Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2020**
PI-2446 (Rev. 08-19)

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Tuesday, October 15, 2019. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

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

GENERAL INFORMATION

Library System

Southwest Wisconsin Library System

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

The primary need SWLS faces is increased funding if the system hopes to improve the services it offers to its member libraries. This need is felt keenly as this is written because the system is preparing to hire new staff for 2020 as a result of retirements of three of the system's four full-time staff members. While the loss of nearly 110 combined years of system staff experience through these retirements will be a challenge, the retirements will allow the system to restructure its staffing with revised positions intended to provide increased outreach service, training and continuing education, and technology support, all of which have been requested by member libraries. Attracting and holding on to qualified personnel that can provide services at a high level requires appropriate salaries and benefits, and SWLS is adjusting expenses in several areas in order to do so, including changes in the numbers and costs of databases the system makes available for use by member libraries' patrons, relying on an LSTA grant to fund in part technology support, beginning to increase fees for library participation in system services, and in other areas. Even with this staff restructuring in 2020, SWLS will continue to need to engage external consultants for professional coverage of areas such as youth services, lacking sufficient funds to create positions on staff for such coverage.

The receipt of LSTA funds related to system collaborative technology projects will be of great assistance to SWLS in 2020 as the system completes its transistion to technology support provided primarily by staff of another library system. This new collaboration, formally begun in mid-2019, will continue and evolve in 2020. The changes to the SWLS wide area network and its support, along with grant-funded and system-supported deployments of improved network equipment at libraries, should enable additional desired services to become available to SWLS libraries, such as print management and patron computer timing, in addition to the basic purpose of establishing a more stable technology environment for member libraries.

The system would like to expand its activities in cooperation with member libraries in bringing library service to underserved areas within the system. It is likely that the scope of such activities will be dependent upon any successes the system has in obtaining grant money and/or raising money through donations. It is the intention of the system to work with its member libraries to provide some form of library service in a number of rural locations currently without nearby public libraries or school libraries. One idea is to "borrow" the system's delivery fleet vehicles for use as mini-bookmobiles or pop-up libraries that, along with potential partners from area libraries, could bring materials and programming to different areas on a regular schedule.

It is a goal of the system to raise awareness and facilitate local and regional connections to public libraries, through outreach activities, through networking, and through planned activities such as the Libraries Activating Workforce Development Skills Project and others.

The system suffers under the current funding model due to its relatively sparse population. As the seventh-largest library system in the state by geographical area, and sixth-largest library system based on number of member libraries, SWLS incurs greater-than-average costs simply due to logistics of providing services to all of its member libraries and communities. SWLS is not the only system in the state dealing with this concern, but it bears repeating. A system staff visit to a member library may be a round trip of 100 miles, which would not be an unusual distance. If system staff are to be engaging with member library staff, performing outreach, training, and consulting activities, the costs simply to be present add up, leaving little for promotional activities or new outreach activities or service improvements. System staff need to be leaders in the region, connecting area library staff with new ideas and best practices. It is not beneficial if staff feel pressure to curtail their activities - perhaps making a decision not to visit a library, not to attend a professional meeting or conference, or not to spend time pursuing a new service idea - thinking that, well, in the big picture they are helping by saving money. System underfunding indicates a lack of support for services to libraries, which has the effect of putting added burdens on each of them and their communities.

GENERAL INFORMATION (cont'd.)

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:

A draft of this 2020 system plan was shared with SWLS library directors for review and input. Discussion of the plan took place at the Aug. 30, 2019, all-directors' meeting. The library at Southwest Technical College was also provided a draft of the plan for review and input. These opportunities for input were provided before presenting the plan to the SWLS Board of Trustees for consideration and approval on Sept. 18, 2019.

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:

A Public Library Advisory Council that includes the library directors of all system members meets six times per year in part to discuss its own topics and in part to advise and communicate with system staff and the Board of Trustees. Meetings are posted in accordance with open meetings guidelines from the Wisconsin Dept. of Justice. The group's most recent meeting minutes are shared with the SWLS Board of Trustees, and approved minutes are also shared with the Division for Libraries and Technology. Additionally, a member of the SWLS Board of Trustees is designated to attend the PLAC meetings, and PLAC annually selects a library director representative to serve as a liaison to the SWLS Board of Trustees meetings.

