



Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

GENERAL INFORMATION

Library System

South Central Library System

Describe significant needs and problems that influenced the development of this and other system plans.

Challenges for SCLS in 2020 will include follow up to the December 2019 migration to new software, "Bibliovation" for the shared ILS LINKCat. Besides helping members become comfortable with the new software, we will have to train and publicize searching help for the general public who use LINKCat. Following the migration, ILS staff will explore integration of linked data and databases and a new mobile app.

SCLS Technology Team will continue to work on setting up infrastructure for a data center site to support the statewide technology collaboration project with its system partners.

Marathon County Public Library, located within a consolidated county, has expressed a desire to merge with the SCLS. They are interested in joining 1/1/2021 which makes 2020 the year to prepare for the new member. Changes would include: approval from boards and DPI; additional delivery service; migration to the new ILS; change of governance structures; new budgeting; visits to and training of Marathon County staff and lots of paperwork!

SCLS will also continue to review options to relocate and to combine its two facilities; administration and delivery. The SCLS Building Needs Assessment Work Group will be finishing its recommendations and moving forward with a plan.

Did the library system consult member libraries in the development of this plan?

- No, the library system did not include member libraries in the development of this plan.
- Yes, the library system included member libraries in the development of this plan.

If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:

SCLS prides itself on its transparent, member-centric governing processes that oversee purchasing, planning, procedures and priorities for its members and SCLS itself. Creation of the system plan is just another annual task that is a regular occurrence involving member libraries, both formally and informally, throughout the year.

The Administrative Council (AC) meeting where representatives of the SCLS libraries come together to discuss issues brought forth by SCLS and the member libraries occurs monthly. The AC acts as the formally appointed advisory committee for SCLS and its Board of Trustees. The AC representatives have two-year terms, with 1/2 of the body elected each year. The AC reviews system services and activities throughout the year, provides input and then reviews the final draft of the annual system plan and budget each year before it is submitted to the SCLS Board of Trustees and the Division for Libraries and Technology (DLT).

There are two committees that report to the AC:

1. Delivery Committee (DC)
2. Technology Committee (TC).

Both are similarly structured to the AC, with libraries represented by individuals elected to the committee. These committees and the AC may form workgroups as appropriate to work on tasks. There are two standing subcommittees that report to the AC:

1. Library Innovation Subcommittee
2. Interlibrary Loan Subcommittee

A third committee, the ILS Committee (IC) exists to make decisions about the shared integrated library system. There are three standing subcommittees that report to the IC:

1. Collection Maintenance Subcommittee
2. Circulation Services Subcommittee
3. Discovery Interface Subcommittee

SCLS works to develop multi-type cooperation and partnerships throughout the system. SCLS funds a multi-type coordinator to develop and manage our multi-type activities. She acts as the representative for the multi-type libraries at committee meetings.

GENERAL INFORMATION (cont'd.)

Four times a year, special meetings of the AC, called All-Directors meetings, bring together all of the directors of the public libraries in SCLS to collaborate and vote on budgets, system priorities and fees for the coming year. The budget developed by SCLS is based on these fees, and all libraries have the opportunity to review the plan and budget prior to the meetings.

SCLS staff maintain constant contact with member libraries on an individual basis as well as through the groups described above. All meeting agendas and minutes are posted on the SCLS web site <https://www.scls.info/committees>. Member libraries are encouraged to offer feedback on programs and individual staff performance through email lists and web forms. SCLS staff also ask for more formal feedback on various topics. These include an online bi-weekly newsletter, a weekly email notice, and the wide dissemination of information pertinent to system operations through email and our website, which includes blogs and wikis. Every member library is visited annually by a SCLS staff member to review the service they receive from the system.

The SCLS Board of Trustees meets monthly and has standing subcommittees for Budget and Finance, Personnel, and Advocacy. The subcommittees meet separately from the full board to delve deeply into the annual budget, organization chart and other relevant issues. The Chair of the AC and the Director of the Resource Library are both non-voting members of the SCLS Board of Trustees. The Board receives and reviews all the completed planning data from members and staff, and has the final authority over all system policies and documents that are submitted to the DLT.

The underpinning foundation of SCLS planning is our mission statement, staff values, and system principles. SCLS created quality standards through its Exceptional Service Program. The quality standards are based on the pillars of relationship; helpfulness; efficiency and creativity in all service matters.

