

# Director's Report

## WVLS BOARD OF TRUSTEES MEETING

September 21, 2024

## Correspondence

### NOTES OF GRATITUDE

#### LEANWI Website Support

*I've been exploring this [the Online Resources page], and you all knocked it out of the park, I think. I know it's super easy and intuitive for ME to browse and find things. – Nick Andrews; Director, Elmwood Public Library*

#### Trustee Training Week

*Hi Marla! We held Trustee Training week as a group this year with lunch brought in to entice [trustee participation]. Most trustees attended at some point if not the entire week. So far, all the feedback has been very positive with several trustees expressing interest in going back to old trainings and continuing this group training every year. They said how helpful it was to go through it together and [how the in-person viewings] spurred discussion after every session. Each training led to excellent conversation.*

*The **book ban training** was particularly helpful for me, but also helpful for the board in terms of hearing the ways to approach a collection policy. We'll be reviewing ours again next month. The **Wisconsin Library Law** [session] was informative and had trustees digging into some of the tools that are available to answer some questions right away. [The session on] **Making Each Other Look Good** was helpful in setting expectations around evaluation and gave us a chance to delve deeper into what metrics we're looking at and why. [The session on] **organizational best practices** brought up some good ideas for additional process safeguards and which policies we need to start looking at. The **Robert's Rules training** got my board to look at our bylaws! ... It was a great experience, and we'll keep it up. Thanks a bunch for providing this training/service! --Jill Roth; Director, Edward U. Demmer Memorial Library (Three Lakes)*

#### WVLS Director's Report

*Thank you for sharing this information. I usually feel like I am up to speed on what is going on, but your report is very helpful to make sure I'm not missing something. – Teresa Hall; Director, Loyal Public Library*

#### WVLS Makerspace Collection

*Thank you so much for lending us [the Beachcomber Puzzle] kit. We did an adult challenge, and it was a blast. -- Judy Kraetke; Adult Services Librarian, Park Falls Public Library*

## WVLS Summer Library Program Performer Grants

*Dear Wisconsin Valley Library Service, I can't thank you enough for your generous grant donation. With this grant money, we hosted Randy Peterson, an award-winning children's musician. His performance was a hit with a total attendance of 155 people. Our Summer Reading Program was a huge success, with more than 500 kids participating. It is with the support and generosity of our community members that we are able to provide books for children to keep in their home and bring so many wonderful programs to the children in our community. Thanks again!*

-- **Andrea Bennett**; Head of Youth Services, T.B. Scott Free Library (Merrill)

*The Neillsville Public Library would like to thank WVLS for providing funding for our performer, Stuart Stotts. The children and adults really enjoyed his singing. I am attaching a couple of pictures. Thank you.*

– **Kathy Wegner**; Children's Librarian, Neillsville Public Library

## WVLS Technology Support

*Thank you for all the help getting [computer and laptop] installed. Erica is such a hard worker! – Laurie Renel-Faledas*; Director, Crandon Public Library (on behalf of staff and Library Board of Trustees)

## People / Libraries / Systems in the News

### DR. WILLIAMS CELEBRATES LIBRARY CARD SIGN-UP MONTH

In celebration of National Library Card Sign-Up Month, Assistant State Superintendent for the Division for Libraries and Technology **Dr. Darrell Williams** is visiting several public and school libraries across the state in September to encourage citizens to sign-up for a new library card or to renew their expired cards. "It's important for people of all ages to have a library card," says Dr. Williams. "A library card allows you free access to all sorts of resources for a lifetime of learning including books, hotspots, Wi-Fi, games, and technology." Dr. Williams also reminds students that a library card is one of the most important school



supplies in their possession and encourages them to head to their library or go online for free access to STEAM programs and activities, educational apps, in-person and virtual homework help, technology help, their librarian's expertise, and more. "Your local library provides a place for you to go everywhere, without having to go anywhere," says Dr. Williams. "And to our libraries, thank you for providing resources matching your community members' needs each and every day, and encouraging your community to sign-up for their library card to unlock a whole world of knowledge."

(edited from a DPI Libraries Team news release; 9/3/24)

## NWLS DIRECTOR ANNOUNCES RESIGNATION

**Sherry Anderson**, Northern Waters Library Service Director, has announced that she will be leaving her position in early October to become the new director for the Metropolitan Library Service Agency (MELSA), a regional library system in Minnesota. Located in the Twin Cities Metro Area, MELSA serves member libraries in 7 counties. Sherry was hired by NWLS in 2015 to replace Jim Trojanowski, who resigned from the position to become the director of the Plum Creek Library System headquartered in Worthington, Minnesota.

WVLS wishes Sherry all the very best in her new position!

## RDL STAFF MEMBER CELEBRATES MILESTONE

On August 14, the Rhinelander District Library celebrated staff member **Cheryle Miller** for her 50-year work anniversary. Current and former library colleagues and trustees, family and friends, gathered to share laughs, stories and fond memories about Cheryle and the contributions she has made to the library. Hired by former Rhinelander District Library director Kris Adams Wendt as a library page in 1974, Cheryle went on to assume a number of positions and to serve multiple generations of Rhinelander area kids. Currently Cheryle is responsible for cataloging all items in the library's collection.



