming world, and to establish a high school eSports team in collaboration with North Central Technical College. Selected from a record number of outstanding proposals the seven 2020 I2A recipients' proposals were thought to have the most impact on their communities and on library service in the state. (edited from *WiLS Community Chronicle*; September 2020)

MCPL Awarded "East Asia in Wisconsin" Grant

Marathon County Public Library is one of 38 public libraries across Wisconsin awarded a grant from UW-Madison's Center for East Asian Studies (CEAS) through a new program called East Asia in Wisconsin. To enrich understanding of East Asia in local communities, the program offers grants up to **$1,000** to public libraries to purchase East Asia-related materials to augment their collections and to support East Asian programming. While nearly all the libraries that applied requested some use of the funding for collections, many also applied to offer East Asia-related programming in their communities, from outdoor story walks, to book clubs, to virtual sessions with local Chinese chefs. CEAS worked with the Wisconsin Library Association (WLA), the Cooperative Children's Book Center (CCBC) and the Wisconsin Department of Public Instruction (DPI) to pilot this new initiative.

Bridges Library System Receives National Award

The Bridges Library System (Waukesha) has been named as one of the recipients of the American Library Association's **2020 John Cotton Dana Library Public Relations Award** for its coordination and implementation of a Library Card Signup Month advertising campaign in September 2019. The multi-library system campaign, which included the **Lakeshores** and **Milwaukee County** library systems, encouraged residents to get a library card by highlighting the direct personal benefits that library services and materials provide, such as an enhanced quality of life, convenience, and cost savings. Using radio ads, social media ads, and billboards throughout southeastern Wisconsin, the campaign promoted a library card as "Your Borrow, Don't Buy Card;" "Your Read On the Go Card;" "Your Learn Something New Card;" and more. The national award honors eight outstanding library public relations projects annually. The library system will receive a **$10,000** grant provided by the H.W. Wilson Foundation and will be honored, along with fellow 2020 winners, at a reception held by EBSCO Information Services at the 2021 ALA Annual Conference in Chicago. (*WLA Newsletter*; Fall 2020)

This Outdoor Escape Room Offers Social-Distanced Fun!

The **McMillan Memorial Library** (Wisconsin Rapids) started hosting in-person escape rooms back in 2019. Their early efforts—including a Mario-themed escape room and a game based around a janitor's closet—were a huge hit, so staff had been all set to continue the fun for summer 2020 when the pandemic hit. Still, the McMillan team was determined to find a way to keep

Exhibit 12

their community engaged during COVID, so staffers **Karmen Kelly**, **Alicia Lamont**, and **Deb Drollinger** set about creating a quarantine-friendly, no-touch, outdoor escape room.

They found a home for the escape room in a rarely used corridor outside the library, which they decorated using sidewalk chalk. While traditional escape rooms tend to have players manipulate locks and other physical props, this one was touch-free for the safety of participants. Instead, they interact with the game through an online form on their own mobile devices as well as a set of game pieces that they can take home afterward. Their mission? Figure out the relationship between the game pieces and the chalk drawings in the space in order to spell out a word.

The McMillan staff based the escape room around the library's 2020 summer reading theme, *Imagine Your Story*." Since all our stories are now connected through a common COVID thread, we decided to lean into all of the aspects of the pandemic," Karmen Kelly told *I Love Libraries*. "The end result encourages the idea that this isn't the story we would have imagined, but much like the caterpillar in the cocoon, we too can emerge stronger and better than ever. What we do now will allow us to become the proverbial butterfly as we imagine the next chapter of our story." Fittingly, participants leave the escape room with crafting instructions for how to turn the game pieces they used into a model of a butterfly.

"It's been such a morale booster for everyone involved, especially when we see the families that get to enjoy our creation," Kelly shared. "In a world filled with masks, social distancing, fear, and confusion, it brings us so much joy to offer a positive team-building activity for our community to enjoy." *(edited from ilovelibraries; 9/30/2020)*

"Curb Hunger" Grocery Program

Working in partnership with Feed My People Food Bank, the **L.E. Phillips Memorial Public Library (Eau Claire)** is providing a bag of shelf-stable groceries to any library customer in need. People can simply grab a bag from within the library's main entrance while they are visiting, or they may request a bag of food through the library's Contactless Library Pickup Service.