Input from the various meetings listed above are incorporated into the SCLS plan. The final meetings for input and review of the plan were 8/15/2019 and 9/19/2019 for the Administrative Council. While the SCLS Board of Trustees met 9/26/2019 for final review, discussion, and approval of the plan.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

- No, the library system does not have a formally appointed advisory committee.
- Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2020**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

- Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

Resource Library Agreement

- Wis. Stat. § 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 that library.
- The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

	ASSURANCES (cont'd)	
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Reference Referral, Interlibrary Loan, and Technology

- Wis. Stat. § 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.

List ongoing activities related to this requirement:

Provide our system resource library with the necessary funding to provide backup reference, information and interlibrary loan (ILL) services on behalf of all member libraries.

Reference

1. Provide authentication services for all databases that member libraries offer to the public.
2. Maintain forms for email reference for member libraries as needed.
3. Coordinate with member libraries to provide access to databases for member library staff and patrons.
4. Appoint ad hoc committees/task forces to work on issues related to reference as needed.
5. Work with WiLS on database selection/acquisition/billing for member libraries.

ILL

1. Manage WorldCat for SCLS libraries.
2. Work with Madison Public Library to manage WorldCat, WISCAT and ILLiad ILL services.
3. Coordinate and chair the system's ILL subcommittee to work on issues related to ILL.
4. Continue the use of resource contract funds to purchase materials requested for interlibrary loan, when appropriate.

Integrated Library System

1. Operate a shared automated system, LINKcat, to enhance resource sharing throughout SCLS.
2. Support libraries on the use of the shared integrated library system (ILS) and continue to train members on it.
3. Maintain a shared database of member library bibliographic records and holdings.
4. Provide cooperative cataloging of materials using OCLC.
5. Provide authority control and other database maintenance services.
6. Provide in-kind services for the ILS (business, personnel, general management, public relations, etc.).
7. Provide email, text and telephone delivery for ILS-related notices.
8. Coordinate self-check, RFID, and Automated Material Handling services with third party vendors.
9. Assist libraries with RFID conversions by providing RFID conversion carts and accompanying training.
10. Coordinate third-party products including debt collection, enhanced content for the PAC, and telephone/email noticing.
11. Manage development products including prioritization of development, specifications and testing developed software.
12. Strive to stay aware of new products and services that pertain to the ILS and bring them to the ILS libraries, as appropriate.
13. Generate lists of new, popular, and award winning materials for inclusion in the public catalog.
14. Participate in local and national ILS user groups.
15. Support libraries joining the ILS.
16. Maintain Link news blog, end user documentation and ILS support web site.
17. Support online credit card payment option for payment of fines and fees in LINKcat.
18. Extract data from the shared ILS to be used for pre-populating the state annual report.
19. Provide downloadable mobile app version of LINKcat for IOS & Android systems.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

Evaluate mobile app solutions for upgrade or replacement of current services.
Explore integration of linked data.

ASSURANCES (cont'd)

Inservice Training

- Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

1. Conduct informal discussion/training sessions by web conferencing.
2. Provide hands-on training and conduct workshops in-person and via web conferencing.
3. Provide access to online self-paced courses.
4. Record continuing education sessions (CE) when possible, and provide members access to these recordings.
5. Maintain a calendar of CE events, and provide information on CE opportunities offered by other organizations.
6. Offer direct training opportunities for library staff and trustees on topics related to local advocacy.
7. Provide continuing education opportunities on issues related to library management, including budgeting and Chapter 43.
8. Coordinate annual Trustee Training Week webinar series.
9. Work with other systems to offer Tech Days at multiple locations within Wisconsin.
10. Help libraries to develop their own training and staff development plans.
11. Maintain a wireless training lab and gadget pack for member libraries to borrow for patron and staff training.
12. Provide scholarships and grants for member library staff and trustees to attend continuing education events to supplement local continuing education funds.
13. SCLS staff will continue to provide in-service training for members in addition to using outside presenters.
14. Pay annual Wisconsin Library Association dues for member public library directors or their designees.
15. Assist member librarians in the statutory certification and re-certification processes.
16. Create, coordinate, and facilitate a series of inservice programs for member libraries to identify library mission, vision and core values