In spring 2019, the SWLS Board of Trustees assembled an ad hoc System Services Committee in response to communications from member libraries that had expressed concerns regarding cost, effectiveness, and breadth of services offered, further expressing desires for changes to system service provision. Member-library system service priorities identified via discussions and exercises at PLAC meetings were referenced throughout this committee's discussions. For this committee the board sought member library director volunteers from locations that would provide library representation of each county served by SWLS plus a representative from the intra-system resource library. Effort was also made to include representation from libraries based in municipalities of varying sizes. SWLS board members were invited to attend the committee's meetings. Agendas for meetings of this committee were posted in accordance with open meetings guidelines from the Wisconsin Dept. of Justice. Committee reports were provided at regular Board of Trustee meetings, and the committee's recommendations were submitted to the SWLS Executive Committee and the full SWLS Board of Trustees. The committee's recommendations were also submitted to the Division.

The system also provides support for meetings of the members' regional ILS consortium, Net Southwest. This committee includes 27 member public libraries that participate in the shared ILS. The committee meets in the same fashion as the PLAC group and meetings postings and communications are handled in the same way.

Additional committees advise the system and member libraries in more specific topic areas:
The Best Practices Committee advises participants in the shared ILS consortium on topics associated with the ILS and related service operations; the committee meets as needed; members are library directors or staff who volunteer; the committee reports to the Net Southwest and PLAC groups.

The Technology Committee advises on topics related to system technology services, library technology best practices, and explores new technologies; the group meets bi-monthly; members are library directors or staff who volunteer; the committee reports to the Net Southwest and PLAC groups.

Further, member counties have library committees that prepare the county library plans and in some cases are standing committees that meet annually, quarterly or otherwise regularly to discuss and plan improvements to library service within their county. The system seeks to attend and participate in county library committee meetings to support library services to county residents, facilitate communication to and from the committees, and assist with creation and updating of county library plans.

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:

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:

1. Continue to manage and support a shared integrated library system and resource sharing among member libraries of SWLS.
2. Continue to use WISCAT for interlibrary loan and provide an ILL clearinghouse; Net Southwest member libraries use the Circ Interlibrary Loan (C-ILL) module of Verso to interface with the WISCAT database.
3. Continue to provide cataloging of materials for member libraries.
4. Provide funding through the Intra-System Resource Library Agreement with Platteville Public Library for additional copies of bestselling and/or popular titles to facilitate resource sharing.
5. Investigate ways to increase value of Inter-System Resource Library Agreement with Madison Public Library.
6. Provide support for member library computers and local area networks.
7. Assist member libraries with access to group computer purchases.
8. Provide access to digital materials through WPLC collaboration.
9. Continue to fund certain databases for member library patron use to foster lifelong learning and workforce development.
10. Maintain a laptop lab available for lending to libraries.

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

1. Transition system ILS support and ILL responsibilities to a to-be-hired system staff member.
2. Transition cataloging and related duties to a to-be-hired system staff member.
3. Complete transition to new collaborative technology support (network and desktop support) with another library system.
4. Deploy updated equipment and software to member libraries as part of collaborative technology support.
5. Support increases in BadgerNet bandwidth capacities for member libraries on BadgerNet currently below 50 Gbps.
6. Provide access to equipment and training for digitization of local history information, esp. photographs.
7. Evaluate lendable makerspace kits for refurbishment or retirement in 2020.
8. Seek funding to provide internet connectivity and other services at possible new rural library service activities.

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. Provide or partner to provide at least eight system-sponsored workshops for member library directors, staff, and trustees.
2. Provide at least 10 hours of technology-related training.
3. Improve an online calendar of continuing education opportunities.
4. Provide a laptop lab and presentation package to member libraries for use in technology training and presentations.
5. Assist member libraries with the library director certification and re-certification process.
6. Co-sponsor at least two webinars with other library systems.
7. Provide six hours of youth services training/workshops.

