

WISCONSIN VALLEY LIBRARY SERVICE**Board of Trustees Meeting**

May 15, 2021

Held by remote attendance only

Wausau, Wisconsin

NOTE: These minutes are to be regarded as the unofficial record of the meeting until the Board of Trustees has approved them. The next Board meeting is August 21, 2021.

President Tom **Bobrofsky** called the meeting to order at 9:30 AM. Roll call was taken by **Wendt** and a quorum was declared present.

Present

Tom Bobrofsky, President
 Pat Pechura, Vice-President
 Mike Otten, Treasurer
 Sonja Ackerman, member
 Jim Backus, member
 Christy Janczewski, member
 Peg Jopek, member
 Paul Knuth, member
 Louise Olszewski, member
 Diane Peterson, member
 Kari Sweeney, member
 Mandy Wright, member

Others Present

Marla Sepnafski, WVLS Director
 Josh Klingbeil, WVLS staff
 Susie Hafemeister, WVLS staff
 Jamie Matczak, WVLS staff
 Kris Adams Wendt, WVLS staff
 Katie Zimmermann, WVLS staff

Excused

Eileen Grunseth, member
 Jessica Bernett, member

Vacant

Marathon County representative

NOTE: All exhibits may be accessed at <https://wvls.org/bot-agenda-exhibits/>.

CONSENT AGENDA APPROVAL:

Bobrofsky requested and received consensus to postpone the performance evaluation of the WVLS Director (agenda items 6, 7 and 8) until the August 21 agenda. **Knuth/Pechura motion to approve the agenda as amended to table items 6, 7 and 8. All aye. Motion carried.**

APPROVAL OF MINUTES (Exhibit 1):

Jopek/Peterson motion to approve minutes from the March 20, 2021 WVLS Board meeting as presented. All aye. Motion carried.

Pechura/Otten motion to approved minutes from the April 30, 2021 Executive Committee meeting as presented. All aye. Motion carried.

FINANCIAL REPORTS AND CURRENT BILLS (Exhibits 2-8):

Pechura/Wright motion to approve the financial reports and current bills as presented. All aye. Motion carried.

TREASURER'S REPORT - revised (Exhibit 9):

Pechura/Wright motion to approve the Treasurer's Report as presented. All aye. Motion carried.

REPORTS:

Resource Library (Exhibit 10): Sepnafski drew the Board's attention to the report included in their packets. **Sweeney** shared that building repairs and renovations are continuing, with a tentative target date of June 1 for adjusting current COVID-19 occupancy protocols. Next steps at the county level regarding the system membership question were paused at the request of the

Marathon County Public Library Board, pending the scheduling of community conversations by MCPL Director Illick. The statutorily required public hearing which was to be managed by the County Board Extension Education and Economic Development Committee remains on hold.

WLTF: Backus had nothing new to report.

WAPL and Promoting Early Childhood Conferences (Exhibits 11a and 11b): Members were directed to the reports from **Hamland** and **Matczak** in their packets. Stetsonville Public Library Director **Carla Huston** presented on the topic of mental health which will be captured as a future WVLS webinar.

COLAND: Klingbeil summarized the virtual Council on Libraries and Network Development meeting from May 14. Upcoming meetings will be held in Rice Lake on July 9 and Three Lakes on September 10, pandemic permitting. There are several vacant council seats; more representation from north central Wisconsin is needed. **Klingbeil** and **Wendt** will be happy to assist with applications for this gubernatorial appointment (https://evers.wi.gov/Pages/Application_Process.aspx).

