

# 2021 SYSTEM PLAN

Note: The following plan was approved by the WVLS Board of Trustees in September 2020. New or priority activities to the plan are designated in **bold print**.

## MEMBERSHIP AGREEMENTS

**(A). Wis. Stats. 43.24(2)(a)** Written agreements to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15(4)(c)(4), and to provide for the interloan of materials among all participating public libraries, as evidenced by agreements with those libraries.

### **2021** ACTIVITY RELATED TO THIS REQUIREMENT

1. Provide a copy of the agreement WVLS has with each public library and its supporting municipality to DLT by January 15, **2021**.

## RESOURCE LIBRARY AGREEMENT

**(B). Wis. Stats. 43.24(2)(b)** Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with the library.

### **2021** ACTIVITY RELATED TO THIS REQUIREMENT:

1. Provide a signed copy of the WVLS/MCPL agreement for **2021** to the DLT by January 15, **2021**.

**NOTE: There is no "c" in Wis. Stats. 43.34(2).**

## REFERENCE, REFERRAL, AND INTERLIBRARY LOAN

**(D). Wis. Stats. 43.24(2)(d)** Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

### **2021** ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Ensure that interlibrary loan participants have access to accurate ILL statistics.
2. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels.
3. Participate in state level agreement with major book jobber(s) which allow publicly supported WVLS libraries of all types to purchase library materials at maximum discounts.
4. Monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role.
5. Monitor usage of BadgerLink and WVLS subscription-based electronic resources provided for member libraries and patrons.
6. Provide authentication services for BadgerLink and WVLS databases offered to the public by fully utilizing vendor authentication processes where possible.
7. Investigate digital resources and provide recommendations to member libraries.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Provide for reference and interlibrary loan referrals for member libraries.
2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC.
1. Guide libraries as needed through WISCAT system upgrades and/or changes in **statewide resource sharing** processes.

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

1. Provide for reference and interlibrary loan referrals for member libraries.
2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC.
4. Guide libraries as needed through WISCAT system upgrades and/or changes in ILL **statewide resource sharing processes.**

## **CONTINUING EDUCATION & CONSULTATION**

**(E) & (H) Wis. Stats. 43.24(2)(e)** In-service training for participating public library personnel and trustees and professional consultation services to participating public libraries. **Wis. Stats. 43.24(2)(h)** Professional consultant services to participating public libraries.

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

### **CONTINUING EDUCATION**

1. Maintain calendar of continuing education events.
2. Plan all continuing education opportunities in accordance with the requirements set forth in the *Certification Manual for Wisconsin Public Library Directors* published by the Wisconsin Department of Public Instruction, Division for Libraries and Technology.
3. Sponsor or co-sponsor a minimum of thirty-six (36) contact hours of continuing education opportunities annually for member library staff and trustees, as well as for library system staff and trustees.
4. Ensure that at least twelve (12) of the thirty-six (36) annual contact hours of continuing education are provided in-person at a location within a reasonable driving distance. **For safety, pivot to virtual online continuing education opportunities as the need arises.**
5. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services.
6. Offer a minimum of six (6) contact hours of technology-related continuing education opportunities sponsored or co-sponsored by LEAN WI.
7. With input from member libraries, evaluate each CE opportunity and conduct an annual outcome-based evaluation of the system's continuing education program. Share evaluation with member libraries.
8. Survey member libraries to help WVLS assess continuing education and training needs.
9. Host bi-annual gathering of public library directors, **virtually or in-person.**
10. Schedule listening sessions for staffs from all types of libraries, discussions for public library staff, and "Youth Services Information Exchanges" for all children's and YA staff.
11. Continue peer-to-peer mentoring program for new public library staff.
12. Maintain Wessler Scholarship, Association of Rural and Small Libraries (ARSL) Conference Scholarship and WLA Membership/Professional Development Scholarship.
13. Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended.
14. Provide a robust and responsive menu of training opportunities, tools, and resources for member library staffs through production of *Digital Bytes*. **Investigate closed captioning productions.**

