Exhibit 15

January 16, 2021

TO: WVLS Board of Trustees
FROM: Marla Sepnafski
RE: WVLS Staff Report

Attached is a summary of WVLS staff members' activities for the period of January-December 2020.

This report is to be considered in the context of the 2020 System Plan, i.e., staff members are reporting on their progress in meeting their assigned responsibilities within the annual plan.

Staff members will be present at the January 16, 2021 Board of Trustees meeting to answer questions you might have on this report.

WISCONSIN VALLEY LIBRARY SERVICE

Staff Report
January-December 2021

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SUPPLEMENTARY INFORMATION

2020 STAFF REPORT
WVLS Board of Trustees Meeting
January 16, 2021

Note: 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.

2020 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, **2020**. Results:

   - Copies of each WVLS/member library agreement (2013) were filed with the Division for Libraries and Technology (DLT) in 2012/2013.

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.

2020 ACTIVITY RELATED TO THIS REQUIREMENT

1. Provide a signed copy of the WVLS/MCPL agreement for **2020** to the DLT by January 15, **2020**. Results:

   - The 2020 WVLS/Marathon County Public Library (MCPL) Resource Library Agreement was filed with the DPI Public Library Development Team in the fall 2019.

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.

2020 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT

1. Provide for reference and interlibrary loan referrals for member libraries. Results:

   - This mission critical service was continued in 2020.
   - WVLS maintained the combined catalogs of 25 member libraries in an online database known as "V-Cat." This resource served as the primary vehicle for interlibrary loan (ILL) between WVLS public libraries.

- The state's WISCAT product continues to serve as the interlibrary loan vehicle for our public and multitype libraries to fill patrons' requests for items not found or available in V-Cat.

2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers. Results:

- In 2020, 23 out of 25 member public libraries, 20 school/academic libraries, and one special library participated in WISCAT.
- Statistics shared at the end of this document report the total circulation for items shared between public libraries in 2020.
- Member library 2019 ILL data was reported in the 2019 *WVLS Statistics* booklet which was widely shared within the WVLS community.

3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC. Results:

- V-Cat-related ILL process were reviewed during V-Cat Council meetings when appropriate.
- Any individual questions regarding interlibrary loan of materials involving non-V-Cat members were answered by WVLS ILL staff or escalated to the WISCAT team at DPI when appropriate.
- All WVLS libraries were encouraged to attend WISCAT User Group meetings to stay up to date with procedures and protocols.

4. Ensure that interlibrary loan participants have access to accurate ILL statistics. Results:

- A monthly circulation report, including ILL circulation, was shared with WVLS member libraries and is made available to download on the WVLS website.
- 2019 annual ILL statistics were shared in the 2019 *WVLS Statistics* booklet.
- 2020 statistics are provided at the end of this document.

5. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels. Results:

- Information about WVLS and Resources for Libraries and Lifelong Learning (RL&LL) listservs was provided during orientations for new public library directors.
- Email reminders were sent in 2020 encouraging subscription to the WISCAT listserv.

6. 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. Results:

- WVLS renewed its subscription to the WiLS Cooperative Purchasing Service in 2020.

7. Monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role. Results:

- WVLS served as the conduit for ILL support between RL&LL and member libraries and, as such, participated in state-sponsored ILL meetings and training sessions, and ensured that relevant information was forwarded to area ILL staff.
- Statistics provided at the end of this document and in the *WVLS Statistics Booklet* summarize interlibrary loan circulation activity for each member public library.

8. Monitor usage of BadgerLink and WVLS subscription-based electronic resources provided for member libraries and patrons. Results:
- This activity is ongoing. Usage data is shared at the end of this document and also used to complete public and system annual reports.

9. Provide authentication services for BadgerLink and WVLS databases offered to the public by fully utilizing vendor authentication processes where possible. Results:

- WVLS worked closely with partners at RL&LL to ensure all links to BadgerLink were authenticating properly.
- WVLS discontinued its subscription to *EBSCO's Small Engine Repair Resource Center* as it became readily available to all libraries in the state via BadgerLink. All links to the product were modified/updated.

10. Investigate digital resources and provide recommendations to member libraries. Results:

- *Fold3*, a genealogy database, was tested. Results of the test did not prompt pursuit of funding for a subscription.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Provide for reference and interlibrary loan referrals for member libraries. Results:

- Reported above under #1.

2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers. Results:

- Reported above under #2.

3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC. Results:

- Reported above under #3.

4. **Guide libraries as needed through WISCAT system upgrades and/or changes in ILL processes.** Results:

- Significant support was provided to libraries because of the pandemic.
- WVLS supported libraries through a closure of WISCAT during the early months of the pandemic followed by a cautious reopening of interlibrary loan functions.
- Timely adjustments were made to the ILS in response to respond to rapidly changing service needs of our member libraries during the earliest months of the Covid-19 pandemic.
- A digital resources library card option was made available for libraries to offer patrons during library closures.
- Changes were made to manage holds, paging lists, notices, due dates, and patron expiration dates.
- "Best Practices" and instructional documents were created to guide libraries through such changes as the closure of library buildings, the quarantine of library materials, curbside pickup of library materials, and for the gradual reopening of library buildings and full interlibrary loan service.

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.

4. **Guide libraries as needed through WISCAT system upgrades and/or changes in ILL 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.

2020 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

CONTINUING EDUCATION

1. Maintain calendar of continuing education events. Results:

    - A Calendar was maintained with continuing education events on the WVLS "Continuing Education" webpage.
    - All Lean WI "Website Office Hour" opportunities (second Tuesday each month January-September, twice monthly in November and December) were posted on the WVLS website calendar.
    - Updates and announcements were regularly posted on the WVLS website, and shared in the WVLS *Digital Lites* blog, WVLS Monthly Newsletter, and *Monday Mentions* and *COVID-19 Update* emails.

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. Results:

    - All continuing education opportunities provided by WVLS met the requirements outlined in the *Certification Manual for Wisconsin Public Library Directors* to allow for credited hours for director certification.

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. Results:

    - WVLS offered 46.5 contact hours of continuing education opportunities in 2020. The list of programs WVLS sponsored or co-sponsored follows:

        Librarian's Guide to Homelessness – 3 contact hours
        Wild Wisconsin Winter Web Conference – 14 contact hours
        An Introduction to Creating a Library Marketing Plan – 1 contact hour
        Rhinelander Children's Book Fest 1.5 contact hours
        Rhinelander Children's Book Fest 2 contact hours
        The Ethics of Library Customer Service: Fair Treatment for Everyone - 1 contact hour
        Dealing with Hostile and Potentially Dangerous Library Users - 1 contact hour
        When the Library Makes Mistakes – 1 contact hour
        In Times of Crisis: Managing Key Relationships – 1 contact hour
        Wisconsin Trustee Training Week – 5 contact hours
        Tech Days Webinar Series - 6 contact hours
        Introduction to Marketing: It's More that Emails, Newsletters, and Social Media – 1 contact hour
        Library Engagement: What Your Community Needs and How to Respond – 1 contact hour
        Advocacy: Promoting the Value of Your Library – 1 contact hour
        Serving All Adults: Dementia Friendly Business Training & Customer Service in the Library – 2 contact hours
        Fall Youth Services Workshop – 2 CE contact hours

        Recorded Webinars:
        Giving Bad News – 1 contact hour

Free Unique and Fun Tools To Help Keep You Sane – 1 contact hour
Upping Your Virtual Programming Game – 1 contact hour

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. Results:

- Due to the pandemic, travel and in-person library events did not occur from March 13 – December 31, 2020.

5. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services. Results:

- Continuing Education on topics related to youth and young adult services included:
  Wild Wisconsin Winter Web Conference - 5 contact hours
    Making the Most of the Space You Have
    Programming with Purpose
    Small Libraries and the LGBT+ Experience
    Displays on a Dime
    #OwnVoices for All Readers: Incorporating EDI Values into Reader's Advisory Service
  Rhinelander Children's Book Fest - 1.5 contact hours
  Rhinelander Children's Book Fest - 2 contact hours
  Annual Youth Services Workshop – 2 contact hours

6. Offer a minimum of six (6) contact hours of technology-related continuing education opportunities sponsored or co-sponsored by LEAN WI. Results:

- In partnership with several other public library systems, a "Tech Days" webinar series was offered in the fall that offered 6 contact hours.

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. Results:

- All continuing education events provided by WVLS were evaluated, with results shared with workshop speakers and with the WVLS Board of Trustees.

8. Survey member libraries to help WVLS assess continuing education and training needs. Results:

- Members were informally surveyed during two Library Advisory Committee meetings and during the "Staying Together" discussions.
- WVLS *Digital Bytes*, short training videos developed by staff, included a brief solicitation to viewers to share their training needs and ideas for *Digital Byte* topics.
- A short survey was administered in May 2020, and results were used to drive professional development priorities for Fall 2020.

9. **Host** bi-annual gathering of public library directors. Results:

- 2020 was the "off" year of this gathering. The next gathering will be held in 2021.

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. Results:

- Immediately following Governor Ever's Executive Order #72 declaring a public health emergency for Wisconsin, WVLS implemented a method for member libraries and WVLS to connect more intentionally and frequently through online "Staying Together" discussions. WVLS hosted 33 of

these discussions in 2020, Recordings, chat transcripts and discussion notes for these sessions are archived on the WVLS website.

- Youth Service listening and discussion sessions were held throughout 2020. One in-person Youth Services Information Exchange (YSIE) was held at the Marathon County Public Library Athens Branch in February. Due to the pandemic and for safety reasons, virtual "Youth Services Check-ins" were held thereafter. Check-ins were held in March, April (2), May, July, August, and December.
- An "Adult Services Check-In" was held in December.

11. Continue peer-to-peer mentoring program for new public library staff. Results:

- Three mentee/mentor partnerships continued in 2020 include:
    Peggy O'Connell (Minocqua) and Erica Brewster (Three Lakes)
    Brandon Hardin (Withee) and Jennifer Thiele (Marinette)
    Anne Kuipers (Thorp) and Cara Hart (Black River Falls)
- Two mentee/mentor partnerships developed in 2020 were:
    Janay Ziebell (Neillsville) and Heidi O'Hare (Tomahawk)
    Rita Ludvigsen (Gilman) and Tammie Blomberg (Rib Lake)

12. Maintain Wessler Scholarship, Association of Rural and Small Libraries (ARSL) Conference Scholarship and WLA Membership/Professional Development Scholarship. Results:

- Due to the Covid-19 pandemic, scholarships awarded to recipients for in-person conferences were deferred to 2021. Scholars included:
    American Library Association (ALA) Annual Conference Scholarship: Tammie Blomberg, Rib Lake Public Library
    Wisconsin Association of Public Libraries (WAPL)/Wisconsin Library Association (WLA) Conference Scholarships: Heather Bain, MCPL-Hatley and Brandon Hardin, Withee Public Library
    WAPL/WLA Conference Youth Services Scholarship: Laurie Renel-Faledas, Crandon Public Library
    Association for Rural and Small Libraries (ARSL) Conference Scholarships: Kay Heiting, Granton Public Library; Janay Ziebell, Neillsville Public Library; Stephanie Schmidt, Crandon Public Library
- Back in Circulation Again (online) Conference scholarships were awarded to Virginia Roberts, Rhinelander District Library; Cathy Oelrich, Rhinelander District Library; and Loralee Petersen, Owen Public Library.

13. Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended. Results:

- One, $100 grant was awarded to Stephanie Schmidt, Director of the Crandon Public Library.

14. **Provide** a robust and responsive menu of training opportunities, tools and resources for member library staffs **through production of *Digital Bytes***. Results:
- *Digital Bytes*, digital, recorded trainings of 30 minutes or less, were produced twice a month (except November) for member colleagues as well as colleagues throughout the state, to view at their convenience. The following trainings were produced and made available on the WVLS website in 2020:
    Keeping Track and Recording Program Stats in the Wisconsin Public Library Annual Report
    WVLS Communications Tools
    WVLS 2020 Scholarships

> Images on Websites
> COVID-19 Resources
> Scanning Documents on Your iPhone
> Using Bluejeans
> Online Resume Builder
> JCW Resume Builder
> Mindfulness App
> Unpleasant Conversations (During a Pandemic)
> Communication Tips (While Wearing a Mask)
> CDC App
> WVLS Employment Page
> Google Forms
> Good Calculators
> Snipping App
> Google Slides Options
> Wispublib, the state's email list for public libraries
> Creating a Bitmoji Library
> Wheel Spinner

- Website Services Trainings were provided the second Tuesday of each month January-September, and twice monthly November and December.
- The in-person Webmaster Co-Workdays were cancelled due to the Covid-19 pandemic.