Report from WVLS Director Marla Sepnafski (Exhibit 12): **Sepnafski** noted the following highlights from the Director's Report before calling on staff members for updates on their assigned areas of expertise:

- WVLS was notified by the Wisconsin Department of Public Instruction that the second 2021 State Aid Payment in the amount of \$220,079 was approved. This payment confirms there are no issues of non-compliance and allows WVLS to continue carrying out this year's system plan as approved earlier by DPI's Library Services Team. Public library system funding is provided from the Universal Service Fund.
- Granton Community Library Director **Kay Heiting** let **Anne Hamland** know how much she appreciated the infographic she created that focused on welcoming patrons back to the library's space. Kay's email stated: *"Thank you so much! This looks fantastic! I love it. This would have taken me weeks."*
- Mercer Public Library Director and WAPL Conference Chair **Teresa Schmidt** thanked **Matczak** for her "Top Tips for Online Presentations" webinar for conference presenters stating, *"That was great, Jamie! ... Thank you again for all the time and effort you put into this, and for offering to help our presenters with sound checks and slide deck reviews, too. I really appreciate that you're willing to contribute that time to our conference."*
- **Updates since March 20 regarding MCPL consideration of WVLS membership:**

The minutes from the March 15 MCPL Board meeting regarding the "Statement Concerning Public Library System Effectiveness" state: *"Last month we made a motion to sign the annual report and check the box of discussing this with DPI. Apparently, we need to make a decision of Yes or No. Library Director Illick stated that he thinks we should check the box that says they were effective. A MOTION WAS MADE BY KARI SWEENEY; SECONDED BY GARY BEASTROM TO CHECK THE BOX YES FOR SYSTEM EFFECTIVENESS. MOTION CARRIED."* The motion passed 6-0.

A [WVLS April 15 Update](#) announced the April 19 MCPL Board meeting and alerted readers that the agenda included this item: "(10 minutes) Follow-up on timeline for public hearing on system change motion - For Discussion and Possible Action." The next meeting of the Marathon County Public Library Board of Trustees will be on [Monday, May 17 at 12:00 pm](#).

The minutes from the April 19 MCPL Board meeting, received on May 11, state:

“Follow-up on timeline for public hearing on system change motion. *We have gone through the process with the task force of looking at system membership, our board has also gone through the process of voting. In my conversations with county administration, we felt the best plan moving forward would be to communicate with municipalities and have listening sessions so we can learn more from the public and also help them understand why this recommendation was made. A motion was made by Jeff Campo; seconded by Sharon Hunter to allow Ralph to start the process to inform the public in informational meetings about the reason we made the motion to move to a new system. Motion carried.”* (The speaker using “my” is MCPL Director Ralph Illick.) WVLS has not yet been made aware of any dates and times for the anticipated informational meetings/listening sessions with the public.

WVLS has noticed that the draft April 2021 South Central Library System Board meeting minutes state: *“Marathon County has postponed making a decision to join SCLS. M. Nelson inquired how this decision will affect the northern delivery hub. PLSR is moving forward on their statewide delivery plan with the southern hub to be completed first and the northern hub later. SCLS is interested in having the northern delivery hub at Marathon County and we can pursue it independently of PLSR.”* This is puzzling because the Wisconsin Public Library System Redesign Project (PLSR) being implemented by DPI resulted from a three-year study process whereby workgroups of experts and other stakeholders thoroughly studied how public library system services are provided in Wisconsin and around the country. Workgroups identified desired service outcomes, designed service models to improve how services are delivered and determined how new service models could be implemented in the most equitable and affordable way for all public libraries and public library systems across the state. When SCLS shared a price quote for their courier service with representatives from MCPL, WVLS, IFLS Library System and Northern Waters Library Service in early 2019, their projected cost to replace Waltco as MCPL courier was significantly higher than what WVLS currently pays Waltco for the same routes. At that time, the proposal was rejected.

- **Sepnafski** drew the board’s attention to the following additional information:
 - The **T.B. Scott Free Library (Merrill) 2020 Annual Report** (shared as **Exhibit 12-A**) does an excellent job of combining strategic plan priorities with outcomes and service data in a visually appealing format.
 - The **L.E. Phillips Memorial Public Library (Eau Claire) Annual Report 2020** (shared as **Exhibit 12- B**) is also interesting as it used these headings to itemize 2020 Outcomes: of “Equity Initiatives,” “Pandemic Pivot,” “People First,” and “More Room for Everyone.”
 - **State of America’s Libraries** – Released annually during National Library Week in April by the American Library Association, this year’s issue, “2021 State of America’s Libraries Special Report: COVID 19,” focuses on the impact of the coronavirus on all types of libraries in 2020. [Read more.](#)
 - The **Racine Public Library** is featured in the March 2021 *Public Libraries* article “Collaborating to Close the Digital Divide.” In this article (shared as **Exhibit 12-C**), the library shares how its collaborations with the Racine Public Library Foundation, Racine Unified School District, Girls Who Code, Gateway Technical College and the City of Racine are helping to bridge the digital divide in the communities it serves.
 - ["Can Libraries Require Staff and Patrons to Show Proof of Vaccination?": LJXpress; May 4, 2021.](#)