15. Maintain the WVLS Continuing Education web page with current WVLS and state-wide offerings.
16. Record, maintain, and promote recordings of WVLS-sponsored webinars and workshops and archive on WVLS website.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Coordinate the **9<sup>th</sup>** annual Wild Wisconsin Winter Web Conference on January **27-28, 2021** for public libraries in Wisconsin.
2. Continue partnership with Northern Waters Library Service to provide continuing education and training opportunities to its member libraries.
3. Evaluate and refine training opportunities, tools and resources offered to member library staffs.
4. Continue webinar partnership with Southwest Wisconsin Library System.
5. Based on a *2019 State Continuing Education Survey* recommendation, **continue to** provide 3 pre-recorded/archived webinars throughout the year.
6. **Create WVLS information packets for new public library and county library board members and distribute as needed.**
7. **Create WVLS information packet for new legislators in the WVLS area and distribute as needed.**

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

1. Continue partnership with Northern Waters Library Service to provide continuing education and training opportunities to its member libraries.
2. Evaluate and refine training opportunities, tools and resources offered to member library staffs.
3. Continue webinar partnership with Southwest Wisconsin Library System, **if requested.**

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

**CONSULTATION**

1. Attend relevant meetings, webinars, and conferences, and share what is learned.
2. Provide consultant services to WVLS libraries of all types in the areas of: public library administration and governance, intellectual freedom and challenges, adult services, building/remodeling, staff development, planning/evaluation/standards, collection development, marketing and graphic design, strategic planning, and legal issues.
3. Provide grant-writing guidance and support.
4. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed.
5. Encourage orientation and ongoing training for area library board members.
6. Assist member libraries in the process of filing annual reports.
7. Meet with new and current directors in the system to orient them to system services and to provide an overview of library services in Wisconsin.
8. Ensure appropriate library system staff meet with newly hired key library staff to provide an orientation on system services related to their positions.
9. Facilitate participation of member library staff, trustees, and supporters in local, regional, and statewide advancement events, e.g., candidate forums, WLA Library Legislative Day.
10. Assist libraries in promoting their value to their communities.
11. Assist member libraries in working for and securing local and county funding.
12. Facilitate individual county library service planning processes when requested.
13. Support member library staff and trustee advocacy efforts at all levels – local, county and state.
14. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed.
15. Advocate on the state level for system and public library initiatives, as well as other items included in the Wisconsin Library Association's legislative agenda of significance to the entire library community.

16. Inform member library staff, trustees, and supporters of pending legislation on the state and national levels that may affect libraries and explain how the proposed legislation might affect system and local library service.
17. Network with a variety of state, regional and local government agencies on behalf of member libraries.
18. Represent the interests of member libraries to the Legislature and the **Wisconsin** Department of Public Instruction in the development of statewide library policy or services.
19. Cooperate with other agencies or organizations for the benefit of member libraries and area residents. Examples in **2021 regional Aging and Disability Resource Centers** and CESAs.
20. Develop tools that can be tailored by local libraries as needed, making it easier to create awareness of their accomplishments, needs, or concerns, e.g., press releases, sample letters to officials, **videos, infographics**, etc.
21. Assist member libraries to identify, implement, document, and publicize programs and services that (1) expand technology services for patrons with limited broadband access, (2) enhance Workforce development assistance, and (3) provide a gateway to learning in all stages of life.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Provide website layout and design consultation services to **LEAN WI** member libraries upon request.
2. **Organize/Host** gatherings of designated communications/marketing coordinators from other systems to discuss opportunities for collaboration and cooperation. **Promote Marketing Plan Template developed by the System Marketing Cohort for area library use.**
3. Facilitate opportunities for designated communications/marketing coordinators from other systems to share expertise, projects, resources and tools.
4. Implement newly revised orientation process for new member library directors in conjunction with WVLS mentorship program.
5. Enhance consultation services in the areas of strategic planning and library building, remodeling, layout and design projects.
6. **Support member libraries' use of the Beanstack web platform and smart device application during the 2020-2023 contract.**
7. **Share feedback from member libraries about the Beanstack web platform and smart device application with the Wisconsin Department of Public Instruction.**
8. **Create an information packet about WVLS for new trustees on library and county library boards, and develop a plan for distribution.**

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

1. Evaluate and refine website layout and design consultation services.
2. Enhance consultation services in the areas of strategic planning and library building, remodeling, layout and design projects. **(move to ongoing activity in 2022)**
3. **Continue to implement and refine orientation process for new member library directors in conjunction with WVLS mentoring program, and with new trustees on library and county library boards.**

**DELIVERY**

**(FM). Wis. Stats. 43.24(2)(fm)** Electronic delivery of information and physical delivery of library materials to participating libraries.

