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

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Friday, October 16, 2020. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

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

GENERAL INFORMATION

Library System

Winding Rivers Library System

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

The Winding Rivers Library System (WRLS) continues to change to meet the rapidly evolving needs of members libraries.

The primary needs and problems informing this plan include:
- Addressing the changing needs and expectations of member libraries by their communities.
- Continuing to provide efficient, resourceful, personalized service to member libraries.
- Maintaining a strong service ethos and tradition, while incorporating new staff strengths and ideas.
- Seeking collaborative ways to work with other library systems and organizations for effciencies.
- Helping to ensure smooth transitions and strong library service during retirements of many long-term directors.

In fall of 2019, member libraries gathered again to study and provide feedback on the future direction and services of WRLS. During this planning process, member library directors econsidered and provided feedback on their needs.
1. The Mission of WRLS
2. Trustee Development
3. Library Development

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:

Feedback was gathered from members via a large group planning session, individual meetings with a sample of library directors, as well as WRLS professional staff input.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

☒ No, the library system does not have a formally appointed advisory committee.

☐ Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **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:

ASSURANCES (cont'd)

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:

Ongoing activities related to Reference Referral, Interlibrary Loan, and Technology include:
- IT: Proactive and maintenance support of software, hardware ane peripherals
- IT: Continue to support maintenance of Wordpress websites and lead development of sites
- IT: Maintain collaborative Knowledgebase with easily accessible documents and guides for member libraries in all WRLS service areas.
- ILL: Use WISCAT to promote interlibrary loan
- ILL: Promote webinars to expand ILL knowledge
- ILL/ILS: Monitor compliance with the WRLS Resource Sharing Requirements and Compliance Actions, as apporved by the WRLS board of trustees, to assure optimal service to regional residents and fair interactions with other libraries and systems throughout Wisconsin.
- All: Toll-free telephone number for convenient access to all consultants.
- All: Provide system library cards
- All: Continue to offer training and promote ECHO (Exploring Cultural History Online) the WRLS digitization project.
- All: Provide information, readily available to all member libraries, on the WRLS website and Knowledgebase.
- All: Monitor programs such as TEACH, BadgerNet, etc. for efficiencies and discounts as applicable.
- ILS: Administration and coordination of WRLSWEB shared consortium
- ILS: Ongoing training and support related to WRLSWEB shared consortium.
- Reference: Provide back-up reference, via the resource library contract with La Crosse Public Library

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):
- ILS: Continue to evaluate and improve centralized cataloging service provision.
- ILS: Continue to evaluate WRLSWEB services and contracts for improvement and efficiency.
- IT: Offer workshops to improve and enhance member library staff technology proficiency.
- IT: Work with statewide collaborative IT group to identify efficiencies and cost savings
- IT: Investigate cloud hosting potential for WRLSWEB infrastructure

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.

Conduct workshops for member library staff, WRLS staff and trustees
- Maintain a calendar of workshops and other continuing education opportunities
- Provide validation services for library director certification, as required by the Department of Public Instruction. Monitor certification and recertification process and progress.
- Represent WRLS at state continuing education and validator meetings
- Visit libraries on an on-going and regular basis
- Trustee Training: Offer customized and responsive Trustee Training to member library boards, designed to address the specific needs of the requesting library.
- New Director Orientation: Continue offering intensive and customized New Director Orientaton for new library directors. Orientation consists of ten orientation sessions, the first nine of which occur in the member library building.
- New Director Mentorship: Continue pairing new directors with experienced director for information sharing and support.
- WRLS Wonders: Continue providing regionally focused, library continuing education podcasts to member libraries.
- Annual Reports: Assist members with filing annual reports by providing data, providing answers and support, hosting three work days in various parts of the region, and revewing completed reports.
- Utilize the WRLS Knowledgebase to promote and facilitate collaboration and knowledge sharing.