Report from Education Consultant Jaime Matczak:

- Effective Monday, April 19, Waltco (the vendor used by WVLS for intra-system delivery service) ended its quarantine of materials for WVLS libraries, based on the recommendation in the Wisconsin Public Libraries Reopening Guide. Bins continue to be labeled with the time and date they are closed.
- The WVLS Newsletter is published the first week of each month and showcases ways that WVLS member libraries are providing service and supporting their communities. It is circulated throughout the state. WVLS libraries are welcome to submit upcoming or past programs, and new initiatives or services to **Matczak** for future newsletters. Current and past issues of the newsletter are available on the WVLS website.
 - The [April newsletter](#) shared these articles: “Antigo Celebrates National Library Week,” “Library Director Completes Gale Course for Certification,” “MCPL Revamps Virtual Storytimes,” “WAPL Conference Registration Now Open,” and “Public Services Webinar Series this Month.”
 - The [May issue](#) featured this news: “MCPL Creates Poet-Tree Program,” “Owen Welcomes a Furry Friend,” “New Makerspace Kits Added,” “WVLS Members Participate in Library Stories,” and “ARSL Conference to Be Held In-Person.”
- **Matczak** will be teaching a Continuing Education course called ***Having Difficult Workplace Conversations*** for the iSchool at UW-Madison this summer. This four-week course examines topics such as when it is time to have a difficult conversation, starting a difficult conversation, how to stay calm, and approaching people resistant to talking. This is the fifth occasion she has taught this course for the iSchool. Director of the Door County Public Library **Tina Kakuske** asked Matczak to speak about **customer service for a 90 minute staff training** on September 9. Door County is a consolidated county library system with 8 locations. **Katharine Clark**, Head of Programming and Community Engagement at the Beloit Public Library, asked Matczak to speak about **difficult conversations** at a virtual 75 minute monthly staff training on September 24.
- The **Libraries Activating Workforce Development Skills (LAWDS)** project is revisiting opportunities for workforce development and library teams to meet each other with virtual options in 2021. Anne Hamland continues to work with partners from library systems and workforce development to offer virtual workshops for staffs from each agency to learn more about what their partner offers in serving job seekers and employers. Browse the [Meet Your Partners: Workforce Resources webpage](#) to tour the content from the April 27 workshop, the first in a series of three opportunities for WVLS member libraries to attend.
- In January 2020, the West Central, Northwest, and Central Wisconsin Workforce Development Boards approached WVLS, IFLS, and NWLS to join as partners in a \$1 million grant for opioid work in the area. Over the next four years, library systems will participate on regional task forces as a “partner to implement innovative approaches for addressing the economic and workforce-related impacts on local communities affected by the opioid and substance misuse and abuse epidemic.” Currently, Project Coordinators from each workforce region are presenting “Support to Communities: Recovery through Workforce Development” program details and eligibility at each of the three **Meet Your Partners: Workforce Resources** workshops.
- Several **new Digital Bytes**, short training sessions produced by WVLS staff, have been recorded since the March WVLS Board of Trustees meeting and made available online.
 - **Scheduling Facebook Posts on Your Mobile Device** - Part 2: using Facebook Business Suite

