Wisconsin Department of Public Instruction
PUBLIC LIBRARY SYSTEM PLAN AND CERTIFICATION OF INTENT TO COMPLY CALENDAR YEAR 2021
PI-2446 (Rev. 08-2020)

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 Friday, October 16, 2020. 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

Kenosha County Library System

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

In 2019, the Kenosha County Library System Technology Advisory Committee created the System's 5 year (2020 to 2024) Technology & Resource Sharing Plan to help guide the System's future decisions. The group used existing survey results, patron feedback, usage statistics, and technology trends to set goals, objectives, and action items that will be achieved during the plan's time frame. Committee members also reviewed the EDGE Survey results from member libraries to derive a Digital Strategy plan from 2021 to 2025. The goals set forth by this plan include:

1) Creation of database acquisition standards.
2) Improved digital access to eGov and legal resources.
3) Development of an assistive technology plan and guides to assitive technologies for member libraries.

Both KCLS member libraries are fully tagged at the end of 2020 and are utilizing self checkout systems for patrons to conduct their transactions. With Kenosha Public Library seeing about 80% of circulation occuring on self checkout systems pre-COVID-19, we expect to see similar usage at Community Library. COVID-19 has also led to the libraries promoting newer services such as:

- Curbside Pickup
- Drive-thru Storytime
- Book Break story dialing service
- Virtual programming
- Beanstack online tutoring service

COVID-19 has resulted in a greater community need for resources and information on job skills training and job placement. The LAWDS project provided just-in-time resources as the Kenosha County Job Center closed their doors to the public. As libraries were temporarily closed and public computers and Internet were not accessible, LSTA funds provided additional hotspots for public checkout and enabled installation of three broadcast hotspots at county locations. One location is at a public building in Salem Lakes, two more are installed in KPL Outreach vehicles that provide mobile hotspots in neighborhoods experiencing high concentrations of child poverty and low incidence of ISP subscriptions.

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 6 member committee, with equal representation from the member libraries, meets at least on a quarterly basis to discuss technology goals, evaluate resources, and provide project updates. This group developed the KCLS Digital Strategy for the system, and this group was temporarily expanded to 7 members to create the KCLS Technology & Resource Sharing Plan. The timelines from these documents and the general feedback from the group were used to develop this system 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 (cont'd)

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 **2021**. 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:

http://www.kcls.lib.wi.us/aboutus.html#agreements

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:

http://www.kcls.lib.wi.us/aboutus.html#agreements

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:

KPL serves as the interlibrary loan and information clearinghouse for KCLS and cooperates with other libraries for resource sharing to provide library materials not locally available through the SHARE catalog. KCLS migrated from OCLC to WISCAT ILL as part of the SHARE merger in 2016. All 6 KCLS member library branches, plus the Bookmobile, now serve as a primary access point for patron initiated interlibrary loan of library materials within KCLS. Interlibrary loan staff lends to other libraries appropriate KPL or CL materials.

Since joining the SHARE Consortium KCLS has seen an ILL decrease of 34%. This decrease is due to the ever expanding, unique collections patrons can now directly access through the shared catalog.

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

None

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.

KPL's Head of Administrative Services reviews continuing education needs, coordinates the dissemination of information on continuing educational opportunities to system member libraries, promotes participation in continuing educational activities in general, and records attendance by member library staff and trustees at these activities. KPL staff with expertise in specific library services regularly conduct in-house training programs, peer trainings, and report on conferences attended.

SHARE membership offers training opportunities on the shared bibliographic database, circulation, acquisitions, and cataloging systems.

KCLS participates in the SEWI continuing education group and contributes to the cost of Wisconsin Trustee Training Week and WLA conference. Community Library is invited to KPL all-staff training days. The training day was cancelled in 2020 due to COVID-19; however, we hope to have it again in 2021. Community Library staff also participate in an IDEA team that

ASSURANCES (cont'd)

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, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See the Library System Technology and Resource Sharing plan webpage for the most current version of the system library technology and resource sharing plan.

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:

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:

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *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:

discusses equity, diversity and inclusion and the barriers to service on an ongoing basis.

KCLS member libraries participate in the Wisconsin Library System Cybersecurity Collective through LSTA funding. This collective consists of Winnifox, Bridges, MCFLS, South Central, and Kenosha County library systems. This continuing cybersecurity education is a continuation of the 2019 KnowBe4 group and now uses Infosec training modules to educate staff. The results have been very positive, dramatically reducing security threats due to spam, phishing, and other forms of Internet attacks.

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

The Ryan Dowd training series provided by DPI is heavily used by the member libraries to help train staff on de-escalation techniques and gives them practical, effective tools to engage with patrons with mental, emotional, or social disorders. Community Library staff will attend leadership development training through a grant from LSTA that pays for several staff to attend the ARSL online conference.

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

Michelle Eisenhauer, MEisenhauer@mykpl.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:

KCLS is a member of the SEWI (Bridges Library System) CE consortium. KCLS contributes funds to Wild Wisconsin Winter Web training series, and Trustee Training Week programs.

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.*

KCLS contracts for regular van delivery among the branches of KPL and Community Library, and out to Kenosha Gateway Technical College Library, and the Kenosha Unified School District Media Center. KCLS also provides a five day run to Racine Public Library where three SHARE library systems (ALS, LLS, and KCLS) connect at a delivery hub. This route is a change from previous years that provides significant efficiencies:
- Racine Public Library installed a large automated return and sorting system that efficiently manages all items moving between systems.
-The two resources libraries for LLS and KCLS ,Racine Public Library and Kenosha Public Library, experience the highest lending between them and are geographically close, making direct delivery between them very efficient for filling holds quickly. The current delivery route between the two libraries exchanges materials twice per day, five days per week.
- RPL and KPL are fully RFID tagged, and both utilize AMH systems, further speeding process and delivery of materials.

