



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

GENERAL INFORMATION

Library System

IFLS Library System

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

While many of our municipalities have seen little or no growth thus impacting their ability to increase funding of library or other municipal services, some of the larger more urban communities have seen some increases in new development. The budget uncertainty resulting from COVID-19 has increased concerns among member libraries. The system continues to seek ways to more effectively provide the highest quality services while trying to limit the amount of fees charged to our member libraries. Administration of libraries continues to increase in complexity and the pool of candidates for library director positions seems to be diminishing. The needs for consulting services and training have increased due to significant turnover in library staff positions in the past few years.

COVID-19 has resulted in many of our services/support going virtual in 2020 has shifted the way we have supported our libraries from in-person to more virtual consulting. The impacts for 2021 are uncertain.

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:

IFLS has an Advisory Committee which represents our 10 member counties, the resource library and nonpublic libraries in our area. The library directors in the member counties select their representatives every two years (half in the even numbered years and the other half in the odd numbered years). They advise the IFLS Board and Staff on planning, budget and services. Every three years we have a more involved planning process. Development of the 2019 plan used a more extensive planning process.

IFLS staff reviewed our 2019 Strategic Plan key work plan directions and provided a progress update to our member libraries in September 2020. We also requested them to review the strategic plan and provide suggested changes to the plan. The IFLS Board received the progress report at their September meeting. No significant changes to the Strategic Plan are being proposed. A more extensive planning process is scheduled for 2021 for the development of a new plan (2022-24/25).

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:

The system has a 13 person advisory committee consisting of one representative from each of the 10 counties, the resource library director and two multitype at large members representing academic, school or special libraries. The two year terms are staggered for the members. Each year six terms expire. The representative serving determines if they wish to continue. If they don't the individual county library directors select their representative. The agenda and minutes are posted on the IFLS website <https://iflswb.org/knowledge-base/advisory-council/> and provided to the IFLS Board. A representative from the group tries to attend the IFLS Board meeting to provide an update. A bylaw review will be conducted in 2021 with the consideration to look at the multitype membership to provide more flexibility in determining representation.

	ASSURANCES	
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The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year 2021. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

- Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

Resource Library Agreement

- Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

Reference Referral, Interlibrary Loan, and Technology

- Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

List ongoing activities related to this requirement:**Technology**

1. Continue to develop "LEAN Wisconsin" (LEAN WI), a partnership between multiple library systems (currently, IFLS, NWLS and WVLS), 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 IFLS 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. Maintain solid working relationship with all member libraries.
12. Blend WVLS, NWLS 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. Active Directory).
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.
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.

	ASSURANCES (cont'd)	
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Reference Referral & Interlibrary Loan

Administers the MORE shared system (ILS).

Subscribes to and promotes electronic databases.

IFLS interlibrary loan staff continue to handle & refer reference and interlibrary loan requests as needed to all types of libraries in the IFLS area as well as to out-of-system and out-of-state libraries using the ILS, WISCAT and WorldCat/OCLC software.

Participates in WPLC projects including the statewide buying pool.

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

ILS Improvement--Implement a consortium based bibliographic/cataloging service with the support of several member libraries to provide bibliographic records for all consortium members.

ILS Improvement--Add IFLS member libraries to the MORE consortium.

Inservice Training

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

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

Assess the CE needs of staff and directors of member libraries and the MORE shared system.

Provide 30 or more contact hours of CE for staff and directors and at least 12 hours of specialized training on the MORE shared system.

Collaborate with other library systems to develop training and development opportunities, particularly in a virtual environment
Strive to hold 50% of in-person workshops/opportunities outside of Eau Claire (though depending on COVID 19, all opportunities may be virtual)

Provide remote access to workshops and webinars as appropriate.

Continue to promote and offer inservices at individual libraries as COVID 19 allows (including sessions about customer service, crisis prevention, teens, the ILS and databases, self-care, and responding to other needs as indicated by library staff)

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

In 2020, we have instituted regular (weekly or bi-weekly) check-ins for directors, youth services and adult services library staff members to facility sharing and mutual support. This isn't continuing education exactly, but does prioritize allowing staff to connect with each other. We have prioritized this above some other activities due to requests from library staff and directors.

Promoting and supporting use of Inclusive Services Assessment and Guide; Equity and Inclusion (statewide effort); Compassion resilience (statewide effort); Libraries Activating Workforce Development Skills (statewide effort); Collection Development facilitated discussions; New Director Cohort; Support Staff retreat; Community Engagement; Advocacy and Board Development (some of these efforts are continued from last year due to the need to pivot in 2020).