- **Sliders Accessibility and Mobile Friendly Design:** how to create a website slider while keeping accessibility in mind
- **Captioning Library Videos:** basic tips and overview of caption importance
- **Any IDEA? Laurie Ollhoff** of the T.B. Scott Free Library (Merrill) talks about inclusivity, diversity, equity, accessibility and common terminology. First byte in a series of trainings created by the NWLS / WVLS IDEA Team.
- In March, **Matczak** shared online presentation tips with this year's WAPL (Wisconsin Association of Public Libraries) virtual conference speakers in a "Top Tips for Online Presentations" webinar. This presentation is now available as a WVLS recorded webinar available to anyone and counts as 1 contact hour toward public library certification. [View it here.](#)
- **Matczak, Laurie Ollhoff** and **Lyn Pietila** from Demmer Memorial Library (Three Lakes) participated in four Compassion Resilience Facilitator Trainings in January and February designed to provide Wisconsin librarians with tools to help people manage expectations, set professional/personal boundaries, build effective collegial relationships and practice real-time and organized self-care. The four sessions covered the training circles/modules and best practices in facilitating. Matczak will implement six modules for WVLS staff between June - December of 2021, with Ollhoff and Pietila introducing the information to their own library staffs.
- On April 15, 22 and 29, WVLS, Southwest Library System and Northern Waters Library Service held their **2021 Spring Webinar Series** focused on public service which featured webinars on reopening libraries, diversifying library collections, and reader's advisory service. All were well received with live attendance at 72, 66 and 80.
- The following workshops and webinars are in the planning stages:
 - August 23-27: **Wisconsin Trustee Training Week**
 - September 15-16, 2021: **Tech Days** (virtual) featuring David Kee King
 - October 15, 2021: **WVLS Director's Retreat** (in person in Wausau)
 - January 26-27, 2022: **Wild Wisconsin Winter Web Conference.** WVLS is working with **Jean Anderson** (SCLS) and **Leah Langby** (IFLS) on topics and speakers for this annual state conference.

Report from Local & State Advocacy Consultant Kris Adams Wendt (Exhibit 12d):

- The Wisconsin Library Association's Library Development and Legislation (LD&L) Committee fielded teams at three in-person public hearings scheduled by the legislative Joint Finance Committee (JFC). Click on the following links for video clips of their excellent two minutes of testimony linking state public library system aid to local library success.
 - Beloit Public Library Director **Nick Dimassis** and Oconomowoc Public Library Director **Betsy Bleck** covered [JFC - Whitewater](#) on April 9.
 - Northern Waters Library Service Director Sherry Machones and Mercer Public Library Director Teresa Schmidt covered [JFC - Rhinelander](#) on April 21.
 - River Falls Public Library Adult Services & Circulation Librarian **Heather Johnson** and IFLS Library System Director **John Thompson** covered [JFC - Menomonie](#) on April 22.
- On May 6, JFC members removed more than 380 new fiscal policy items from the Governor's executive budget in a party-line vote, signaling an anticipated reset to using current spending levels approved in 2019 as a starting point. JFC revisions to individual state agency requests are underway. The WLA LD&L budget team continues to meet with legislative leadership and staff, as well as keep in touch with key library champions at the JFC table who can gather support for and make the

necessary motions to secure increased system aid and other library item requests in the committee's version of the budget. The committee's recommendations will then be debated in the Assembly and Senate with the legislature's final package forwarded to the Governor's desk. The majority party in both houses lacks sufficient votes to override gubernatorial line-item vetoes. To meet the state's budgetary cycle, the final version should be signed and effective by July 1. However, if that deadline is not met, the current budget remains in effect until a new one is signed as there is no government shutdown provision under Wisconsin statute.

Report from ILS Administrator Katie Zimmermann (also reporting for Rachel Metzler):