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

ELECTRONIC DELIVERY OF INFORMATION

1. Produce/distribute annual statistical report and listing of system membership benefits.
2. Continue to use a communications and marketing plan to guide and coordinate communications

methods to/from member library staff and trustees.

3. Continue publication of a monthly newsletter and encourage member libraries to contribute.
4. Publish weekly/**bi-weekly** contributions to the WVLS blog *Digital Lites*.
5. Create and share ready-made promotional templates that promote library services and programs.
6. Enhance the website, and management/hosting strategy for internal and **LEAN WI** member library use.
7. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS.
8. Keep web-based *Directory of Libraries and Librarians* updated.
9. Enhance professional development section on the WVLS website to include changes to mentorship and new director orientation processes.
10. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification.
12. Create web bibliographies and tools on a variety of topics useful to WVLS member library staff and trustees on the WVLS web site.
13. Update resource packets for public library directors and WVLS trustees located on the WVLS website.
14. **Share weekly reminders and system, statewide and national library news via "Monday Mentions" email to the WVLS all-subscribers list.**

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. **Share COVID-19 Updates via the WVLS all-subscribers list as needed.**
2. **Maintain WVLS COVID-19 webpage of resources as needed.**
3. **Continue to provide at least one informal, online "Staying Together" discussion each month on topics relevant to public libraries**
4. Modify Sierra Training website page to improve navigation and searchability.

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

#### PHYSICAL DELIVERY OF INFORMATION

1. Subsidize three courier stops per week to each member public library and V-Cat service site.
2. Ensure local delivery service is available to member libraries at least five days per week.
3. Continue courier "vendor-sort" option approved by the WVLS Board of Trustees in 2015.
4. Request monthly volume statistics from courier provider and share yearly data with the WVLS Board of Trustees and member libraries.
5. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website.
6. **Communicate courier schedule changes, and reminders about packaging courier items with member libraries and courier provider when needed.**

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. **Ensure that member libraries and WVLS courier provider are following the WVLS Courier Guidelines document from June 2020, related to courier best practices and COVID-19.**
2. **Maintain modified courier schedule on the WVLS website as needed.**

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

#### **SERVICE AGREEMENTS**

**(G). Wis. Stats. 43.24(2)(g)** Service Agreements with all adjacent library systems.

**2021** ACTIVITY RELATED TO THIS REQUIREMENT:

1. File current copies of agreements WVLS has with all other Wisconsin library systems with DLT.

## **OTHER SERVICE PROGRAMS**

**(I). Wis. Stats. 43.24(2)(i)** Any other service program/s designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

**2021** ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

### **COLLECTION DEVELOPMENT**

1. Provide access to electronic resources to meet the needs and demands of area library users and to back up the collections of member libraries.
2. Provide the resource library a collection development grant to expand the breadth and scope of its fiction and nonfiction collections.
3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections.
4. Encourage collaborative collection development by member libraries in selected subject areas.
5. Continue membership in the Wisconsin Public Library Consortium to provide access to the Wisconsin Digital Library, and associated initiatives.
6. Subscribe to professional journals and route to interested member libraries.
7. **Monitor usefulness of content available through WPLC membership and share member library feedback with the WPLC Board.**
8. Maintain a professional materials collection and make titles available for loan to any library in the state.
9. Maintain the shared WVLS/IFLS collection of makerspace resources.
10. **Share** reader's advisory information with area libraries.
11. **Share collection development information and resources with area libraries.**
12. Continue the shared WVLS/IFLS/NWLS Digitization Program (Project ION) that offers interested member libraries consultation, best practices, and support, and which provides member libraries opportunities to share their digitized collections with Recollection Wisconsin and the Digital Public Library of America.
13. Help member libraries with weeding and/or inventory projects.