ASSURANCES (cont'd)

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

Per member request in planning meeting, WRLS will focus on the following in 2021:

Trustee Development: As strong library boards can very much enhance the potential and impact of public libraries, WRLS members discussed and determined ways WRLS could help its member libraries develop stronger boards and agreed the following would make a meaningful difference:
  • Trustee Training: WRLS currently provides regular Trustee Training to libraries as requested. Members requested more proactive training offerings, with the director approaching library boards to offer training.
  • Library Board Meeting Attendance: Members requested the WRLS Director begin regularly attending member library board meetings again, as she did when first hired to introduce herself. Goal to attend at least one library board meeting a month in 2021.
  • WRLS Bulletins: WRLS will publish a regular bulletin to member library boards with information about library legal issues, legislation, and trustee action ideas. Topic suggestions included: championing libraries, improving wages, county nonresident reimbursement, roles of the board and director, what is WRLSWEB, what is WISCAT, etc.
  • Trustee Event: Plan an annual or biannual Trustee Training event, bringing in a speaker, providing food and time for socialization, etc.

Library Development: Members also discussed ways in which WRLS could help them further develop their libraries and recommended:
  • Library Assessments: WRLS has long offered library assessments to member libraries as requested. Will begin offering them on a proactive basis with a goal of completing two library assessments each year.
  • Data Driven Decision Making: Members would like more information and training on making decisions using data available, such as the annual report. This will be included in 2021 CE training calendar.
  • Leadership Training: More focus requested on developing leadership skills among member library directors. WRLS was scheduled to offer Strength Finders training in 2020, a training to help members identify their strengths and weaknesses as leaders, but that training has been postponed due to the pandemic. It will be rescheduled in 2021. WRLS is also investigating hosting a leadership series of webinars this winter or spring.

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

Cole Zrostlik; cole@wrlsweb.org

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 four day per week delivery to most libraries, with four full-time drivers/sorters.
  • Promote and communicate the use and value of resource sharing via the most efficient means by member libraries and other state libraries.
  • Participate in the statewide delivery network
  • Maintain system email infrastructure
  • Continue to evaluate new staffing structure in delivery
  • Produce and distribute two weekly email newsletters
  • Assist member libraries with Wordpress website development, offer managed hosting, and provide guidance and examples related to using social media to promote library services

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

  • Continue to be open to new delivery efficiencies and pilot projects identified via collaboration or the Public Library System Redesign (PLSR) project.

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:

WRLS is still working on 2021-2022 technology plan and will submit to DPI as soon as it is complete and approved by the WRLS Board.

ASSURANCES (cont'd)

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:

Kristen Anderson, Director:
- Library administration
- Library boards and municiaplities
- Intellectual freedom
- Certification and continuing education validation
- Planning and evaluation
- Nonresident reimbursement compilations for all member libraries and seven member counties
- Board assistance during director search and hiring process

Nathan Pflager, ILL/ILS Consultant
- All resource sharing software such as WISCAT, WRLSWEB, OCLC.
- Digitization and the WRLS ECHO project

Cole Zrostlik, Collaborative Consultant
- Collaborative projects and initatives
- Continuing education, workshops and monthy meetings
- Special needs and library access for people with disabilities
- Youth services
- Collaborative kits for loan to libraries: Digital conversion kits, STEAM kits

Sony Yang, IT Manager
- Network support
- Hardware/software management and purchasing
- Website design and maintenance
- ILS hardware support
- Contributes IT content to the WRLS Knowledgebase

Tou Yang, IT System Analyst
- General desktop/server support
- ECHO digitization hardware support
- Website design and maintenance
- Maintaining WRLS Knowledgebase

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

None

Inclusive Services

☒ Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

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

- Consultation
- Workshops
- Deposit collections in county jails
- Information sharing related to providing service to a variety of populations and groups with special needs.
- Promote use of inclusive services resources available via DPI's website and other shared resources
- System staff attends DLP inclusive services meetings and communicates ideas and opportunities to member libraries

ASSURANCES (cont'd)

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.)

ECHO Digitization Project: Exploring Cultural History Online https://www.wrlsweb.org/echo/

Ongoing:

- Provide libraries a place to digitize and share local information of historic significance
- Provide training and support for digitization projects
- Submit ECHO content to Recollection Wisconsin for statewide access, which is then harvested by DPLA (Digital Public Library of America) for national access.

New or priority activities:

- Evaluate policies and procedures for the project
- Promote value of project to libraries not currently participating

Digital Media Conversion Kits: 12 digital media conversion kits that can be borrowed by member libraries for patrons to convert VHS/DVD, 35mm film and slides, vinyl/cassettes and simple cassettes.