*Pictured in photo from l. to r. are WVLS Database and ILS Support Specialist Rachel Metzler, RDL staff member Cheryle Miller, and WVLS Advocacy Consultant Kris Adams Wendt*

Cheers to your 50-year work anniversary, Cheryle!

## HAUER AND BLOMBERG ATTEND ALSC NATIONAL INSTITUTE

WVLS Public Library Services Consultant **Kristie Hauer** joined Rib Lake Assistant Director and WVLS Scholarship recipient **Krista Blomberg** to attend the Association for Library Services to Children (ALSC) National Institute from September 19-22, 2024, in Denver, CO. Krista received a \$2,100 scholarship from WVLS to attend the event.

The ALSC Institute is a biennial conference designed for professionals serving children and families in libraries, children's literature experts, education and library school faculty, and other interested professionals. It offers a great opportunity for networking, attending professional development programs, and hearing from field leaders and children's literature creators at keynote sessions.

Highlights of their ALSC Institute experiences will be shared at a later date.

## MATCZAK ASSISTS WLA CONFERENCE PLANNING COMMITTEE

As Local Arrangements Chair and Programming Co-Chair of this year's Wisconsin Library Association (WLA) Planning Committee, WVLS Education Consultant **Jamie Matczak** is assisting with Conference arrangements in a multitude of ways. Most recently, she and other members of the Planning Committee created a promotional conference video. It can be [viewed here](#). Jamie is updating a training video for room monitor volunteers. Tips include confirming that speakers use microphones, assisting people with mobility devices, ensuring sessions begin and end on time, and keeping track of each session's progress. She is also determining tracks for the conference breakout sessions and visiting tour sites to determine best practices for parking and other logistics. The WLA Conference Planning Committee is working hard behind the scenes to create the best experience possible for conference goers, and to make this year's conference in Green Bay a success.

## Grant Projects and Scholarship Opportunities

### WVLS CONFERENCE SCHOLARSHIP

WVLS recently announced two conference scholarship opportunities:

- A \$1,075 scholarship for area library staff to attend the **2024 Back in Circulation Conference**, held October 7-8 at the Pyle Center, UW-Madison.
- A \$1,200 scholarship for area library staff and trustees to attend the **2024 WLA Conference**, held November 5-8 at the KI Center in Green Bay.

Scholarship applications were due the week of September 16 and awards will be announced soon.

### WVLS SUMMER MATH ADVENTURE GRANTS

The annual Summer Math Adventure organized by the Wisconsin Mathematics Council has come to an end. In the spring, WVLS awarded \$800 grants to the Minocqua, Rib Lake and Thorp public libraries to implement the program. Libraries used grant funds to print program booklets, acquire incentives for program completion, and to expand their circulating collections with math-related items. After completing the program, the three libraries filled out an evaluation survey and shared suggestions for improving future math adventures. WVLS plans to expand this grant opportunity to include more participating libraries in 2025.

### 2023/24 LSTA IMPROVED DISCOVERY SOLUTIONS GRANT

Funds from a \$50,000 2023/2024 LSTA Improved Discovery Solutions Grant, awarded to WVLS and the Northern Waters Library System in support of the NICE project, were used to improve bibliographic records in preparation for record matching in a shared ILS. Cleanup work, done by temporary part-time cataloging assistants and outsourced to Backstage Library Works, included such things as:

- updating brief MARC Alert records to full records

- correcting records cataloged in languages other than English
- updating and correcting problematic records imported when the Granton library joined V-Cat
- updating records without a physical description by inserting a description
- updating records without a cataloging utility number from OCLC or LOC

## WVLS Services

### COLLABORATIONS

#### LEANWI Partnership, Collaborative Projects, and Core Infrastructure Support

**LEANWI Core Infrastructure:** Our colleagues at South Central Library System (SCLS), hosting partners with the LEANWI partnership for collocated Backup and Digital Archiving appliances and services, will be proceeding with the maintenance extension for the final serviceable period, mid 2025-mid 2026.

Total cost: \$177,400.47

\$133,475 from IFLS-held LSTA funds: remaining balance \$0

SCLS will cover \$43,925.47: remaining balance \$66,419.53

Under the governance of WPLC, efforts are underway to investigate and prepare for the next lifecycle(s) of these two multi-system collaborations. Operational Backup services and Digitization Archival supporting services, originally comingled but then distinguished as two separate services, will likely be completely split in the next lifecycle.

