



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

GENERAL INFORMATION

Library System

Kenosha County Library System

Describe significant needs, opportunities, and challenges 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 timeframe. 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 assistive technologies for member libraries.

Both KCLS member libraries were fully RFID tagged at the end of 2020 and are utilizing self checkout systems for patrons to conduct their transactions which has been invaluable during a pandemic. Self checkout use is breaking records at KPL where 85% of checkouts are self serve. Services introduced or enhanced in 2020 in response to the COVID-19 pandemic have remained popular, including

- Curbside Pickup
- Virtual programming for adults. Children and families have returned to outdoor programming.
- Brainfuse online tutoring service.
- KPL Kids to Go programs in a box
- Checkout of the Library of Things device collection
- Checkout of hotspots and Chromebooks
- Use of ebooks and other electronic collections
- WiFi use on the exterior of buildings and via mobile WiFi vans
- Individual study rooms in member libraries

COVID-19 has resulted in a greater community need for resources and information on job skills training and job placement and KCLS has responded by adding several small business support databases recommended by the SBA. The LAWDS project provided just-in-time resources as the Kenosha County Job Center closed their doors to the public last spring and did not reopen until winter. 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. The cost of the data plans for hotspots and mobile beacons was initially covered through LSTA CARES but in 2022 the \$14,400 data plan costs must be borne by the KCLS budget.

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 large part of our system activities centers on the selection of shared databases and there is a committee of 6 staff members from member and resource libraries that meet quarterly to review database performance and preview new acquisitions. This year a Google form was shared with Community Library staff to gather input for future support in each of the critical service areas defined in this plan.

GENERAL INFORMATION (cont'd.)

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 2022. 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:

mykcls.info

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:

mykcls.info

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:

KCLS provides full funding for Community Library and Kenosha Public Library membership in SHRE as well as for the SHARE maintenance agreement. Kenosha Public Library 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 serve as primary access points for patron initiated interlibrary loan of library materials within KCLS. Interlibrary loan staff lends KPL or CL materials according to system guidelines. Statewide delivery visits Southwest Library for pickup and delivery five days per week.

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

KCLS has begun a project to migrate Kenosha County digital archives from Omeka to a Rescarta platform. KCLS will participate in the statewide backup project by archiving server 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 professional learning opportunities.

List ongoing activities related to this requirement.

The 2020 pandemic intensified staff training efforts as we looked for ways to earn a paycheck from our home offices. Staff focused heavily on Ryan Dowd training to hone skills in working with unhomed patrons and others struggling with social or mental health challenges. Library staff participated in the United Way 21 Week Equity Challenge and were invited to participate in shared staff discussions on the weekly topics. Staff participated in Wild Wisconsin training. Both libraries sent staff to Compassion Resilience training. Community Library attended the ARSI conference. KPL participated in WLTC.

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 conduct in-house training programs, peer trainings, and report on conferences attended in years when travel is allowed.

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

KCLS participates in the SEWI continuing education group, which includes an annual Directors' Retreat. KCLS supports Wisconsin Trustee Training Week, Wild Wisconsin, and the WLA conference. KCLS member libraries participate in the Wisconsin Library System Cybersecurity Collective through LSTA funding. This collective consists of Winnefox, Bridges, MCFLS, South Central, and Kenosha County library systems. This 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):

Member libraries agree that staff training going forward should emphasize EDI. The City of Kenosha has been granted membership in GARE (Government Alliance on Racial Equity) which offers members high quality EDI training. Since KPL staff administer KCLS, KPL will share GARE training with Community Library staff whenever possible, as well as Whole Person Librarianship trainings adopted by KPL. Ryan Dowd training will also continue, as will InfoSec training. Community Library staff have requested additional vendor training for shared database products and KCLS is actively watching for those opportunities.

Identify the names and email addresses of professional learning staff employed by the system for professional learning services:

Michelle Eisenhauer serves as the Head of Administrative Services and Staff Training for KPL and KCLS.
meisenhauer@mykpl.info

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

KCLS is a member of the SEWI training consortium through Bridges Library System.