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

None

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

Jean Anderson jean@scls.info
 Shawn Brommer sbrommer@scls.info
 Jody Hoesly jhoesly@scls.info
 Mark Ibach mibach@scls.info
 Mark Jochem mjochem@scls.info
 Tamara Ramski tramski@scls.info
 Martha Van Pelt mvanpelt@scls.info
 Rose Ziech rziech@scls.info
 Craig Ellefson craig@scls.info

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

SCLS works with the Arrowhead and Southwest Wisconsin Library Systems to coordinate joint workshops and meetings for youth services librarians; workshop and meeting topics include social services and public libraries, Tween & Teen Programming, Early Literacy, and Collection Development. SCLS provides assistance planning the Wild Wisconsin Winter Web Conference and provides financial support. SCLS has an agreement with the Arrowhead Library System to provide continuing education services in 2020.

Delivery and Communication

- Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.

Electronic Delivery

1. Support member libraries in the use of electronic resources, including reference databases and the OverDrive collection.
 2. Provide authentication of databases for members.
 3. Encourage member libraries to make full use of available online resources.
 4. Create marketing materials to ensure that the public is aware of remote services available to them.
 5. Enable remote access to library materials and services offered by the state, SCLS, and member libraries.
 6. Participate in the Wisconsin Public Library Consortium and its services, including OverDrive and Advantage.
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ASSURANCES (cont'd)

Physical Delivery

1. Provide delivery services for SCLS member public libraries with staff of 26 FTEs. This is an important infrastructure component for supporting lifelong learning to all customers. It allows a wide range of materials from across the state to be placed into the hands of the learners. Delivery within SCLS ranges from 6 days per week to 3 days per week and twice a day for 6 days for the resource library.
2. Constantly review and enhance intersystem delivery service in order to provide service at highest possible levels of efficiency and effectiveness.
3. Deliver all types of materials necessary to support programming, including story props, wireless lab, other equipment, and special requests.
4. Work with member libraries to develop best-practices for delivery, including assistance with in-house workflows.
5. Continue use of Reduced Transportation Holds (RTH) in the ILS to reduce delivery time of popular materials.
6. Pursue contractual agreements and other funding to support intersystem delivery service.
7. Seek new customers for delivery to share the cost of routes and increase affordability of the service.
8. Provide the LINK Express service to non-public library agencies.
9. Work with member libraries who are planning new buildings or renovations to design appropriate areas for delivery and materials handling.
10. Partner with member libraries to provide service to senior centers, day cares, schools and homebound patrons.
11. Weekly and bi-weekly delivery of the Isthmus, La Comunidad and Capital Times along with distributions for local organizations and non-profit agencies.
12. Collection point for File 13 recycling.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

Work with the Delivery Committee and member libraries on creating site specific delivery information sheets to post at each member library.

Continue discussing and researching possible creation of northern delivery hub in Marathon County.

Service Agreements

- Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

Other Types of Libraries

- Wis. Stat. § 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.
- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

ASSURANCES (cont'd)

Library Technology and Resource Sharing Plan

- Wis. Stat. § 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 fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2020. See [the Library System Technology and Resource Sharing plan webpage](#) for more information.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

scls.info/technology

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

- Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
- No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

Indicate new or priority activities relating to this requirement for the plan year:

None

Professional Consultation

- Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

Jean Anderson, Continuing Education & Multi-type Consultant, Wood County contact

Shawn Brommer, Youth Services and Outreach Consultant, Dane County contact

Deb Haeffner, Building and Design Consultant

Jody Hoesly, Data Services Consultant

Mark Ibach, Consulting Services Coordinator providing Marketing and PR Support, Columbia and Green County contact

Mark Jochem, Workforce Development Specialist

Tamara Ramski, Digitization Specialist

Rose Ziech, Web Services Consultant

Martha Van Pelt, Director, allocates 20% of her time to consulting and direct support of members. Sauk County contact.

The consulting staff is cross trained to support each other's responsibilities in delivering personal service to member libraries.

This sharing of knowledge encourages partnerships, efficiency and seamless service. Each consultant is also assigned a county and must attend its library director and county board meetings.

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

None

Inclusive Services

- Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Indicate new or priority activities relating to this requirement for the plan year:

Substance abuse and mental health symposium to help library staff deal with patrons affected by either/both.

Workforce development consultation services and website resources.