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

Leah Langby, langby@ifls.lib.wi.us

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

Delivery and Communication

Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.

Provide 3 day a week delivery to MORE public libraries; and twice a day, 5 days a week delivery for the resource library.

Provide 1-2 day a week delivery for other member libraries based on ILL volume.

Fund the system's share of the statewide delivery network.

Survey, monitor and evaluate the courier volume.

Provide consulting and training on websites and website development including mobile versions.

Disseminate information via electronic newsletters or blogs to staff from all types of libraries

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

Further strengthen our advocacy/communication/PR training and support. Refine the newly deployed IFLS website.

Monitor/evaluate courier performance and viability

ASSURANCES (cont'd)

Service Agreements

- Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

Other Types of Libraries

- Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

Library Technology and Resource Sharing Plan

- Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See [the Library System Technology and Resource Sharing plan webpage](#) for the most current version of the system library technology and resource sharing plan.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

- Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
- No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

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

Continued integration of IFLS, NWLS, and IFLS into collaborative technology support platform. Continue development of collaborative backup program.

	ASSURANCES (cont'd)	
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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:

System Director -- Library Administration; Space and Building Consulting; Planning; Personnel; Library Law; Board Development;

Youth and Inclusive Services -- Programming; Collection Development; Community partnerships; Literacy; Inclusive services; Customer Service; Planning; Personnel and Staff Development

Technology – Technology consultation, support, training, purchasing, and planning; Network monitoring, administration, security, and engineering; Website support; Domain management; Data provisioning; Remote Access; New technology innovation in partnership with Wisconsin Valley Library System and Northern Waters Library System

PR and Marketing -- PR; Advocacy; Social Media; Branding

Adult Services/Electronic Resources -- Collection Development; Programming; Consulting/Training on ILL, databases, e-material and device use; Reference; Resource Sharing

Business Manager -- Financial management/accounting

ILS Staff -- Circulation, Cataloging, Acquisitions, Statistics, and Patron Service

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

Library Space Planning/Construction

New director resources/orientation/mentoring

Staff hiring resources

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:

Promoting and supporting use of the Inclusive Services Assessment and Guide.

EDI resource sharing

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

Budget

- The system completed and included the budget by service program category and fund source for the plan year (see guidelines).

COLLABORATIVE ACTIVITIES

Summary of Activities Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2021 resource library contract.

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

Activity	Amount
1. Participate in the CINC (Chippewa Valley Internetworking Consortium). This consortium provides a fiber-based, inexpensive, high-bandwidth network for IFLS and five of our member libraries. - > \$4000/year	
2. LEAN WI Technology Services Partnership	
3. WPLC Participation	\$1,105,000
4. MORE Shared ILS	\$325,000
5. Shared Cataloging and Bibliographic Services (CABS)	\$75,000
6. Delivery Coordination among IFLS and 53 member libraries along with the Statewide Network and Minitex	\$1,100,000
7. Webinars	\$85,000
8. Statewide Library System Dell purchasing collaboration	
9.	
10.	
Cost Benefit Total	\$2,690,000

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year 2021.

Name of System Director John Thompson	Signature of System Director <i>[Signature]</i>	Date Signed Mo./Day/Yr. 9/30/2020
Name of System Board President James R. Tripp	Signature of System Board President <i>[Signature]</i>	Date Signed Mo./Day/Yr. 09.30.2020

**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>[Signature]</i>	Date Signed Mo./Day/Yr. 10/26/2020
Comments		

**PUBLIC LIBRARY SYSTEM 2021
ANNUAL PROGRAM BUDGET**

Program	2021 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1. Ref & ILL Svc	\$145,717				
2. Technology	\$210,225	\$16,512		\$86,000	
3. MORE Shared Svc/ILS	\$170,418			\$920,163	
4.					
5. Electronic Resources	\$35,100			\$219,165	
Program Total	\$561,460	\$16,512	\$0	\$1,225,328	\$1,803,300
Continuing Education and Consulting Service*					
1. CE & Consulting Svc	\$128,729				
2.					
Program Total	\$128,729	\$0	\$0	\$0	\$128,729
Delivery Services	\$323,010				\$323,010
Inclusive Services	\$45,954				\$45,954
Library Collection Development	\$29,439				\$29,439
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Youth Services	\$59,856			\$5,000	\$64,856
Public Information	\$51,608			\$5,000	\$56,608
Administration		\$183,039		\$200	\$183,239
Subtotal	\$509,867	\$183,039	\$0	\$10,200	\$703,106
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$1,200,056	\$199,551	\$0	\$1,235,528	\$2,635,135

*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).