Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2019**
PI-2446 (Rev. 08-18)

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

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 by **MONDAY, OCTOBER 15, 2018**. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

GENERAL INFORMATION

Library System

Southwest Wisconsin Library System

Describe demographic, economic, and other facts about your system that influenced the development of this and other system plans.

The Southwest Wisconsin Library System serves 28 public libraries and two branches in southwestern Wisconsin. The five counties that comprise SWLS are Crawford, Iowa, Grant, Lafayette, and Richland. Most of the member libraries are in communities under 6,000 in population and operate with limited staff and space. SWLS also operates with limited staff and has found it necessary to collaborate with other systems to provide accounting services and continuing education programming, as well as contract with individuals that have expertise in the areas of youth and IT services. Despite funding and staff and space challenges, SWLS and the member libraries and branches thrive because of dedicated staff and trustees who are committed to providing excellence in library service.

The SWLS region is a predominantly rural area that encompasses 3,700 square miles with a population of 126,185, according to the U.S. Census 2017 estimate. The unweighted average of per-county percentages of households living below the poverty level in the region is 12.7%, ranging from 9.7% (Iowa County) to 15.3% (Grant County), with an average of the median household income per county at $50,220. Platteville is this area's largest municipality with a population of 12,457 (2017 estimate).

Minority groups currently represent less than 5% of the region's population. There continues to be little change in this area with the exception of Lafayette County, which includes a more substantial Hispanic population. However, that population is still less than 4% of Lafayette County's total population.

Economically, with the exception of Iowa County, the other four counties in the system lag behind the state average for median income. Agriculture and related businesses drive the economy. Tourism also plays a role in the economics of the region. This beautiful area of the state, part of the area untouched by glaciers and therefore called the Driftless Region, does draw outdoor enthusiasts to enjoy the beautiful forests, prairies, wetlands and grasslands. Tourists are also drawn to historical attractions, as well as to the area's craft breweries, wineries, and organic farms.

SWLS and the member libraries are not just keeping up, but looking ahead. As this is submitted in fall 2018, Prairie du Chien is moving into its renovated library. Benton has begun community discussions preparatory to funding a new building for its library. There is no doubt that people in the SWLS region value their public libraries.

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

Despite being in the second of two years of a temporary increase to system funding from the state, Southwest Wisconsin Library System funding remains low, particularly so for a five-county system with 30 library locations plus the system headquarters. In recent years, in the face of flat base funding, SWLS has reduced staff, reorganized existing staff, outsourced some services and collaborated on other services. This will continue in 2019, with additional possible collaborations under discussion as this is written that would be intended to sustain and improve aspects of the system's services to public libraries and to support their work with library patrons.

From 2017 into 2018, the most significant problem SWLS faced was the lack of a permanent full-time director, an interim period that lasted about 14 months, until May 2018. While part-time consultants filled the interim director position and kept up with day-to-day tasks and more major situations as they arose, this staffing situation affected the level of services provided and led many to question the future of the system's operation, particularly due to funding and perhaps also to uncertainties of the outcome of the Public Library System Redesign process. Emerging from this period is a challenge the system faces into 2019 with the new director. The situation may encourage additional flexibility and creativity in how the system proceeds.

SWLS continues to face a need in the area of technology support, both in maintaining the wide area network and in providing support for member libraries' local area networks. While IT support is not necessarily a mandated system service, coordinated IT support provides value to all participants and underlies many member-library services and functions (ILS, patron internet, shared applications, email, etc.). SWLS has contracted with an IT company located in southeastern Wisconsin. This is less than ideal because library support is seldom immediate and often, despite the hard work of the firm's representatives, help desk level service takes days or weeks to accomplish. SWLS' attempts to secure local IT professionals to assist system staff as well as member libraries of the five-county region have been unsuccessful over several years. Lacking system money to fund outright a

GENERAL INFORMATION (cont'd.)

solution, choices have been limited to those that sufficient member libraries are willing or able to pay for on an ongoing basis. Any change to the service involves much discussion at the local level, in search of a solution that can accommodate members' library budgets and IT support needs.

Providing in-person Continuing Education opportunities is another need that SWLS faces. Current SWLS staff tasked with developing workshops have many other duties and can devote only about 33% time to this activity. They face challenges providing a comprehensive slate of CE opportunities for member library directors and staff. A portion of the temporary increase in state aid anticipated for 2019 should be beneficial in this area, adding breadth and depth to the types of CE the system can offer on its own and collaboratively with other systems.