### **Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Explore digital periodical subscriptions **and pursue as local library funding allows.**
2. Explore **and pursue** alternative funding to support the WVLS OverDrive Advantage account.
3. Continue to partner with IFLS and NWLS on Project ION (digitization project).
4. Accelerate support for digitization projects and provide adequate resources to sustain project and participation in Recollection Wisconsin **while considering changes via the statewide backup project.**
5. Continue subscription to Gale Courses.
6. Evaluate contracts and usage for WVLS subscription-based electronic resources provided for member libraries and their patrons.
7. Investigate new digital resources that may be beneficial to member libraries.
8. **Expand the WVLS/IFLS makerspace/early literacy collection to include the NWLS collection of Memory Kits. Items in this shared collection are made available for member libraries in participating systems to use through a Lend Items online booking program.**

9. **To inform collection development practices, provide libraries with usage reports for physical materials collections in the V-Cat database.**

**Indicate new or priority activities relating to this requirement for the plan year (2022)**

1. Evaluate contracts and usage for WVLS subscription-based electronic resources provided for member libraries and their patrons.
2. Continue support for member library digitization project through the shared **LEAN WI** Digitization Program (Project ION).

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

**YOUTH SERVICES**

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth and young adult services.
2. Partially subsidize a performer at member libraries' summer reading programs.
3. Meet **virtually or in-person** with youth services staff from member libraries to determine grants, focus of CE workshops, and directions ~~of~~ **for** future projects.
4. Assist member libraries in marketing youth and young adult activities.
5. Maintain a system-wide movie licensing agreement to enable public performance movie programming for interested libraries. Conduct annual review to assess cost effectiveness and invite additional participation.
6. **Postpone the annual "dine-around gathering" until 2022. This unique opportunity brings together public library youth services staff and school media specialists to discuss priorities for the WVLS youth services program.**
7. Partner with the DPI/DLT Public Library Youth and Special Services Consultant and other system youth services consultants to implement and promote early literacy and other statewide initiatives.
8. Facilitate collaborations on youth and young adult services.
9. Continue collaboration with the Bridges Library System to further support the "*1,000 Books Before Kindergarten App*" offered to member libraries.
10. Assist member libraries in the development of coding and STEM/STEAM/STREAM programs for children and teens.
11. Maintain the WVLS Youth Services Information Exchange (YSIE) Facebook page to encourage the exchange of ideas and resource sharing.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Include Youth Services Librarians in WLA Membership/Professional Development Scholarship.
2. **Evaluate** the WVLS Innovation and Collaboration Grants to partnering WVLS libraries to develop early literacy centers and early literacy programming for their communities.  
**Share evaluation with the WVLS Board.**
3. Attend the national ALSC (Association for Library Services to Children) Institute and share what is learned with youth services colleagues.

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

**INCLUSIVE SERVICES**

- (K). Wis. Stats. 43.24(2)(k)** Promotion and facilitation of library service to users with special needs.

## **2021** ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Through a partnership with Northern Waters Library Service, provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating inclusive services, guided by *What Does it Mean to Be Inclusive? A Statement from the Division of Libraries and Technology* and the **Wisconsin** Department of Public Instruction's *Inclusive Services Assessment and Guide*.
2. Maintain collection of professional materials on inclusive services.
3. Share Inclusive Services information and resources via WVLS communications channels (blog, email, newsletter).
4. Maintain current and relevant Inclusive Services resources and tools on the WVLS website.
5. Participate in regional Inclusive Services collaborations with member libraries, appropriate agencies, and other systems.
6. Support member library outreach efforts to extend services to underserved populations.

## **Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Maintain an IDEA (Inclusive, Diversity, Equity and Access) Team, with 4-5 members from both NWLS and WVLS to meet 3-4 times annually to address member libraries' Inclusive Services needs and to facilitate implementation of **the Wisconsin** Department of Public Instruction Inclusive Service initiatives.
2. Provide an Inclusive Services continuing education opportunity for member libraries.
3. **With assistance from the WVLS/NFLS Continuing Education Consultant and IDEA Team, create at least three *Digital Bytes* training videos related to Inclusive Services.**
4. **Introduce the American Library Association's two new toolkits: *Accessible Communication Styles* and *Virtual Accessibility*.**
  - **The *Accessible Communication Style* toolkit provides guidance for choosing Inclusive language to celebrate the diversity of experiences and offers current best practices which promote an inclusive library environment. The toolkit discusses use of "people-first" and "identity-first" language to address the concerns of disability advocacy groups while promoting human dignity.**
  - **The *Virtual Accessibility* toolkit includes tips and resources to ensure that library events are welcoming and accessible for everyone who is interested in participating. The toolkit offers specific tips for video meetings and presentations, webinars, group discussions, and accessible documents and handouts. When online programs and classes are planned with accessibility in mind, it is possible for many people who have previously found barriers to enjoy and benefit from the opportunities their libraries provide.**