WVLS PROJECTS

WLA Library Development & Legislation (LD&L) Committee Update

2021-2023 Biennial Budget. Documents from the Wisconsin Library Association's Library Development & Legislation (LD&L) Committee regarding WLA-endorsed **state library aid funding requests submitted by the Department of Public Instruction for the 2021-2023 Biennial Budget** process are shared with this report as **Exhibits 12c-12f**. Although all the members of the Legislature's Joint Committee on Finance have yet to be named, LD&L members are already scheduling conversations with leadership.

2021 Library Legislative Day (LLD) Goes Virtual. The Wisconsin Library Association's LLD will be a virtual experience in 2021. Planning is underway for a live-streamed morning program on February 16 and virtual, regional clusters of appointments scheduled for that afternoon and February 17 and 18. Save the dates and stay tuned for more information.

Relationship Building Exercise. Now is the time to write congratulatory notes to newly and re-elected officials. **Exhibit 12g** provides contact information for Legislators in the WVLS area by county.

Exhibit 12

Website Services Support Going Strong

WVLS and IFLS Library System libraries continue to expand the use and functionality of their websites to serve communities during COVID-19 service limitations.

Updating Websites. Starting in March and April our libraries jumped on board with updating their websites to reflect new hours and services. The pandemic provided for unprecedented and frequent communications on, and updates to, library websites.

Digital Library Card Forms. For purposes of increased information sharing, libraries incorporated Google Forms or embedded forms to allow people without library cards to apply online for a library card. Libraries issued library barcodes via email and traditional library cards via mail. Still others offered "digital only" library cards for online materials and access to resources.

Websites as Homebase. Libraries also began placing links to live or prerecorded programs on their website. This continues to promote the library website as a "one-stop-shop" for information and access to all library services, resources, and programs. Links direct users to hours, digital resources, and live programs on social media and web services.

Anne Hamland made it possible for 22 IFLS Libraries to integrate access to Page Turner Adventures, a contracted ten-week-long summer program of activities, crafts, and video adventures, via unique password protected pages on each participating library's website.

Appointment Scheduling. Most recently, libraries explored integrating digital tools to assist in scheduling drive-up, browsing, and computer use appointments. With assistance from Anne Hamland, libraries are using Google Forms and various website plug-ins integrated into their websites to provide a smooth experience for customer-initiated appointment requests. These tools organize physical material pickup and in-person visit requests for library staff. These tools also add to a positive and safe user experience.

Monthly Office Hours: A New Webservice Participation Requirement
Due to safety concerns, all future in-person website workshops are cancelled, however a second session of monthly office hours has been added:
- Second Tuesday each month, 1-3pm
- Third Thursday each month, 1-3pm

As in-person workshops will not be offered, the webmaster or a representative from **each participating library will be required to attend six (6) office hour sessions annually effective January 2021.** Attendance ensures the development of website capability knowledge and encourages website management skills. Find all website office hour dates and meeting access information on the WVLS calendar.

Inclusive Services Update

Sherry Machones shared an *Inclusive Services Update* with member libraries at the beginning of November. The update shared links and commentary about how to rethink the upcoming two-month holiday season through an inclusive lens. The update also shared several upcoming inclusive continuing education opportunities and a reminder about the November Toward One Wisconsin Conference.

ILS Administration Update

V-Cat Bibliographic Committee met on Tuesday, October 27. Discussion centered on the 776 and 856 fields and hyperlinks present in the V-Cat online catalog. **Rachel Metzler** reported on critical cataloging discussions happening statewide. Library of Congress Subject Headings include outdated and potentially offensive terms.

Exhibit 12

There is the possibility of using local subject headings instead of waiting for the Library of Congress to create and implement more inclusive or less offensive subject headings. Some concerns have been shared about Bibliographic records in our database. Metzler shared issues with certain bibliographic records in the V-Cat database such as MarcAlert brief records that need to be enhanced, records without subject headings, magazine records and records without OCLC numbers in the 001 field, and sought feedback on proposed action for updates where necessary.