Describe the planning environment and process under which this and other system plans were developed. Include how member libraries are involved in plan development and review and whether your system has a formally appointed advisory committee. If an advisory committee is appointed under Wis. Stat. § 43.17(2m), how are appointments made, meetings posted, and how does the committee report to the board? (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

The Public Library Advisory Committee (PLAC), which is made up of the 28 directors of the member public libraries, meets six times per year and advises the SWLS staff and Board of Trustees on services and programs. One member of the PLAC is chosen to serve on the SWLS Board of Trustees in an advisory role as Member Library Liaison.

NetSouthwest is a consortium of SWLS and 27 member public libraries to operate a shared integrated library system. SWLS administers NetSouthwest and the directors of the participating libraries serve on the NetSouthwest Directors Council. The Directors Council meets six times per year to make recommendations on the priorities and funding for NetSouthwest.

The SWLS Technology Committee is comprised of eight member library directors, two library technology staff and one SWLS staff member. This committee advises the PLAC on issues involving technology and meets six times per year.

The SWLS Best Practices Committee is comprised of five member library directors, three member library representatives and two SWLS staff members. The committee advises the NetSW Directors Council on issues relating to the ILS and circulation.

Each SWLS county has a county library planning committee. The SWLS Director meets periodically with these committees to discuss countywide library issues and assist with creation and updating of county library plans.

SWLS Staff attend meetings, workshops and conferences sponsored by WLA, WAPL, WiLS, and DLT to keep informed on current library issues. The staff also make regular visits to member libraries to learn more about their needs.

The above commitees, the SWLS Board of Trustees, and staff were all involved in the process of revising the SWLS Strategic Plan for 2018-2020 and will be involved in revising the next SWLS Technology and Resourcing Sharing Plan.

All committees, the SWLS Board of Trustees, and staff were previously involved in the development of the following:

NetSouthwest Shared Integrated Library System Agreement
SWLS Technology Services Contract
Inter-system Resource Library Agreement with Madison Public Library and the Intra-System Resource Library Agreement with Platteville Public Library
Audio Book Circuit
LTE Rotating Collection
Agreement with CESA #3 for delivery services

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 **2019**. 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

☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.

☒ A copy of the agreement with a list of all members signing and the dates signed provided to the division by January 15.

Resource Library Agreement

☒ (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.

☒ A signed copy of the resource library agreement will be provided to the division by January 15.

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; NetSouthwest member libraries use the Circ Interlibrary Loan module of VERSO 5 to interface with the WISCAT database.
3. Continue to provide cataloging of materials.
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 on-site and remote support for member library computers and local area networks.
7. Assist member libraries with access to group computer purchases.
8. Provide access to digital magazines through WPLC collaboration.
9. Provide access to equipment and training for digitization of local history information, esp. photographs.

Indicate new or priority activities relating to this requirement for the plan year. *If none, indicate so.*

1. SWLS will continue to explore options with other state library systems to collaborate on network-related IT services as well as help desk support services for member libraries.

2. With the temporary increase in state aid for 2019, continue to fund databases to foster lifelong learning and workforce development.

Inservice Training

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

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. Establish an online calendar of continuing education opportunities.
4. Provide a laptop lab and presentation package to member libraries for use in technology training.
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.
8. Conduct at least one trustee training event intended for public library board members.
9. Provide training related to digitization and preservation of local history collections.

Indicate new or priority activities relating to this requirement for the plan year. *If none, indicate so.*

1. SWLS will continue to explore options with other state library systems to collaborate on CE opportunities.

List specific staff and resources dedicated to this requirement and/or contract arrangements with other libraries or systems.

Youth Services Consultant Contract with Marge Loch Wouters; Library and System Services Consultant, Peggy Freymiller; system director David Kranz; funds dedicated to paying for instructors and presenters of workshops.

ASSURANCES (cont'd.)

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 and WiscNet.
2. Maintain a wide area network for members of NetSouthwest with BadgerNet service.
3. Provide all SWLS member libraries and branches 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 communication strategy 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 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. Update content on SWLS website to make it useful to member libraries as a respository of information.

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

3. Purchase van to replace the oldest of three delivery vans.

Service Agreements

☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.

☒ A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.

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. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.

☒ Other types of libraries in the system area have had an opportunity to review and comment on the plan.

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.

☒ Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.

☒ By January 1, 2019, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

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

1. SWLS staff and member library directors, member library staff and other technology collaborators will revise and develop the SWLS Technology and Resource Sharing Plan 2020-2024.

ASSURANCES (cont'd.)