The TEACH division of the Wisconsin Department of Administration (DOA) has a new contract for statewide networking. The previous network and services, labeled “BadgerNet Service,” is still in the process of being replaced by a new network, labeled “TEACH Network Service.” AT&T will continue to be the Managed Service Provider (MSP) for the statewide networking fabric for schools and libraries and is still in the process of completing the migration of service connections. The end of the “current” BadgerNet contract was originally January 31, 2024, but after AT&T struggled to meet that deadline an extension of contract through June 2024 was put into effect. Circuit migrations were paused until management access migrations and handoff from WIN to GLS (the new network management and support provider) were/are completed. Test and turn-up (TTU) events began in August, with several hiccups similar to past TTU attempts. Nordicom Tech and GLS have been able to manage through many of these and them to completion, though some still have had to be “failed and rolled back” to be rescheduled yet again in the future.

In June, TEACH announced that all sites that currently receive service less than 100 Mbps will be upgraded to 100Mbps synchronous service, pending complete migration. This will likely need to correspond to adjustments on the LEANWI WAN fabric to WVLS head-end circuit speeds or to finally implementing the merger of the WVLS head-end with primary “LEANWI” head-end circuit IFLS and NWLS are currently merged into.

## DELIVERY SERVICES

Since the update in the August Director’s Report, two additional sorters have gone through orientation and training, **Hannah Marquardt** and **Diane Misoni**.

WVLS said good-bye to our summer helpers at the end of August. We are so thankful for their time with us! The months they worked offered us time to finalize sorting processes and determine the hours needed to complete the sort on a daily basis. WVLS is fortunate to have a volunteer that we can call upon when additional assistance is needed.

WVLS has been sorting materials running through the inter- and intra-system delivery for 20 weeks. Data on daily volume continues to fluctuate, however Tuesday continues to be busiest day, averaging 90 incoming bins, 97 outgoing bins and over 13 hours of sorting.

WVLS Business Manager **Brenda Walenton** has noticed a slight increase in the total of outgoing bins over the last couple of weeks. Mindful that even small changes can impact daily and weekly volume averages, as well as the number of hours required to complete the daily sort, Brenda will continue to monitor this recent development.

## LEGISLATIVE UPDATE

An oral report will be provided for WVLS board members during the meeting.

## MARKETING SUPPLIES

### Marketing Toolkit Available for ‘Gale Presents: Udemy’

[A marketing toolkit is now available](#) to promote [Gale Presents: Udemy](#), a new database WVLS recently purchased on behalf of its member libraries. The new marketing tooling includes templates to print flyers, bookmarks and stickers, as well as a sample press release and social media posts for libraries to use to promote this resource. In August, libraries that completed the marketing toolkit survey also received free bookmarks, flyers and stickers from WVLS.

Links to access Gale Presents: Udemy are now on member library websites. With the Udemy product, library staff and patrons are able to connect to thousands of video-based courses in business, technology, leadership, and personal development.

### Library Card Sign-Up Month

To promote the [getyourlibrarycard.org](http://getyourlibrarycard.org) website during Library Card Sign-Up Month in September and beyond, WVLS purchased 6,000 vinyl, die-cut stickers and distributed them to all member libraries in mid-August. Stickers can be placed on water bottles, laptops, phone cases and more.



## MEMBER LIBRARY / WVLS GATHERINGS

### Virtual Meeting of Youth Services Staff

A virtual Youth Services Information Exchange (YSIE) of staffs from WVLS and IFLS Library System member libraries was held on September 10. During this event, attendees were divided into small discussion groups to participate in various summer programming-themed topics before regrouping to share insights with the whole group. The summer programming-themed topics centered on program performers, successful and unsuccessful programs, reconsideration of prizes, managing summer library program workloads, and potential adjustments for future summer activities and programs. About 20 people attended the event.

Planned and hosted by Kristie Hauer, YSIEs are opportunities for area library staff to gather virtually or in-person for informal discussions on issues relevant to youth services. Five YSIEs have been offered in 2024.

## PUBLIC LIBRARY CONSULTANT SERVICES

### Data Analysis and Reporting

WVLS Data and Technology Services Consultant **Erica Brewster** shared a survey with library directors for feedback on technology and data training topics, target audiences, and preferred methods to support WVLS libraries. Future trainings and processes will be planned based on feedback.

The pilot statewide Data Dashboard, developed by WILS over the past eight months, became accessible to public libraries and systems on September 3, 2024. A toolkit and feedback form were distributed to library systems to assist member libraries' exploration of the new dashboard and to encourage their feedback.

The dashboard will be available to library systems, staff, and stakeholders until December 31, 2024, after which it will be evaluated and plans for a permanent tool will be made. Over the next few months, Erica, Jamie and Kristie will promote the product, work with member libraries in whatever ways may be requested prior to the December 31 cutoff date.

Additional information about the Data Dashboard pilot is available on the WPLC website at <https://wplc.info/dashboard>.

### Digitization

The Wisconsin Public Library System Backup and Digitization Storage Collaboration Project is a joint effort among collaborating Wisconsin public library systems, including LEANWI and the South Central Library System. This project aims to create a digital archives backup and storage platform to securely store archival copies of digitized materials and metadata from public libraries. So far, 15 digital projects

from LEANWI libraries, including three from the Crandon Public Library and one from the Thorp Public Library, have been uploaded into the storage system and are available for online viewing [here](#).