V-Cat Voting Models Exploratory Committee met on Thursday, October 15 and developed bylaw language to present to the V-Cat Council at the November meeting. At the V-Cat Council meeting concerns arose about consensus and how to count abstentions in majority calculations. At a November 12 meeting, the V-Cat Voting Models Exploratory Committee revised the bylaws and V-Cat members will be invited to ask questions and provide feedback to the committee by December 18. The committee will meet again in January to make any necessary revisions and bring a final recommendation for action to the February V-Cat Council meeting.

The **V-Cat Cooperative Circulation Committee** met on Thursday, October 15 to develop a best practices document for libraries when closed, offering curbside service, open with limited services, and quarantining materials etc. The document is meant to give guidance to libraries but is not intended as a formal recommendation. The committee will make suggested revisions to the document at their next meeting and share it with V-Cat members.

At its November 5 meeting, **the V-Cat Council** requested more information in the August and September financial reports; asked the **Voting Models Committee** to further define proposed bylaw to address consensus and how abstaining votes will be handled; and **authorized the ILS Administrator to turn off Prioritizing Holds at the Pickup Location** just in case widespread issues arise between now and the February 2021 V-Cat Council meeting.

Discovery Layer Review and Evaluation Continues. The Patron Search and Discovery survey has been very successful! Between October 2 and November 2, we had **1,906 responses**. All libraries/locations are represented in the responses. During that same time period, **13,839** patrons had circulation activity. If we consider that as our active patron base, we have almost **14%** of active patrons involved in the survey. Even though we received a large number of responses, we are concerned that we may be missing a group of library users. We were able to provide a link on the Discovery Catalog results page immediately. EBSCO was not able to get a pop-up survey invitation functional on the Discovery Catalog results page until Tuesday, October 27. Product demonstrations will be scheduled in the coming months, and a Discovery Layer Advisory meeting will be held ahead of the February V-Cat meeting to provide feedback on the products.

Training Provided. Metzler hosted a MARC Alert Training attended by 8 member library staff in September with follow-up training provided upon request. MARC Alerts bibliographic records are entered into the Sierra database so libraries can circulate their items in the case that there is no suitable OCLC record or if the staff have not been trained on Z39.50 cataloging. Sierra Circulation and V-Cat Consortium Basics was provided for new Gilman public library director **Rita Ludvigsen**, and V-Cat Consortium Basics for new Neillsville public library director **Janay Ziebell**. New training information available on the V-Cat Training Website includes recordings of the "September 9 Z39.50 training," and on "Checking ISBNs in OCLC Records," "Making a MARC Alert out of an Incomplete OCLC Record" and "Overlaying a Short Bib with a Full Bib" as well as a document on "Create List Basics."

Training Received. Katie Zimmermann attended the New England Innovative User Group Online Conference. Metzler and Zimmermann attended the WI-IL Innovative User Group Online Conference. Zimmermann will attend Innovative's WebPAC Administration training in November.

Exhibit 12

A *new* **Shoutbomb Voice Telephone Notification System** will be implemented to replace the teleforms product December 4-8. There will be notices workflow changes upon Shoutbomb Voice implementation. WVLS will be completing a patron record clean-up before implementation dates. Additional information will be shared ahead of the implementation.

A **Sierra System upgrade** is planned after Shoutbomb Voice is in place and functioning as expected. The current release is 5.2, but we have been offered 5.1 by Innovative. Zimmermann recommends that V-Cat move from 4.3 to 5.1, as there are known issues in 5.2 that could be troublesome. If WVLS hears from member libraries that there are key features of 5.2 that would be beneficial, we will reconsider. At this point Zimmermann knows of only one outstanding issue that WVLS has asked Innovative to solve. Call numbers are not appearing in the Inventory Control product. Innovative let us know that this is not fixed in 5.2 and is expected to be fixed in Sierra 5.3, which is scheduled to be released in March 2021.