## **Indicate new or priority activities relating to this requirement for the plan year (2022).**

1. Through a partnership with Northern Waters Library Service, provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating inclusive services, guided by *What Does it Mean to Be Inclusive? A Statement from the Division of Libraries and Technology* and the **Wisconsin** Department of Public Instruction's *Inclusive Services Assessment and Guide*, **and the American Library Association's *Accessible Communication Styles* and *Virtual Accessibility* toolkits.**
2. **With assistance from the WVLS/NFLS Continuing Education Consultant and IDEA Team, create three additional *Digital Bytes* training videos related to Inclusive Services.**

## **OTHER TYPES OF LIBRARIES**

**(L). Wis. Stats. 43.24(2)(I)** Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually.
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed.
3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e).
4. Provide reference and interloan services to all types of libraries in the WVLS area.
5. Invite libraries of various types to attend and host WVLS continuing education events.
6. Encourage libraries of all types in the WVLS area to join WVLS' listservs as appropriate for their positions, to subscribe to the WVLS newsletter, and to browse the WVLS blog *Digital Lites*.
7. Announce available grants for area libraries of all types to consider.
8. Initiate discussions with other types of libraries to determine if/how collaborative efforts might improve services to patrons/library staff/trustees in the WVLS library community.
9. Partner with all types of libraries in the WVLS area to provide workshop, training, discussion and resource sharing opportunities for area libraries.
10. Build on existing collaborative efforts by participating in statewide committees, workgroups and organizations.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Plan a discussion at each LAC meeting around broad library-related challenge or need and encourage feedback from members.
2. **Continue representation on the informal Connecting Wisconsin Libraries – School and Public Libraries Committee.**

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

## **LIBRARY TECHNOLOGY AND RESOURCE SHARING**

**(M). Wis. Stats. 43.24(2)(m)** Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000 and every 5<sup>th</sup> January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

### **TECHNOLOGY / NETWORK**

1. Facilitate continued development and expansion of "LEAN Wisconsin" (LEAN WI), a technology resource sharing partnership between multiple systems, and "Libraries Win", the joint technology services platform it hosts and maintains. Maintain joint LEAN WI Library System Long Range Strategy and Operational Technology Plan.
2. Facilitate strategic growth in the LEAN WI membership and lead efforts of technology collaboration with other library systems and organizations.
3. Maintain strategic and operational awareness of federal, state, and regional programs and efforts intended to support and empower library technology services, including: Universal Service Administrative Company School and Library Program (USAC SLP – erate), TEACH Wisconsin, BadgerNet, Wisconsin Dept. of Public Instruction Public Library Development Team (DPI PLD),

- Public Library System Redesign (PLSR), Wisconsin Public Library Consortium (WPLC), and others.
4. Lead vendor relationship management and strategic procurement efforts for LEAN WI partners, member libraries and other interested library systems.
  5. Assist member libraries within the LEAN WI footprint with technology consultation, long range strategic planning, and operation planning.
  6. Coordinate in-person and remote meetings with public library directors and technology managers of LEAN WI member libraries to establish and maintain working relationships, engage in technology assessment projects with their respective libraries, and facilitate collaborative efforts between libraries.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Assess LEAN WI and Libraries Win service stacks, evaluating and reporting on service take rates, prioritization for continuity, depth of staffing, etc., and work with administration of LEAN WI partners to inform long range technology strategy, operational technology planning, and annual system planning.
2. Explore and develop new service opportunities to benefit member libraries:
  - Extend the Libraries WIN integrated services model to include desktop computer subscription services (mitigating front-load capitalization challenges).
  - Explore supporting multifunction printer subscription services within the Libraries WIN integrated services model.

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

1. Assess LEAN WI and Libraries Win service stacks, evaluating and reporting on service take rates, prioritization for continuity, depth of staffing, etc., and work with administration of LEAN WI partners to inform long range technology strategy, operational technology planning, and annual system planning.