### **New! Essential Library Skills Series**

WVLS is now sharing information and resources on essential library skills via a bi-monthly series featured in the *WVLS Newsletter* and as a *Digital Byte*. Information on Evaluating Resources, the first topic in the series, was shared in the [September Newsletter](#) and in this [Evaluating Resources Digital Byte](#).

Upcoming topics include readers' advisory, crafting an elevator speech, and the reference interview.

### **Public Library Services**

Assistance was provided to **Marathon County Public Library** (MCPL) on implementing and scheduling floating staff. Floating staff are positions that are expected to work at varying library locations and not consistently at one location. MCPL staff were connected to staff at Door County Library, which currently utilizes floating staff, and Brown County Library, which has utilized floating staff in the past.

Assistance in the form of brainstorming ideas and activities was provided to the **Neillsville Public Library** in preparation for its Library Card Sign Up Month celebration in September. As it turned out, the library offered a free bookmark for anyone registering for a library card, a free book to anyone when referring a friend who also registered for a library card and organized a social media campaign called "Selfie With Your Card." Patrons who took a picture of themselves with their library card, and posted or tagged it on the library's social media account, were entered into a prize drawing for a gift card to a local business.

Assistance was provided to the **Owen Public Library** to implement a community conversation as part of its Libraries Transforming Communities grant project, and ideas were shared on resources the library could use for youth programs and teen art nights.

### **Resource Sharing**

During an August 20 meeting of WISCAT/ILL Coordinators that WVLS ILS and Database Support Specialist **Rachel Metzler** attended, the topic of counterfeit materials came up. It can be a service challenge for libraries when counterfeit materials are in collections and visible in WISCAT. All coordinators agreed that the retention of counterfeit materials in library collections should be discouraged.

V-Cat libraries have already agreed to withdraw counterfeit materials when they are mistakenly added to the collection. As a result of the WISCAT discussion, WVLS decided to take a more proactive approach to the withdrawing process. When counterfeit material is identified in a V-Cat library collection, WVLS will mark the item for withdrawal and notify the library with the item details.

More information about counterfeit materials is shared under the V-Cat and ILS section of this report.



## TECHNOLOGY PROJECTS OVERVIEW

### Communication and Training

A survey was sent to member library directors for brainstorming on technology and data training topics, target audiences, and training delivery methods. Future technology training will be planned based on survey feedback and follow-up discussion.

In preparation for **Cybersecurity Awareness Month** in October, the WVLS ILS and Tech teams are rolling out new procedures to better manage email and ILS user information and train library and system staff on steps to protect access to our vital systems.

Recently the two WVLS teams created a **Library Staffing Changes Survey**. This will become the standard mechanism for libraries to report new hires, departing staff, or staff changing job roles that requires changes to email, Sierra ILS use, or email list membership.

Following a related discussion at the annual Tech Talk in-person meeting, the WVLS Technology and ILS teams began working on a formal **User Agreement** for all library and system staff using LEANWI technology or ILS resources. A simplified version will be included in the welcome email when a new staff member receives their email address. A more detailed agreement, requiring review and a signature, is being developed for employee orientation. The goal is to clearly outline expectations for appropriate use of email and productivity software, safeguarding passwords, and protecting patron privacy.

Key messages in future technology training and system communication with library staff will support ongoing cybersecurity efforts, including required steps and best practices around safeguarding of passwords, account security, computer use, Office 365 logins, patron privacy, and the functions of software on public PCs.

### Procurement and Asset Inventory

New computers have been deployed at the Medford and Three Lakes public libraries, and installs at the public libraries in Colby, Neillsville, and Rhinelander are being scheduled. Installation totals YTD:

Libraries	Computers	Monitors	Peripherals	Days to installation
15/25	83	40	31	34.5

### Member Library Services

Princh print management was added at the **Frances L Simek Memorial Library** (Medford). The **Minocqua** and **E.U. Demmer Memorial (Three Lakes)** public libraries were migrated to the central Deep Freeze Console. WVLS IT staff can now monitor Deep Freeze status of public computers remotely and better address issues directly. Staff at the libraries still have access to a console for local computer management. Support was provided to **MCPL** IT staff as they continue to test and soft deploy Pharos, Princh, and Deep Freeze for public PCs.