15. Maintain the WVLS Continuing Education web page with current WVLS and state-wide offerings. Results:

- Announcements for WVLS workshops and webinars and others across the state, and for state and national conferences, were shared on the WVLS Continuing Education web page.
- "Upcoming Webinars" became a feature in the weekly email, *Monday Mentions*.

16. Record, maintain, and promote recordings of WVLS-sponsored webinars and workshops and archive on WVLS website. Results:

- Recording links were published on the WVLS website and promoted after the events took place.
- Recordings also were posted to the WVLS YouTube Channel.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Coordinate the **8th** annual Wild Wisconsin Winter Web Conference on January **22-23, 2020** for public libraries in Wisconsin. Results:

- The 8th annual WWWWC offered 14 sessions with tracks in Library Management, Adults Services, Tech Trends and Small & Mighty.
- Attendance for the conference was 1,222, with an average of 87 attendees per session.

2. Continue partnership with Northern Waters Library Service to provide continuing education and training opportunities to its member libraries. Results:

- WVLS continuing education opportunities, *Digital Byte* trainings, and other professional development opportunities were promoted to NWLS member public library directors.
- Consultation occurred with the NWLS Director on the customer service and advocacy webinar series for relevant topics and dates.

3. Evaluate and refine training opportunities, tools and resources offered to member library staffs. Results:

- Survey results were analyzed after each continuing education event to measure effectiveness and relevancy and shared with presenters.
- A short survey was administered in May 2020 to solicit suggestions for professional development priorities for Fall 2020.

4. **Continue webinar partnership with Southwest Wisconsin Library System.** Results:

- Six live webinars and 3 pre-recorded webinars were produced.
- The South West Library System compensated WVLS $500 and included as a co-sponsor for all webinars.

5. **Based on a *2019 State Continuing Education Survey* recommendation, provide 3 pre-recorded/archived webinars throughout the year.** Results:

- The following pre-recorded webinars were produced, promoted, and archived:
    "Giving Bad News" – 1 contact hour
    "Free Unique and Fun Tools To Help Keep You Sane" – 1 contact hour
    "Upping Your Virtual Programming Game" – 1 contact hour

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

1. Continue partnership with Northern Waters Library Service to provide continuing education and training opportunities to its member libraries. Results:

- *Digital Byte* training ideas will be suggested from libraries in both systems.
- Webinar topics will be discussed and dates consulted with system director.

2. Evaluate and refine training opportunities, tools and resources offered to member library staffs. Results:

- Individual workshop and webinar surveys will be conducted and evaluated.
- Feedback from the WVLS, NWLS and SWLS member libraries will continue to drive the continuing education and training curriculum, and topics for future opportunities.

3. **Continue webinar partnership with Southwest Wisconsin Library System.** Results:

- Suggestions will continue to be solicited from the system's continuing education consultant and evaluated.

CONSULTATION

1. Attend relevant meetings, webinars and conferences, and share what is learned. Results:

- Information from the DPI-sponsored meetings with System Directors; Certification and Continuing Education Consultants; Youth, and Inclusive Services Consultants; WISCAT users and Interlibrary Loan Consultants; and LAWDS (Libraries Activating Workforce Development Skills) representatives was shared with appropriate colleagues in the WVLS area.
- Conference highlights from those who attended state and national conferences were shared when helpful. Briefs for the Wisconsin Library Association, Association of Rural and Small Libraries, Back In Circulation Again, and YMCA Implicit Bias conferences were shared with the WVLS Board of Trustees.

- Highlights of meetings of area youth and adult services staffs, V-Cat Council and its subcommittees, WVLS Board of Trustees and its committees, LEAN WI staffs, public library system marketing cohort, and vendors are shared as appropriate.
- Information from meetings of WLA's Library Development and Legislation (LD&L) Committee, WLA's Youth Services Section (YSS), COLAND (Council of Library and Network Development), WPLC (Wisconsin Public Library Consortium), SRLAAW (System and Resource Library Administrator's Association of Wisconsin) and SOMBAW (System Office Managers and Business Administrators of Wisconsin) was shared with staff, WVLS Board of trustees, and member colleagues as appropriate.
- Public Library System Redesign (PLSR) project activities were shared with the WVLS community via various communication channels as appropriate.
- Announcements and time-sensitive information was routinely shared in a weekly *Monday Mentions* email post to the "all subscribers" listserv.
- WVLS *COVID-19 Updates,* shared via the "all-subscribers listserv," announced relevant information from DPI and member libraries, professional development opportunities specific to libraries and the coronavirus, and WVLS recommended practices.

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. Results:

- Information and advice was provided in the areas of:
  - Administration
    - HR Issues
    - Hiring New Directors
    - New Director Orientation Processes
    - Policies
      - Unattended Children
      - Volunteer
    - Programming: Colby, Loyal, Abbotsford, Withee, Owen, Dorchester
    - Project Management
    - Public Library Board Bylaws
    - Responsibilities of Library board vs Municipality
    - Staff Evaluations
    - Strategic Planning
    - Succession Planning
    - Trustee Orientation Processes
    - Trustee Training
  - Adult Services
    - Census
    - Community Collaborations
    - Voter Registration
    - Workforce Development
  - Advocacy
    - State and Federal Advocacy
    - County Funding
    - Infographics and Marketing Services
    - Municipal Funding
    - Relationship Building
  - Annual Report
    - Youth Services Physical and Virtual Programming Statistics
  - Building Projects - Rhinelander, Merrill, Greenwood
  - Certification, Public Library Director
  - Collection Development
    - Selection/De-selection

Copyright: Virtual programs, linking to resources
COVID-19 (new page on WVLS Website)
    Closing and Reopening Libraries / Providing Curbside Service
    Courier
    Materials Handling
    Marketing Services and Programs
    Policy Development
Digital Library
    WPLC: Antigo, Neillsville
    OverDrive Advantage Selection Committee: Granton
Digitization
    Dresser Public Library, Thorp Public Library, Colby Community Library, Antigo Public Library, Owen Public Library, Rhinelander
    Chippewa Valley Museum
Grants
    WVLS Innovation & Collaboration Literacy Grant
    Carol Ruth Wessler Memorial Scholarship
Graphic Design
    Canva Training
Marketing
    Press Release Writing and Article Proofing (Antigo, T.B. Scott, Loyal)
    Social Media Posting
    Marketing Updates started to be included in Monday Mentions in Fall 2020.
    Facebook Private Groups: Tomahawk
    Virtual Presentations: Rib Lake, Tomahawk, School District of Greenwood, School District of Tomahawk, Bridges Virtual Academy (Merrill), ADRC Central Wisconsin
Websites
    Design, Development, Maintenance
    Functionality
        Community Calendar
        Digital Library Card Forms (All WVLS Member Libraries)
        Digital Book Clubs (All WVLS Member Libraries)
Website Services: SWLS, NWLS
Youth Services
    Early Literacy: Jan. 14
    Programming
        Charging
        Virtual Programming
    Space: Tomahawk, Rib Lake
    Virtual Programming: Virtual Storytime Legalities
    Virtual Programming Contract

3. Provide grant-writing guidance and support. Results:

- Member Libraries were notified of the following grants available in 2020:
    - ALA Resilient Communities: Libraries Respond to Climate Change
    - ALA Libraries Transforming Communities Grant for small and rural libraries
    - ALSC Bookapalooza Program
    - East Asia in Wisconsin
    - Ezra Jack Keats Mini-Grants
    - IMLS CARES Act Grant
    - Institute of Electrical and Electronics Engineers Science Kits for Public Libraries Grant
    - Libraries Lead with Digital Skills Grant
    - LSTA Beanstack/Zoobean Grant
    - PLA and Microsoft Public WiFi Access Micro Grant
    - Wisconsin Broadband Expansion Grant

       Wisconsin Humanities CARES Act Relief Grant
- Grant support was provided to the Tomahawk and Rib Lake Public Libraries as recipients of the 2019-2020 WVLS Innovation and Collaboration Literacy Grant.
- Grant-writing assistance was provided to the Abbotsford, Colby, Dorchester, Greenwood and Loyal Public Libraries for the Strong Bodies Program.
- Assistance was also offered to the Rhinelander District Library with the Rhinelander Women's Club Digital Library Grant donation to the WVLS OverDrive Advantage Collection.

4. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed. Results:

- Letters reminding public library directors to submit annual requisite paperwork to the system were emailed to library directors in December.
- Consultation was routinely provided to public library directors and staff regarding certification requirements and requisite paperwork via phone consultation or email.
- Certification paperwork training was conducted in December for colleagues at the Owen and Loyal public libraries.

5. Encourage orientation and ongoing training for area library board members. Results:

- During public library director orientations, ongoing training of trustees is encouraged, and discussion of the 27 issues of importance to library board members outlined in DPI's Trustee Essentials: A Handbook for Wisconsin Public Library Trustees is recommended.
- Board members for WVLS and member libraries were sent announcements about Wisconsin Trustee Training week in August.
- Announcements for conferences and continuing education events were regularly communicated with member library directors to share with their board members.

6. Assist member libraries in the process of filing annual reports. Results:

- In October 2020, reminders on gathering statistics during a "tally week" in the month were provided for those libraries planning not to do actual counts for library visits, reference transactions and computer use on their 2020 annual reports.
- Data to help libraries complete 2019 annual report questions in the areas of library holdings, circulation, library card holders, interlibrary loan, use of electronic collections, revenue and expenditures, wireless usage, resident and nonresident circulations, youth programs, drop-in activities and literacy offerings was shared in January.
- The WVLS Annual Report Team provided support as needed via the WVLS annual reports listserv, and directly via email and telephone conversations. T
- The system and member public library 2019 annual reports reached the Department of Public Instruction by the statutory March 1, 2020 deadline.
- A *Digital Byte* training video "Keeping Track: Recording Program Statistics in the Wisconsin Public Library Annual Report" was produced and shared.
- Consultation on "virtual program statistics" was offered in Youth Services communication and during Youth Services Check In discussions.

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. Results:

- Two new directors were hired in 2020, Janay Ziebell (Neillsville) and Rita Ludvigsen (Gilman), and both were paired with new mentors.
- The director orientation program initiated in June 2019 continued with directors hired in 2019, Peggy O'Connell (Minocqua) and Anne Kuipers (Thorp). Peggy concluded the program at the end of 2020.

- Monthly check-ins, a new aspect of the director orientation program, were conducted by WVLS and the library director's mentor.
- The DLT-sponsored "Boot Camp for New Public Library Directors" was promoted and new directors were encouraged to attend.

8. Ensure appropriate library system staff meet with newly hired key library staff to provide an orientation on system services related to their positions. Results:

- As part of the new director orientation program, eight visits from WVLS staff were conducted with the new directors in 2020. Virtual or in-person visits with WVLS staff will continue in 2021.

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. Results:

- Continuing education scholarships/grants were offered to staff from member libraries who had not previously participated in WLA's Library Legislative Day.
- Four WVLS staff, four WVLS trustees, plus four library staff and one trustee from WVLS member libraries were registered for Library Legislative Day.
- Library Legislative Day schedules and briefing materials were coordinated for the WVLS delegation.

10. Assist libraries in promoting their value to their communities. Results:

- WVLS presented for UW-Madison I-School's March webinar "Remote and Online Services to Children".
- Digital Library tools were developed:
    Infographic "Digital Library: Why the Long Wait?" - Social Media/Print
    "Explore the Virtual Library Card" – handout for library users
    "Donations" - social media share advertisements and talking points
- An infographic template and custom designs were offered to member libraries to capture annual report data.
- Ready to use social media/print templates were created on:
    2020 Census Resources
    2020 Summer Library Program - Social media shares, print log template, Beanstack banner template
    Advocacy - Social media shares showcasing library services provided during pandemic closure
    Annual Report Statistics social media share and print handout templates
    COVID-19 - Social media shares for safety practices
    Databases
        Gale Courses social media shares
        Ancestry Library Edition: website slider
        NoveList Plus social media shares
    Strong Bodies, a project of public libraries in Clark County - Recruiting Instructors flyer and social media share
    Workforce Development/Job Seeker Resources - webpage template.

11. Assist member libraries in working for and securing local and county funding. Results:

- 2019 nonresident circulation data and county reimbursement spreadsheets for libraries to secure home county and adjacent county funding in 2021 were shared with member public library directors, and municipal and county clerks, in April.
- Advocacy assistance was provided through attendance at regularly scheduled meeting of the Forest and Oneida County library boards, sharing legislative updates and advocacy initiatives.
- Staff consulted with member library directors on matters regarding ongoing primary funding support from local sources, as well as initiatives to secure additional county funding.

