Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2018**
PI-2446 (Rev. 08-17)

INSTRUCTIONS: Complete and submit two copies of the signed plan by **October 16, 2017,** to:

**WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: JOHN DEBACHER
DIVISION FOR LIBRARIES AND TECHNOLOGY
PO BOX 7841
MADISON, WI 53707-7841**

Also send a copy of the completed Word document to
libraryreports@dpi.wi.gov

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

GENERAL INFORMATION

Library System

Wisconsin Valley Library Service

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

The Wisconsin Valley Library Service includes the counties of Clark, Forest, Langlade, Lincoln, Marathon, Oneida and Taylor. Our 7-county, 7,360 square mile area includes 25 public libraries and 11 service sites/branches and has a population of 285,381 (2016 Poulation Estimates).

WVLS is challenged to provide considtent levels of service and support to our member libraries due to their diverse service needs and priorities, and variances in local and county financial support for libraries. Marathon County Public Library (MCPL), the resource library for the system, has a service population of 131.155, while the next three larges libraries have service populations around 19,900-22,000! Additionally, WVLS supports one library that serves an extended county population of 718, 14 libraries that serve extended county populations less than 5,000; and 6 libraries that serve extended county populations between 5,000 and 19-900. The range in 2016 total operating income member libraries also if pretty disparate with MCPL receiving $4.1 million and Wabeno Public Library receiving $34,000. Likewise, the range in FTEs is remarkable, with MCPL at 47.4 and the Dorchester, Granton, Laona, Wabeno and Westboro libraries staffed at less than 1 FTE each (2016 Wisconsin Public Library Service Data).

Demographic indicators reveal that our service area, while mostly Caucasion, includes small Southeast Asian, Hispanic/Latino, and Native American populations. Additionally, our 7-county area has a higher percentage of elderly populations and a lower number of college graduates than the state average. Also, several libraries experience highly variable service levels due to the influx of vacationers during the summer months.

There are two primary economic factors that drive the direction of system services and significantly influence service priorities - the continued stagnation in state aid to the systems and the flat funding for public libraries. Member public libraries saw a slight increase in municipal support (0.60% increase from 2015-2016), and a small increase in county support (1.99% increase from 2015-2016). Likewise, public library systems experienced a 10% reduction in state aid in 2012 followed by 0% increases from 2013-2017. As this plan was drafted, WVLS was waiting to here whether or not there would be a $1.5 million increase in system aids included in the next biennial budget. The WVLS staff and board continue to: explore ways to improve service to our members; think creatively and deploy service models that are sustainable; improve upon our collaborations with other agencies and neighboring systems; and apply LEAN principles to routine in-house functions.

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

As WVLS does not know what future state aid will be, the staff and board exercise cauthion when planning new/enhanced services. Due to the flat trend in funding, reallocating resources to advance a program or improve a service, ultimately means a compromise or reduction in another area. For example, rather than hire additional staff in areas of technology and ILS support, in 2016 system funds were reallocated to pay Waltco, Inc., the vendor used by WVLS for in-system delivery, to sort materials on behalf of our member libraries.

Due to the high cost of hiring/training new staff, WVLS continues to secure interns, temporary help and volunteers to assist with projects, and also to outsource tasks when it makes sense to do so. WVLS has gone from 10.5 FTEs to 8.18 in less than 7 years. In 2018, WVLS will contine these approaches, and also continue to explore ways to work more cooperative and collaboratively with other agencies, systems and libraries for the provision of services.

Member libraries also continue to seek ways to "do more with less" as their revenues remain flat. While the total number of FTEs remains faily consistent (134.51 FTEs in 2015; 133.74 FTEs in 2016), WVLS is aware that some member libraries have replaced fulltime staff with part-time staff to reduce the cost of benefits.

Additionally, funds expended on library materials saw a slight decrease last year (from $1,086,000 in 2015 to $1,082,000 in 2016). When compared to what was expended in 2011, which was $1,142,000, the reduction and trend is more significant. The demand by patrons for popular materials in all formats never wans. This demand, combined with pressures to provide additional

GENERAL INFORMATION (cont'd.)

content and increased numbers of copies in digital content, stress collection development budgets and practices in large and small libraries alike. To help, WVLS started an OverDrive Advantage account in 2017 and will continue to support it in 2018. Additional WVLS is working with IFLS to provide member libraries opportunities to learn how to digitize their local history collections and to share these digitized resources with Recollection Wisconsin and the Digital Public Library of America.