## Project Tracking

Member site	Asset Inventory	Network inventory	Replace EdgeRouter Lite	DF Central Console	Pharos	Princh	Shared network drive
<b>a1 Antigo</b>	complete	in progress	complete	complete	complete	complete	complete
<b>a2 Elcho</b>	complete	pending	pending	in progress	n/a	n/a	complete
<b>a4 White Lake</b>	complete	complete	complete	in progress	n/a	n/a	complete
<b>ab Abbotsford</b>	complete	pending	complete	in progress	complete	interested	in progress
<b>co Colby</b>	in progress	pending	complete	pending	interested	interested	in progress
<b>cr Crandon</b>	complete	complete	pending	complete	no	no	complete
<b>do Dorchester</b>	in progress	pending	pending	complete	no	no	in progress
<b>ga Granton</b>	complete	pending	complete	complete	no	complete	complete
<b>ge Greenwood</b>	complete	pending	complete	pending	no	no	complete
<b>gi Gilman</b>	complete	pending	complete	complete	interested	interested	complete
<b>la Laona</b>	complete	pending	pending	pending	no	no	complete
<b>lo Loyal</b>	complete	pending	pending	complete	no	complete	complete
<b>m1 Wausau</b>	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Athens	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Edgar	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Hatley	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Marathon City	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Mosinee	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Rothschild	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Spencer	pending	pending	n/a	complete	in progress	complete	n/a
MCPL - Stratford	pending	pending	n/a	complete	in progress	complete	n/a
<b>me Medford</b>	complete	pending	complete	complete	complete	complete	complete
<b>mi Minocqua</b>	in progress	pending	pending	pending	no	complete	complete
<b>mr Merrill</b>	in progress	complete	complete	complete	Cassie	complete	complete
<b>ne Neillsville</b>	in progress	pending	complete	pending	interested	complete	complete
<b>ow Owen</b>	complete	pending	pending	pending	interested	interested	in progress
<b>rh Rhinelander</b>	in progress	pending	complete	in progress	complete	interested	complete
<b>rl Rib Lake</b>	complete	complete	pending	complete	complete	no	complete
<b>st Stetsonville</b>	complete	pending	pending	complete	no	no	complete
<b>th Thorp</b>	complete	pending	pending	pending	no	complete	in progress
<b>tl Three Lakes</b>	complete	complete	complete	complete	no	complete	complete
<b>to Tomahawk</b>	complete	pending	complete	pending	no	no	in progress
<b>wa Wabeno</b>	complete	pending	pending	in progress	no	no	complete
<b>we Westboro</b>	complete	complete	pending	pending	no	no	in progress
<b>wi Withee</b>	complete	pending	pending	pending	no	no	in progress

**TEACH internet migration update:** nine new attempted migrations with one successful since April 2024. Pending migrations scheduled in Tomahawk September 6, Neillsville, Dorchester, Westboro on September 10, and Antigo on September 18.

Member site	TEACH TTU Migration	2023 circuit speed	Circuit at/increase to 100 GB
a1 Antigo	pending	100	yes
a2 Elcho	1/18/2024	50	pending
a4 White Lake	2/29/2024	50	pending
ab Abbotsford	3/4/2024	50	pending
co Colby	pending	100	yes
cr Crandon	2/29/2024	50	pending
do Dorchester	pending	50	pending
ga Granton	pending	50	pending
ge Greenwood	pending	50	pending
gi Gilman	pending	50	pending
la Laona	pending	50	pending
lo Loyal	pending	50	pending
m1 Wausau	not TEACH	100	not TEACH
me Medford	pending	100	yes
mi Minocqua	pending	100	yes
mr Merrill	1/16/2024	100	yes
ne Neillsville	pending	100	yes
ow Owen	8/28/2024	50	pending
rh Rhinelander	pending	100	yes
rl Rib Lake	pending	50	pending
st Stetsonville	pending	50	pending
th Thorp	pending	50	yes
tl Three Lakes	1/25/2024	100	yes
to Tomahawk	pending	100	yes
wa Wabeno	pending	10	pending
we Westboro	pending	50	pending
wi Withee	pending	50	pending

## V-CAT AND ILS ADMINISTRATION

### V-Cat Council/Committee Meeting Highlights

#### V-Cat Council; September 5

At the September meeting, V-Cat Council members discussed the NICE (Northern Wisconsin ILS Consortium Exploration) project and **voted not to pursue an ILS merger with Northern Waters Library Network (NWLN)** at this time. WVLS staff will reflect on the outcome and will compile a report of lessons learned and next steps for V-Cat, including opportunities for improving V-Cat services for library users.

The [V-Cat ILS Evaluation and Review Committee Report](#) and [Appendices](#) from August 2023 were reviewed and confidential quotes from vendors were shared in a closed session. More information will be shared and discussed at the November V-Cat Council meeting.

Member libraries were reminded that shared Sierra Passwords must be reset when any staff with knowledge of the username and password leaves a V-Cat library. This is to protect the database, your library, V-Cat and WVLS, and our patrons. Member library directors are asked to notify WVLS of staffing changes using the **WVLS Staffing Change Form** found on the [WVLS Technology FAQs Page](#).

In order to upgrade Sierra in the future, V-Cat will need to consider either **a server migration or moving to cloud hosting with Innovative**. Preliminary information was provided, and additional information will be shared at the November V-Cat Council meeting.