- Staff was one of the presenters for a June 5, 2020 statewide webinar offered by WLA's Library Development and Legislation Committee - "Positioning the Library for a Post-Pandemic Sustainable Future."

12. Facilitate individual county library service planning processes when requested. Results:

- Consultation was provided to the Forest County Library Board throughout its revision of the *2021-2025 Forest County Library Plan of Service*, as well as to other library directors and county library board members upon request.

13. Support member library staff and trustee advocacy efforts at all levels – local, county and state. Results:

- Staff supported member county library boards by responding to requests for WVLS activity reports, legislative updates, and consultant presence.

14. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed. Results:

- Librarians and library supporters from WVLS counties who could not attend WLA's Library Legislative Day were encouraged to engage in virtual relationship building activities and demonstration of library value during pandemic times, including congratulatory notes following elections.
- Relationship building with citizen supporters at the local and state level was an ongoing effort that was encouraged and assisted by WVLS staff at every opportunity.
- A Fall Webinar Series, "Building and Maintaining Customer Relationships," focused on promoting the value of the library through marketing, effective management and successful advocacy.
- WVLS COVID-19 Webpage was created in March 2020 to house graphics, writing samples, and best practices for libraries operating during the coronavirus.
- "Spotting Fake News," a *Digital Lites* blog post from April 16, 2020, encouraged libraries to use tools and resources to assist patrons in finding truthful, relevant information.

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. Results:

- 2020 was not a state budget producing year. It did, however, prove challenging in that spring and fall primaries and general elections, plus a special election to fill a 7th Congressional District vacancy were held amidst a global pandemic. State election laws were frequently challenged in court.
- Nonpartisan updates from WVLS staff to member libraries provided election participation information helpful to voters, as well as regarding legislative and congressional candidates.
- Staff encouraged relationship building with current and new members of the congressional delegation, Wisconsin senate and assembly.

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. Results:

- State and national legislation having potential impact on libraries of all types was monitored.
- A series of legislative updates via WVLS listservs and forwarding of the *WLA Legislative Newsletter* kept the community informed and engaged during the year.
- Managed legislative updates and action requests for Federal issues including Institute of Museum and Library Services (IMLS) funding and related American Library Association concerns.
- Staff provided legislative updates at regularly scheduled meetings of the Forest County and Oneida County library boards, and WVLS Board of Trustees meetings.

- The *WLA Legislative Newsletter*, for which a WVLS staff member serves as editor, was disseminated to the WVLS all subscribers list and posted to the WVLS website.

17. Network with a variety of state, regional and local government agencies on behalf of member libraries. Results:

- Staff served as legislative liaison to the Cooperative Children's Book Center Advisory Board and facilitated networking with the UW School of Education and DPI in support of funding for statewide library resource contracts.
- Staff served as a member on the Connecting Wisconsin Libraries workgroup of school and public librarians and Department of Instruction Consultants to build resources and provide relationship building opportunities for school and public librarians.
- Staff served as a member of the Libraries Activating Workforce Development Skills (LAWDS) Project Advisory Council in support of providing and building workforce development tools for public libraries across the state.

18. Represent the interests of member libraries to the Legislature and the Department of Public Instruction in the development of statewide library policy or services. Results:

- Staff served as member of the Wisconsin Department of Instruction Reopening Writing Team that developed guidelines and best practices for the gradual reopening of libraries following the Governor's Safer at Home Order.
- Staff served on WLA's Library Development and Legislation (LD&L) Committee and routinely represented WVLS interests to both legislators and DPI as described above.
- Through LD&L involvement, staff monitored Wisconsin Educational Media & Technology Association (WEMTA) legislative initiatives and awareness of Common School Fund issues.
- Staff member appointed by the Governor served on the Council on Library and Network Development (COLAND).

19. Cooperate with other agencies or organizations for the benefit of member libraries and area residents. **Examples in 2020 include Northwoods League of Wisconsin Women Voters, 2020 Census organizations/individuals, Workforce Development agencies and CESAs.** Results:

- WVLS partnered with the League of Women Voters of the Northwoods (LWVNOW) to update voter registration tools developed by LWVNOW with all WVLS library locations and publicize National Voter Registration Day. Collaborative LWVNOW support for library voter registration assistance is ongoing.
- Staff member appointed by the Governor serves on the Wisconsin Humanities Board.
- WVLS built relationships with three regional Workforce Development Boards by promoting their services to members, attending the North Central Wisconsin Workforce Development One-Stop-Organization annual meeting to learn about other workforce development partners in the region and advocating for what libraries are doing and can do to support workforce development initiatives in their communities.
- WVLS partnered with three regional Workforce Development Boards to provide a webpage template to WVLS and IFLS Library System member libraries on Job Seeker Resources.
- WVLS connected with CESAs (Cooperative Educational Service Agencies) 8, 9, and 10 to promote public and school library relationships throughout the WVLS area.
- A WVLS Youth Services Workshop featured three school librarians who shared the "Realities of and Relationships with School Librarians" with both public and school librarian attendees. Workshop information was shared with all three area CESA partners and statewide via the DPI K-12 School Librarian Consultant and the DPI Youth and Inclusive Services Consultant.
- WVLS connected with the Aging and Disability Resource Center (ADRC) of Central Wisconsin to support member library adult services programs and forwarded information and resources from the ADRC with librarians as necessary.

- WVLS partnered with the ADRC-CW's Regional Dementia Care Specialist to provide a workshop on "Dementia Friendly Business and Customer Service Training for Libraries."

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, etc. Results:

- Digital Library tools were developed:
  - Infographic "Digital Library: Why the Long Wait?" - Social Media/Print
  - "Explore the Virtual Library Card" – handout for library users
  - "Donations" - social media share advertisements and talking points
- An infographic template and custom designs were offered to member libraries to capture annual report data.
- Ready to use social media/print templates were created on:
  - 2020 Census Resources
  - 2020 Summer Library Program - Social media shares, print log template, Beanstack banner template
  - Advocacy - Social media shares showcasing library services provided during pandemic closure
  - Annual Report Statistics social media share and print handout templates
  - COVID-19 - Social media shares for safety practices
  - Databases
    - Gale Courses social media shares
    - Ancestry Library Edition: website slider
    - NoveList Plus social media shares
  - Strong Bodies, a project of public libraries in Clark County - Recruiting Instructors flyer and social media share
  - Workforce Development/Job Seeker Resources - webpage template.
- The following were created and installed on IFLS and WVLS member library websites for those libraries participating in the LEAN WI website service program:
  - Homepage slide templates for COVID-19 service updates, library building closures, additional database access for Ancestry and Tumblebooks, library programming
  - Service and programming mobile friendly image templates
  - Template for website forms for digital library cards
  - Template for website forms for customized reading recommendations or services for library users
  - Template for Job Seekers Resources webpage
  - Template for and weekly installment of Page Turner Adventures summer reading program content third party contract (IFLS Libraries only)

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. Results:

- Press release templates, social media shares, and statistics were provided to member libraries showing the successful use of *Gale Courses* by library users pursuing lifelong learning, building workforce development skills and exploring career interests.
- "September is Library Card Sign-Up Month," a *Digital Lites* blog post on Aug. 25, shared graphics and marketing ideas for the national library event.
- A Fall webinar series, "Building and Maintaining Customer Relationships," promoted the value of the library through marketing, effective management, and successful advocacy.
- Several "Staying Together" discussions for WVLS Directors focused on marketing, promoting services and advocacy during a pandemic.
- Created template and installed website forms for digital library cards. (IFLS and WVLS libraries)
- Created template and installed website forms for customized reading recommendations or services for library users. (IFLS and WVLS libraries)
- Created template for and installed "Job Seekers Resources" webpage. (IFLS and WVLS libraries)

- Created template for and weekly installment of "Page Turner Adventures" summer reading program content via third party contract. (IFLS libraries).
- Created template for and installed homepage slide templates for COVID-19 service updates, library building closures, additional database access for Ancestry and Tumblebooks, and library programming. (IFLS & WVLS libraries).
- Created template for and installed service and programming mobile friendly image templates. (IFLS & WVLS libraries)

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. **Provide** website layout and design consultation services **to IFLS and WVLS member libraries** upon request. Results:

   - Hosted 76 websites on LEAN WI infrastructure – 47 libraries from IFLS, 18 from WVLS and 1 from NWLS.
   - Website support was provided to libraries as they modified/updated services related to the Covid-19 pandemic in the areas of closures, curbside pickup of requested materials, virtual programs, reopening, and digital services.
   - Summer Reading Program update services
   - Weekly installments on the 10-week "Page Turner Adventure" summer reading series were conducted for 21 IFLS member libraries.
   - 17 websites went live.
   - 10 websites were drafted.
   - 24 website consultations were provided.
   - 11 Website office hours were offered.
   - 3 Beanstack app office hours were conducted.
   - A webinar on the "Beanstack programming application" was provided.
   - A webinar on a "Time Slot Booking Plug-in for enabling automated library appointment request forms on websites" was offered.

2. **Organize** a one-day gathering of designated communications/marketing coordinators from other systems to discuss opportunities for collaboration and cooperation. Results:

   - Due to the coronavirus, meetings of the public library system marketing cohort were held online in February, March, August, October, and December.
   - Meetings of the cohort discussed ways to promote the "Marketing Plan Template" launched by the cohort in 2019.
   - LSTA funds will be available in 2021 to conduct mini grants and workshops based on this plan.

3. **Facilitate** opportunities for designated communications/marketing coordinators from other systems to share expertise, projects, resources and tools. Results:

   - Meetings of system marketing cohorts, conducted throughout the year, included time for sharing of projects, expertise and new tools colleagues were using.
   - Cohorts were encouraged to drop projects into shared Google folders for all to access.
   - An email list was used to solicit advice, answer questions and have discussions between meetings.

4. **Implement newly revised orientation process for new member library directors in conjunction with WVLS mentorship program.** Results:

   - Process and progress on orientations for new directors were tracked using Google Spreadsheets.
   - Monthly check-ins, a new aspect of the director orientation program, were conducted by the WVLS and the new director's mentor.

5. **Enhance consultation services in the areas of strategic planning and library building, remodeling, layout and design projects.** Results:

- The IFLS/WVLS "Building Projects" webinar series continued in 2020 with two new webinars recorded and linked to the WVLS "Building Resources" webpage.
- Light space consultations for the Minocqua and Thorp public libraries were provided.
- Building project articles and resources were distributed to members.
- A list of architectural firms was gathered and submitted to two libraries exploring building projects.
- A list of architectural firms specializing in children's spaces was gathered and distributed.
- Staff attended the *Library Journal's* 2020 Design Institute and drafted a "Boost" communication to WVLS member libraries on affordable changes for public safety during and after the pandemic.
- Local consulting organizations regarding Community Development Block Grants (CDBG) were contacted.

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

1. Evaluate and refine website layout and design consultation services. Results:

- Initiated a LeanWI Website Services internal evaluation process in June 2020.
- Created LeanWI Website Services Team plan for 2021.
- Modified monthly website office hours, team FTE allotments and coverage to increase training effectiveness and efficiency.

2. **Enhance consultation services in the areas of strategic planning and library building, remodeling, layout and design projects.** Results:

- **Attend Library Journal's Design Institute in 2021. (added 12/2020)**

DELIVERY

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

2020 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

ELECTRONIC DELIVERY OF INFORMATION

1. Produce/distribute annual statistical report and listing of system membership benefits. Results:

- The *2019 WVLS Statistics* booklet, which included benefits of the system/member library partnership, was completed in August 2020.
- Copies of the booklet were printed and distributed to member library directors, library board Presidents, county library board Chairs, the WVLS Board of Trustees, municipal and counter clerks, and area legislators.
- The *2019 WVLS Statistics* booklet was made available online via the WVLS website.

2. Continue to use a communications and marketing plan to guide and coordinate communications methods to/from member library staff and trustees. Results:

- The guide was updated to highlight WVLS Marketing and Communications intentions.
- Information on system, state, and national events and initiatives was shared with member colleagues using the following tools:
  - Monday Mentions: a weekly email sent every Monday at 12 pm with upcoming news and events

WVLS Facebook Page
Digital Lites: Weekly blog posts on library news and events.
Monthly Newsletter: email newsletter sent at the beginning of each month.
WVLS COVID-19 Update: Daily (then weekly) updates for member libraries with news
and resources related to COVID-19.
"Staying Together Discussions": 33 informal discussions with WVLS staff and member
directors occurred between March – December 2020. Topics for the discussions
related to COVID-19 and libraries.

