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

Winding Rivers Library System

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

Like most public libraries and library systems, WRLS has undergone significant change and growth over the last five to six years, an almost transformative process related to system staff and services.

The primary needs and problems informing this plan include:
- Addressing the changing needs and expectations of member libraries by their communities.
- Continuing to provide efficient, resourceful, personalized service to member libraries.
- Maintaining a strong service ethos and tradition, while incorporating new staff strengths and ideas.
- Seeking collaborative ways to work with other library systems and organizations for effciencies.
- Helping to ensure smooth transitions and strong library service during retirements of many long-term directors.

In 2015, WRLS member libraries voted to begin reducing the amount of the budget devoted to cash grants to member libraries. During a system wide planning session, the question was asked whether members wanted cash grants or more services from the library system. Members determined that the small amounts being distributed among the members would go farther when pooled for shared, targeted and efficient services offered at the system level. This willingness to give up cash grants in exchange for more share system services demonstrates the regions commitment to, and value of, strong library system services.

In 2017, WRLS member libraries considered their system service needs as several long term system staff retired. This resulted in a reconfigured staffing structure, with new staff hired to align with changing member library need.

In fall of 2019, member libraries will gather again to study and provide feedback on the future direction and services of WRLS. During this planning process, members will consider and provide feedback on:
1. The Mission of WRLS: It has been many years since the WRLS Mission Statement has been updated so staff and members will take the opportunity to discuss and come together around a stated mission of the system and its services in the region.
2. Program Evaluation: With no additional funds in the next bienneial budget, members will consider the efficacy of current programs and consider tweaks and changes to exisitng programs for biggest impact.

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:

Planning Document: Winding Rivers Library System Service Strategy: 2020-2021 (will be submitted to DPI when finalized)

This document was created with the on-going feedback and input of WRLS members and staff. A more detailed plan will be completed and submitted to DPI following the WRLS Planning meeting on September 26 and WRLS Board Meeting on December 4.

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:

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:

Ongoing activities related to Reference Referral, Interlibrary Loan, and Technology include:
- IT: Proactive and maintenance support of software, hardware ane peripherals
- IT: Continue to support maintenance of Wordpress websites and lead development of sites
- IT: Maintain collaborative Knowledgebase with easily accessible documents and guides for member libraries in all WRLS service areas.
- ILL: Use WISCAT to promote interlibrary loan
- ILL: Promote webinars to expand ILL knowledge
- ILL/ILS: Monitor compliance with the WRLS Resource Sharing Requirements and Compliance Actions, as apporved by the WRLS board of trustees, to assure optimal service to regional residents and fair interactions with other libraries and systems throughout Wisconsin.
- All: Toll-free telephone number for convenient access to all consultants.
- All: Provide system library cards
- All: Continue to offer training and promote ECHO (Exploring Cultural History Online) the WRLS digitization project.
- All: Provide information, readily available to all member libraries, on the WRLS website and Knowledgebase.
- All: Monitor programs such as TEACH, BadgerNet, etc. for efficiencies and discounts as applicable.
- ILS: Administration and coordination of WRLSWEB shared consortium
- ILS: Ongoing training and support related to WRLSWEB shared consortium.
- Reference: Provide back-up reference, via the resource library contract with La Crosse Public Library
-

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

- ILS: Continue to evaluate and improve centralized cataloging service provision.
- ILS: Continue to evaluate WRLSWEB services and contracts for improvement and efficiency.
- IT: Offer workshops to improve and enhance member library staff technology proficiency.
- IT: Work with statewide collaborative IT group to identify efficiencies and cost savings
- IT: Investigate cloud hosting potential for WRLSWEB infrastructure
- IT: Enhance website support offerings.

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.

Conduct workshops for member library staff, WRLS staff and trustees
- Maintain a calendar of workshops and other continuing education opportunities
- Provide validation services for library director certification, as required by the Department of Public Instruction. Monitor certification and recertification process and progress.
- Represent WRLS at state continuing education and validator meetings
- Visit libraries on an on-going and regular basis
- Trustee Training: Offer customized and responsive Trustee Training to member library boards, designed to address the specific needs of the requesting library.
- New Director Orientation: Continue offering intensive and customized New Director Orientaton for new library directors. Orientation consists of ten orientation sessions, the first nine of which occur in the member library building.
- New Director Mentorship: Continue pairing new directors with experienced director for information sharing and support.
- WRLS Wonders: Continue providing regionally focused, library continuing education podcasts to member libraries.
- Annual Reports: Assist members with filing annual reports by providing data, providing answers and support, hosting three work days in various parts of the region, and revewing completed reports.