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

1. Transition continuing education and outreach support activities to a to-be-hired system staff member.
2. Provide training related to digitization and preservation of local history collections.
3. Create or solicit creation of web-based, system-specific video tutorials related to ILS usage, best practices and other topics.
4. Conduct educational event appropriate for library and system trustees.

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

Youth Services Consultant Contract with Marge Loch-Wouters, lochwouters@gmail.com;
planned but at present unknown 2020 SWLS continuing education coordinator;
SWLS system director David Kranz, dkranz@swls.org.

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:

Wisconsin Valley Library Service

Additional library systems provide programs and webinars that SWLS member library directors and staff and trustees participate in and may incur system costs.

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.*

1. Coordinate internet access for member libraries with BadgerNet datalines working with TEACH, AT&T, WiscNet, and our technology support partners.
2. Maintain a wide area network for members of NetSouthwest with BadgerNet service.
3. Provide all SWLS member librareis and branches with 3-day-per-week delivery.
4. Provide 1-day-per-week delivery during the academic year to the 31 school districts of CESA 3 and Southwest Technical College Library on a contractual basis to facilitate resource sharing.
5. Contract with South Central Library System for statewide delivery service.
6. Maintain internal communications to ensure that member libraries are well-informed in a timely manner and to allow for the maximum amount of input on system services.
7. Post SWLS Board of Trustees meeting agendas and minutes as well as agendas and minutes of committees of SWLS on the SWLS website.
8. Continue to use Google Drive as a collaboration and communication tool between SWLS and member libraries and among member libraries.
9. Continue fleet maintenance activities in support of consistent delivery service.
9. Continue membership in WPLC and access to the OverDrive database.

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

1. Onboard new system staff member in position with enhanced duties in the area of communications and outreach.

2. Update content on the SWLS website to make it more useful to member libraries.

3. Provide more opportunities for member libraries to network, discuss important issues, and collaborate.

4. Possibly make use of delivery van(s) for added rural library service activities.

ASSURANCES (cont'd)

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:

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:

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:

1. Continuing member library transition to new technology support provider.
2. Continue improving the technology environment at member libraries in conjuction with collaborative technology support agreement and making use of LSTA grant money to fund equipment at member locations such as routers, switches, and wireless access points as well as providing and administrating PC management and stability software such as Deep Freeze for all interested locations.
3. Consult with member libraries regarding ongoing or new tech needs and desires that are possible due to improved network and technology enviroment.
4. With collaborative technology support partners, seek increases in BadgerNet capacities at SWLS member-library locations participating in BadgerNet that in 2019 had download capacities below 50 Gbps.

ASSURANCES (cont'd)

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:

1. Marge Loch-Wouters will serve as youth services consultant and work with member library youth and teen services staff in providing expertise in the areas of youth services planning and program implementation and evaluation.
2. David Kranz, SWLS director, consults on topics including certification, continuing education, administration, annual reports, system services, new library director orientation, trustee orientation, collection development, and state reports.
3. To-be-hired SWLS system staff member, expected to consult on topics including ILS support and training, cataloging, ILL and WISCAT.
4. To-be-hired SWLS system staff member, expected to consult on continuing education, communication and outreach.
5. Large-format printing and limited graphic design assistance, available to SWLS-member libraries from Schreiner Memorial Library, Lancaster.
6. Die-cut orders using the system's die-cut collection can be fulfilled by staff at the Brewer Public Library, Richland Center.

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

Increased priority is being placed on communication and outreach consultation in 2020.

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:

A planned new position at the system will have among its duties the role of Inclusive Services Coordinator, to ensure that the system continues to provide and promote continuing education opportunities and other support to public libraries in this area.

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.)

1. Provide collection, interpretation and presentation of data at the system level upon request.

2. Provide access to tools that allow member libraries to collect, interpret and present local data.

3. Encourage and facilitate member library participation in awareness events such as WLA's Library Legislative Day.

4. Communicate with the boards of the five counties that SWLS serves through SWLS Board of Trustee meeting minutes, county board meeting presentations, and a newsletter.