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.

The system contracts with Action Logistics to provide 5 day per week, twice a day delivery service between KCLS libraries and between KPL's Southwest Library location and the Racine Public Library which serves as the delivery node for Lakeshores Library System.

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

KCLS will participate in the PLSR delivery service redesign project as a test model, focusing on the SE Wisconsin delivery structure.

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:

mykcls.info

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:

Computer Services Agreement (1)
Member Library Agreement (1)
Lakeshores Library System Agreement - Racine County (1)
Lakeshores Library System Agreement- Walworth County (1)

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:

mykcls.info

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:

The KCLS/LLS SHARE support agreement covers the support and maintenance of the SHARE catalog by LLS on behalf of KCLS.

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, 2022, 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:

mykcls.info

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:

As a result of the pandemic, new opportunities have arisen to fund unmet technology needs of our community. KPL has applied to ECF to significantly expand public access to Chromebooks and hotspots as well as upgrade wireless access points to stronger signals, including wireless devices providing Internet access at remote locations. The application seeks to fund 110 Chromebooks and 53 hotspots that will be available to borrow throughout the county. In cooperation with DPI, KCLS will participate in the SE Wisconsin phase of the system delivery restructuring project. KCLS will participate in the statewide backup project, utilizing archival services. KPL will move forward with converting its website platform to BiblioCommons, integrating with the SHARE catalog. Replacement of computer hardware will move forward if pricing allows post-pandemic, including replacement of self check units whose hardware is no longer eligible for vendor support. The 2020 Edge Survey will be repeated in 2022 and will inform the system's next strategic plan. KPL will conduct library space planning with an eye toward creating Zoom Rooms for public and consideration of TeleHealth services to the public.

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:

KCLS contracts with WiLS for some consulting projects, and with Bridges Library System for SEWI professional training opportunities. KPL Network Administrators and the Division Head for Support Services provide technology consultation to Community Library when needed. Jim Novy at Lakeshores Library System is consulting on the Kenosha Public Library BiblioCommons project.

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

Kenosha Public Library has contracted with ThirdWay Brand Trainers to conduct a space audit of its two largest facilities. The results will be shared with Community Library to inform best practices in space utilization.

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:

Kenosha Public Library is adopting the Whole Person Librarianship model of service to patrons who are experiencing psychosocial challenges. KPL is working with Carthage College's School of Social Work to identify training needs for staff and to develop a full schedule of staff training. Carthage students will help KPL identify the appropriate social work staffing during the spring 2022 semester. This list of training needs and project results will be shared with Community Library as well as the full Wisconsin Library community.

A 2020 LSTA grant paired KUSD with KPL to create a model for diversifying the children's collection. Both organizations

ASSURANCES (cont'd)

continue to use the tool to evaluate and improve collections. KPL and CL both participate in staff EDI training such as the Ryan Dowd homelessness trainings and the United Way 21 week challenge as well as a staff EDI team that meets to discuss books and plan staff events. Our Wisconsin Libraries Transforming Communities team continues with a 60 for 30 project that captures the personal stories of the Kenosha community as they experience racism. Those interviews are published to the KPL YouTube channel. The City of Kenosha's GARE membership promises to provide many more EDI training opportunities in the coming year.

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.)

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 2021 system audit to the Division no later than September 30, 2022.

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

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 2022 resource library contract.

KCLS continues its membership in the SHARE consortium which leverages shared ILS costs and a contract for ILS maintenance that eliminates the need for system staff. Our SEWI training consortium membership saves staff time planning training and provides low cost alternatives to onsite training. KCLS, ALS, and LLS collaborate on database purchases of CreativeBug, LinkedIn Learning and Brainsfuse. MCFLS, Winnefox, South Central and Bridges partner with KCLS to offer Infosec online security training to staff. KCLS has signed an agreement to participate in the statewide backup project for archiving only.

KCLS has received a request from IFLS to share Kenosha Public Library's Digital Citizenship Class training and to collaborate on monitoring student performance from participating counties.