3. Continue publication of a monthly newsletter and encourage member libraries to contribute. Results:

- Eleven monthly WVLS newsletters were created in 2020 (no newsletter in April, due to COVID-19).
- Newsletter topics included system announcements, new staff hires, features on member libraries, and state news.
- Newsletters were emailed to area colleagues via MailChimp, posted on the WVLS website, promoted in *Monday Mentions,* and offered as WVLS *Digital Lites* blog posts.
- Newsletters were shared with Wisconsin's public library community via the state's Wispublib email list.

4. Publish weekly contributions to the WVLS blog *Digital Lites*. Results:

- Forty *Digital Lites* blog posts were written in 2020. Topics covered upcoming continuing education information, conferences, grant opportunities, library trends, national library events and WVLS news.
- *Digital Lites* blog posts may be viewed on the WVLS website at: https://wvls.org/digital-lites-blog/.

5. **Continue consistent usage of appropriate social media tools and encourage member libraries to share event and program announcements.** Results:

- Five to seven Facebook posts were created and posted weekly in 2020. Content included trends in libraries, library humor, system and member library events, upcoming conference information, new Digital Bytes, and staff news.
- System and area youth services colleagues contributed content to the Youth Services Information Exchange (YSIE) Facebook page throughout the year.
- A subchannel for Recorded Webinars in the WVLS YouTube Channel was created to differentiate them from the live webinars.

6. Create and share ready-made promotional templates that promote library services and programs. Results:

- See Consultation #20 above.

7. **Enhance the** website, and management/hosting strategy for internal and member library use. Results:

- Initiated a LeanWI Website Services internal evaluation process in June 2020.
- Created LeanWI Website Services Team plan for 2021.
- Modified monthly website office hours, team FTE allotments and coverage to increase training effectiveness and efficiency.

8. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS. Results:

- Assessment and improvements to the WVLS website were made throughout the year.

- A Covid-19 Resource Page was crated that included:
    - Status of Member Libraries (open, closed, curbside pickup only, etc.)
    - WVLS "COVID-19 Updates" Archive
    - "Staying Together" Discussion Archives
    - Courier information
    - Reopening/Curbside Services Resources information
    - V-Cat Information
    - Health Resources
    - Training Resources
    - Professional Development Related to COVID-19 Archives
    - Library Closure Procedure information
    - WVLS Operations information
- MCPL System Exploration Resources Page was created to share:
    - Presentations Provided to MCPL Board from WVLS
    - MCPL Task Force Meeting Information
    - Updates to Members from WVLS Director
    - Letters provided to the MCPL Task Force and Library Board from the WVLS Community
- Resources for the Workforce Development Resource page were updated with assistance from directors from three regional Workforce Development Centers. Updates included:
    - LEAN WI member library template for job seekers
    - Gale Courses
    - Job Center of Wisconsin Resources
    - Basic Computer Skills Resources
    - Job Search Engine Referrals
    - Resume and CV Resources
    - Job Center Location Directory

9. Keep web-based *Directory of Libraries and Librarians* updated. Results:

- The *Public Library Directory* and *V-Cat Library Staff Directory* on the WVLS website was updated when necessary.

10. Enhance professional development section on the WVLS website **to include changes to mentorship and new director orientation processes.** Results:

- The Continuing Education, Director Certification, and Mentoring Program pages were updated with new information throughout the year and listed the new mentor/mentee partnerships for 2020.
- Substantive changes were not made to the orientation processes in 2020 as the changes made in 2018 and 2019 were satisfactory.

11. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification. Results:

- All 2020 WVLS webinar recordings, presentation slides, and activity reports were recorded on the Continuing Education webpage for area colleagues and trustees to reference.

12. Create web bibliographies and tools on a variety of topics useful to WVLS member library staff and trustees on the WVLS web site. Results:

- Resources for the Workforce Development Resource page were updated with assistance from directors from three regional Workforce Development Centers. Updates included:
    - LEAN WI member library template for job seekers
    - Gale Courses
    - Job Center of Wisconsin Resources

- Basic Computer Skills Resources
- Job Search Engine Referrals
- Resume and CV Resources
- Job Center Location Directory

13. Update resource packets for public library directors and WVLS trustees located on the WVLS website. Results:

- Information for public library directors and WVLS trustees on various pages of the WVLS website were modified throughout the year.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. **Share** weekly reminders **and system, statewide and national library news** via *"Monday Mentions"* email to the WVLS all-subscribers list. Results:

- As it has proven to be a valuable communications tool, Monday Mentions continued in 2020 and will be continued in 2021.
- Publication of Monday Mentions was suspended from March 23-June 9, 2020 due to more frequent publication of the WVLS COVID-19 Update.

2. **Modify Sierra Training website page to improve navigation and searchability.** Results:

- A sidebar listing of all training topics was added to allow member libraries to search for a document by using the 'Control + F' keyboard shortcut in addition to browsing topical groupings.

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

PHYSICAL DELIVERY OF INFORMATION

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Results:

- WVLS subsidized three courier stops per week to all member library service sites in 2020.
- During the months of March-July 2020, WVLS subsidized the fourth and fifth courier stops per week for libraries that had been receiving them prior to pandemic-related library closures in March.
- Due to the coronavirus and the Governor's "Safer at Home Order," WVLS suspended intra-system courier service from March 24-April 29.

2. Ensure local delivery service is available to member libraries at least five days per week. Results:

- Member Libraries were offered the opportunity for either 4- or 5-day a week delivery service, Monday through Friday, with the WVLS vendor, Waltco, Inc. The cost for additional stops was assessed to libraries that request additional stops.
- At the end of 2020, no libraries were receiving more courier stops than the 3 stops subsidized by WVLS.
- Statistics in an appendix at the end of this document report annual courier volume and number of stops Waltco made to member libraries.

3. Continue courier "vendor-sort" option approved by the WVLS Board of Trustees in 2015. Results:

- WVLS continued with the vendor-sort for all inter- and intra-system interlibrary loan items on behalf of member libraries in 2020.

4. Request monthly volume statistics from **courier provider** and share yearly data with the WVLS Board of Trustees and member libraries. Results:

- Monthly volume statistics received from Waltco are shared in an appendix at the end of this document.
- It is worth noting that 2020 saw a dramatic decrease in volume from 2019 due to library closures and diminished resource sharing in response to pandemic-related concerns for public and library staff safety.

5. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website**.** Results:

- The WVLS COVID-19 webpage was updated with delivery schedules and routes as they changed due to COVID-19.
- Member libraries received email announcements on library closures and Waltco service news when necessary throughout the year.
- Information about library closures was shared with Waltco as necessary.
- Based on recommendations from DPI and/or WVLS, libraries were given guidelines on the quarantine time for items received in the courier and in book drops.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Results:

- See response under Physical Delivery of Information, No. 1.

2. Ensure local delivery service is available to member libraries at least five days per week. Results:

- See response under Physical Delivery of Information, No. 2.

3. **Communicate modifications to the courier schedule, and reminders about packaging courier items to member libraries and courier provider when needed.** Results:

- Modified courier schedules (by day of the week and by library) were updated as needed on the WVLS COVID-19 page.
- Library closures and service changes were relayed to the Waltco terminal, as needed.
- Quarantine times for library materials were communicated via *COVID-19 Updates* emails and WVLS "Staying Together" discussions.

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

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Results:

- See response under Physical Delivery of Information, No. 1.

2. Ensure local delivery service is available to member libraries at least five days per week. Results:

- See response under Physical Delivery of Information, No. 2.

3. **Communicate modifications to the courier schedule, and reminders about packaging courier items to member libraries and courier provider when needed.** Results:

SERVICE AGREEMENTS

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

2020 ACTIVITY RELATED TO THIS REQUIREMENT:

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

    - An updated agreement with the Winnefox Library System was submitted to DLT in early 2017.
    - Agreements with the other Wisconsin public library systems were filed with DLT when agreements were last updated.

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.

2020 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. Results:

    - Funding for *Gale Courses* on behalf of member libraries continued for a third year. Continued funding for this product will be under review in 2021.
    - Subscriptions were continued for *Ancestry*, *Novelist Plus* (nonfiction and audio books), *Novelist Select*, and *Foundations in Wisconsin*.
    - When BadgerLink included *Small Engine Repair* in its offerings, WVLS dropped its subscription.
    - A subscription to the *EBSCO Discovery Service* was continued in 2020.
    - The WVLS OverDrive Advantage account was supported in 2020 through donations from WVLS member libraries, staff and library users.

2. Provide the resource library a collection development grant to expand the breadth and scope of its fiction and nonfiction collections. Results:

    - A $10,000 collection development grant was provided to MCPL as required in the 2020 MCPL/WVLS Resource Library Agreement.
    - The WVLS Board of Trustees approved to continue the grant in 2021.

3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections. Results:

    - While member libraries were able to access the OverDrive database to aggregate usage statistics, WVLS also compiled this data, as well as data on WVLS database usage, to help member public libraries complete their 2019 annual reports.
    - Annual usage data for WVLS databases and OverDrive are provided at the end of this report.

- Digital library usage statistics were provided to WPLC in preparation for budget discussions in the areas of:
  - Digital Library Usage and Users by County 2018-April 30, 2020.
  - Digital Library Holds Comparison Jan-April 2018-2020.
  - Physical vs. Digital Funding 2018-2019.
- Mid-year digital library usage and user reports comparing 2018-2020 were shared.

4. Encourage collaborative collection development by member libraries in selected subject areas.
   Results:

- A promotional campaign to the WVLS community for funds to support the WVLS OverDrive Advantage account generated donations from WVLS member libraries, staff and library users in 2020.
- WVLS gave the Marathon County Public Library a $10,000 grant as part of the MCPL/WVLS Resource Library Agreement to support their staffs' collection development efforts and bolster the MCPL collection.

5. Continue membership in the Wisconsin Public Library Consortium to provide access to the Wisconsin Digital Library, Wisconsin Author Project**,** Biblioboard **and associated** initiatives.
   Results:

- Membership in the Wisconsin Public Library Consortium (WPLC) was continued in 2020. This membership offered member library patrons access to a significant digital collection of e-titles in book, audio, and video forms and provided WVLS with access to collaborative and innovative WPLC projects of potential benefit to members.
- Staff attended all WPLC board meetings and staff and/or a member library director tasked with representing WVLS attended all WPLC Steering Committee meetings.
- Staff served as WPLC Vice-Chair in 2020.

6. Subscribe to professional journals and route to interested member libraries. Results:

- Subscriptions to several professional journals were continued in 2020, and many of them were routed to interested area library staff throughout the year.
- The list of periodicals available for sharing through WVLS is shared with new directors during their orientation.
- Professional journals are displayed for browsing at in-person WVLS Public Library Director Retreats to serve as a reminder of their availability.

7. Maintain a professional materials collection and make titles available for loan to any library in the state. Results:

- New titles were added to the WVLS professional collection in 2020.
- These resources were made available to all member libraries through V-Cat and to libraries across the state through WISCAT.
- New titles are put on display for browsing at in-person WVLS Public Library Director Retreats.

8. Maintain the shared WVLS/IFLS collection of makerspace resources. Results:

- The WVLS Makerspace & Equipment for Booking webpage was maintained, and a few IFLS and WVLS member library colleagues requested access to the "LendIt" program to book IFLS Literacy and WVLS Makerspace kits.
- Lending of the collection was closed due to COVID-19 precautions in March and items remain unavailable.

9. Continue to share reader's advisory/collection development information with area libraries. Results:

- The Rhinelander Children's Book Fest in March provided collection development information and opportunity for hands on book examination led by representatives from the Cooperative Children's Book Center (CCBC).
- Following the Rhinelander Children's Book Fest, copies of the excellent collection development resource, *CCBC Choices*, were distributed to member public libraries and branches.
- WVLS facilitated distribution of *CCBC Choices* to school library media specialists in the WVLS area.
- Reader's advisory and collection development information was shared via K-12 and public library listservs on an ongoing basis. Examples: monthly starred reviews via WVLS and IFLS youth services consultant partnership and ALSC Notable Books lists.
- Promoted BadgerLink training on the "TeachingBooks' Diverse Books Toolkit."
- *Digital Lite* blog posts on "Best of 2020 Book Lists" and "Graphic Novel Recommendations for Kids and Teens" were drafted.
- A *Digital Byte* video recording on "NoveList Plus" was produced.
- The Children's, Teen and Adult resource pages on the WVLS website were updated to include "Book & Media Lists & Reviews."

10. 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. Results:

- Digitization troubleshooting and consulting were provided for Dresser Public Library, Owen Public Library, Thorp Public Library, Antigo Public Library, and Rhinelander District Library.
- Provided digitization consulting and initiated digitization project with Chippewa Valley Museum.
- Provided consultation in design, process, and product publishing on websites for Colby Community Library, Owen Public Library, and Thorp Public Library.