Internet access and wireless services continue to be integral library services, however ubiquitous usage of technologies (mobile devices, apps, cloud services, social media, and computer hardware, software and peripherals) have generated a significant amount of stress at both the local library and system levels. However, this is most evident at small and rural libraries where local technology support is not readily/easily available. This trend reinforces service priorities at the system to proactively provide training prior to implementation of new technologies, and consistent, reliable ongoing technology support when needed. Local library technology challenges also remind WVLS to document procedures and standardize processes, and to offer "cheat sheets" or templates for "best practices" when applicable. In 2018, WVLS will continue to address these service issues through their growing partnership in the LEAN WI initiative. Additionally, WVLS will continue the WVLS Collaboration and Innovation Grant opportunity for member libraries to explore and develop services with community partners.

As many member libraries do not have sufficient funds in their continuing education budgets, WVLS will again offer public library directors scholarships to attend their first WLA-sponsored Library Legislative Day and the Association of Rural and Small Libraries Conference in 2018. We will also continue to subsidize the OverDrive Training Course for member library staffs requesting this training. Lastly, WVLS will continue the mentorship program established in 2015.

2018 will be the 20th year for V-Cat, WVLS's shared automation system. The V-Cat consortium, which consists of 24 of our 25 member public libraries, assumes approximately 80% of the annual cost of this project. Similar to our neighboring systems - Indianhead, Northern Waters, Nicolet, and Outagamie-Waupaca - WVLS contracts with Innovative Interfaces, Inc. as our ILS vendor. WVLS migrated to Innovative from SirsiDynix in 2012 and much time since then has been spent on learning how to better use the software and related products, and to provide initial and ongoing training. In 2018, WVLS plans to form a migrantion committee to explore other ILS platforms, conduct a user survey to evaluate the effectiveness of V-Cat from the user's perspective and continue to exlore ways to collaborate with other systems to improve efficiencies in administration and services.

While the 2018 Pland and Budget initiates opportunities to enhance local library service, and further promotes member library staff development and training, it does not provide for the acquisition of digital content at a level that satisfies some our communities' patrons, for for sufficient hands-on/in-person training at a level desired by some libraries.

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 systems has a formally appointed advisory committee. (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

This Plan was developed with input from member library colleagues - primarily through their representation on the WVLS Library Advisory Committee, V-Cat Steering Committee and V-Cat Council, but also through surveys and information conversations; and also from the WVLS Board of Trustees and staff based on information from DLT-sponsored meetings.

The 2018 Plan and Budget incorporates many of the Standards for Systems approved by SRLAAW in 2014. It also acknowledges a recommendation expressed in the DLT-sponsored LEAN Study of Wisconsin Public Library Systems that systems partner/collaborate with other systems for the provision of services.

The 2018 Technology Planning Guide, 2017-2018 V-Cat Strategic Plan, and 2018 MCPL/WVLS Resource Library Agreement are included with this document.

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 **2018**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

S.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 s. 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.

ASSURANCES (cont'd.)

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

☒ S.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.

REFERENCE, REFFERAL and INTERLIBRARY LOAN

1. Provide for reference and interlibrary loan referrals for member libraries.
2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC.
4. Ensure that interlibrary loan participants have access to accurate ILL statistics.
5. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels.
6. Participate in state level agreement with major book jobber(s) which allow publicly supported WVLS libraries of all types to purchase library materials at maximum discounts.
7. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role.
8. Monitor usage of BadgerLink and WVLS subscription-based electronic resources provided for member libraries and patrons.
9. Provide authentication services for BadgerLink and WVLS databases offered to the public by fully utilizing vendor authentication processes where possible.
10. Investigate digital resources and provide recommendations to member libraries.