The following libraries have reached out to begin the process of transitioning to the *new* **uniform checkout periods**: Granton (first set done earlier this year), Loyal (launch date Dec 15), Rib Lake, Three Lakes, Abbotsford, Greenwood and Antigo.

A **statement of work** has been signed with Innovative and Metzler and Zimmermann met with Innovative to discuss the Juvenile Subject Heading Indexing process and options. We are considering indexing local subject headings at the same time.

Grant Update

FY20/21 CARES Act Grants to States (G2S) – COVID Response Support. In June, LEAN WI partners submitted a joint application to DPI for **$158,257** based on the Wisconsin Libraries CARES Act Distribution Allocation Tables established by DPI. We are in the process of preparing partially prefilled subaward applications for libraries which have indicated potentially eligible activities for which they have already expended funds, and for those libraries which indicated they would like to utilize their allocation amounts for self-managed projects. We will then begin a communications effort to work with members that indicated a preference for system-managed projects to refine plans (in order of indicated priorities) to:

- procure various peripheral equipment to support safety through technology and the safe use of technology.
- expand wireless internet coverage and capabilities and adjust network cabling infrastructure to support rearrangement of existing and deployment of new technology resources.
- employ managed remote public (and staff) printing capabilities.

FY20/21 LSTA – Technology – Increase Capacity for Technology Tools and Resources Sparsity Aid. LEAN WI partners were awarded $23,190 to be used for Faronics licensing alignment and subscription renewals and $20,000 to be used for core network transport equipment expansion. Capital expenditures exceeding $5,000 per unit for network equipment has received pre-approval through DPI.

FY20/21 TEACH Infrastructure – Supplemental funding support for technology infrastructure projects in schools and libraries. LEAN WI is preparing applications requesting the full funding for long-term projects for each eligible member library (https://teach.wi.gov/Documents/TEACH%20Eligible%20Libraries.pdf) which must be applied for now to be awarded but may be utilized for projects through June 2023. LEAN WI will work with applicable eligible libraries on a case by case basis to coordinate the use of CARES Act and TEACH Infrastructure funding. More info regarding the TEACH Infrastructure Grants program can be found here: https://teach.wi.gov/Pages/Grants/InfrastructureGrants.aspx and https://teach.wi.gov/Pages/2021InfrastructureGrants.aspx.

Exhibit 12

Technology Projects – LEAN WI Partners, Member Libraries

Redefining "Normal" Support Services. The pandemic and operational adjustments made by member libraries and LEAN WI partner library systems has increased pressures for remote support to members and for remote resource access by members. After several months of a sense of "Returning to Normal" LEAN WI partners and the membership are again entering a period of higher operational uncertainty with libraries needed to close temporarily without warning due to COVID exposures, and libraries adjusting operational service levels for any number of local factors. LEAN WI partners have adjusted and adapted in an agile manner and continue to do so. We are reviewing pandemic-related pressures and needs against historical pressures and needs to better understand what parts of our overall support services should adopt current "adjusted" statuses as permanent (the "new normal") going forward over the next several months and year irrespective of pandemic-related library operational states and Library System staff operations.

Statistics Data Collection and Dashboard Presentation. We are working to establish an initial Sierra transactional data pull and store for NWLS to enable persistent historical statistics reporting capabilities. That is, we are working to copy out some information from NWLS's Sierra which the application only keeps for a few weeks, to store separately in our own database if desired. This will use the same mechanism in place for IFLS and WVLS that feeds their respective Statistics Dashboards (http://dashboard.iflsweb.org and http://dashboard.wvls.org). Separately, we are researching options for alternative third-party statistics presentation applications and services to eventually replace the current dashboard software which was developed in-house. Some candidates in review are Google Data Studio, Tableau, Redash, Metabase, and Grafana. It is likely that an initial presentation service for NWLS will utilize one of these or some similar platform adopted by the partnership to replace the current in-house application.

WiFi Coverage Adjustments/Expansion and Peripheral Equipment Procurement Support. In relation to the CARES Act Funding awarded, a final survey was presented to member libraries to help LEAN WI partners determine prioritization of centralized projects, to understand how much eligible activity has already occurred locally in the libraries. The two areas of highest priority are peripheral equipment procurement support and WiFi/Wiring upgrade support.