- **The WLVS/V-Cat Steering Committee** met on Thursday, March 18 to discuss the proposed 2022 V-Cat Budget. Minutes of the meeting are provided in the meeting packet under Reports.
- The **V-Cat Council** met on Thursday, April 1. Meeting highlights include:
 - The proposed 2022 V-Cat Budget was reviewed and will be presented for approval at the June meeting.
 - **Jenny Jochimson** (Abbotsford) was elected as the 2021 V-Cat Council Chair Elect / 2022 V-Cat Council Chair.
 - A recommendation from the Cooperative Circulation Committee that member libraries should not use Claims Returned for items owned by other libraries was passed.
 - Due to significantly reduced materials quarantine, the Council voted to discontinue use of the 'Give Precedence to Local Holds' function.
 - The Council asked WVLS, with assistance from the V-Cat Bibliographic and V-Cat Cooperative Circulation Committees, to begin preliminary stages of ILS evaluation and review.
 - Information about a new Innovative mobile app available for libraries and consortiums to purchase was shared.
- WVLS will begin a preliminary **ILS evaluation and review** by first gathering feedback from member libraries to assess challenges experienced with Sierra, and then investigating the functionality of Sierra and other products in the reported challenge areas. Following the investigation, a report will be presented to the V-Cat Council, and next steps will be determined. If V-Cat Council chooses to pursue another product, committees will be formed to review potential products, and prepare for migration.
- Milwaukee County Federated Library Service is currently involved in an ILS evaluation and review process and WVLS has been invited to participate. A staff survey to evaluate user experience with Sierra, areas for product improvement, and openness to change is being developed for each system. At the April meeting, OWLSNet administrator Amanda Lee shared about their system's experience with and process for ILS review, evaluation, selection, and migration from Sierra to CARL-X.
- **Rachel Metzler** continues to work with libraries on the subject headings project. Libraries already using Z39.50 for cataloging have received consultations and training. Consultations have also been offered to libraries who are not currently using Z39.50 cataloging. A form has been created for libraries to request assistance when an item does not have an available record with subject headings or when available subject headings are offensive or outdated.
- **Zimmermann** attended the March 2021 Innovative User Group Conference. **Metzler** attended Load Profile training with Innovative in May. Metzler provided MARC Alert Cataloging training to V-Cat libraries in April and will provide Z39.50 training in May.
- An error was discovered in the V-Cat Circulation Report calculation: 'Total Circ of ILL items sent to another library (PCode 4-ILL Circ)', 'Total Circ of Items Sent to WISCAT

and V-Cat Libraries', and 'Total Circ of Items Sent to Other V-Cat Libraries.' This only affects the V-Cat Totals Report. The error does not affect any information necessary for DPI reports, cost per circulation, or county reimbursements for nonresident circulations. Corrections will be shared for the 2020 and 2021 Year to Date V-Cat Circulation Reports.

- Libraries were offered options for the schedule and frequency of Shoutbomb text and phone notices in April, based on results from a survey of member libraries' preferences. All requested changes have been made.
- After learning about holds functionality issues present in Sierra 5.2 that would affect multiple libraries, WVLS staff determined it would be beneficial to wait to upgrade until Sierra 5.3 is available. Sierra 5.3 is expected for release in April 2021 and will offer improved functionality for managing holds.
- The transition to uniform checkout periods passed by the V-Cat Council in February and September of 2020 continues. **Completed:** Abbotsford, Antigo, Crandon, Greenwood, Loyal, Minocqua, Rib Lake, Three Lakes. **Scheduled:** Granton (June); Thorp (August); Colby, Gilman, Stetsonville, Wabeno (September); Medford and Tomahawk (October); Merrill (November). **Not yet scheduled:** Dorchester, Laona, Marathon County, Neillsville, Owen, Rhinelander, Westboro.

Report from Chief Information Officer Josh Klingbeil:

- **Infrastructure upgrades:** The 10Gbps upgrade to one of the WiscNet interconnects at the datacenter (previously postponed due to COVID exposure and self-quarantine measures by a key engineer) is being rescheduled for the week of May 24, 2021. Much of the staging effort is already completed.
- **Service explorations:** Document and Documentation Management within the Github suite of services is being reviewed. The Github service is already in use for storing certain code and scripts (e.g., for the Dashboard) and Github supports a powerful documentation system.
- **FY20/21 CARES Act Grants to States (G2S) – COVID Response Support:** WVLS is in the process of collecting project overviews and reporting surveys, and in aggregating web submissions. Submitted data will be published on the LEAN WI – CARES Act Grant page.
- **FY20/21 LSTA – Technology – Increase Capacity for Technology Tools and Resources Sparsity Aid:** Network switching capital has not yet been procured. LEAN WI technology administrators are meeting mid-May to discuss options for repurposing the aid balance originally designated for those switches to one or more other eligible projects with a budget revision request to DPI.
- **FY21/22 ARP Act Grants to States (G2S) – Additional COVID Response Support:** DPI is working with stakeholders throughout the Wisconsin library community to scope out service needs and begin developing project proposals. Although DPI does not currently have an ARP Act information aggregation page similar to its CARES Act page for public library systems and libraries, information will soon be aggregated and shared at <https://leanwi.org/arpa2021> These resources have been shared during various stakeholder discussions:
 - **American Rescue Plan Act of 2021 (ARPA) Project Funding Details and Ideas** <http://leanwi.org/arpa-1>
 - **ARPA 2021 DRAFT Budget April 2021** <http://leanwi.org/arpa-2>
 - **Project Funding List of Ideas - ARPA, LSTA, E-rate, Build America's Libraries, etc.** <http://leanwi.org/arpa-3>

V-Cat Council (Exhibit 13): See Report from ILS Administrator **Katie Zimmermann** above.

WVLS/V-Cat Steering Committee (Exhibits 14 & 14a): **Zimmerman** drew the board's attention to V-Cat Steering Committee agendas and minutes from March 18, 2021 and September 29, 2020 included in this month's meeting packet.

Library Advisory Committee (Exhibit 15): The agenda and minutes from the April 8 meeting are included in the board packets. **Matczak** reported fourteen members were present virtually. This committee is an important part of WVLS multi-type governance structure in that public, school, academic and specialty libraries are all represented. The next meeting date is August 18.

2020 WVLS AUDITOR'S REPORT – retroactive approval (Exhibits 16): **Sepnafski** reviewed the 2020 WVLS Audit report from Kerber Rose S.C. as distributed to board members. Helpful suggestions from the auditor to streamline process documentation, improve policy guidelines regarding reserves and implement additional procedures regarding segregation of fiscal duties geared to WVLS staff size were appreciated. The DPI auditor also reviews system financial reports prior to issuing state aid checks. Both processes have historically run smoothly and without issue.

Pechura/Wright motion to accept the Kerber Rose S.C. report as presented. All aye. Motion carried.

2022 V-Cat BUDGET – draft (Exhibit 17): Zimmerman provided an overview of the draft 2021 V-Cat Budget which was approved by the V-Cat Steering Committee on March 18 and presented to the V-Cat Council on April 1. It reflects a 2% increase.

Ackerman/Knuth motion to approve the 2022 V-Cat budget as presented. All aye. Motion carried.

2021 MCPL/WVLS RESOURCE LIBRARY AGREEMENT – draft (Exhibit 18): Sepnafski reviewed previous conversations regarding the agreement, which reflects no changes other than substituting the correct year for the previous year wherever they appear in the document. It was approved by the MCPL Board on April 19, 2021.

Pechura/Olszewski motion to approve the 2021 MCPL/WVLS Resource Library Agreement as presented. All aye. Motion carried.

UPDATED WVLS INFORMATION: An updated 2021 WVLS Budget with March 2021 adjustments (Exhibit 19), 2020 WVLS Statistics Booklet (Exhibit 20), and 2021 Glossary and Acronyms (Exhibit 21) were included in the board packet.

CONCERNS, COMMENTS AND REPORTS FROM AREA LIBRARY PERSONNEL AND TRUSTEES:

Backus commented on the expansion of access to library meetings, conferences, book discussion groups, continuing education and programming through virtual technology, a new tool that is cost effective and likely to remain in the post-pandemic toolbox. **Bobrofsky** commented on the Loyal Public Library story walk and other activities for young readers.

REQUEST FOR FUTURE AGENDA ITEMS: Evaluation of WVLS Executive Director, 2022 WVLS System Plan and 2022 WVLS budget.

ADJOURNMENT: Otten/Pechura motion to adjourn. All aye. Motion carried. The meeting was adjourned at 11:33 AM.

Respectfully submitted,
Kris Adams Wendt, Meeting Recorder