TECHNOLOGY/NETWORK

1. Continue to develop "LEAN Wisconsin" (LEAN WI), a partnership between multiple library systems, to provide member libraries with access to a strong and cost efficient enterprise technology service platform, including: virtualization, durable data storage, technology consultation, technology support, applications services and an array of additional beneficial technology services.
2. Continue to provide member libraries with access to technology expertise and technology consulting.
3. Increase LEAN WI and library funding by curating grant information and partnering with other organizations to leverage grant writing expertise and/or jointly apply for grants.
4. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to WVLS area libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so.
5. Support county and local broadband development initiatives and efforts to increase broadband capacity in libraries.
6. Continue to monitor bandwidth usage by member libraries.
7. Assist member libraries in acquiring supplemental bandwidth when needed.
8. Continue to provide a secure Wide Area Network (WAN), with adequate bandwidth, for data communication between member libraries, the system headquarters, and appropriate application servers. Continue to work with member libraries to determine the most appropriate methods of data communication.
9. Facilitate group purchases of computers, network devices, and other technology-related devices for member libraries in order to promote ownership of state of the art equipment and cost savings.
10. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries.
11. Meet with 25 public library directors (including technology managers when appropriate) within the LEAN WI footprint to establish and maintain working relationships and to initiate technology assessment projects with their respective libraries.
12. Blend WVLS' Network and Enterprise Services (NES), WVLS' Dynamic Customer Support Services and IFLS' technology services platform into a unified LEAN WI service model.
13. Work to normalize the use of technology between LEAN WI internally, as well as between partner systems and their respective member libraries.
14. Expand the use of technologies which enable or facilitate support automation tools (eg. ActiveDirectory).
15. Explore and experiment with new technologies of probable value to LEAN WI member libraries and commit to one pilot project annually.
16. Expand the use of technology for remote presence meetings and programming, and promote its value to member libraries in the LEAN WI footprint.
17. Pursue collaborative opportunities under LEAN WI.

ASSURANCES (cont'd.)

18. Pursue collaborative opportunities internally with member libraries in the LEAN WI footprint.
19. Assist member libraries in the LEAN WI footprint with partnership development among each other, with local organizations, and digitally with remote libraries and organizations.

ILS ADMINISTRATION

1. Continue to work with the V-Cat Council and its committees to develop and implement new Sierra features.
2. Continue to administer the V-Cat program. This includes developing and monitoring V-Cat budget; offering training opportunities and resources; managing the database; offering library profile customization services for V-Cat members; and hosting V-Cat Council meetings.
3. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons.
4. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance.
5. Explore collaborative options with other systems to improve ILS services and support.
6. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries.
7. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices.
8. Provide qualified, trained staff devoted to the management and support of the shared ILS.
9. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options.
10. Continue to monitor unmediated interloan between V-Cat participants.
11. Provide an effective and efficient way for member libraries' holdings to be added to the database.
12. Work with member libraries to establish preferred practices and procedures for entering bibliographic and item holding records in the V-Cat database in accordance with currently accepted library cataloging and classification practices.
13. Ensure access to reports to assist member libraries in managing ILS data.
14. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols.
15. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data.
16. Provide ILS consortium members with statistical data as required for the DLT Public Library Annual Report, using the standard definitions supplied by DLT.
17. Ensure access to statistical reports and assist member libraries in interpreting the data.
18. Work to expand V-Cat membership and encourage cooperative development through V-Cat.
19. Continue to convene the V-Cat Steering Committee to assist staff in developing the annual V-Cat budget and, when needed, with other ILS-related matters.
20. Continue to assess and evaluate member libraries' satisfaction with ILS support, the online catalog and discovery products, and training needs.

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

ILS ADMINISTRATION

2018

1. Form a migration committee to explore other ILSs and their viability for V-Cat.
2. Work toward developing sufficient local funding of V-Cat to ensure the stability of its operation and to alleviate the risk in the event of changes to regional library systems in Wisconsin.
3. Conduct user survey to evaluate effectiveness of V-Cat from the user's perspective and to support continuous improvement of V-Cat.
4. Continue to explore ILS-related products and technologies to improve V-Cat experience for consortium members.
5. Continue to explore ways to collaborate with other systems to improve efficiencies in ILS administration and services.
6. Explore patron empowerment technologies for V-Cat libraries.

2019

1. Continue to work toward developing sufficient local funding of V-Cat to ensure the stability of its operation and to alleviate the risk in the event of changes to regional library systems in Wisconsin.
2. Review V-Cat By-laws, participation agreement, and contracts.

ASSURANCES (cont'd.)

Inservice Training

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

List ongoing activities related to this requirement.