A [new V-Cat procedure for potentially counterfeit materials](#) was shared. More information about how to identify potentially counterfeit materials before purchasing is available on the V-Cat Training Page:

- [Counterfeit- Illegally Produced DVDs](#) (Video)
- [Counterfeit- Avoiding Purchasing Counterfeit Items](#) (Document)

#### V-Cat Bibliographic and Interface Committee; August 6

Members discussed cataloging procedures for split Blu-Ray/DVD combos, easy reader boxed sets. Additional information was provided about ISNI numbers, and 979 ISBN prefixes. Details were shared about Aspen updates to improve the display of information for library users.

### Other Projects

WVLS ILS Administrator **Katie Zimmermann** continues to participate in the **Research Institute for Public Libraries (RIPL) 12 months to better library data** webinars and will attend two upcoming trainings:

- Elements of Data Visualization and Design
- Ethical Artificial Intelligence: Bridging Technology with Credible Evaluation Practices

Numerous **V-Cat patron record cleanup projects** are underway:

- A project to review and correct patron code 4 residency codes in patron records using the US Census Geocoder tools. The accuracy of these codes is important for statutory payments for

library service. Work is being completed with assistance from UW Madison Information School graduate student, **Jailin Petersen**, who currently works as a Library Specialist at MCPL Wausau.

- Adult patron records expired and inactive over 5 years with no fines or fees as of July 1, 2024 will be deleted in September.
- Following deletions, libraries will be asked to update patron records without birth dates. All patrons must have a birth date in their account. Since we do not collect unique ID numbers for patrons, birthdates are vital to identifying individuals. This along with full middle names can protect against fraudulent use of their library card, or accidental staff sharing library activity information with the wrong individual.

In addition to the cataloging work mentioned under the Grants section of this report, quarterly Backstage work was completed in July. This work is to assist with maintaining subject, author, and genre authorities, convert to RDA style cataloging, and add Lexile and Accelerated Reader information to records when available.

Sierra changes will be made in September to accommodate **reduced fines and fine free circulation at Rhinelander and Stetsonville**, as well as the addition of **remote outreach / bookmobile capabilities for Antigo**.

**Aspen test sites** are now available for testing the appearance of records, menus, search results, and general appearance of each library’s Aspen library catalog site. With a test server, we can change any of the Aspen Administration settings without having to worry about our live sites. This includes global settings that affect all libraries’ sites or system variables that are unique to each library’s site. Information about Aspen test servers and opportunities for libraries to participate in testing will be shared with V-Cat Council members soon.

## WEBSITE SERVICES AND SUPPORT

### Website Development

LEANWI Technology Support Consultant **Brendan Tuckey** is actively **developing and designing new websites** and rebuilding several others upon request. All websites are designed in collaboration with the individual library and with website accessibility and Divi best practices.

**List of current new builds:** Winter (NWLS, waiting library feedback), Wonewoc (WRLS, waiting library feedback), Viroqua/McIntosh (WRLS, in development), LaFarge/Lawton (WRLS, in development), Hurley (NWLS, in development), Mercer (NWLS, on deck). **Rebuilds:** Hammond (IFLS, just deployed).

### 2024 Website Development

On deck	New design (current)	Rebuild (current)	Deployed
1	5	0	6

**Winding Rivers Library Service** is currently undergoing an ILS migration to Polaris. Most work with the WRLS websites continues to stay on hold as they complete this time-consuming process.

**Online Resources page** has been fully deployed (examples: simple - <https://dorchesterpubliclibrary.org/online-resources/>; with local resources added - <https://spoonerlibrary.org/online-resources/>). New resources have been added, including Education Source, Hobbies and Crafts Source, Home Improvement Source, Points of View Reference Source, ChiltonLibrary (all new BadgerLink offerings), Novelist K-8 (also BadgerLink), Common Sense Media, and Digital Learn. Total resource offerings now total over 50.

Further enhancements include a basic search function to find a specific resource quickly, and the ability to track “clicks” on resources. We will collect those click counts monthly and report to the systems. [You can see the current click totals \(partial August, month of August totals\) here](#). Brendan continues to work on improvements for keyword search and mobile device functionality. Erica is working with libraries to create a marketing package to promote this service to librarians, library users, and school partners.

Brendan is working on developing an **online room (venue) booking and event booking function for library websites**. Tony Kristovich, NWLS, developed a [Product Comparisons.xlsx \(sharepoint.com\)](#) to review current third-party solutions. However, commercial products are expensive (one quote was \$2,000 per site annually) and often lack needed features. An in-house or custom solution could avoid a six-figure annual expense across the four systems.

While related, room and event booking are separate projects. Brendan has built a proof of concept using Divi and WordPress on LEANWI servers, demonstrating basic functionality for booking rooms and event registrations with a flat file (JSON) system. He is now transitioning to using the WordPress database, progressing steadily.

The events booking integrates with The Events Calendar plugin (pro version purchased earlier this summer) which provides the event creation and calendar functionality. Brendan is tying the plugin’s series/multi-events functions to the booking system as his familiarity with the plugin increases.

Reporting is also a focus, with plans to customize options to streamline libraries’ annual reporting. The project is still in the proof-of-concept stage, with a decision on pursuing an in-house solution or third-party product expected by the end of the year. An in-house solution would allow for tailored functionality, cost savings, and full control over the final product.