5. Continue to provide some databases for patron use to member libraries.

6. Communicate with area elected officials at the state and federal level about library activities in their district.

7. Assist member libraries in building relationships with local, state and federal elected officials.

8. If funding allows and partners remain interested, the system will investigate and potentially implement new pop-up rural library service at underserved rural locations. This is currently envisioned to make use of system vehicles to provide regular visits to locations without libraries. Services may include library card registration, item checkout, reserved item availability, wifi and/or other internet access, youth and/or adult programming. If pursued, similar services may also be provided in outreach activities at events in the region.

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.

Budget

☒ The system completed and included the budget by service program category and fund source for the plan year (see guidelines).

COLLABORATIVE ACTIVITIES

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. Outsource Accounting to Winnefox Library System: they process checks & payroll, maintain fiscal records and assist with the audit.

2. Contract out Youth Services Consultant position: schedule YS workshops, represent SWLS at state meetings, provide consulting on YS issues/topics to member libraries.

3. Co-sponsor webinars & in-person workshops with other library systems: other system staff schedule speakers, handle registration and other logistics and monitor webinars.

4. Delivery for CESA 3 school districts and Southwest Tech Library: provide delivery 1 day per week to CESA 3 school districts and Southwest Tech Library, facilitating interlibrary loan between public libaries and schools, encouraging collaboration.

5. Contract with another library system for technology support.

6. WPLC OverDrive Collection: participation in the WPLC OverDrive collection buying pool provides SWLS-area patrons with access to a large collection of digital content that would not be available were SWLS, or one of its members, to do it alone.

7. Participate in grant-funded and SCLS-funded digitization kits and provide training for scanning of local history materials located in SWLS libraries that do not have the equipment or experience to independently pursue this activity, make information about the resulting digital items available through the Digital Public Library of America.

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

Activity	Amount
1. Outsource accounting	$55,000
2. YS Consultant	$36,000
3. Co-sponsor webinars and workshops	$6,300
4. Delivery to CESA 3 public school districts and Southwest Tech Llibrary	$12,550
5. Partner for technology support	$225,000
6. WPLC OverDrive Collection	$1,150,000
7. Digitization kits and training	$15,000
8.	

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

Activity	Amount
9.	
10.	
Cost Benefit Total	$1,499,850

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	Signature of System Director	Date Signed *Mo./Day/Yr.*
David C. Kranz	➤	9/18/2019
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Robert J. Boyle	➤	9-18-19

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is:	DLT Assistant Superintendent Signature	Date Signed *Mo./Day/Yr.*
[X] Approved [ ] Provisionally Approved *See Comments.* [ ] Not Approved *See Comments.*	➤	11/1/2019

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. Shared ILS and Cataloging	$43,896			$141,524	
2. Reference and ILL	$8,922	$1,262		$17,404	
3. Technology	$58,643	$6,019	$21,400	$4,669	
4.					
5. Electronic Resources	$16,385			$26,074	
Program Total	$127,846	$7,281	$21,400	$189,671	$346,198
Continuing Education and Consulting Service*					
1. Continuing Education	$26,862	$2,038			
2. Consulting	$58,993	$2,303			
Program Total	$85,855	$4,341	$0	$0	$90,196
Delivery Services	$80,961			$12,584	$93,545
Library Services to Special Users	$9,806				$9,806
Library Collection Development	$1,023			$5,250	$6,273
Direct Payment to Members for Nonresident Access					$0
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$15,839				$15,839
Public Information	$29,701				$29,701
Administration	$36,512			$14,994	$51,506
Subtotal	$173,842	$0	$0	$32,828	$206,670
Other System Programs					
1. Designated funds		$55,214		$333,350	$388,564
2.					$0
Program Total	$0	$55,214	$0	$333,350	$388,564
Grand Totals	$387,543	$66,836	$21,400	$555,849	$1,031,628

*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).