1. Maintain calendar of continuing education events.
2. Plan all continuing education opportunities in accordance with the requirements set forth in the Certification Manual for Wisconsin Public Library Directors published by the Wisconsin Department of Public Instruction, Division for Libraries and Technology.
3. Sponsor or co-sponsor a minimum of thirty-six (36) contact hours of continuing education opportunities annually for member library staff and trustees, as well as for library system staff and trustees.
4. Ensure that at least twelve (12) of the thirty-six (36) annual contact hours of continuing education are provided in-person at a location within a reasonable driving distance.
5. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services.
6. Offer a minimum of six (6) contact hours of technology-related continuing education opportunities sponsored or co-sponsored by LEAN WI.
7. Continue collaboration with the Nicolet Federated Library System to provide continuing education opportunities for WVLS member staff and trustees.
8. With input from member libraries, evaluate each CE opportunity and conduct an annual outcome-based evaluation of the system's continuing education program. Share evaluation with member libraries.
9. Survey member libraries to help WVLS assess continuing education and training needs.
10. Continue to host bi-annual gathering of public library directors.
11. Schedule listening sessions for staffs from all types of libraries, "Periodical Renewals" for public library staff, and "Youth Services Information Exchanges" for all children's and YA staff.
12. Continue peer-to-peer mentoring program for new public library.
13. Maintain Wessler Scholarship and Association of Rural and Small Libraries (ARSL) Conference Scholarship funds.
14. Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended.

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

1. Develop and implement a robust and responsive menu of training opportunities, tools and resources for member library staffs.
2. Evaluate and refine training opportunities, tools and resources offered to member library staffs.

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

One half-time staff member is assigned to organize and promote WVLS CE activities, however other staff members provide asistance as needed (i.e. the CE coordinator works with the youth services consultant to organize the summer library program/youth services workshop each year). Also, WVLS has been working with the Nicolet Federated Library System to provide a series of webinars annually (including the Wild Wisconsin Winter Web Conference), however now that NFLS does not have a director a contract for next year has not been signed. Also, WVLS works with other systems (SCLS, IFLS and NWLS) for additional webinars if applicable to our audience.

ASSURANCES (cont'd.)

Delivery and Communication

☒ S. 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement.

ELECTRONIC DELIVERY

1. Produce/distribute annual statistical report and listing of system membership benefits.
2. Continue to use a communications and marketing plan to guide and coordinate communications methods to/from member library staff and trustees.
3. Continue publication of a bi-weekly newsletter and encourage member libraries to contribute.
4. Publish weekly contributions to the WVLS blog Digital Lites.
5. Continue to expand the use of social media and encourage member libraries to contribute.
6. Create and share ready-made promotional templates that promote library services and programs.
7. Create and implement a website, management, and hosting strategy for internal and member library use.
8. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS.
9. Keep web-based Directory of Libraries and Librarians updated.
10. Enhance professional development section on the WVLS website.
11. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification.
12. Create web bibliographies and tools on a variety of topics useful to WVLS member library staff and trustees on the WVLS web site.
13. Update resource packets for public library directors and WVLS trustees located on the WVLS website.

PHYSICAL DELIVERY

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Continue to fund up to two delivery stops per week for each non-V-Cat member library.
2. Ensure local delivery service is available to member libraries at least five days per week.
3. Update print and video formats of best practices for labeling and packing materials for the courier.
4. Continue courier "vendor-sort" option approved by the WVLS Board of Trustees in 2015.
5. Request monthly volume statistics from Waltco and share yearly data with the WVLS Board of Trustees and member libraries.
6. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website.

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

1. Record, maintain, and promote recordings of WVLS-sponsored webinars and workshops and archive on WVLS website.

Service Agreements

☒ S.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

☒ S.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.

ASSURANCES (cont'd.)

Library Technology and Resource Sharing Plan

☒ S.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, 2018, 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.

WVLS will be drafting a new Library Technology and Resource Sharing Plan in 2018, and will be sharing "draft" plans with the WVLS Library Advisory Committee and WVLS Board of Trustees in Spring 2018.

ASSURANCES (cont'd.)

Professional Consultation

☒ S. 43.24(2)(h) Professional consultant services to participating public libraries.

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

Advocacy, Youth Services, Adult Services, Inclusive Services, Grant Development - Kris Adams Wendt, Consultant
Website Development, Social Media and Marketing, Grant Development - Anne Hamland, Communications Coordinator
Technology Planning and Budgeting, Building/Remodeling - Joshua Klingbeil, IT Director
Chapter 43 and other relevant laws, Library Administration (Director/Trustees), Policy Development, Planning, Standards,
Budgets, Grant Development, Certification, Director/Trustee Orientations - Marla Sepnafski, Director
ILS Functions, Digitization, Collection Development, Electronic Resources, Adult Services, Grant Development - Inese
Christman, Assistant Director