## Website Training

In mid-August the *US Department of Justice, Civil Rights Division* announced on ADA.gov updated regulations to Title II of the Americans with Disabilities act, requiring [all websites and mobile apps provided by state and local government entities comply with new ADA accessibility standards](#). All public (Title II) entities, including public libraries, will need to have ALL WEBSITE and MOBILE APPS fully

compliant with the new ADA standards for accessibility, or suffer the same penalties as when a building is not fully ADA accessible.

Compliance deadlines vary, depending on service population. Those serving a population over **50,000 (WVLS and MCPL) will need to comply by April 24, 2026**. Those serving **populations up to 49,999 (remainder of WVLS and other LEANWI Website libraries) have a compliance deadline of April 26, 2027**.

This will need to be a priority for all public library website managers and the LEANWI website team. LEANWI Websites is laying out a planned response beginning immediately with trainings on [awareness of this new rule](#) and the [essentials of website accessibility](#) (repeat) in September. The remainder of 2024 will be preparing for 2025 and 2026/2027 by learning more about technical aspects of complying with the rule, creating a LEANWI website internship for 2025/2026, and assessing LEANWI staff continuing education needs and opportunities.

In 2025, the LEANWI Website team plans on **recruiting an intern** to audit existing websites and assist the team in rebuilds and designs to improve library website compliance. Sites serving a population over 50,000 will be a priority. Training will focus on teaching library website managers to assure ongoing accessibility of content (images, documents, etc.) added to websites.

In 2026 the LEANWI Website team will make sure the remaining websites are compliant by the April 2027 deadline.

**There are both challenges and opportunities presented by the rule.** Basic challenges stem from the lack of native accessibility features in most website platforms and the fact that existing websites were not specifically designed to meet basic accessibility standards. Additional coding and plugs are currently needed to create an accessible website design. For content, steps like adding alternative text to images, not using images as text, or making sure documents added to websites (PDFs) are fully accessible require extra effort on the part of website managers and are often skipped or, due to lack of clear best practices, not done consistently.

However, accessibility standards force good website design, so complying with these standards will improve website use for everybody. We anticipate this rule will put pressure on website platforms to make accessibility functions a native feature of their design, which will hopefully both improve the ability of our library staff and all website developers to create better websites. Website accessibility will be a strategic focus for all libraries and library services with a website beginning now and continuing well beyond the compliance dates.

Additional training and reference materials are regularly added to <https://training.librarieswin.org/>. A minimum of four trainings are offered per month; recordings are uploaded to YouTube and posted with the topic on the training blog.

# Continuing Education and Training

## UPCOMING CE OPPORTUNITIES

### Reciprocal Continuing Education Opportunities

Jamie Matczak and Brown County Library Deputy Director **Emily Rogers** have partnered to bring helpful continuing education opportunities to the libraries in the Nicolet Federated Library Service (NFLS), NWLS and WVLS.

For this collaboration, **Becky Phillips**, Branch Manager of the Weyers-Hilliard and Pulaski Branches of the Brown County Library, provided a recorded webinar on “Programming, Scaffolding and Ideation.” WVLS and NWLS member colleagues can view the webinar [here](#).

In turn, Jamie will present a two-hour workshop on “Giving Great Service” at [Nic Con](#), an annual fall conference sponsored by NFLS on behalf of its member libraries. Nic Con will be held Thursday, September 26, at the Brown County Library.

### “Giving Great Service” Webinar

Jamie Matczak will present a webinar at 1 p.m. on Wednesday, September 25 called “Giving Great Service.” In this webinar, attendees will learn tips on assessing and improving their library's commitment to great service, how to deliver it, and what steps to take when customer service fails. This webinar will be recorded and is worth 1 contact hour toward public library certification. [Register here](#).

### WVLS Annual Youth Services Workshop

Kristie Hauer has arranged for the annual WVLS Youth Services Workshop to be held on October 2 at the T.B. Scott Free Library in Merrill. The day-long workshop will include presentations by performer and puppet master **Pam Corcoran**, and Founding President of The Reading League of Wisconsin, **Mary Newton**. Pam will lead a puppet demonstration and provide tips and techniques for using puppets in children’s programs. Mary will present a session on science-based reading, explaining what this entails and exploring how public libraries can contribute to this initiative. Additionally, participants will discover how to use artificial intelligence to assist with program planning.

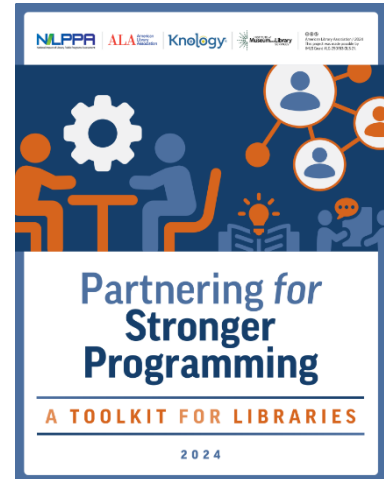


## Info To Go

### NEW! COMMUNITY PARTNERSHIPS TOOLKIT

In June, the American Library Association published “Partnering for Stronger Communities: A Toolkit for Libraries.” This free resource aims to help library workers consider broader goals of library programming and determine ways to begin and sustain partnerships with other organizations.