11. Help member libraries with weeding and/or inventory projects. Results:

- Updated inventory documentation was provided to the Rhinelander District Library and assistance was provided on use of the inventory kit (laptop and barcode scanners).

12. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board. Results:

- Staff on the WPLC Board and WVLS member library director on the WPLC Steering Committee solicited feedback from the WVLS community for the groups they represent regarding potential funding model increases for the future.
- Feedback was gathered on a 5% recommended increase in the 2021 WPLC budget, and consideration to purchase OverDrive periodicals to the Digital Library collection

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Explore digital periodical subscriptions and funding via member libraries. Results:

- An exploration of Flipster that began in 2019 continued into 2020. Concerns about sustainable funding delayed further consideration.
- WPLC signed a statewide contract that directed $15,000 to the purchase of digital periodical subscriptions in 2020.

2. **Explore alternative funding to support the WVLS OverDrive Advantage account.** Results:

- Drafted and distributed donation request process for member library and digital library user donations to the WVLS OverDrive Advantage Account.

- The solicitation resulted in nearly $10,000 in donations designated for specific collections, audiences, formats, and/or high demand items.

3. Continue to **partner** with IFLS and **NWLS** on Project ION (digitization project). Results:

   - Provided digitization troubleshooting and consultations for Dresser Public Library, Owen Public Library, Thorp Public Library, Antigo Public Library, and Rhinelander District Library.
   - Provided digitization consulting for and began digitization project with Chippewa Valley Museum.
   - Provided consultation in design, process, and product publishing on websites for Colby Community Library, Owen Public Library, and Thorp Public Library.

4. Accelerate support for digitization projects and provide adequate resources to sustain project and participation in Recollection Wisconsin. Results:

   - Continued partnership with IFLS and NWLS on Project ION.
   - Initiated a LEAN WI Technology Team investigation on how Wisconsin Backup Project might impact current Project ION processes potential solutions.

5. **Continue subscription to Gale Courses and explore funding to continue the subscription in 2021.** Results:

   - The WVLS Board of Trustees approved funding for Gale Courses was approved in 2021.

6. Evaluate contracts and usage for WVLS subscription-based electronic resources provided for member libraries and their patrons. Results:

   - 2019 usage statistics were shared in the *2019 WVLS Statisti*cs booklet.
   - WVLS discontinued its subscription to *Small Engine Repair* as Badgerlink acquired a subscription to it and made it available statewide.

7. **Investigate new digital resources that may be beneficial to member libraries.** Results:

   - WVLS and representatives from the V-Cat Cooperative Circulation and Bibliographic Control and Interface committees, as well as the Database Advisory Group, investigated discovery products. The group will conclude its in 2021.
   - A short trial of Fold3 was done. WVLS decided not to pursue the product.

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

1. Evaluate contracts and usage for WVLS subscription-based electronic resources provided for member libraries and their patrons. Results:

   - Reported above in #6.

2. **Continue support for member library digitization project through the shared WVLS/IFLS/NWLS Digitization Program (Project ION).**

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. Results:

- Presented for Webinar: Remote and Online Services to Children, iSchool webinar, March 25
- Spring calls to all youth services librarians at WVLS member library locations were not scheduled due to library closures and service disruptions associated with the Covid-19 pandemic.
- Initiated virtual meetups with youth services librarians. Six meetups were held iin 2020.
- New directors and youth librarians at member libraries were included in email communications and mentoring circles and provided individual consulting upon request.
- Consulted with youth services colleagues on such topics as designing summer reading programs, developing online virtual programs, developing virtual summer reading programs, teen programming, assessing summer reading programs and youth programs, advocacy, collection development, and more.
- Presented at South West Library System's monthly check-in with member library youth services staffs on school/public library partnerships.
- Created "WVLS StoryWalk Library," a resource for creating and sustaining StoryWalks, in collaboration with 20 youth librarians from WVLS, NWLS, and IFLS libraries.

2. Partially subsidize a performer at member libraries' summer reading programs. Results:

- Due to COVID-19 gathering limitations, member libraries were able to use the WVLS Summer Performer Grant through the end of 2020 for virtual programs, rescheduled or reconfigured programs.

3. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects. Results:

- Several networking opportunities for area youth services staffs in 2020
- In-person events included a February 5 Youth Services Information Exchange (YSIE) at the MCPL-Athens Branch, and a March 11 Youth Services Dine-Around following the Children's Book Fest in Rhinelander.
- Virtual Youth Services Check-Ins were held on April 15, April 30, May 21, July 15, August 20, and December 15.
- The December 15 Virtual Youth Services Check-in featured a discussion and information exchange on the topic of "StoryWalks."

3. Assist member libraries in marketing youth and young adult activities. Results:

- Digital Library promotional tools developed include:
  "Digital Library: Why the Long Wait?" infographic - social media/print
  "Explore the Virtual Library Card" handout
  "Donation" advertisements and talking points – social media
  "Libby in your car" - social media share
  Wisconsin Annual Report infographic template and custom designs for member libraries
  2020 Summer Library Program - social media/print templates
  Beanstack banner template- social media
- Updates on the WVLS website "Marketing & Infographics" and "Advocacy" pages were shared with area youth services colleagues throughout the year.
- Cooperative Summer Library Program materials, including a substantial manual in web access format that included marketing tools adaptable for year 'round use, were distributed to member public libraries in preparation for the 2020 summer library program.
- Continued the Collaborative Summer Performer Booking spreadsheet as a tool for booking performers collaboratively to achieve discounted performer rates, and to find new performers.

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. Results:

- Eighteen WVLS libraries participated in the WVLS Movie Licensing USA contract when it was renegotiated and renewed on April 1.
- Libraries new to movie licensing in 2020: Western Taylor County Public Library (Gilman) and the Owen Public Library
- Modified pricing was secured for outdoor movie showings during the COVID-19 pandemic.
- Adjusted pricing for 2021 was obtained.

6. Conduct annual "**dine-around** gathering" among directors and support staff responsible for the direction of youth services in WVLS libraries to determine the focus of WVLS youth activities. Invite participation by public school media specialists. Send report to DLT. Results:

- A "Dine Around" following the March Children's Book Fest in Rhinelander brought youth librarians (representing small, medium and large public libraries) and school librarians together at Hodag Lanes to discuss youth services matters over lunch.
- A brief of those discussions was submitted to DPI's Public Library Development Team.

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. Results:

- WVLS presented for UW-Madison I-School's March webinar "Remote and Online Services to Children".
- Lead exploration and secured statewide contract for Beanstack, a website and smart device application, to support virtual and year-round summer programs.
- Member of Connecting Wisconsin Libraries: Public & School Library Collaborations Committee.
- WVLS Youth Services Information Exchanges (YSIEs) and virtual youth services check-ins were cross-promoted and attended by member library youth librarians and system consultants from NWLS, IFLS, SCLS, NFLS and WVLS.
- Continued strong partnership with IFLS Youth Services Consultant to provide monthly Starred Reviews for youth materials, continuing education opportunities and other topical brainstorming assistance of benefit to member libraries in both systems.
- Staff attended the DPI-sponsored virtual annual meeting for public library system consultants.
- Staff attended the DPI organized monthly virtual Youth and Inclusive Services consultants meetings.
- Assisted DPI as distribution conduit for PBS Summer Activity Booklet sent to WVLS member libraries.
- Advocated for, organized, produced, and launched _Digital Byte_ collaboration with DPI Youth Consultant to develop a tool to assist libraries with recording programming statistics accurately in the Wisconsin Public Library Annual Report.
- The _Digital Byte_ video training "Keeping Track: Recording Program Statistics in the Wisconsin Public Library Annual Report" was promoted via several WVLS communication channels and archived on the WVLS website.

8. Facilitate collaborations on youth and young adult services. Results:

- Continuing education and networking opportunities were routinely shared with WVLS school and public librarians in the area of early literacy as well as other topics promoted by state and regional agencies. Most were virtual due to Covid-19 pandemic conditions.
- Staff consulted with the Tomahawk and Rib Lake public libraries, winners of the 2019/2020 WVLS Innovation and Collaboration Literacy Grant, throughout the year.

9. Continue collaboration with the Bridges Library System to further support the "_1,000 Books Before Kindergarten App"_ offered to member libraries. Results:

- Through a partnership with 8 other public library systems, WVLS made the Bridges Library System's "1000 Books Before Kindergarten" app to interested member libraries and their patrons.
- Other members in the "1000 Books Before Kindergarten" app consortium included: Arrowhead Library System, IFLS Library System, Lakeshores Library System, Milwaukee County Federated Library System, Nicolet Federated Library System, South Central Library System and Winnefox Library System.
- Staff responded to member library queries about the app and offered support when requested.
- The "1,000 Books Before Kindergarten" app was featured on the WVLS Youth Services Resources webpage.

10. Assist member libraries in the development of coding and STEM/STEAM/STREAM programs for children and teens. Results:

- WVLS presented for UW-Madison I-School's March webinar "Remote and Online Services to Children".
- Librarians serving youth met virtually on six occasions to brainstorm programs and Take & Make Bags for curbside pickup to include all aspects of STEM/STEAM/STREAM activities and summer program activities.
- Maintained the WVLS Youth Services Information Exchange (YSIE) Facebook page with accessible, online & offline STEM/STEAM/STREAM ideas.

11. Maintain the WVLS Youth Services Information Exchange (YSIE) Facebook page to encourage the Exchange of ideas and resource sharing. Results:

- Member libraries were encouraged to contribute and share their stories on the YSIE Facebook page.
- Frequent contributions to YSIE Facebook page shared YSIE meetup reminders, virtual workshop and webinar reminders, WVLS and DPI youth services announcements, programming ideas, WVLS member library program features, and articles and professional resources from WLA Youth Services Section/ALSC/ALA/PLA and other professional youth resources/experts.
- Three Wisconsin Library Association (WLA) Professional Development scholarships were offered to member librarians to attend either the Wisconsin Association of Public Libraries (WAPL) or WLA Annual Conference, and to become a WLA member. One of the scholarships was designated to a Youth Services librarian. Due to COVID-19, the scholarship winners were allowed to postpone until 2021 or attend virtual offerings.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Include Youth Services Librarians in WLA Membership/Professional Development Scholarship. Results:

- See no. 11 above.

2. **Continue 2019/2020** WVLS Innovation and Collaboration Grants to partnering WVLS libraries to develop early literacy centers and early literacy programming for their communities. Results:

- WVLS awarded a joint 2019-2020 Innovation and Collaboration Literacy Grant to the Rib Lake and Tomahawk public libraries.
- As part of the grant requirement, a space in each library was transformed. New features included a log cabin, tree sculpture, a 17-foot mural created by a local artist, bilingual signage and activities, new and refurbished furniture, new light fixtures, and more.
- Youth services staff from the Rib Lake and Tomahawk public libraries presented the grant proposal and their progress at the 2019 WLA Conference Poster Session at the Kalahari Resort in the Wisconsin Dells.

- Grand openings were planned for 2020, but for safety reasons associated with the Covid-19 pandemic, events were postponed until further notice.
- Youth services staff from the Rib Lake and Tomahawk public libraries presented their final grant projects to the WVLS Board of Trustees in November.

3. **Attend the national ALSC (Association for Library Services to Children) Institute and share what is learned with youth services colleagues.** Results:

- Due to Covid-19 pandemic, the ALSC Institute, like most state and national conferences, moved to a virtual experience. As networking is a key element of the experience, WVLS deferred attendance to 2022.

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

1. **Continue regular, virtual meetups for librarians serving youth. (added 12/2020)**

2. **Begin use of virtual meeting software for youth services consulting check-ins. (added 12/2020)**

3. Provide **new 2021/2022** WVLS Innovation and Collaboration Grants to partnering WVLS libraries to develop early literacy centers and early literacy programming for their communities. Results:

- The 2021 WVLS Plan reports this grant will be under review in 2021.

INCLUSIVE SERVICES

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

2020 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 Department of Public Instruction's** *Inclusive Services Assessment and Guide.* Results:

- Staff consulted with libraries on several inclusive services issues throughout the year.
- Staff worked with libraries interested in using the Inclusive Services Guide with their library board.
- Libraries were encouraged to use the guide as a resource to navigate inclusive service issues.

2. Maintain collection of professional materials on inclusive services. Results:

- Three titles were added to the collection and promoted: *Libraries that Learn, Proving Your Libraries Value* and *Trauma Informed Approach to Library Services*.

3. Share Inclusive Services information and resources via WVLS communications channels (blog, email, newsletter). Results:

- Month "Inclusive Services Updates" were emails to member public library directors.
- Other relevant inclusive services information and resources were featured in the WVLS blog, newsletter, and individual emails.

4. Maintain current and relevant Inclusive Services resources and tools on the WVLS website. Results:

    - Updates to the website were made throughout the year when appropriate.