Strategic planning consultation with a focus on inclusive services.

Ongoing maintenance of inclusive services website resources.

Provide the Ryan Dowd database "Practical Tips for Difficult Homeless Patrons" for on demand training for library staff dealing with individuals who are homeless.

ASSURANCES (cont'd)

Other Service Programs

Wis. Stat. § 43.24(2)(i) Any other service programs 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.

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Collection Development:

1. Contract with system resource library for the central purchase of items in high demand or not owned within the system area and management of collections of special materials to strengthen the resources available to member libraries.
2. Maintain a collection of professional library and information science materials for loan.
3. Provide select library periodicals on behalf of member libraries that cannot afford to do so.
4. Provide libraries with guidance and reports for collection development and weeding.
5. Develop and support members in creating electronic book collections for their customers.
6. Help member library staff develop collection development plans, schedules, and policies.

County Support:

1. Attend county meetings of library directors and library boards.
2. Assist in the creation of county library board annual reports.

Demographic/Patron-based Planning:

1. Research demographic changes and help libraries serve patrons from different cultures and socio-economic classes.
2. Produce custom ILS reports for the ILS members to chart borrowing habits of library users.
3. Help libraries understand and feel more comfortable talking about poverty and demographic change.
4. Encourage libraries to solicit public input through user surveys, committees, and other means when undertaking new services.
5. Assist libraries to get appropriate statistics for planning.
6. Prepare multiple data dashboards to present circulation, demographic, and other library use data for public online access.
7. Work with individual libraries and county library boards to design and manage data collection projects.

Foundation:

1. Continue the planning and development of the SCLS Foundation.
2. Educate member libraries on the value of a foundation and related laws.
3. Maintain a website for the SCLS Foundation.
4. Offer investment options for public libraries and Friends groups statewide.
5. Publish a SCLS Foundation newsletter two times a year.
6. Maintain a database of constituents.
7. As directed by the SCLS Foundation Board, coordinate an annual fundraising event.

Graphics Services/Coordinated Ordering:

1. Design and print publicity materials for libraries, including bookmarks, fliers, annual reports, newsletters.
 2. Design and print achievement certificates, stationary, business cards and administrative materials.
 3. Provide print and graphic services on a cost-recovery basis for library Friends groups and Foundations, as appropriate.
 4. Provide lamination services for member libraries.
 5. Coordinate orders for library cards, envelopes, barcodes, puppets, etc. to save libraries money.
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ASSURANCES (cont'd)

Intra-system Boards/Committees:

1. Maintain and support a committee structure for the SCLS community.
2. Develop and maintain the charge, terms and the system of designating members for each committee.
3. Publish agendas, minutes of all meetings; receive support from SCLS staff.
4. Meet with all committees on a regular schedule.
5. Work with committees to identify service needs and improve service.
6. Encourage multitype participation in major planning processes when appropriate.
7. Provide contact information for the SCLS board members.
8. Encourage member libraries to provide SCLS with a contact list of their board members and supporters.
9. Build strong relations between the SCLS Board and local library boards in order to increase the effectiveness of each.

Intra-system Communication:

1. Provide video conferencing and audio conferencing options for SCLS meetings when appropriate.
2. Maintain mechanisms for the evaluation and prioritization of services.
3. Maintain a variety of tools, including websites and email lists, to aid communication between SCLS and its member libraries.
4. Collect input from member libraries via site visits, email list discussions, surveys and other methods.
5. Encourage member libraries to submit updated directory information through an online form.
6. Follow a process responsive to member libraries needs if an issue of system expansion arises.
7. Provide information for new directors through the SCLS website and in-person orientation visits.
8. Annually visit each library in the system to gather information/feedback from the library.
9. Publish a biweekly online newsletter for member libraries.
10. Publish a weekly email (Top 5) for members highlighting that week's meetings, deadlines and hot issues.

Leadership and Planning:

1. Provide leadership, in partnership with member libraries and trustees, on how we can better undertake current objectives.
2. Maintain involvement in library and related organizations at the regional, state, and national level to seek out information concerning new trends in our field and to share this information with member libraries, committees, etc.
3. Serve on various state, local, and national planning groups related to all areas of library service.
4. Continue to dream and to maintain a sense of humor in the face of adversity.
5. Facilitate in-service programs for library staff on creating visions of service and innovative public programming plans.
6. Support staff involvement in the state standards revision.
7. Continue working with member libraries to digitize historical materials, archive digital content files, and collaborate with Recollection Wisconsin and Milwaukee Public Library to store files so they are accessible online.
8. Support library directors and boards in developing, publicizing, and evaluating strategic plans.