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

Continue focusing on quality workshop experiences for library library staff by bringing in high caliber, dynamic presenters, while also constantly evaluating offerings and methods for improvement and efficiency.
- Utilize the WRLS Knowledgebase to promote and facilitate collaboration and efficiency among member libraries.
- New Director Orientation: Evaluate orientation process by surveying library directors to determine future directions of service as well as current effectiveness.
- New Director Orientation: Continue mentorship aspect implementation, begun in 2018. Continue to evaluate for effectivness and member value.

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

Brooke Newberry; brooke@wrlsweb.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:

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.*

- Provide four day per week delivery to most libraries, with four full-time drivers/sorters.
- Promote and communicate the use and value of resource sharing via the most efficient means by member libraries and other state libraries.
- Participate in the statewide delivery network
- Maintain system email infrastructure
- Continue to evaluate new staffing structure in delivery
- Produce and distribute a Weekly Round-up email newsletter
- Assist member libraries with Wordpress website development, offer managed hosting, and provide guidance and examples related to using social media to promote library services.

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

- Be open to new delivery efficiencies and pilot projects identified via collaboration or the Public Library System Redesign (PLSR) project.
- Increasing delivery from four days per week to five did not rank highly among member libraries during the last planning process so we will in continue to offer four day per week delivery in 2020.
- Instituted a new vehicle replacement schedule in 2019 so will continue to evaluate the effectiveness of that plan..
- Continue to build upon use of Teams software as a communication vehicle within the office and with member libraries.

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:

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:

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:

Goal 1: Maintain and enhance the technology infrastructure of the WRLS network and member libraries.
2020---
•Replace all PC's that are unable to handle the Windows 10 security updates.
•Routine firmware updates on firewalls for all libraries
•Perform a full network audit to find vulnerabilities on the WRLSWEB network.
•Continue offering group purchases of hardware and software for cost savings and software/hardware standardization
•Move select servers from the headend to WRLS Office for onsite management purposes. (ECHO, Faronics Server, etc.)

Goal 2: Enhance technology training opportunities for WRLS staff and member libraries to improve library service
2020---
•Continue to provide training on PC usage, new Windows 10 features, and keeping up with Windows updates as Microsoft pushes new and ongoing releases.
•Ongoing training on ILS and new modules; specific efforts scheduled following NAC meetings.

Goal 3: Encourage and model technology innovation
        2020---
1.   Continuously evaluate technology use in the library looking for improvements and efficiencies.
2.   Investigate potential unique domain names for member libraries to enhance DNS records publicly.
3.   Stay involved in the PLSR state-wide technology collaboration process, with primary goals of seeking efficiencies and enhancing innovation.

Goal 4: Maintain and coordinate access to electronic resources
2020---
1.   Evaluate use and functionality of subscribed electronic resources.

Goal 5: Facilitate resource sharing among all WRLS libraries and around Wisconsin
2020---
1.   Continue to encourage member libraries to use collaboration environment on WRLS Knowledgebase.
2.   Maintain access to statewide resources such as Badgerlink, Wiscat, and Overdrive.

Approved by the Winding Rivers Library System Board on November 28, 2018.

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:

Kristen Anderson, Director:
- Library administration
- Library boards and municiaplities
- Intellectual freedom
- Certification and continuing education validation
- Planning and evaluation
- Nonresident reimbursement compilations for all member libraries and seven member counties
- Board assistance during director search and hiring process

Nathan Pflager, ILL/ILS Consultant
- All resource sharing software such as WISCAT, WRLSWEB, OCLC.
- Digitization and the WRLS ECHO project

Brooke Newberry, Collaborative Consultant
- Collaborative projects and initatives
- Continuing education, workshops and monthy meetings
- Special needs and library access for people with disabilities
- Youth services
- Collaborative kits for loan to libraries: Digital conversion kits, STEAM kits

Sony Yang, IT Manager
- Network support
- Hardware/software management and purchasing
- Website design and maintenance
- ILS hardware support
- Contributes IT content to the WRLS Knowledgebase

Tou Yang, IT System Analyst
- General desktop/server support
- ECHO digitization hardware support
- Website design and maintenance
- Maintaining WRLS Knowledgebase

Gina Rae, Copy Cataloger
- Copy cataloging
- Cataloging training

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:
- Consultation
- Workshops
- Deposit collections in county jails
- Information sharing related to providing service to a variety of populations and groups with special needs.
- Promote use of inclusive services resources available via DPI's website and other shared resources
- System staff attends DLP inclusive services meetings and communicates ideas and opportunities to member libraries

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.)