1. Attend relevant meetings, webinars and conferences, and share what is learned.
2. Provide consultant services to WVLS libraries of all types in the areas of: public library administration and governance,
    intellectual freedom and challenges, adult services, building/remodeling, staff development, planning/evaluation/standards,
    collection development, and legal issues.
3. Provide grant-writing guidance and support.
4. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed.
5. Encourage orientation and ongoing training for area library board members.
6. Assist member libraries in the process of filing annual reports.
7. Meet with new and current directors in the system to orient them to system services and to provide an overview of library
    services in Wisconsin.
8. Ensure appropriate library system staff meet with newly hired key library staff to provide an orientation on system services
    related to their positions.
9. Facilitate participation of member library staff, trustees, and supporters in local, regional, and statewide advancement events,
    e.g., candidate forums, WLA Library Legislative Day.
10. Assist libraries in promoting their value to their communities.
11. Assist member libraries in working for and securing local and county funding.
12. Facilitate individual county library service planning processes when requested.
13. Support member library staff and trustee advocacy efforts at all levels – local, county and state.
14. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be
    strategically deployed as needed.
15. Advocate on the state level for system and public library initiatives, as well as other items included in the Wisconsin Library
    Association's legislative agenda of significance to the entire library community.
16. Inform member library staff, trustees, and supporters of pending legislation on the state and national levels that may affect
    libraries and explain how the proposed legislation might affect system and local library service.
17. Network with a variety of state, regional and local government agencies on behalf of member libraries.
18. Represent the interests of member libraries to the Legislature and the Department of Public Instruction in the development of
    statewide library policy or services.
19. Cooperate with other agencies or organizations for the benefit of member libraries and area residents.
20. Develop tools that can be tailored by local libraries as needed, making it easier to create awareness of their accomplishments,
    needs, or concerns, e.g., press releases, sample letters to officials, etc.

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

2018

1. Facilitate opportunities for designated communications/marketing coordinators from other systems to share expertise,
    projects, resources and tools.
2. Organize a one-day gathering of designated communications/marketing coordinators from other systems to discuss
    opportunities for collaboration and cooperation.
3. Provide consultant services to member libraries in marketing and graphic design.
4. Provide website layout and design consultation services upon request.
5. Assist member libraries to identify, implement, document and publicize programs and services that (1) expand technology
    servicesfor patrons with limited broadband access, (2) enhance workforce development assistance, and (3) provide a
    gateway to learning in all stages of life.

2019
1. Evaluate and refine website layout and design consultation services.

All consultants respond to questions in their respective areas. Most questions are addressed by email/helpdesk and/or telephone. However WVLS will also schedule in-person visits with member library staff, attend public library/county library board meetings as needed, and create information packets/spreadsheets/reports as necessary.

Inclusive Services

☒ S.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. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating inclusive services, guided by What Does it Mean to Be Inclusive? A Statement from the Division of Libraries and Technology (May 25, 2017) (https://drive.google.com/file/d/0BzKbkfyCqtQOMU9nWHJlQVVTRU0/view).
2. Maintain collection of professional materials on inclusive services, include articles in WVLS newsletter/blog, and offer CE opportunities to raise awareness of related issues.
3. Facilitate member libraries' use of the Department of Public Instruction's website, Serving Special Populations (http://dpi.wi.gov/pld/yss/serving-special-populations), an online resource which follows up Youth with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries (http://dpi.wi.gov/pld/yss/resource-guide-2002) and Adults with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries (http://dpi.wi.gov/pld/yss/serving-special-populations/adults-with-special- needs/2002) in the planning, development, and evaluation of services.
4. Facilitate regional collaborations with member libraries, appropriate agencies, and other systems on inclusive services.
5. Collaborate with member libraries or other systems to obtain grants which provide funding for inclusive services.
6. Support member library outreach efforts to extend services to underserved populations. Target groups include persons with disabilities, persons who are unemployed, underemployed, and/or seeking to improve their job skills, persons who are incarcerated, and persons in need of improving literacy and reading skills, and have difficulty using libraries because of their educational, cultural and socioeconomic background.
7. Enhance and strengthen public library services to adolescents most at risk of illiteracy.
8. Assist member libraries in exploring and acquiring new technologies to provide inclusive services.

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

1. Using the 2015 and 2016 DLT Youth and Special Services System Continuing Education mini-grant format as a template, design an inclusive services CE opportunity based on the principles from What Does It Mean to be Inclusive? A statement from the Division of Libraries and Technology that combines an in-person training component with micro-grant support for participating librarians to implement what they've learned in their communities.

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

Most questions are addressed by email and/or telephone. However WVLS will also schedule in-person visits with member library staff as needed, and create information packets as necessary. Seldom has the system been asked to be on site for this form of consultation.