Multitype:

1. Work with multitype libraries to coordinate planning and activities.
 2. Provide consulting services to multitype members as feasible.
 3. Provide graphic and PR services to multitype members as feasible and on a cost recovery basis.
 4. Provide multitype libraries with workshops and training sessions for free or on a cost-recovery basis.
 5. Provide delivery services to multitype members on a cost-recovery basis, as appropriate.
 6. Maintain an email list for dissemination of information to multitype libraries.
 7. Encourage multitype libraries to use LINKcat and other available tools for resource sharing purposes.
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ASSURANCES (cont'd)

Partnerships:

1. Assist member libraries to build and strengthen partnerships with one another and community organizations.
2. Work on partnerships with community agencies, such as Wisconsin Public Television, Literacy Councils, Wisconsin Humanities Council, the UW Children's Hospital, UW-Extension, and other social services to share resources (such as staff time, publications, grant activities) to provide services and programs for the public, and to create continuing education opportunities for SCLS member library staff.
3. Continue working with all library systems and the U-W system on the statewide delivery of physical materials.
4. Continue to assist SCLS Libraries to develop partnerships with the Workforce Development Boards, Career Centers, WorkSmart Network, and Dane County's Office for Inclusion and Equity to provide job seekers with assistance and referrals.
5. Continue to reach out to social service providers to help libraries provide information to job seekers in the areas of digital literacy, training, food, transportation, and housing.

Program Development:

1. Assist member libraries with developing programs for youth and adults through workshops, planning meetings, and support materials.
2. Provide programming resources, information and assistance through the SCLS website.
3. Loan and support equipment for programs, including a wireless lab, gaming equipment, gadget packs and projectors.
4. Partner with Wisconsin Public Television to create outreach activities with the annual, "Get Up and Go Day event."
5. Develop and print program promotional and other materials as requested.
6. Maintain and promote youth services literacy programming kits.
7. Maintain electronic lists and social media resources to allow member libraries to share programming ideas and materials.
8. Support Library Innovation Subcommittee to identify program topics and resources.
9. Purchase, circulate and support mobile maker kits for member libraries.
10. Coordinate system-wide purchase of movie licenses for member libraries.
11. Assist member libraries with developing inclusive services and programs for library patrons and staff.
12. Train member library staff in the use of mobile maker kits.
13. Provide equipment and assistance to facilitate the digitization of local historical documents, photos, audio and video.
14. Connect libraries with resources to address workforce development needs in the community, and work with library staff to develop programming when appropriate.

Public Relations and Advocacy:

1. Play an active role in the development and enactment of policy and legislation at the local, regional, state and federal level.
2. Advocate on the state and federal levels for public library initiatives.
3. Seek out and share information regarding the status and future of state level library issues.
4. Discuss outreach ideas for member libraries to develop ongoing relationships with legislators.
5. Help member libraries identify community leaders, organizations and strategies to develop positive relationships.
6. Assist libraries in the creation of an advocacy network to effectively mobilize the public on behalf of library causes.
7. Encourage the SCLS community to participate in legislative activities, particularly WLA Legislative Day.
8. Sponsor the attendance of a SCLS board member at ALA Legislative Day in Washington, D.C.
9. Demonstrate the value and effectiveness of library service at both the local and system level, and tie such efforts to ongoing state and national processes when possible.
10. Support early and family literacy efforts, such as the Summer Library Program.
11. Share pertinent and applicable information from national and/or local survey efforts about the value of library service.
12. Advise and support local and state marketing and publicity efforts.

ASSURANCES (cont'd)

13. Assist member libraries in developing and implementing marketing plans.
14. Guide libraries in working with the media and in attracting media to local events.
15. Provide promotional materials for centralized system services and for local services, as requested.
16. Produce a print directory of SCLS public libraries and hours.
17. Publish an online newsletter and maintain Facebook presence. Encourage libraries to submit photos or content.
18. Develop materials for observance weeks and days as requested.
19. Publish a "Trustee Update" newsletter three times per year.
20. Maintain online library marketing and advocacy resources.
21. Assist libraries with the development of public service announcements.
22. Work with libraries to help publicize availability & usefulness of online databases.
23. Work with system marketing consultants statewide to identify and implement cooperative projects and resources.