ECHO Digitization Project: Exploring Cultural History Online https://www.wrlsweb.org/echo/

Ongoing:

- Provide libraries a place to digitize and share local information of historic significance
- Provide training and support for digitization projects
- Submit ECHO content to Recollection Wisconsin for statewide access, which is then harvested by DPLA (Digital Public Library of America) for national access.

New or priority activities:

- Evaluate policies and procedures for the project
- Promote value of project to libraries not currently participating

Digital Media Conversion Kits: 12 digital media conversion kits that can be borrowed by member libraries for patrons to convert VHS/DVD, 35mm film and slides, vinyl/cassettes and simple cassettes.

Ongoing:

- Promote service to member libraries
- Maintain equipment and kit supplies

New or priority activities: none

STEAM Kits: Kits available for libraries to borrow so they do not have to invest in equipment nor store it in their limited space. Kits include: Bridge Mania, Little Bits, Magna Tiles, Makey Makey, Q Ba Maze, ukuleles, button maker, Breakout EDU, Keva Planks, rhythm, snap circuit and dash and dot. New kits in 2019 included oversized lawn games and mobile wireless internet hotspots.

Ongoing:

- Maintain kits
- Promote kits to member libraries and provide instruction for use

New or priority activities:

- Evaluate kits
- Seek member feedback on additions to kit collection

Databases: WRLS provides collaborately purchased databaases to members in order to promote workforce development and lifelong learning in member communities..

Ongoing:

- Gale Courses: Access, promotion, and instruction for all libraries in the region.
- 1000 Books Before Kindergarten App: Access, promotion and instruction for all libraries in the region.
- Mango Languages: Access, promotion and instruction for all libraries in the region.
- Reference USA: Access, promotion, and instruction for all libraries in the region.

New or priority activities:

- Promotion: Staff will continue assisting member libraries with database promtion.
- Evaluation: Part of the planning process for next year will include developing evaluation criteria in order to determine database effectiveness for continuation decisions in 2020.
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ASSURANCES (cont'd)

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.*

Beginning in 2014, WRLS worked with member libraries to create a regional digital collection of photographs. WRLS led, wrote grants and hired a trainer to assist and foster collaboration among many libraries to create a unique regional resource called ECHO: Exploring Cultural History Online.

WRLS collaborates with area non-public libraries by providing delivery of library materials. These libraries include Gundersen Health Libraries, Jackson Correctional, UW-La Crosse, Viterbo University, Western Technical College and school districts in Arcadia, Blair-Taylor, Cashton, Hillsboro, Holmen, La Farge, Melrose-Mindoro, Viroqua and Wonewoc.

WRLS continues to be eager to collaborate with other systems and entities to provides the most responsive and effective continuing education for all member libraries. WRLS plans to continue to work collaboratively with other systems on statewide webinar offerings (Wild Winter & Trustee Training), as well as continuing to work with three other library systems to bring high caliber technology training speakers to the Western Wisconsin Technology Days mini-conference.

Jails also serve as collaborative literacy partners in the region as WRLS provides paperback deposit collections in each of the seven member county jails: Buffalo, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon counties. WRLS also provides a deposit collection to the juvenile detention center in La Crosse County.

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

Activity	Amount
1. ECHO Digitization Project	$50,000
2. Regional delivery to school, university, and special libraries	$56,000
3. Collaboriate workshops and webinars	$7,500
4. Deposit collections in regional jails	$5,700
5. WPLC Overdrive collaboration	$1,150,000
6. Statewide technology back-up project	
7.	
8.	

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

Activity	Amount
9.	
10.	
Cost Benefit Total	$1,269,200

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.*
Kristen Anderson	➤ *Kristen Anderson*	9/25/19
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Loren Caulum	➤ *Loren C. Caulum*	9/25/2019

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. ILL & Reference	$25,972				
2. ILS/WRLSWEB	$59,306			$35,179	
3. IT: Support & Equipment	$177,091				
4.					
5. Electronic Resources	$51,135				
Program Total	$313,504	$0	$0	$35,179	$348,683
Continuing Education and Consulting Service*					
1. Continuing Education	$68,548				
2. Consulting	$61,176				
Program Total	$129,724	$0	$0	$0	$129,724
Delivery Services	$224,075			$89,253	$313,328
Library Services to Special Users	$8,842				$8,842
Library Collection Development	$22,154				$22,154
Direct Payment to Members for Nonresident Access					$0
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$19,516				$19,516
Public Information	$8,842				$8,842
Administration	$78,915				$78,915
Subtotal	$362,344	$0	$0	$89,253	$451,597
Other System Programs					
1. Digitization	$13,264				$13,264
2.					$0
Program Total	$13,264	$0	$0	$0	$13,264
Grand Totals	$818,836	$0	$0	$124,432	$943,268

*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).