**2021 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:**

**ILS ADMINISTRATION**

1. **Host V-Cat council meetings and V-Cat committee meetings.**
2. **Develop and monitor V-Cat budget.**
3. **Review V-Cat By-laws, participation agreements, and contracts.**
4. **Maintain awareness of the organizational structure and funding mechanisms of other ILS consortia in the state for best practices and optimized governance.**
5. **Convene the V-Cat Steering Committee to assist staff in developing the annual V-Cat budget, and reviewing V-Cat bylaws.**
6. **Work to encourage cooperative and participatory V-Cat membership that adheres to the set V-Cat guidelines and procedures.**
7. **Remain alert to the impact of V-Cat as it relates to members' collection related policies and practices.**
8. **Continue to monitor unmediated interloan between V-Cat participants.**
9. **Seek opportunities to expand V-Cat Membership.**
10. **Assess and evaluate member libraries' satisfaction with the effectiveness of V-Cat to support continuous improvement of V-Cat.**
11. **Provide qualified, trained staff devoted to the management and support of the shared Integrated Library System (ILS).**
12. **Manage the shared ILS database**
13. **Offer library profile customization services for V-Cat members.**
14. **Offer training opportunities and resources using a variety of delivery methods.**
15. **Work with V-Cat committees to normalize V-Cat policies, procedures, and practices**

among member libraries.

16. Provide an effective and efficient way for member libraries' holdings to be added to the database.
17. Work with member libraries to establish preferred practices and procedures for entering bibliographic and item holding records in the V-Cat database in accordance with currently accepted library cataloging and classification practices.
18. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols.
19. Ensure access to reports to assist member libraries in managing ILS data.
20. Provide V-Cat consortium members with statistical data generated by the ILS as required for the DLT Public Library Annual Report, using standard definitions supplied by DLT.
21. Assess and evaluate member libraries' satisfaction with ILS support, the online catalog, discovery products, and training needs.
22. Continue to explore enhancements to the ILS, including peripheral ILS-related products and technologies, to improve V-Cat experience for consortium members and library patrons.
23. Encourage libraries to consider new ILS enhancements, including peripheral ILS-related products and technologies, investigate group pricing options, and assist with implementation and training as needed.
24. Work with the V-Cat Council and its committees to implement enhancements to the ILS, including peripheral ILS-related products and technologies,
25. Explore collaborative options with other library systems in Wisconsin to improve ILS services and support.
26. Assess and evaluate V-Cat from the user's perspective to support continuous improvement of V-Cat.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Continue to work toward developing sufficient local funding of V-Cat to ensure the stability of its operation and to alleviate the risk in the event of changes to regional library systems in Wisconsin.
2. Complete review of voting models in place among public library ILS consortia in Wisconsin and convene the V-Cat Steering Committee to review V-Cat bylaws. (relates to ILS Administration ongoing activity 3, 4, 5 and 6 above)
3. Begin a database clean-up project to strive toward standardization of records and record fields. (relates to ILS Administration ongoing activity 13, 14, 15, 17, 18, and 20 above)
4. Continue to work towards unification of loan rule facets, and support consortium members throughout transition processes. (relates to ILS Administration ongoing activity 6, 7, 8, 15 above)
5. With the help of a V-Cat ILS Review Committee, explore other ILSs/Next Gen ILSs and their viability for V-Cat. (relates to ILS Administration ongoing activity 12, 21, 22, 23, 24, 25, 26 above)
6. Explore patron empowerment technologies for V-Cat libraries to increase patron access to library information and resources. (relates to ILS Administration ongoing activity 12, 21, 22, 23, 24, 25, 26 above)
7. Conduct user survey to evaluate effectiveness of V-Cat from the user's perspective to support continuous improvement of V-Cat. (relates to ILS Administration ongoing activity 7, 8, 15, 22, 23, 24, 26 above)
8. Conduct a survey to evaluate V-Cat member libraries' satisfaction with the effectiveness of V-Cat to support continuous improvement of V-Cat. (relates to ILS Administration ongoing activity 12, 21, 22, 23, 24, 25, 26 above)
9. Refine current processes used to generate reports from ILS data, including those required

**for the DLT Public Library Annual Report. Begin automating report generation and data visualizations. (relates to ILS Administration ongoing activity 8, 19, 20,22,24 and 25 above)**