Technology:

1. Provide network and web services using the most effective means possible, including Charter with VPN, WiscNet with VPN, the Badgernet Converged Network and the Metropolitan Unified Fiber Network (MUFN).
2. Work with DOA TEACH and other agencies to ensure that member libraries continue to have adequate telecommunications access and capabilities.
3. Maintain network security by providing an anti-virus solution, appropriate software security updates, and educating library staff about safe internet and email practices.
4. Maintain web, email, and email list services.
5. Maintain servers and support for workstation time management and print management product.
6. Assist member libraries in determining what computer hardware and software to purchase.
7. Provide technical support for computers and peripherals, software, and networks.
8. Publish SCLS Technology News blog, an in-depth look at SCLS Technology projects.
9. Publish TechBits, a blog of computer tips and tricks.
10. Provide wireless networks for the public and provide ongoing support for the networks.
11. Assist member libraries with developing and maintaining web pages.
12. Consult with member libraries on network cabling projects.
13. Provide alternate domain names for member libraries to allow easier access to library webpages.
14. Work with member libraries to create hardware replacement plans to make purchases and installations more manageable and to ensure compatibility with up-to-date operating systems, security and application software.
15. Explore and experiment with new directions in technology for the ongoing and future operations and missions of member libraries.
16. Offer pilot projects in various technology areas.
17. Encourage libraries, when building or remodeling, to consider new technologies.
18. Assist member libraries with technical aspects of building and renovation projects, including coordination of installation of computers and telecommunications.
19. Maintain a Google domain and Google Calendar for SCLS staff use.
20. Provide technical support for the SCLS ILS e-commerce solution.
21. Assist libraries participating in federal E-rate funding with CIPA compliance and act as agent and apply for the grants.
22. Provide filtering software to libraries as requested.
23. Provide HTTPS and SSL certificates for library web site domains.
24. Organize and host state-wide Camp Tech-A-Talka annual event for systems' technology staff.

ASSURANCES (cont'd)

Youth Services:

1. Meet with member youth services staff to determine grants, focus of CE workshops, and directions of future projects.
 2. Assist member libraries working to expand programming for children and teens.
 3. Help libraries develop appropriate early and family literacy programs.
 4. Maintain a collection of youth services program support materials.
 5. Help member libraries develop technology programs, services, and collections for youth.
 6. Coordinate family literacy programs.
 7. Help youth services librarians develop plans of service.
 8. Help libraries develop an appropriate Summer Library Program and other literacy offering activities.
 9. Address trends and topics of interest for youth services librarians through annual planning sessions, meetings, and facilitated gatherings.
 10. Help libraries develop year-round literacy offerings, programs, and drop-in activities.
 11. Assist youth services librarians to be active in the political process.
 12. Include collection development components in meetings and workshops, in conjunction with the Cooperative Children's Book Center (CCBC)
 13. Assist member libraries to develop programs based on feedback from youth and teens, including assistance with developing teen advisory boards.
 14. Provide assistance and encouragement in using developmentally appropriate technology in library programming for youth.
 15. Help libraries develop and maintain youth materials collections.
 16. Apply research-based information about brain development and literacy toward youth services plans and projects.
 17. Promote and contribute to the system-wide youth services blog "Big Wheel."
-

Administration

- The system will not expend more than 20 percent of state aid received in the plan year for administration.
 - The system will submit the 2019 system audit to the Division no later than September 30, 2020.
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Budget

- The system completed and included the budget by service program category and fund source for the plan year ([see guidelines](#)).
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	COLLABORATIVE ACTIVITIES	
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Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2020 resource library contract.*