5. Participate in regional Inclusive Services collaborations with member libraries, appropriate agencies, and other systems. Results:

    - NWLS staff attended bimonthly DPI-hosted System Inclusive Services Consultants meetings.
    - NWLS staff assisted with an LSTA-funded inclusive services continuing education project that will be introduced to systems and the library community in 2021 and attended bi-weekly planning meetings the last half of 2020.

6. Support member library outreach efforts to extend services to underserved populations. Results:

    - During the Covid-19 pandemic, focus across the state was to provide increased access to wireless service since the public could not access library buildings. To address this concern, LEAN WI partners applied for a grant to extend WiFi access outside of library buildings.

Indicate new or priority activities relating to this requirement for the plan year (2020).

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 Department of Public Instruction's *Inclusive Services Assessment and Guide.*** Results:
    - See no. 1 above.

2. Maintain collection of professional materials on inclusive services. Results:

    - See no. 2 above.

3. **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 Wisconsin's Department of Public Instruction Inclusive Service initiatives. Results:

    - The IDEA Team was maintained, however due to service disruptions and challenges associated with the Covid-19 pandemic, the group did not meet in 2020.

4. Provide an Inclusive Services continuing education opportunity for member libraries. Results:

    - Several Inclusive Services CE opportunities were provided during the pandemic by outside entities.
    - The statewide CE project mentioned above will have deliverables in 2021.

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

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 Department of Public Instruction's *Inclusive Services Assessment and Guide.*** Results:

- **There will be a statewide continuing education offering on inclusiveness, diversity and equity. (added 12/2020)**
- **The IDEA Team will meet virtually until it is possible to meet in person. (added 12/2020)**
- **The IDEA Team will contribute to the WVLS *Digital Bytes* training program. (added 12/2020)**
- **Approximately 30-50 member kits will be added the joint IFLS and WVLS collections of literacy kits and makerspace items and made available to members via the Lend Items booking software. (added 12/2020)**

OTHER TYPES OF LIBRARIES

(L). Wis. Stats. 43.24(2)(l) 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.

2020 ONGOING ACTIVITIES RELATED TO THIS REQUIREMENT:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:

   - LAC meetings were held online on April 9 and August 13.
   - Agendas and minutes of LAC meetings were archived on the WVLS website.
   - Appointments to the WVLS LAC in 2021 were approved by the WVLS Board of Trustees in November.

2. Consider all types of libraries whenever proposals for grants and other special system projects are developed. Results:

   - The "WVLS ALL" and "WVLS K-12" email lists were used to share grant information and service trends having a school library focus.

3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e). Results:

   - Staff consulted on collection development processes with K-12 librarians.
   - K-12 librarians were invited to WVLS continuing education and training opportunities throughout the year.
   - The K-12 Librarian email list was updated.
   - Staff networked with CESAs 8, 9, and 10 as well as with DPI K-12 School Library consultant.

4. Provide reference and interloan services to all types of libraries in the WVLS area. Results:

   - All member public libraries shared their collections in V-Cat. This resource served as the primary vehicle for interlibrary loan (ILL) between WVLS public libraries.
   - The State's WISCAT product continued to serve as the interlibrary loan vehicle for our public and multitype libraries to fill patrons' requests for items not found or available in the V-Cat database.
   - WVLS served as the interlibrary loan clearinghouse on behalf of all libraries using WISCAT in the system area to facilitate the sharing of materials.
   - Libraries of all types were encouraged to contact WVLS for assistance with reference questions and WISCAT/Interlibrary loan.

5. Invite libraries of various types to attend and host WVLS continuing education events. Results:

- Continuing education events in the form of in-person workshops and online webinars were promoted via the WVLS *Digital Lites* blog, Monday Mentions email, monthly WVLS Newsletter, WISPUBLIB (the state's public library listserv), Facebook and direct email to public and school librarians.
- Events were shared with other public library system continuing education consultants who were encouraged to forward to libraries of all types located in their respective service area.

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*. Results:

- An official WVLS K-12 email list was created to replace an outdated K-12 email list with the assistance from the Wisconsin Department of Instruction.
- Communication tools were promoted during youth services and adult services virtual gatherings, WVLS Board, LAC and V-Cat meetings, and when consulting and/or networking with member colleagues.

7. Announce available grants for area libraries of all types to consider. Results:

- Frequent grant announcements were shared in the WVLS *Digital Lites* blog, Monday Mentions emails, direct emails to school and public librarians, and via the WVLS and youth services Facebook pages.
- K-12 emails included grant announcements such as the 2020 Ezra Jack Keats Mini-Grant application process and the Wisconsin Department of Instruction Public and School Library Subaward winners.

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. Results:

- Staff developed language with DPI Youth and Inclusive Services and School Library Education Consultant regarding Wisconsin Digital Library and Wisconsin Schools Digital Library Consortium access. Staff distributed this language to school and public librarians after consulting with a K-12 librarian regarding student access to the Wisconsin Digital Library.
- A Rhinelander "Dine Around" following the March Children's Book Fest brought youth librarians (representing small, medium, and large public libraries) and school librarians together at Hodag Lanes to discuss youth services matters over lunch. A brief of those discussions was submitted to DLT.
- Collaborated with school librarians within WVLS to offer 2020 WVLS Youth Workshop "Realities of and Relationships with School Librarians: A Panel."

9. Partner with all types of libraries in the WVLS area to provide workshop, training, discussion and resource sharing opportunities for area libraries. Results:

- Staff developed language with DPI Youth and Inclusive Services and School Library Education Consultants regarding Wisconsin Digital Library and Wisconsin Schools Digital Library Consortium access. Staff distributed this language to school and public librarians after consulting with a K-12 librarian regarding student access to the Wisconsin Digital Library.
- Collaborated with school librarians within WVLS to offer 2020 WVLS Youth Workshop "Realities of and Relationships with School Librarians: A Panel"
- Staff became a member of the Connecting Wisconsin Libraries: Public & School Library Collaborations Committee.

10. Build on existing collaborative efforts by participating in statewide committees, workgroups and organizations. Results:

- Staff joined the Connecting Wisconsin Libraries: Public & School Library Collaborations Committee.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:

   - LAC meetings were held online on April 9 and August 13.
   - Agendas and minutes of LAC meetings were archived on the WVLS website.
   - Appointments to the WVLS LAC in 2021 were approved by the WVLS Board of Trustees in November.

2. **Plan a discussion at each LAC meeting around broad library-related challenge or need and encourage feedback from members.** Results:

   - The April 9 LAC meeting featured a discussion on how libraries were providing services during the early onset of the pandemic.
   - The August 13 LAC meeting discussion shared libraries' current and pending budget challenges and upcoming projects.

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

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:

   - Appointments to the 2021 LAC were approved by the WVLS Board of Trustees in November. Dates for the 2021 meetings have not yet been set, but the first meeting will likely be held in April.

2. **Continue to participate as a member of Connecting Wisconsin Libraries: Public & School Library Collaborations Committee. (added 12/2020)**

3. **Continue building relationship with CESA representatives and DPI K-12 Library Consultant. (added 12/2020)**

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 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

2020 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. Results:

   - Partnership-wide consolidation of software licensing continued with the co-terming and multi-year renewal of Faronics Deep Freeze.

- BadgerNet WAN and Wiscnet internet were upgraded to 5Gbps and 10Gbps respectively to accommodate internal networking merges and external collaborative efforts.
- Cybersecurity testing and training services were implemented across the partnership.

2. Facilitate strategic growth in the LEAN WI membership and lead efforts of technology collaboration with other library systems and organizations. Results:

- Continued internal and external efforts to support the ongoing Statewide Collaborative Backup and Archive project.

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. Results:

- Along with expected typical LSTA funding via the Sparsity Aide program, several "new" funding opportunities came up withing the scope of Technology:
  - LSTA FY20 - Connectivity Grant. LEAN WI partners consolidated $18,750 into a single grant project to procure wireless hotspots and offset funding of eligible connectivity-supporting expenses already realized.
  - LSTA FY20 - Cybersecurity Grant. LEAN WI partners consolidated approximately $9,916 into a single grant project to procure cybersecurity testing and training services for a 3 year period.
  - CARES Act FY21. LEAN WI partners consolidated $158,256 into a single grant project to manage subaward allocations for individual libraries and centrally managed projects related to network cabling and wifi upgrades, remote meeting and public safety related computer peripheral equipment, and managed mobile print services.
  - LSTA FY21 - Sparsity Aide. LEAN WI partners consolidated $43,200 into a single grant project to help with the consolidation and continuation of Faronics Licensing and to procure core switching equipment in further support of the Statewide Backup and Archiving project and general LEAN WI infrastructure needs.
  - TEACH Infrastructure FY22-23. LEAN WI Partners helped a number of eligible libraries submit applications to help secure their respective maximum allocations for infrastructure upgrade projects starting July 2021 through June 2023.

4. Lead vendor relationship management and strategic procurement efforts for LEAN WI partners, member libraries and other interested library systems. Results:

- Continued efforts within multi-system joint computer procurement relationship with Dell.
- Renewed efforts with Faronics to coordinate consolidation of Deep Freeze licensing and prepare for Antivirus licensing consolidation in 2021.
- Continued late 2019 efforts to develop a new relationship with Splashtop to replace a previous product for joint remote desktop access licensing to provide support to member libraries.
- Developed new relationship with Infosec Institute in conjunction with grant-funded cybersecurity testing and training services.

5. Assist member libraries within the LEAN WI footprint with technology consultation, long range strategic planning, and operation planning. Results:

- 2020 saw significantly more broad-stroke efforts to understand quickly changing needs and to provide solutions and support en masse. The disruptive year resulted in little expressed demand for individual long range planning efforts. Work to support evolving operations was done across groups of libraries and specific planning, consulting, and assistance provided case by case as needed.

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. Results:

- Related efforts intended for 2020 were paused indefinitely due to shifts in technology consultation and support efforts in response to COVID-19.

Indicate new or priority activities relating to this requirement for the plan year (2020).

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. Results:

- Related direct and intentional efforts intended for 2020 were paused due to shifts in the overall technology service responses to COVID-19. However, there was much done in 2020 that was reactive which will present LEAN WI partners with content for review and analysis going forward. This priority and related activities are intended to be regular occurrences into the future.

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).

- The "Lifecycle Procurement" service was introduced and utilized by several libraries. In this service, libraries have the capital costs of new computers and certain related peripheral equipment spread out over the equipment's warranted lifecycle. This new service option reduces the burden of front-load costs for a library's computer replacements in any given year.

   - Explore supporting multifunction printer subscription services within the Libraries WIN integrated services model. Results:

- Efforts specific to multifunction printers (MFPs) intended for 2020 were paused indefinitely due to shifts in technology consultation and support efforts in response to COVID-19. However, a renewed focus on mobile (contactless) print services occurred later in the year and will carry into 2021.

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. Results:

ILS ADMINISTRATION

1. Continue to work with the V-Cat-Council and its committees to develop and implement new Sierra features. Results:

- Meetings of the V-Cat Bibliographic Control and V-Cat Cooperative Circulation committees were held throughout the year to investigate database/service enhancements and to provide recommendations to the V-Cat Council.

2. Continue to administer the V-Cat program. This includes developing and monitoring V-Cat budget; offering training opportunities and resources; managing the database; offering library profile customization services for V-Cat members; and hosting V-Cat Council meetings. Results:

- V-Cat Council met six times in 2020, in February, April, May, June, September, and November.
- V-Cat Cooperative Circulation Committee met five times in 2020. The Committee brought multiple recommendations for unified check out periods to the V-Cat Council. The committee reviewed system settings for holds and paging lists, and changes made to accommodate libraries' needs during the Covid-19 pandemic. The committee also developed a best practices document for libraries when closed, offering curbside service, open with limited services, and quarantining materials etc.
- V-Cat Voting Models Exploratory Committee met five times to complete an in-depth review of voting models in use at other library consortia in Wisconsin with shared ILS governance, explore possible factors to calculate weighted votes and report to the V-Cat Steering Committee
- The V-Cat Voting Models Exploratory Committee met an additional two times to draft proposed bylaw changes to bring before the V-Cat Council.
- Trainings have been made available upon request including cataloging training, Sierra Create Lists Basics Training, Sierra Circulation and V-Cat Consortium Basics for new directors. New training recordings and documents were made available on the V-Cat Training Website.
- Patron focused documents and training materials were shared and created for member libraries to use in print and online.
- Additional loan rules were created and modified for libraries upon request including fine free loan rules for children's and youth materials. Additional location codes were created for libraries upon request.
- Additional print templates were created or modified for receipts and notices including those displaying the total value of checked out materials on a checkout receipt. Hold pickup, courtesy and overdue notices were modified for libraries upon request.
- Bibliographic, item, and patron record clean up processes were performed.
- E-Commerce transactions were monitored, and reimbursements made to libraries.

3. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons. Results:

- Timely adjustments were made to the ILS in response to respond to rapidly changing service needs of our member libraries during the earliest months of the Covid-19 pandemic.
- A digital resources library card option was made available for libraries to offer patrons during library closures.
- Changes were made to manage holds, paging lists, notices, due dates, and patron expiration dates.
- Instructional documents were created and shared to guide libraries through the temporary processes.

- Staff read relevant articles, attended webinars, and connected with other ILS Administrators in order to investigate enhancements to the system.

4. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance. Results:

- ILS Administrator and the V-Cat Voting Models Exploratory Committee met five times to complete an in-depth review of organizational structures in use at other library consortia in Wisconsin with shared ILS governance.

- An exploration of shared budget formulas was included in the research on factors to calculate weighted votes.

5. Explore collaborative options with other systems to improve ILS services and support. Results:

- Staff frequently communicated with colleagues from other Wisconsin public library systems using Sierra to help inform V-Cat recommended practices, procedures, upgrades, and new features.
- WVLS staff continued to meet with staff from other public library systems whose ILS consortiums use Sierra, a product of Innovative Interfaces, Inc.

6. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries. Results:

- V-Cat Council approved standard recommended loan periods for New/High Demand Books, Books, New/High Demand Audiobooks, Audiobooks, Video Materials, Series Video Materials, New/High Demand Video Materials, Music CDs, and Magazines.
- WVLS staff will work with libraries on an individual basis throughout 2021 to implement the changes.

7. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices. Results:

- V-Cat Council meetings provided opportunities for members to report issues related to collection development policies and practices and for the consortium to draft/recommend/adopt new guidelines and procedures when necessary.

8. Provide qualified, trained staff devoted to the management and support of the shared ILS. Results:

- ILS Administrator and ILS Support Specialist continued to manage and support the V-Cat Consortium's ILS.
- ILS Administrator and ILS Support Specialist continued to seek out training and continuing education opportunities to enhance management and support of the shared ILS.

9. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options. Results:

- V-Cat Council approved a new telephone and text message notification and renewals product, Shoutbomb.
- This product was implemented at the end of 2020 and support materials were developed and provided to consortium member libraries.

10. Continue to monitor unmediated interloan between V-Cat participants. Results:

- Monthly reports on V-Cat library circulation and interlibrary loan activities were made available in a timely manner.
- Data for this activity was monitored monthly as V-Cat statistical reports were generated.
- Yearly statistics are provided in an appendix at the end of this document and shared in the annual *WVLS Statistics* booklet

11. Provide an effective and efficient way for member libraries' holdings to be added to the database. Results:

- Many member libraries continued the use of Z39.50 cataloging, which reduces time on cataloging tasks and improves bibliographic records in the database.
- Staff responded to cataloging questions and provided training and support upon request.
- In late 2020, WVLS partnered with two V-Cat libraries to assist with MarcAlert review.

12. 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. Results:

- Recommendations were routinely presented to the V-Cat Council by the V-Cat Bibliographic Control Committee.
- "Advanced" training covering Z39.50, a process that allows catalogers to copy existing records from other library systems/databases and expedites the cataloging process, was provided to member library as requested.

13. Ensure access to reports to assist member libraries in managing ILS data. Results:

- Monthly and annual reports on V-Cat library circulation and interlibrary loan activities were made available to consortium members in a timely manner.
- Access to Sierra "Create Lists" and training was provided upon request.
- Staff generated customized reports were provided upon request.

14. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols. Results:

- This was ongoing, a general part of standard operations.
- Continued maintenance and monitoring were helpful for checking consistency and accuracy of database records throughout the year.
- New configurations to the patron catalog were made to more fully display titles for items with multiple parts, making searching for those items easier.

15. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data. Results:

- All libraries had access to Web Management Reports and Decision Center, reporting tools for Sierra.
- All libraries had access to Sierra "Create Lists" and training was provided upon request.
- Statistical reports for patron and holdings information were generated for each V-Cat library to complete their 2019 annual report.
- Additional reports were provided upon request.

16. Provide ILS consortium members with statistical data as required for the DLT Public Library Annual Report, using the standard definitions supplied by DLT. Results:

- Spreadsheets for collection data (number of books owned/added, number of videos owned/added, number of audios owned/added), annual circulation totals and children's circulations totals, total number of resident and nonresident registered borrowers, digital library collection data (holdings and total number of downloads for each collection), and resident/nonresident circulation totals were generated for each V-Cat consortium library in preparation for the 2019 public library annual report project.

- Statistics were entered into the state's online 2019 annual report form on behalf of V-Cat consortium members.
- Statistical data was shared with libraries in January, which provided enough time for libraries to complete their annual reports by the March 1 deadline.

17. Ensure access to statistical reports and assist member libraries in interpreting the data. Results:

- Individual training was provided to V-Cat consortium members upon request.

- Additional reports related to fines, items, and bibliographic and patron records were generated upon request.
- Monthly and annual reports were generated and shared in a timely manner.

18. Work to expand V-Cat membership and encourage cooperative development through V-Cat. Results:

- The Bibliographic and Interface Committee was expanded to include representatives from each county that WVLS serves.

19. **Convene** the V-Cat Steering Committee to assist staff in developing the annual V-Cat budget and, when needed, with other ILS-related matters. Results:

- V-Cat Steering Committee met to review and draft V-Cat Budget recommendations to present to the V-Cat Council.
- With guidance from the WVLS/V-Cat Steering Committee, a revised 2020 V-Cat budget and a 2021 V-Cat budget were drafted.
- Both the revised 2020 V-Cat budget and the 2021 V-Cat budget draft were approved by the V-Cat Council and WVLS Board of Trustees.
- V-Cat Steering Committee met to review the work of the V-Cat Voting Models Exploratory Committee and authorized the V-Cat Voting Models Exploratory Committee to develop proposed bylaw changes for V-Cat Council approval.

20. **Assess** and evaluate member libraries' satisfaction with ILS support, the online catalog and discovery products, and training needs. Results:

- Input from member libraries continues to be fundamental to the WVLS team's evaluation of ILS support, service response, and training opportunities.
- Input from V-Cat Council meeting discussions, questions and feedback via the Help Desk ticketing system, and conversations with area colleagues continued to inform service priorities and guide allocation of resources.
- Input was gathered from library staff to determine needs and priorities for search and discovery of library materials, database content and e-books/digital audiobooks.

Indicate new or priority activities relating to this requirement for the plan year (2020).

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. Results:

- This ongoing effort to affect a consortium-sustainable budget independent of the Library System continued into and through 2020.
- WVLS worked with the WVLS/V-Cat Steering Committee and the V-Cat Council to develop the 2022 budget, including graduated increases in appropriations subsidized by WVLS.

2. Review V-Cat By-laws, participation agreement, and contracts. Results:

- V-Cat Voting Models Exploratory Committee and V-Cat Steering Committee completed an in-depth review of V-Cat bylaws and participation agreement with a focus on representation and voting.
- Proposed bylaw changes were drafted to bring before the V-Cat Council in 2021.

3. Conduct user survey to evaluate effectiveness of V-Cat from the user's perspective and to support continuous improvement of V-Cat. Results:

- A survey of library users was conducted to determine needs and priorities for search and discovery of library materials, database content and e-books/digital audiobooks.
- Over 1,900 responses were collected, including responses from every V-Cat library and location.
- The survey results indicated that most patrons surveyed use the Classic V-Cat catalog (approximately 95%) and the vast majority (90%) report that they are satisfied with the user experience. Many report satisfaction with the V-Cat Discovery Catalog as well (44%), however a slight majority report that they never use the V-Cat Discovery Catalog (54%).
- Library users surveyed are most often looking for physical library materials when they search the catalog (54%), but some reported that they sometimes look for digital items as well (26%). When asked if they would like to see in their search results, a slight majority preferred to see both physical materials and digital items (54%) and many preferred to see only physical library materials (40%).
- Library users were given several search features to select as important when using a library catalog search. The top features include ability to search by series (58%), having a single search for all digital items and physical materials (54%), a spell check or "did you mean" suggestions (52%), and recommendations for other items of interest (50%). Other features of interest include the ability to browse all recently added materials (40%) and searching suggestions for related topics (34%).
- Library users were asked to choose from a number of limiters that could be used to narrow down search results. The most popular limiters were limit to physical material to check out (74%), Limit to format (50%), limit to available now (46%), and limit to library location (40%).

4. Continue to explore ILS-related products and technologies to improve V-Cat experience for consortium members. **Evaluate usage of current discovery layer product and explore products from other vendors.** Results:

- A discovery layer review and evaluation process began in 2020 and will continue into 2021.
- Members of the V-Cat Cooperative Circulation Committee, V-Cat Bibliographic and Interface Committee and the WVLS Databases Advisory Group were invited to participate.
- Input was gathered from library staff to determine needs and priorities for search and discovery of library materials, database content and e-books/digital audiobooks.
- A survey of library users was conducted to determine needs and priorities for search and discovery of library materials, database content and e-books/digital audiobooks.
- WVLS staff researched discovery products in use, read relevant articles, and connected with other ILS Administrators to select the most relevant products for further investigation.
- Product demonstrations were arranged and made available to member libraries.

5. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries. **Strive toward unification of loan periods, and support consortium members throughout transition processes.** Results:

- V-Cat Council approved multiple recommendations for uniform length of loan periods and number of renewals.
- WVLS staff began working with libraries on an individual basis to implement the changes and will continue this process throughout 2021.

6. Continue to explore ways to collaborate with other systems to improve efficiencies in ILS administration and services. Results:

- Staff frequently communicated with colleagues from other libraries to evaluate and review recommended practices, procedures, upgrades, and new features.
- WVLS staff frequently met and consulted with staff from other public library systems whose ILS consortiums use Sierra, a product of Innovative Interfaces, Inc.

7. Explore patron empowerment technologies for V-Cat libraries. Results:

- A discovery layer needs assessment and review is underway. See 4 above.
- A new telephone and text message notification and renewal product was implemented. See 9 above.

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

1. With the help of a migration committee, explore other ILSs/Next Gen ILSs and their viability for V-Cat. Results:

   - This project remains on hold due to uncertainty regarding V-Cat membership in 2022. WVLS will work with the V-Cat Council to resume efforts in 2021.

2. 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. Results:

   - This ongoing effort continued in 2020. WVLS worked with the WVLS/V-Cat Steering Committee and the V-Cat Council to develop the 2021 budget, including increases in appropriations to decrease the amount subsidized by WVLS.

ADMINISTRATION

2020 ONGOING ACTIVITIES

1. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes.* Results:

   - Monitored by the WVLS staff and Board of Trustees along with oversight by DLT's Public Library Development Team. The system's operations remained in compliance with Wis. Stat. 43 throughout 2020.
   - There was no instance of member library noncompliance in 2020.

2. Ensure the library system operates in compliance with other Wisconsin laws, such as laws relating to open meetings, ethics, and public records. Results:

   - The Board of Trustees effected policies, and the WVLS staff implemented procedures, to ensure compliance with Wisconsin's open meetings, ethics, and public records laws.
   - No issues of noncompliance were discovered or reported in 2020.

3. Ensure the library system operates in compliance with federal laws, such as the Americans with Disabilities Act and the Fair Labor Standards Act. Results:
   - Subscriptions to several legal and human resource-related listservs kept staff abreast any changes to state and federal employment laws.
   - Compliance with policies outlined in the WVLS Employee Handbook was routinely monitored, and potential conflicts were addressed in a timely manner when necessary.

4. Ensure that all meeting announcements, agendas, and minutes are publicly available to all member libraries. Results:

   - Agendas for all meetings of the WVLS Board of Trustees, Library Advisory and WVLS/V-Cat Steering Committee, V-Cat Council and its subcommittees, were shared with all newspapers in the WVLS seven-county area and posted on the WVLS website. Links to this information was also shared with the DPI Public Library Development Team.

- All WVLS Board of Trustee meeting agendas and minutes were emailed to all member public library directors and board Presidents.
- The Director's Repot included in the WVLS Board of Trustees' meeting packets was shared with all public library directors and area colleagues via email and posted to the WVLS website.

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. Results:

- The WVLS Board of Trustees Bylaws were updated in October 2017 to allow for remote/online attendance to, and participation in, all meetings of the board.
- Bylaws will be reviewed by the WVLS Board of Trustees in 2021.