Professional Consultation

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

Specifically identify consultants, their service areas, and related activities.

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. Peggy Freymiller, SWLS system staff, consults on topics including delivery, ILL, WISCAT, and continuing education.
4. Kim Streif and Betty Sautter, SWLS system staff, consult on ILS support and cataloging.

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

1. Investigate opportunities for collaboration for various consulting topics, including inclusive services and patrons with special needs.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

We use email, telephone, workshops/webinars and in-person visits to fulfill this requirement.

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.

List ongoing activities related to this requirement.

1. Continue to provide continuing education workshops that address providing inclusive library services.
2. Continue to provide access to library card application forms in large print and Spanish language.
3. Facilitate conversations among SWLS member librarians on topics related to inclusive services.

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

1. Co-sponsor and promote workshop about how to handle patrons experiencing mental illness, homelessness, and addiction.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

We use email, telephone, workshops/webinars and in-person visits to fulfill this requirement.

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.)

Library Advancement and Awareness (Public Information)

1. Provide subscription to LibraryAware to assist member libraries with marketing of library services.

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

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

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

5. 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.

6. Continue to provide some databases to member libraries.

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

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

Administration

☒ The system will not expend more than 20 percent of the state aid projected to be received in the plan year for administration.

☒ The 2018 system audit will be submitted to the division no later than September 30, 2019.

ASSURANCES (cont'd.)

Budget

☒ A copy of your public library system budget by service program category and fund source for the plan year is attached (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 2019 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. Partner or contract 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. Co-sponsor with another library system a workshop about working with library patrons experiencing homelessness, addiction or mental illness.

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

Activity	Amount
1. Outsourcing Accounting	$31,630
2. Contract out Youth Services Position	$16,220
3. Co-sponsor webinars	$6,300
4. Delivery for CESA 3 school districts and SW Tech Library	$12,550
5. Technology support	$75,000
6. WPLC OverDrive Collection	$1,150,000
7. Co-sponsor workshop	$6,500
8.	
9.	
10.	
Cost Benefit Total	$1,298,200

2019 BUDGET INCREASE ACTIVITIES

Summary of Activities *Identify any specific activities and allocations supporting broadband access, workforce development, and lifelong learning.*
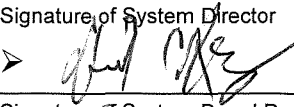
1. Collaborate with another library system to hold a workshop on working with library patrons experiencing homelessness, mental illness, addiction, etc. Not only increasingly useful to the work lives of librarians, but potentially of benefit to providing lifelong learning and other development services to library patrons in need.

2. Continue to provide online access to databases such as Consumer Reports for all SWLS library patrons, contributing to their lifelong learning and economic decision-making skills.

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

Activity	Amount
1. Workshop about working with troubled library patrons	$6,500
2. Library patron access to Consumer Reports online and other databases	$20,100
3.	
4.	
5.	
6.	
Cost Benefit Total	$26,600

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 **2019**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
David Kranz	➤	10/11/2018
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Robert Boyle	➤	10/11/18

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.*
☒ Approved ☐ Provisionally Approved *See Comments.* ☐ Not Approved *See Comments.*	➤	11/13/2018

Comments

PUBLIC LIBRARY SYSTEM 2019
ANNUAL PROGRAM BUDGET

Program	2019 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	$46,271			$148,054	
2. Reference and ILL	$16,938				
3. Technology	$62,733	$5,800		$21,647	
4. Electronic Resources	$22,610	$4,825		$25,436	
Program Total	$148,552	$10,625	$0	$195,137	$354,314
Continuing Education and Consulting Service*					
1. Continuing Education	$19,791		$1,500		
2. Consulting	$32,287				
Program Total	$52,078	$0	$1,500	$0	$53,578
Delivery Services	$87,198			$35,192	$122,390
Library Services to Special Users	$9,564				$9,564
Library Collection Development	$8,967			$4,900	$13,867
Direct Payment to Members for Nonresident Access					$0
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$11,398				$11,398
Public Information	$22,723				$22,723
Administration	$47,063			$1,260	$48,323
Subtotal	$186,913	$0	$0	$41,352	$228,265
Other System Programs					
1. Designated Funds		$107,082		$323,385	$430,467
2.					$0
Program Total	$0	$107,082	$0	$323,385	$430,467
Grand Totals	$387,543	$117,707	$1,500	$559,874	$1,066,624

*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 4 is reserved for the amounts budgeted for electronic resources (see Program Budget Guidelines).