KCLS will continue participation in the South Central Wisconsin van delivery service project. Van delivery is used to send written communication and library materials to all participants in the local and the South Central Wisconsin delivery network.

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

KCLS has expressed interest along with LLS and ALS, to serve as a test group for the PLSR delivery redesign workgroup.

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:

http://www.kcls.lib.wi.us/aboutus.html#agreements

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:

Two agreements are available for 2020 under the "Service Agreements" column that cover the Racine and Walworth counties in the Lakeshores Library System.

ASSURANCES (cont'd)

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:

http://www.kcls.lib.wi.us/aboutus.html#agreements

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:

One agreement is available on this site under the "other" column. This agreement, titled "SHARE Support", covers the support and maintaince of the SHARE catalog and is between LLS and KCLS.

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, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See the Library System Technology and Resource Sharing plan webpage for the most current version of the system library technology and resource sharing plan.

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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:

- Implement new initiatives based upon Edge survey results
- Review library software as a service (SaaS) and platform as a service (PaaS) providers
- KCLS Website Revamp
- Investigate adding centralized print management & re-evaluate WiFi printing provider
- Review of PC reservation software options

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:

KPL staff provide consulting services to CL staff during scheduled meetings or when called upon. This year, the system members collaborated on COVID-19 responses, coordinating information about local curbside service availablity and purchasing hotspots together and deploying them to both library districts. KPL staff provided reference backup to CL staff when needed.KPL administraion shared COVID-19 response plans with CL. KPL Collection Services staff provide original cataloging services to all SHARE member libraries and KPL tech staff provide consulting where needed regarding local Community Library hardware purchases and installation.

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

System libraries will continue to collaborate on response to COVID-19 and changes in service due to the pandemic.

Inclusive Services

ASSURANCES (cont'd)

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:

KCLS libraries have begun to evaluate their services using DPI's Inclusive Services Assessment and Guide, are reviewing the results, and planning implementation strategies. In addition, the EDGE survey showed that our member libraries have ways to improve accessibility services at their locations. The survey helped foster the idea that web accessibility standards need to be promoted among the KCLS digital resource vendors.

The KPL IDEA (Inclusivity, Diversity, Equity, Action) Team continues to meet in virtual environments to provide training oppotunities to member libraries. Ryan Dowd training provided by DPI is a resource that continues to be utilized by the member libraries. Zander Miller from KPL leads a team for the Wisconsin Libraries Transforming Communities project that is actively engaged in organizing and participating in community conversations, particularly in the aftermath of the civil unrest in Kenosha this past August.

KCLS libraries responded quickly and thoughtfully to the COVID-19 pandemic, increasing the number of hotspots for checkout, lending laptops to city officials, purchasing Brainfuse online homework help software for students facing virtual schooling, and opening branches, and adding broadcast wifi to traveling outreach vehicles that traveled to hardest hit neighborhoods.

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.)

The Bookmobile service offered by KCLS is now outfitted with mobile WiFi antennas that can cover a typical parking lot. In addition, KCLS has partnered with Silver Lake to provide a deployable WiFi network to one of their community buildings.

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 2020 system audit to the Division no later than September 30, 2021.

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 2021 resource library contract.*

The SHARE Consortium will continue its subscription to Lynda.com and has purchased 2 additional databases in 2020 in support of patrons forced into virtual environments: Creativebug and BrainFuse.

KCLS is a member of the SEWI training consortium coordinated by Bridges Library System. Our annual fee provides free registration to many excellent CE events. KCLS is also a willing partner/ sponsor of Wild Wisconsin Winter Web conferece and Trustee Training Week.

KCLS is contributing LSTA funding to the statewide backup project.

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

Activity	Amount
1. Joint purchase of Lynda.com with ALS & LLS	$7,902
2. Joint purchase of Creativebug with ALS & LLS	$1,000
3. Joint purchase of BrainFuse with ALS & LLS	$3,547
4. SHARE Consortium ILS Contract Savings	$25,283
5. SEWI Training Consortium membership	$5,000
6. Joint purchasing through WPLC	$34,767
7. SHARE Maintenance Agreement	$22,710
8.	
9.	
10.	
Cost Benefit Total	$100,209

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 **2021**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Barbara Brattin	⊳ Barbara Brattin	10-7-2020
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Sharon Acerbi	⊳ Sharon A acerbi	10-8-20

FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL		
Pursuant to Wis. Statutes, the plan contained herein is: [X] Approved [ ] Provisionally Approved *See Comments.* [ ] Not Approved *See Comments.*	DLT Assistant Superintendent Signature ⊳	Date Signed *Mo./Day/Yr.* 10/26/2020

PUBLIC LIBRARY SYSTEM 2021
ANNUAL PROGRAM BUDGET

Program	2021 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. ILS and Wiscat ILL	$89,888				
2. Wiscnet and Broadband	$19,480				
3. County Network	$35,885				
4. Special Projects	$1,440				
5. Electronic Resources	$76,552				
Program Total	$223,245	$0	$0	$0	$223,245
Continuing Education and Consulting Service*					
1. Training	$500				
2. Professional Fees	$625				
Program Total	$1,125	$0	$0	$0	$1,125
Delivery Services	$49,000				$49,000
Inclusive Services					$0
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$73,791			$1,907,748	$1,981,539
Direct Nonresident Access Payments Across System Borders	$77,569				$77,569
Youth Services					$0
Public Information					$0
Administration	$500				$500
Subtotal	$200,860	$0	$0	$1,907,748	$2,108,608
Other System Programs					
1.					$0
2.					$0
Program Total	$0	$0	$0	$0	$0
Grand Totals	$425,230	$0	$0	$1,907,748	$2,332,978

*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).