The toolkit covers five subject areas that can be used individually or in combination to plan programming: goals, partnership focus areas, contributions, partner interactions, and strengths and weaknesses. It also includes a section to explore an institution’s impact fostering joy, connectedness, economic development, and other materials.



These materials were developed by ALA and the social science research organization Knology as part of the National Impact of Library Public Programs Assessment, which works to document U.S. library programs and their value, outcomes, and other characteristics. For more information, including how to access the toolkit and submit a testimony, visit <https://nilppa.org/resources/toolkit/>.

*(American Libraries Magazine; September/October 2024)*

## Upcoming Events / Meetings

- September 19 – 21 – **ALSC National Institute**; Denver, Colorado
- September 21 - **WVLS BOARD OF TRUSTEES MEETING**
- September 23 – **WVLS Listening Session**; Francis L. Simek Memorial Library, Medford
- September 23 – WISCAT User Group meeting
- September 24 – DPI-hosted meeting of System Directors
- September 24 - Collaborative NFLS/OWLS/WVLS Consultants meeting
- September 24 - Library Workforce Connection meeting
- September 24 – “Elements of Data Visualization and Design” webinar
- September 25 – DPI-hosted meeting of System Continuing Education Consultants
- September 25 – **WVLS/NWLS “Giving Great Service” webinar**
- September 26 - Connecting WI Libraries meeting
- September 26 - DPI-hosted Financial Data Workgroup meeting
- September 26 - **V-Cat Training: MARC Alerts**
- September 27 – WLA Library Development and Legislation Committee meeting
- September 30 – WPLC Collection Development Committee meeting
- October 1 – DPI-hosted meeting of System Inclusive Services Consultants
- October 2 – **WVLS Youth Services Workshop**; T.B. Scott Library, Merrill

- October 7-8 – “Back In Circulation Again” Conference; Madison
- October 8 - **WVLS V-Cat Bibliographic / Interface Committee meeting**
- October 8 – “Ethical Artificial Intelligence: Bridging Technology with Credible Evaluation Practices” webinar
- October 11 – **WVLS V-Cat Cooperative Circulation Committee meeting**
- October 14 – Aspen and Customer Service training, Merrill
- October 14 - **WVLS/IFLS/NWLS Website Office Hour**
- October 15 - **Website Accessibility Learning Group meeting**
- October 15 - DPI-hosted meeting of System Youth Services Consultants
- October 16 – DPI-hosted Library Services Data Workgroup meeting
- October 16 - **WVLS/IFLS/NWLS Website Office Hour: Website 201 [Just] Beyond the Basics**
- October 17 - **V-Cat Training: In Person Training Day**
- October 17 - **WVLS/IFLS/NWLS Website Office Hour: Website 201 [Just] Beyond the Basics**
- October 17 - **WVLS/IFLS/NWLS Website Office Hour**
- October 18 – Statewide ILS Administrators meeting
- October 20 – 26 – [NATIONAL FRIENDS OF LIBRARIES WEEK](#)
- October 22 - Library Workforce Connection meeting
- October 23 - DPI-hosted meeting of System Continuing Education Consultants
- October 28 – 30 – **Governor’s Cybersecurity Summit**
- October 29 – **V-Cat Training: Apsen Patron Experience and Showcasing Collections**
- November 5 – 8 – **WLA Conference**; Hyatt Regency, Green Bay
- November 8 – Council on Library and Network Development (COLAND) meeting
- November 11 - **WVLS/IFLS/NWLS Website Office Hour**
- November 12 – WPLC Technology Steering Committee meeting
- November 13-14 – **Library Marketing and Communications Conference**; St. Louis, Missouri
- November 14 – **WVLS V-Cat Council meeting**
- November 16 – **WVLS BOARD OF TRUSTEES MEETING**
- November 19 - **Website Accessibility Learning Group meeting**
- November 20 - **WVLS/IFLS/NWLS Website Office Hour: Website 201 [Just] Beyond the Basics**
- November 20 – “Inspire, Advocate, Communicate: Library Data Storytelling” webinar
- November 21 - **V-Cat Training: Reports the Easy Way**
- November 21 - **WVLS/IFLS/NWLS Website Office Hour: Website 201 [Just] Beyond the Basics**
- November 21 - **WVLS/IFLS/NWLS Website Office Hour**
- November 22 - WLA Library Development and Legislation Committee meeting
- November 27 - DPI-hosted meeting of System Continuing Education Consultants
- November 28 – **WVLS OFFICE closed** (Thanksgiving Day)
- November 29 – **WVLS OFFICE closed**

Thank you for reading!

Marla