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

Activity	Amount
1. SHARE Library Consortium ILS	\$24,394
2. SHARE Consortium Maintenance Agreement	\$22,710
3. SEWI Training Consortium	\$5,000
4. Shared database purchases with Arrowhead Library System and Lakeshores Library System	\$12,449
5. WPLC Overdrive consortium	\$34,767
6. Infosec online security staff training	\$400
7. Statewide backup project- archive only	\$3,662
8. Shared marketing materials through SHARE consortium	\$5,000
9.	
10.	
Cost Benefit Total	\$103,382

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 **2022**.

Name of System Director <i>Barbara Brattin</i>	Signature of System Director <i>Barbara Brattin</i>	Date Signed Mo./Day/Yr. <i>10-7-2021</i>
Name of System Board President <i>Sharon Acerbi</i>	Signature of System Board President <i>Sharon Acerbi</i>	Date Signed Mo./Day/Yr. <i>10/7/21</i>

**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 <i>Jessamichaelsonschmidt</i>	Date Signed Mo./Day/Yr. <i>11/12/2021</i>
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Comments

**PUBLIC LIBRARY SYSTEM 2022
ANNUAL PROGRAM BUDGET**

Program	2022 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	\$88,999				
2. Hotspot Lending Program	\$14,616				
3. Wiscnet and Broadband	\$16,750				
4. County Network	\$37,867				
5. Electronic Resources	\$77,441				
Program Total	\$235,673	\$0	\$0	\$0	\$235,673
Professional Learning and Consulting Service*					
1. Professional fees	\$625				
2.					
Program Total	\$625	\$0	\$0	\$0	\$625
Delivery Services	\$49,000				\$49,000
Inclusive Services					\$0
Library Collection Development					\$0
Direct Payment to Members for Nonresident Access	\$133,945			\$1,964,873	\$2,098,818
Direct Nonresident Access Payments Across System Borders	\$71,875				\$71,875
Youth Services					\$0
Public Information					\$0
Administration	\$500				\$500
Subtotal	\$255,320	\$0	\$0	\$1,964,873	\$2,220,193
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$491,618	\$0	\$0	\$1,964,873	\$2,456,491

* 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).

SEWI CE Budget

2021

The total budget amount agreed on for the 2021 Continuing Education budget is \$13,000. Below are the amounts for each library system. Bridges Library System contributes additional CE Consultant time and supplies.

System	# FTE in 2019	2020 Amount	2020 Per Potential FTE per Program	\$12.65 2021 Budget	2021 Per Potential FTE per Program	Potential Participation
Arrowhead	90.0	\$1,165	\$1.05	\$1,138	\$1.05	1,080
Kenosha County	96.4	\$1,190	\$1.05	\$1,219	\$1.05	1,156
Lakeshores	127.7	\$1,565	\$1.05	\$1,616	\$1.05	1,533
Monarch Library System	209.0	\$2,606	\$1.05	\$2,644	\$1.05	2,508
Milwaukee County	504.6	\$6,434	\$1.05	\$6,383	\$1.05	6,055
Totals	1,027.7	12,960		13,000		12,332
SEWI CE Budget		2020		2021		
Catering Expenses		\$3,500		\$1,500		
Speakers/Program Costs		\$9,500		\$7,500		
Software (website, Zoom, etc.)				\$2,000		
CE Consultant coordination				\$2,000		
Total Expenses		\$13,000		\$13,000		

The benefits for our library system CE partnership are as follows:

- Your member library staffs are able to attend all programs
- Whenever possible, in-person programs will be centrally located in libraries or other locations that can accommodate the larger number of expected attendees
- Your member library staffs will be able to access any program handouts, slides and other materials the presenters make available
- You will receive promotional emails and materials to send out to your member libraries
- Web pages, online meeting and webinar platforms for will be maintained by Bridges Library System
- Consultant time for planning and coordinating regional offerings and collaborative statewide continuing education opportunities