Microsoft Teams Exploration Project with Rhinelander District Library. Follow up with RDL and review of their project will occur in the first quarter of 2021 after the annual report project is completed.

Infrastructure Upgrades. A scheduled 10Gbps upgrade on one of the WiscNet interconnects at the datacenter was postponed due to COVID exposure and self-quarantine measures by a key engineer. A reschedule is in progress.

Statewide Technology Collaborations

Collaboration Development and Management. NWLS cataloging experts **Jackee Johnson** and **Gina Rae** organized and led a statewide meeting of cataloging leadership to initiate discussions and potential collaborative efforts. The primary topic of interest and discussion fueling this effort was "Changing offensive [Library of Congress] subject headings [by] using local headings." The meeting was well attended and led to the establishment of a Wisconsin Catalogers email list supporting further sharing of ideas and information.

Courier Update

Last month, upon review of the guidance provided by the State Library of Oregon, advice from the experts at the Oregon Health Authority, and review of the REALM test results, Wisconsin Department of Health Services agreed with the Oregon Health Authority's interpretation that a 24-hour quarantine time would be sufficient as a precautionary measure on library materials.

Exhibit 12

Based on recent discussions among WVLS member library directors and discussions among system library directors, **WVLS now recommends a 48-hour quarantine for libraries, and 24 hours of quarantine time for our vendor, Waltco.** This recommendation went into effect on Monday, October 26. Several librarians who attended the November 10 WVLS "Staying Together" Discussion said that patrons are happy about receiving library materials more quickly, and that library staff feel comfortable with the new quarantine guidelines.

Matczak attends monthly Delivery Managers meetings with statewide cohorts who coordinate delivery in their systems.

CONTINUING EDUCATION & TRAINING OPPORTUNITIES

Recent Webinars

The **"Building and Maintaining Customer Relationships"** webinar series with Library Consultant Pat Wagner - October 6, 13, 21 - had an average of 114 live attendees over the three webinars. All of the webinars were well received, with 95% of the attendees ranking them high on a scale of effectiveness and usefulness in their library jobs. One attendee said, "All of the information is a valuable take-away, and it will be shared at a future meeting with the Library Board members." Another said, "There was so much good information in this webinar, that I couldn't keep up with my notes! Thank you."

The second WVLS recorded webinar of 2020 was posted in mid-October. Laura Solomon, the Web Services Manager for the Ohio Public Library Information Network, presented **"Free Unique and Fun Tools to Help Keep You Sane."** You can view it here.

"Tech Days 2020," a virtual webinar series held on September 23 and 24, was a success with over 1,100 attendees over the course of two days. Feedback on the virtual format and on the webinars was positive. This event is sponsored by all 16 public library systems with support from DPI and funding from the Institute of Museum and Library Services.

The annual **WVLS Adult Services Summit** was held on November 17. This virtual event featured **Scott Seeger,** the Regional Dementia Care Specialist from the Aging and Disability Resource Center of Central Wisconsin (ADRC-CW), and presented **"Serving All Adults: Dementia Friendly Business Training & Customer Service in the Library."** Attendees received Dementia Friendly Business Training, and libraries were able to earn a *Dementia Friendly Business* designation via this training. The Aging and Disability Resource Center of Central Wisconsin works to provide peace of mind and quality of life to individuals and families through information and access to resources.

WVLS Youth Services Annual Workshop

"Realities of and Relationships with School Librarians: A Panel," the WVLS Youth Services annual workshop is set for **December 3**. Due to public safety concerns, the workshop will be virtual this year. Three school librarians will give a brief tour of their space(s) and describe the realities of working in public school libraries: duties, schedules, challenges and accomplishments. **Michele Green,** WEMTA Past President, will represent Greenwood. **Paula Norman** will represent Tomahawk, a K-12 building with three, separate library spaces. **Anna Julson** will represent the Bridges Virtual Academy in Merrill. Register for this webinar here.