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. Results:

- WVLS had representation on the Wisconsin Library Association's Library Development and Legislation Committee which closely monitored any potential modifications to state law that could impact Wisconsin's public libraries and systems.
- Copies of the WLA Legislative Newsletter were relayed via the "all subscribers" email list to keep colleagues informed of relevant state and federal legislative news.
- A legislative report was routinely shared at WVLS Board of Trustees meetings.

7. Create a long-range plan that meets the needs of member libraries. Results:

- WVLS has long-range plans for two major service programs – ILS (V-Cat) Administration and Technology.
- A new LEAN WI Technology Plan was reviewed by the WVLS Board of Trustees and submitted to the DPI Public Library Development Team in 2019.
- An updated V-Cat Strategic Plan was expected to be drafted in 2020, however the Covid pandemic delayed that project to 2021.
- The annual WVLS Plan of Service continued to include goals and priorities for several years beyond the current plan year where necessary.

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. Results:

- I-pads continued to be issued to members of the WVLS Board upon request. One-on-one training and troubleshooting assistance were provided as needed.
- The WVLS-owned I-pads used by WVLS Board members were replaced with updated models in late 2018.

9. Provide current financial and statistical reports for review at each library system board meeting. Results:

- Monthly financial reports were included in the information packets for WVLS board meetings.
- Year-end statistical data for 2019 was shared with the WVLS Board in Trustees in January 2020.
- In late spring 2020, the *2019 WVLS Statistics* booklet was shared with the WVLS Board of Trustees, and distributed to public library directors, library board Presidents, county library board Chairs, county and municipal clerks, and area legislators.

10. Ensure that the library system board reviews and approves bills at each library system board meeting, in accordance with applicable laws and policies. Results:

- Up until mid-March 2020, the WVLS Board Treasurer had the responsibility for reviewing expenditures/invoices and co-signing checks for each bi-weekly payroll and bill run.
- When the WVLS office closed due to the pandemic, the financial reports associated with each payroll and bill run were emailed the WVLS Board Treasurer while another staff member was authorized to sign checks in his place.
- The monthly "Bills for Approval" and budget reports for WVLS state aid non-state aid accounts, V-Cat, LEAN WI, and WVLS IT were shared with, and approved by, the WVLS Board of Trustees during regularly scheduled meetings.
- All financial records were made available to the auditor to complete the 2019 WVLS Audit Report and shared on the WVLS website.

11. Maintain awareness of available grant and other outside funding sources. Results:

12. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries. Results:

- In April, DPI awarded a discretionary grant for nearly $327,000 to WVLS to contract with Beanstack, an online reading challenge platform and mobile app, on behalf of Wisconsin's libraries. Staff assisted in product exploration and contract negotiations. Made possible in part by LSTA funding, the contract will run through 2023.
- Several "new" funding opportunities came up withing the scope of Technology in 2020:
    - LSTA FY20 - Connectivity Grant. LEAN WI partners consolidated $18,750 into a single grant project to procure wireless hotspots and offset funding of eligible connectivity-supporting expenses already realized.
    - LSTA FY20 - Cybersecurity Grant. LEAN WI partners consolidated approximately $9,916 into a single grant project to procure cybersecurity testing and training services for a 3 year period.
    - CARES Act FY21. LEAN WI partners consolidated $158,256 into a single grant project to manage subaward allocations for individual libraries and centrally managed projects related to network cabling and wifi upgrades, remote meeting and public safety related computer peripheral equipment, and managed mobile print services.
    - LSTA FY21 - Sparsity Aide. LEAN WI partners consolidated $43,200 into a single grant project to help with the consolidation and continuation of Faronics Licensing and to procure core switching equipment in further support of the Statewide Backup and Archiving project and general LEAN WI infrastructure needs.
    - TEACH Infrastructure FY22-23. LEAN WI Partners helped a number of eligible libraries submit applications to help secure their respective maximum allocations for infrastructure upgrade projects starting July 2021 through June 2023.

13. Maintain compliance records. Results:

- All WVLS public library director certification documents and records received in 2020 were scanned upon receipt and stored in a permanent file on the WVLS network.
- A Google "Director Certification" Calendar was used to track progress on director certification activities and to schedule timely communications to directors and/or the DPI Public Library Development Team.

14. Maintain required statistics for system planning and reports to WVLS Board and DLT. Results:

- This activity was ongoing as evidenced by the information shared in the WVLS Board of Trustees' information packets for meetings, data aggregated in the appendices of this document, and annual publication of the *WVLS Statistics* booklet.

15. Provide for staff and trustee participation in appropriate continuing education activities. Results:

- The 2020 WVLS budget supported staff and trustee participation in several continuing education opportunities.
- Staff members were invited to attend WLA-sponsored activities including Library Legislative Day, and the fall virtual WLA conference, and other regional/state/national continuing education and training events relevant to their areas of responsibility.
- WVLS Board members were welcomed to attend WLA-sponsored activities including Library Legislative Day, the fall virtual WLA conference, and WVLS co-sponsored workshops and webinars including the 2020 Wild Wisconsin Winter Web Conference in January and Trustee Training Week in August.

16. The library system director shall maintain the appropriate level of certification under the provisions of the *Wisconsin Administrative Code.* Results:

- The WVLS Director participated in several continuing education opportunities in 2020, all of which were virtual.
- The WVLS Director must participate in 100 contact hours of continuing education in a five year period.
- Recertified in 2017, the WVLS Director's certification will be up for renewal in 2022.

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. Results:

- No updates to the *WVLS Employee Handbook* were presented to the WVLS Board of Trustees in 2020.
- In 2018, sections of the *WVLS Employee Handbook* were revised to align with recommendations from Wisconsin's Department of Employee Trust Funds regarding overtime and compensatory time.

18. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees. Results:

- In 2020, WVLS remained at full staff with no positions unfilled.
- Formal evaluations and informal reviews were done throughout the year.

19. Monitor system property, liability and health insurance needs. Results:

- Insurance needs/costs were monitored monthly and reviewed during the July-September budget development process.
- Property and liability insurance policies were reviewed during the 2019 audit of WVLS financial records.

20. Provide for independent audit of WVLS' financial statements and file copy with DLT. Results:

- KerberRose completed the audit of the WVLS 2019 financial records in August.
- The WVLS Board of Trustees accepted the audit report as presented at its August meeting.
- A digital copy of the audit was submitted to DPI in August.

21. Participate in SRLAAW and SOMBAW. Results:

- WVLS was represented at all SRLAAW (System and Resource Library Administrators Association of Wisconsin) and SOMBAW (System Office Managers and Business Administrators of Wisconsin) meetings in 2020. Most meetings were held virtually.

22. Maintain and monitor use of reserve funds. Results:

- In May 2020, the WVLS Board of Trustees adjusted 2020 reserve accounts to match 2014-2019 levels - $45,000 was added to the Resource Development Account to bring it to $155,00, and $57,711 to the Reserve Fund account to bring it to $169,000.
- Funds in the reserve accounts may not be used without approval of the WVLS Board.
- In 2020, no funds were requested from these accounts outside the routine transmittal of $100 donations to the Wessler Scholarship Fund in memory of deceased prior/current WVLS trustees and staff.

23. Review status/storage of 'old' records in context of the WVLS records retention policy and/or as mandated by applicable legislation. Results:

- WVLS records were saved (filed, digitized, and archived) in accordance with the updated *WVLS Records Retention Schedule* approved by the WVLS Board in 2019.
- The new WVLS Retention Schedule, which aligns with the state's *2017 General Records Retention Schedule*, was subsequently approved by the Wisconsin Public Records Board.

24. Maintain WVLS inventory of office equipment and supplies. Results:

- The WVLS list of fixed assets was updated as outlay items were acquired for WVLS staff and operations.
- A detailed list of technology assets was also maintained.
- The 2019 lists were shared with KerberRose in early 2020 to complete the 2019 audit of WVLS financial records.

25. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions. Results:

- WVLS maintained its role in the LEAN WI partnership. This partnership, which included the three northern public library systems – IFLS, NWLS and WVLS – provided significant cost savings in capital maintenance and replacement, and staff resources needed for technology support.
- IFLS Library System literacy kits and WVLS makerspace kits were made available to libraries in each system through a Lend-Items, an online booking program.
- The addition of the Northern Waters Library System special collection of memory kits to the Lend-Items collections was considered prior to the closure of the Lend Items due to the Covid-19 pandemic.

26. Pursue opportunities to collaborate within, between, and/or among systems to maximize efficiencies. Results:

- WVLS was provided office space in the IFLS Library System office in 2018. The proximity of the WVLS Public Services Consultant with the IFLS Youth Services and Marketing Consultants, and members of the LEAN WI team, provided significant opportunities to share expertise and enhance services to member libraries in such areas as youth services, adult services, building projects and space planning, marketing and website development and support.
- The LEAN WI partnership afforded increased technology collaboration between three systems – IFLS, NWLS and WVLS.
- A partnership with NWLS provided for the exchange of expertise and enhanced service in the areas of Inclusive Services and Continuing Education and Training.
- A partnership with the Bridges Library System for the "1,000 Books before Kindergarten" app afforded WVLS valuable expertise and availability of a wonderful resource for member libraries and their patrons.
- WVLS collaborated with several public library systems across the state to bring continuing education opportunities like the Wild Wisconsin Winter Web Conference, Trustee Training Week, and Tech Days to member library staff and trustees.

- A renewed MOU with the Southwest Library System brought significant savings in continuing education and training costs to both systems in 2020.
- Initiated by WVLS in 2018, designated communication and marketing coordinators from several public library systems continued to meet in 2020. The public library system marketing cohort shared projects and resources via Google Folders and an email list throughout the year. In 2019, a draft Public Library Marketing Plan template that any library of any size can model and adapt was developed. Wisconsin's public libraries learned about the draft document and shared feedback during an introductory webinar in February 2020. LSTA funds will be made available in 2021 to promote the document and support local library efforts to adopt and implement.

27. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services. Results:

- Staff hosted virtual meetings of the public library system marketing cohort, routinely met with its LEAN WI partners, and met with Innovative ILS administrators as necessary throughout 2020.

28. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems. Results:

- See activities reported under Wis. Stats. 43.24(2)(m) TECHNOLOGY / NETWORK.

29. Encourage and promote collaborative exchanges with other systems in the same region or within the state. Results:

- See activities reported under Wis. Stats. 43.24(2)(m) TECHNOLOGY / NETWORK.

30. Continue WVLS Innovation and Collaboration Grant Program. Results:

- WVLS awarded a joint 2019-2020 Innovation and Collaboration Literacy Grant to the Rib Lake and Tomahawk public libraries.
- As part of the grant requirement, a space in each library was transformed. New features included a log cabin, tree sculpture, a 17-foot mural created by a local artist, bilingual signage and activities, new and refurbished furniture, new light fixtures, and more.
- Youth services staff from the Rib Lake and Tomahawk public libraries presented the grant proposal and their progress at the 2019 WLA Conference Poster Session at the Kalahari Resort in the Wisconsin Dells.
- Grand openings were planned for 2020, but for safety reasons associated with the Covid-19 pandemic, events were postponed until further notice.
- Youth services staff from the Rib Lake and Tomahawk public libraries presented their final grant projects to the WVLS Board of Trustees in November.

Indicate new or priority activities relating to this requirement for the plan year (2020).

1. Continue to participate in the statewide PLSR project and share what is learned with WVLS member libraries and trustees. Results:

- Attendance at DPI-hosted meetings of system directors and consultants, COLAND and LD&L meetings kept staff updated on Public Library System Redesign (PLSR) activities and allowed for input.
- PLSR-related news was shared with the WVLS community and WVLS Board of Trustees when appropriate.

2. Ensure the system does not expend more than 20% of the state aid projected to be received in the plan year for administration. Results:

- Expenditures were monitored with each bill run, and monthly reports of all expenditures were shared with the WVLS Board of Trustees.
- While end of the year totals were not complete at the time of this report, and an exact percentage of state aid used for administration was not known, financial reports through November 2020 indicate funds used for administration will fall well below 20%.

3. Ensure the system audit is submitted to the division no later than June **2020**. Results:

- Completed by KerberRose, the 2019 WVLS Audit report was shared with, and accepted by, the WVLS Board of Trustees in August.
- An electronic audit file was sent to the Department of Public Instruction shortly thereafter.
- The Covid-10 pandemic, and the abrupt long-term disruption to routine operations and processes, caused the delay.

4. Pursue opportunities to collaborate within, between, and/or among systems to maximize efficiencies. Results:
    - See activities reported under 25, 26 and 27 above as well as those mentioned under Wis. Stats. 43.24(2)(m) TECHNOLOGY / NETWORK.

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

1. Pursue opportunities to collaborate within, between, and/or among systems to maximize efficiencies.