1. Wisconsin Public Library Consortium (WPLC) OverDrive purchasing pool.
2. Shared delivery service of materials among SCLS members instead of U.S. Mail.
3. Wild Wisconsin Winter Web Conference: a 2 day web conference with national speakers. Wisconsin library systems will share the cost.
4. Partnership between SCLS & the Madison Mallards & Wisconsin Rapids Rafters baseball teams for 15,000 tickets & PSAs
5. Partnership between SCLS & Wisconsin Public Television to publicize library services on WPT's statewide channel.
6. SCLS coordinates Trustee Training Week with other systems and shares the cost of presenting (5) 1 hour training webinars for library trustees.
7. Contract with Bibliotheca to act as front line technical support to SCLS member libraries with Bibliotheca or 3M equipment.
8. Member of the System Office Managers and Bookkeepers Association of Wisconsin (SOMBAW).
9. Tech Days: Partner with other library systems for 3 Tech Days presentations.
10. Manitowoc-Calumet Historical Digitization project

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

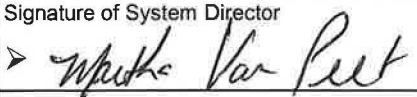
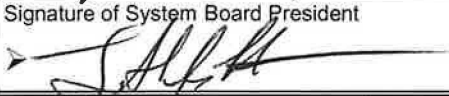
Activity	Amount
1. Wisconsin Public Library Consortium (WPLC) OverDrive purchasing pool.	\$742,133
2. Shared delivery service	\$33,614,002
3. Wild Wisconsin Winter Web Conference	\$4,402
4. SCLS partnerships with baseball teams	\$46,000
5. Partnership with WPT	\$6,000
6. Trustee Training Week	\$1,836
7. Bibliotheca contract	\$18,000
8. SOMBAW membership includes free training & shared knowledge of administrative resources	\$150

Cost Benefit For each activity above, list the activity name and estimated cost benefit realized.

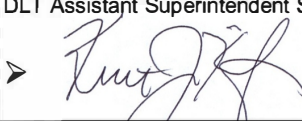
Activity	Amount
9. Tech Days	\$4,559
10. Manitowoc-Calumet Historical Digitization project	\$3,400
Cost Benefit Total	\$34,440,482

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2020**.

Name of System Director Martha Van Pelt	Signature of System Director ➤ 	Date Signed Mo./Day/Yr. 9/26/2019
Name of System Board President Jaime Healy-Plotkin	Signature of System Board President ➤ 	Date Signed Mo./Day/Yr. 9/26/19

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved See Comments. <input type="checkbox"/> Not Approved See Comments.	DLT Assistant Superintendent Signature ➤ 	Date Signed Mo./Day/Yr. 11/1/2019
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Comments

PUBLIC LIBRARY SYSTEM 2020 ANNUAL PROGRAM BUDGET					
Program	2020 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1. Technology	\$732,023	\$0	\$0	\$3,534,449	
2. ILS/Reference/ILL					
3.					
4.					
5. Electronic Resources	\$44,808	\$0	\$0	\$277,867	
Program Total	\$776,831	\$0	\$0	\$3,812,316	\$4,589,147
Continuing Education and Consulting Service*					
1. Consultant Services	\$272,947	\$0	\$0	\$0	
2. Continuing Education	\$93,388	\$0	\$0	\$0	
Program Total	\$366,335	\$0	\$0	\$0	\$366,335
Delivery Services	\$345,359	\$0	\$75,000	\$1,671,082	\$2,091,441
Library Services to Special Users	\$58,015	\$0	\$0	\$0	\$58,015
Library Collection Development	\$5,768	\$0	\$0	\$0	\$5,768
Direct Payment to Members for Nonresident Access	\$0	\$0	\$0	\$0	\$0
Direct Nonresident Access Payments Across System Borders	\$0	\$0	\$0	\$0	\$0
Library Services to Youth	\$90,258	\$0	\$0	\$0	\$90,258
Public Information	\$312,317	\$0	\$0	\$0	\$312,317
Administration	\$226,096	\$0	\$0	\$90,598	\$316,694
Subtotal	\$1,037,813	\$0	\$75,000	\$1,761,680	\$2,874,493
Other System Programs					
1. Other Types of Libraries	\$18,987	\$0	\$0	\$0	\$18,987
2. Contingency	\$0	\$0	\$0	\$866,830	\$866,830
Program Total	\$18,987	\$0	\$0	\$866,830	\$885,817
Grand Totals	\$2,199,966	\$0	\$75,000	\$6,440,826	\$8,715,792

* These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1. Line 5 is reserved for the amounts budgeted for electronic resources ([see program budget guidelines](#)).