ASSURANCES (cont'd.)

Other Service Programs

S.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 programs 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.)

COLLECTION DEVELOPMENT

1. Provide access to electronic resources to meet the needs and demands of area library users and to back up the collections of member libraries.
2. Provide the resource library a collection development grant to expand the breadth and scope of its fiction and nonfiction collections.
3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections.
4. Encourage collaborative collection development by member libraries in selected subject areas.
5. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos.
6. Subscribe to professional journals and route to interested member libraries.
7. Maintain a professional materials collection and make titles available for loan to any library in the state.
8. Maintain the shared WVLS/IFLS collection of makerspace resources.
9. Continue to share reader's advisory/collection development information with area libraries.
10. Continue the shared WVLS/IFLS Digitization Program (Project ION) that offers interested member libraries consultation, best practices and support, and which provides member libraries opportunities to share their digitized collections with Recollection Wisconsin and the Digital Public Library of America.
11. Help member libraries with weeding and/or inventory projects.
12. Participate in the Wisconsin Public Library Consortium (WPLC).
13. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board.

NEW IN 2018

1. Explore alternative funding to support the WVLS OverDrive Advantage account.
2. Explore digital periodical subscriptions and funding via member libraries.
3. Continue to develop collaboration with IFLS on Project ION (digitization project).
4. Partner on digitization training and support with other libraries and systems.
5. Accelerate support for digitization projects and provide adequate resources to sustain project and participation in Recollection Wisconsin.
6. Explore a subscription to Gale Courses; partner with WiLS, other systems/libraries, and/or community agencies if feasible.

YOUTH SERVICES

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth and young adult services.
2. Partially subsidize a performer at member libraries' summer reading programs.
3. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects.
4. Assist member libraries in marketing youth and young adult activities.
5. Maintain a system-wide movie licensing agreement to enable public performance movie programming for interested libraries. Conduct annual review to assess cost effectiveness and invite additional participation.

WVLS libraries to determine the focus of WVLS youth activities. Invite participation by public school media specialists. Send report to DLT.

7. Partner with the DPI/DLT Public Library Youth and Special Services Consultant and other system youth services consultants to implement and promote early literacy and other statewide initiatives.

8. Facilitate collaborations on youth and young adult services.

9. Continue collaboration with the Bridges Library System to further support the "1,000 Books Before Kindergarten App" offered to member libraries.

NEW IN 2018

1. Assist member libraries in the development of coding and STEM/STEAM/STREAM programs for children and teens.

2. Maintain the WVLS Youth Services Information Exchange Facebook page to encourage the exchange of ideas and resource sharing.

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 2016 system audit will be submitted to the division no later than September 30, 2018.

Budget

☒ A copy of your public library system budget by service program category and fund source for the plan year (see attached guidelines) is attached.

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 2018 resource library contract.*

1. CONTINUING EDUCATION

WVLS and many other Wisconsin public library systems will again join together to co-sponsor the Wild Wisconsin Winter Web Conference and Trustee Training Week in 2018. Additionally, hopes to again work with the Nicolet Federated Librry System to plan, promote and host a series of webinars in 2018. Savings in workshop speaker costs is estimated at $15,000; savings in staff timeis estimated at $10,000.

2. ILS / V-CAT ADMINISTRATION

Were each member public library to have a stand-alone system, the total cost calculation assumes a minimum of 6 hours/week on product enhancements, performing upgrades, communications with vendor/s, monitoring listservs, running reports, database cleanup and attending training/conferences. At $50/hour minimally (wages plus benefits), the benefit of system ILS administration is approximately $309,900 (15,600 x 24-$64,500). Additionally, each library's contract with current ILS vendor, including all modules and features used currently, could be averaged at approximately $10,000 per member with a cumulative benefit of $182,000 ($240,000-$58,000 for current contract).

3. Digital Content (WPLC Collaboration with other systems / public libraries)

The Wisconsin Public Library Consortium's most significan collaborative project is the pooling of system and public library funds to support the Wisconsin Digital Library. Participating systems fund the WPLC buying pool platform at approximately $18,000, a cost that would be assessed to WVLS if we were to have our own platform. Additionally, participation in this collaboration allows member libraries and their patrons access to the entire multi-million dollar collection currently in the digital library, and an additional $1,150,000 in new content in 2018. Subracting WVLS and member library costs in 2018 ($63,000), the benefit of WPLC membership and participation in the digital library will be approximately $1,087,000. Also, WVLS is now subsidizing an OverDrive Advantage collection at $20,000, a cost which the libraries would have if the system were not doing this on their behalf.