Ongoing:

- Promote service to member libraries
- Maintain equipment and kit supplies

New or priority activities: none

STEAM Kits: Kits available for libraries to borrow so they do not have to invest in equipment nor store it in their limited space. Kits include: Bridge Mania, Little Bits, Magna Tiles, Makey Makey, Q Ba Maze, ukuleles, button maker, Breakout EDU, Keva Planks, rhythm, snap circuit and dash and dot. New kits in 2019 included oversized lawn games and mobile wireless internet hotspots.

Ongoing:

- Maintain kits
- Promote kits to member libraries and provide instruction for use

New or priority activities:

- Evaluate kits
- Seek member feedback on additions to kit collection

Databases: WRLS provides collaborately purchased databaases to members in order to promote workforce development and lifelong learning in member communities..

Ongoing:

- Gale Courses: Access, promotion, and instruction for all libraries in the region.
- 1000 Books Before Kindergarten App: Access, promotion and instruction for all libraries in the region.
- Mango Languages: Access, promotion and instruction for all libraries in the region.
- Reference USA: Access, promotion, and instruction for all libraries in the region.

New or priority activities:

- Evaluation: Members will complete a lengthy evaluation of the databases in 2020 and determine continuation or reduction of databases. These decisions will impact activities for 2021.
-

ASSURANCES (cont'd)

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.*

Beginning in 2014, WRLS worked with member libraries to create a regional digital collection of photographs. WRLS led, wrote grants and hired a trainer to assist and foster collaboration among many libraries to create a unique regional resource called ECHO: Exploring Cultural History Online.

WRLS collaborates with area non-public libraries by providing delivery of library materials. These libraries include Gundersen Health Libraries, Jackson Correctional, UW-La Crosse, Viterbo University, Western Technical College and school districts in Arcadia, Blair-Taylor, Cashton, Hillsboro, Holmen, La Farge, Melrose-Mindoro, Viroqua and Wonewoc.

WRLS continues to be eager to collaborate with other systems and entities to provides the most responsive and effective continuing education for all member libraries. WRLS plans to continue to work collaborately with other systems on statewide webinar offerings (Wild Winter & Trustee Training), as well as continuing to work with three other library systems to bring high caliber technology training speakers to the Western Wisconsin Technology Days mini-conference.

Jails also serve as collaborative literacy partners in the region as WRLS provides paperback deposit collections in each of the seven member county jails: Buffalo, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon counties. WRLS also provides a deposit collection to the juvenile detention center in La Crosse County.

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

Activity	Amount
1. ECHO Digitization Project	$50,000
2. Regional delivery to school, university, and special libraries	$56,000
3. Collaborative workshops and webinars	$7,500
4. Deposit collections in regional jails	$5,700
5. WPLC Overdrive collection	$1,150,000
6. Statewide technology back-up project	$0
7.	
8.	

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

Activity	Amount
9.	
10.	
Cost Benefit Total	$1,269,200

CERTIFICATION

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

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Kristen Anderson	Kristen Anderson	9/23/2020
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
George Brandt	Greg Brandt	9/23/2020

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.*
[X] Approved [ ] Provisionally Approved *See Comments.* [ ] Not Approved *See Comments.*		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. ILL & Referencec	$25,972				
2. ILS/WRLSWEB	$59,306			$35,179	
3. IT: Support & Equipment	$177,091				
4.					
5. Electronic Resources	$51,135				
Program Total	$313,504	$0	$0	$35,179	$348,683
Continuing Education and Consulting Service*					
1. CE	$68,548				
2. Consulting	$61,176				
Program Total	$129,724	$0	$0	$0	$129,724
Delivery Services	$224,075			$89,253	$313,328
Inclusive Services	$8,842				$8,842
Library Collection Development	$22,654				$22,654
Direct Payment to Members for Nonresident Access					$0
Direct Nonresident Access Payments Across System Borders					$0
Youth Services	$19,516				$19,516
Public Information	$8,342				$8,342
Administration	$78,915				$78,915
Subtotal	$362,344	$0	$0	$89,253	$451,597
Other System Programs					
1. Digitization	$13,264				$13,264
2.					$0
Program Total	$13,264	$0	$0	$0	$13,264
Grand Totals	$818,836	$0	$0	$124,432	$943,268

*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).