Exhibit 12

"Virtual Program Planning" - Final Recorded Webinar in 2020
The final WVLS recorded webinar of 2020 was posted in mid-December. **Marge Loch-Wouters**, Youth Services Consultant, will present on purposeful virtual program planning along with content and marketing options. An announcement will go out to the WVLS community when the webinar is available for viewing.

INFO TO GO

Rural Libraries in America Are More Important Than Ever!
The Institute of Museum and Library Services recently released new data on the many thousands of rural public libraries in the United States and how they function in American society. Rural Libraries in America: An Infographic Overview (**Exhibit 12h**) provides an overview of the distribution, resources, and services of these important community assets. The brief uses IMLS data from the 2017 Public Libraries Survey and updates the agency's 2013 analysis of trends for small and rural library services.

"Libraries are a vital source of information, programs, and community engagement for people across the country, including rural America," said Cynthia Landrum, IMLS Deputy Director of Library Services. *"Whether the issue is education, economic development, or access to broadband, this summary shows that rural libraries are expanding their importance as communications hubs for communities."*

Highlights include:

- About 30 million Americans are served by the nation's approximately 4,000 rural library systems. Their sheer number and broad distribution across the country speaks volumes about the value local communities place on library services.

- In 2017, rural libraries ran nearly 750,000 programs with 12.5 million attendees. The fact that the number of library programs continues to steadily increase is a further testament to their resilience and continued relevance to rural life.

- Between 2008 and 2017, the number of eBooks and downloadable audio materials has more than doubled, expanding resources available for rural residents. This increase in available resources is important to many of the patrons who are unable to visit their community library.

- "The data in this summary really allows IMLS to analyze and discuss the impact of rural libraries on their surrounding communities," said Scott Carey, Chief Information Officer and Deputy Director of the Office of Digital and Information Strategy. "Using the information from the annual Public Libraries Survey helps us to see how rural libraries are providing resources and connecting with the community, in addition to what areas may need more focus."

For more on IMLS research, data, and publications, visit the IMLS website or subscribe to email updates

UPCOMING EVENTS

- November 19 – **WVLS/IFLS Website Office Hours** (Hamland)
- November 19 – **WVLS V-Cat Council's Cooperative Circulation Committee meeting** (Metzler, Zimmermann)

Exhibit 12

- November 20 – WLA's Youth Services Section (YSS) Board meeting (Hamland)
- **November 21** – **WVLS Board of Trustees meeting** (Sepnafski, Wendt, Klingbeil, Matczak, Hafemeister, Metzler, Hamland, Zimmermann)
- November 24 – System Directors/DPI discussion (Sepnafski)
- November 24 – **WVLS Discovery Layer demo for Aspen Discovery** (Zimmermann, Metzler)
- November 26-27 – WVLS office closed
- November 30 – SRLAAW (System and Resource Library Administrator's Association of Wisconsin) meeting (Sepnafski)
- December 1 - System Directors/DPI discussion (Sepnafski)
- December 1 - **WVLS "Staying Together" discussion** (Matczak, Hamland and other WVLS Staff)
- December 3 – **"WVLS Youth Services (Virtual) Workshop"** (Hamland)
- December 8 – **WVLS V-Cat Council's Bibliographic Control Committee meeting** (Metzler, Zimmermann)
- December 8 - **WVLS/IFLS Website Office Hours** (Hamland)
- December 11 - One Stop Operator Partner (Workforce Development) Meeting (Hamland)
- December 17 - **WVLS/IFLS Website Office Hours** (Hamland)
- December 18 - WLA's Youth Services Section (YSS) Board Meeting (Hamland)
- December 22 – LAWDS SuperPAC Meeting (Hamland)
- December 24-25 - WVLS office closed
- January 1 – WVLS office closed
- January 8 – COLAND meeting (Klingbeil)
- January 14 – **WVLS V-Cat Voting Models Committee meeting** (Zimmermann)
- January 27-28 –WVLS-sponsored **Wild Wisconsin Winter Web Conference** (Matczak)

Be safe everyone! I remain optimistic that sometime soon we will be able to all gather safely.

Marla