4. "1,000" BOOKS BEFORE KINDERGARTEN" APP

A partnership with the Bridges Library System provides an app to patrons of WVLS libraries that have implemented "1,000 Books Before Kindergarten" programs. The app provides a convenient method for patrons to track materials read as they participate in the program, and offers options for viewing and reporting results. If WVLS were to develop an app similar to the app developed by BLS, approximately $5,000 in staff time would be devoted to development and ongoing support.

5. DATABASES and PROFESSIONAL MATERIALS

Were each member library to purchase the databases, journals and books WVLS annual makes available to all member library staff and trustees, the approximate average cost to each library would be $10,000 or $250,000 total. Also, if each library were to have separate database subscriptions, approximately one hour/week would be spent on development of training materials, training staff and patrons, evaluating databases, vendor negotions, and product development $25 x 52 x 25 = $32,500).

6. DIGITIZATION / PROJECT ION

WVLS is partnering with the Indianhead Federated Library System to enhance support for our member libraries' digitization projects. At this time, costs are unknown.

7. TECHNOLOGY (LEAN WI)

In the area of Technology Resources and Service, WVLS collaborates directly with Indianhead Federated Library System (IFLS) in a technology services partnership called Libraries and Enterprise Applications Nexus of Wisconsin (LEAN WI). During 2018, most of the technology services collaboration between the partnering systems and our public library members will be through the LEAN WI partnership directly or indirectly. The joint collection of technology applications and services are being referred to as Libraries Win. LEAN WI partners collaborate with 78 public libraries in seventeen counties by centralizing and consolidating valuable technology management, engineering, and support skill sets and significant capital investments into a single, shared-resource platform. Additionally, LEAN WI partners are collaborating with Northern Waters Library Service (NWLS), who are virtualizing their ILS and hosting it in the LEAN WI service platform.

It is difficult to calculate a truly meaningful cost-value of shared resource pools. The pool will often represent a much larger value in human resources and supporting capital than any one (or even another smaller group) would utilize individually. The cost-value of leveraging economies of scale can be a more straightforward measure, along with the value of fully or partially deduplicated expenditures on capital and services.

Measuring a meaningful cost-value for shared human resources is complex as well. It can be difficult to retain specialized technology skillsets on staff for positions less than full time and with compensation packages for high quality professionals which end up being lower than national and regional medians. This often leads to an organization acquiring more of an FTE than necessary for the specialized skill set, outsourcing the labor at typically high rates relative to employee overhead, or letting proactive maintenance lapse and reacting to issues that become critical. Library systems collaborate with member libraries to share the skills of a smaller, stable pool of highly skilled technology professionals across the membership.

The human resources estimate was calculated based on an estimated 20% of System Technology HR outputs being utilized in unconcerted effort across the collaboration. The services estimates were based as closely as possible on collaborators individually procuring similar levels of services provided at reasonable cost.

COLLABORATIVE ACTIVITIES (cont'd.)

The combined human resources and service platform costs for LEAN WI services is estimated to be approximately $500,000. The combined estimated replacement value of this service platform for public library collaborators is over $16.3 million, and the combined estimated replacement value for the single service utilized by NWVLS is approximately $24,000. The total estimated cost value is approximately $15.8 million. This cost value does not include each of the LEAN WI partners' own cost benefits, and does not include a framework (planned for development in 2018, to inform the 2019 System Plan) for describing and valuing the human resource and other service inputs from collaborators other than the LEAN WI partners. A large percentage of each dollar of revenue input from collaborators gets multiplied across the 73 public library members as new services develop or existing services are enhanced.

LEAN WI Approximate Costs: $375,000 (Human Resources); $125,000 (Application Services); $500,000 (Total)
Est. Replacement Value - Libraries: $14,677,000 (Human Resources); $1,635,000 (Application Services); $16,312,000 (Total)
Est. Replacement Value - Other Systems: $14,000 (Human Resources); $10,000 (Application Services); $24,000 (Total)
Est. Replacement Value - Total: $14,316,000 (Human Resources); $1,520,000 (Application Services); $15,836,000 (Total)