- 10. Develop and promote ILS training using a variety of delivery methods, published in an academic year schedule to allow V-cat members plenty of time to plan to attend. (relates to ILS Administration ongoing activity 6, 14, 16, 17, 19, 21, 23 above)**
- 11. Participate in Innovative Users Group (IUG) and other professional organizations.**

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

- 1. Continue to work toward developing sufficient local funding of V-Cat to ensure the stability of its operation and to alleviate the risk in the event of changes to regional library systems in Wisconsin. (relates to ILS Administration point 2 above)**
- 2. Continue database clean-up project to strive toward standardization of records and record fields. (relates to ILS Administration points 13, 14, 15, 17, 18, and 20 above)**
- 3. Continue to work towards unification of loan rule facets, and support consortium members throughout transition processes. (relates to ILS Administration points 6, 7, 8, 15 above)**
- 4. Re-evaluate and re-negotiate current ILS contract or negotiate a new service contract with another ILS/Next Gen ILS and begin migration process. (relates to ILS Administration points 12, 21, 22, 23, 24, 25, 26 above)**
- 5. Continue to refine current processes used to generate reports from ILS data, including those required for the DLT Public Library Annual Report. Begin automating report generation and data visualizations. (relates to ILS Administration points 8, 19, 20,22,24 and 25 above)**
- 6. Continue to develop and promote ILS training using a variety of delivery methods, published in an academic year schedule to allow our librarians plenty of time to plan to attend. (relates to ILS Administration points 6, 14, 16, 17, 19, 21, 23 above)**

## **ADMINISTRATION**

### **2021 ONGOING ACTIVITIES**

1. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes*.
2. Ensure the library system operates in compliance with other Wisconsin laws, such as laws relating to open meetings, ethics, and public records.
3. Ensure the library system operates in compliance with federal laws, such as the Americans with Disabilities Act and the Fair Labor Standards Act.
4. Ensure that all meeting announcements, agendas and minutes are publicly available to all member libraries.
5. Ensure the library system board has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues. The bylaws are reviewed at least every three years.
6. Monitor statutory changes and court decisions related to library and system operations and recommends policy changes needed to maintain legal library and/or system operations to the board.
7. Create a long-range plan that **addresses** the needs of member libraries.
8. Offer each WVLS trustee access to a supported computer or tablet. Provide end user support on the use of this technology to access board information in digital form.
9. Provide current financial and statistical reports for review at each library system board meeting.
10. Ensure that the library system board reviews and approves bills at each library system board meeting, in accordance with applicable laws and policies.
11. Maintain awareness of available grant and other outside funding sources.

12. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries.
13. Maintain compliance records.
14. Maintain required statistics for system planning and reports to WVLS Board and DLT.
15. Provide for staff and trustee participation in appropriate continuing education activities.
16. The library system director shall maintain the appropriate level of certification under the provisions of the *Wisconsin Administrative Code*.
17. Ensure the library system board adopts a set of personnel policies outlining the conditions and requirements for employment of system staff, which are consistent with state and federal regulations and relevant court decisions. Ensure the library system board reviews personnel policies on a regular schedule, including after any significant change in employment law.
18. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees.
19. Monitor system property, liability and health insurance needs.
20. Provide for independent audit of WVLS' financial statements and file copy with DLT.
21. Participate in SRLAAW and SOMBAAW.
22. Maintain and monitor use of reserve funds.
23. Review status/storage of 'old' records in context of the WVLS records retention policy and/or as mandated by applicable legislation.
24. Maintain WVLS inventory of office equipment and supplies.
25. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions.
26. Pursue opportunities to collaborate within, between, and/or among systems to maximize efficiencies.
27. **Evaluate** WVLS Innovation and Collaboration Grant Program. See Youth Services, p. 6.

**Indicate new or priority activities relating to this requirement for the plan year (2021).**

1. Continue to participate in the statewide PLSR project and share what is learned with WVLS member libraries and trustees.
2. Ensure the system does not expend more than 20% of the state aid projected to be received in the plan year for administration.
3. Ensure the system audit is submitted to the division no later than June **2021**.
4. Pursue opportunities to collaborate **with other public library systems** to **improve services and** maximize efficiencies.
5. **Implement efficient data aggregation processes helpful to WVLS staff and member libraries.**

**Indicate new or priority activities relating to this requirement for the plan year (2022).**

1. **Continue pursuit of collaborations with other public library** systems to **improve services and** maximize efficiencies.