8. WAUSAU COMMUNITY AREA NETWORK

WVLS is a member of the Wausau Community Area Network (WCAN) allowing us to dedicate a 1,000 Mbps circuit to Internet access for the aggregate of member libraries utilizing BadgerNet/WAN services on the WVLS network, and allowing us to connect that network - in an effective and cost-efficient manner - to the LEAN WI remote data center. WVLS moved its "head end" BadgerNet circuit to the remote data center, though a high speed circuit is still required to connect the WVLS office to the data center. An equivalent circuit via Badgernet Network would incur a base cost of approximately $250 per month, or $3000/year, assuming a second "head end" circuit was allowed for subsidy by TEACH. An additional circuit, to bridge the WVLS network to at least one other partner organization's network for further collaboration and disaster recovery services exchange is estimated to have a base cost of approximately $1500 per month. WVLS would apply for eRate discounts (assuming 60% discount eligibility) which would bring the actual cost to approximately $7,200 for the circuit and $6000 for approximately 5% of the IT Director's time for eRate management. The cost of membership and maintenance for the WCAN is $5,000 annually.

WVLS and IFLS partner with WiscNet and Chippewa Valley Technical College (CVTC) to utilize rack space in the CVTC Regional Data Center (RDC). While it is not accurate to assess cost to rent space (approximately $8500 per year) against cost to build facilities (est. $1.2 million), other 3rd party vendor costs for equivalent services range from $40 thousand to over $300 thousand per year. Assuming accommodations found near the 25th percentile, we estimate equivalent services would cost each system approximately $105,000 independently. The likelihood of losing access to WiscNet services in that scenario would likely increase overall costs significantly.

Cost Benefit facets (technology specific):
LEAN WI Partnership $ 15,836,000
Wausau Community Area Network $ 11,200
CVTC Data Center (through WiscNet) $ 201,500

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

Activity	Amount
1. Continuing Education (with NFLS and other systems)	$25,000
2. ILS/V-Cat Administration	$491,000
3. Digital Content (WPLC collaboration with other systems / public libraries)	$1,125,000
4. "1,000 Books Before Kindergarten" app (w/ Bridges Library System)	$5,000
5. Databases and Professional Materials	$32,500
6. Digitization / Project ION (w/IFLS) - estimated cost benefit is unknow	$0
7. Technology (w/ IFLS; and w/NWLS and other systems)	$15,836,000

8. Wausau Community Area Network	$201,000
9.	
10.	
Cost Benefit Total	$17,715,500

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 **2018**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Marla Sepnafski	➤ Marla Sepnafski	11.18.17
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Thomas Bobrofsky	➤ Thomas Bobrofsky	11-18-17

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

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

Comments

PUBLIC LIBRARY SYSTEM 2018
ANNUAL PROGRAM BUDGET

Program	2018 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. Reference & ILL	$21,035	$208	$0	$499,433	
2. ILS Administration	$109,565	$1,179	$0	$32,880	
3.Technology	$183,909	$3,928	$0	$505,784	
4. Electronic Resources	$10,000	$2,500	$28,373	$21,000	
Program Total	$324,509	$7,815	$28,373	$1,059,097	$1,419,794
Continuing Education and Consulting Service*					
1. Continuing Education	$56,993	$10,238	$0	$20,945	
2. Consulting	$128,900	$1,387	$0	$27,390	
Program Total	$185,893	$11,625	$0	$48,335	$245,853
Delivery Services	$162,890	$139	$0	$34,644	$197,673
Library Services to Special Users	$19,335	$208	$0	$3,734	$23,277
Library Collection Development	$38,670	$7,866	$0	$62,844	$109,380
Direct Payment to Members for Nonresident Access	$0	$0	$0	$0	$0
Direct Nonresident Access Payments Across System Borders	$0	$0	$0	$0	$0
Library Services to Youth	$31,280	$2,278	$0	$9,075	$42,633
Public Information	$0	$0	$0	$3,990	$3,990
Administration	$89,367	$3,832	$0	$33,663	$126,862
Subtotal	$341,542	$14,323	$0	$147,950	$503,815
Other System Programs					
1.					$0
2.					$0
Program Total	$0	$0	$0	$0	$0
Grand Totals	$851,944	$33,763	$28,373	$1,255,382	$2,169,462

* 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).

8. Wausau Community Area Network	$201,000
9.	
10.	
Cost Benefit Total	$17,715,500

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 **2018.**

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Marla Sepnafski	*Marla Sepnafski*	11.18.17

Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Thomas Bobrofsky	*Thomas Bobrofsky*	11-18-17

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is: ☒ Approved ☐ Provisionally Approved *See Comments.* ☐ Not Approved *See Comments.*	DLT Assistant Superintendent Signature	Date Signed *Mo./Day/Yr.* 12/4/17

Comments