



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

GENERAL INFORMATION

Library System

Monarch Library System

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

Monarch Library system had experienced an unanticipated challenge of lack of continued leadership as reported in the past three Annual plans.

With a steady leadership in place, the Monarch Library System looks forward to consolidating and streamlining internal workflows; stabilizing processes; strengthening services and enhancing collaborative relationships during 2023.

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:

The member libraries provided their input throughout the year 2022 via monthly Directors' Council, weekly Director's Chat, various committee meetings and informal conversations.

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 2023. 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:

ASSURANCES (cont'd)

Reference Referral, Interlibrary Loan, and Technology

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

List ongoing activities related to this requirement:

1. MLS maintains the shared Integrated Library System (ILS) which facilitates Inter Library Loans (ILL) within the system for all its members.
2. MLS provides in-system delivery service (5 days/week) via 3 trucks to transport loaned materials to and from member libraries.
3. Contracts with South Central Library System for the statewide ILL deliveries 4 days/week.
4. Member libraries use WISCAT, funded by Monarch for ILL outside the system.
5. Monitor the holds-queue for ILL via ILS Committee to create a balance between net borrowers and lenders.
6. Provides specialized back-up reference services as needed, via resource library.

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

1. Enhancing safety and efficiency to the Integrated Library System by adding RFID to the physical collections at the participating member libraries.
 2. Collaborate and assist South Central Library System deliver materials to locations that more accessible to Monarch
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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.

MLS continues to:

1. Provide Continued Education (CE) resources to library personnel and trustees as an active member of SEWI (Southeast Wisconsin Consortium).
2. Holds youth services meetings periodically.
3. Conduct technology training for shared resources.
4. Train library personnel and promote the best practices for shared ILS throughout the system.
5. Provide in-demand resources oriented towards Professional Development over Monarch Connect & Share.
6. Conduct small group/cohort style review of public library standards.
7. Develop shared resources including a Story Walk® collection and training to use them.

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

1. Promote the Wisconsin Libraries Professional Learning Calendar and encourage utilization of resources for Professional Development, available statewide via this calendar.
2. Provide equipment and hands-on training for RFID implementation at member libraries.
3. Improvise and expand Connect & Share (Sharepoint site to house tutorials and documents geared toward continued education and networking within Monarch members)

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

Riti Grover
rgrover@monarchlibraries.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:

Learning Opportunities – SEWI Libraries Continuing Education
<https://sewilibraries.org/>

Delivery and Communication

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

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

1. Delivery services is provided by the system staff five (5) days/week via a fleet of three (3) delivery trucks to all member libraries. Two trucks come out of the hub in West Bend and one truck from the System Office in Sheboygan.
2. Delivery for statewide materials is done in collaboration with SCLS through the System Office at Sheboygan.

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

Planning to incorporate additional locations of delivery for SCLS materials via Monarch Library System trucks (in line with PSLR studies)

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, 2023, 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:

1. Employ ILS tools that improve the user interface and accessibility. Explore add-ons and new or alternate modules and services that integrate well with the ILS and are intuitive for patrons.
 2. Consolidate the statewide back-up collaborative to improve our capacity for reliable back-ups for our vital platforms.
 3. Improve response time for ticketing system, including exploring other software that might improve our communication on technology troubleshooting with our member libraries.
 4. Create clear communication and access to shared documentation, best practices, resources, etc.
 - a. Maximize the website effectively
 - b. Continue to invest in Monarch Connect & Share platform
 5. Improve access to system-wide meetings via technologies, rotating locations, and other means to encourage greater participation.
 6. Radio Frequency Identification (RFID) implementation in the participating member libraries to enhance efficiency and safety.
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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:

1. Riti Grover, Director: Consultant for Continued Education (CE); Inclusive services; library administration and management; Annual Reports; state statutes; standards compliance; budget and finances; library board issues and appointments; policies; Strategic Planning; Human Resources; contracts; county planning; county funding and reimbursements; library building and renovations; library tax exemptions; library director recruitment and training.
2. Allison Hoffman, Database Management Librarian and ILS Administrator: Consultant for ILL; ILS planning, procurement, management, reporting and statistics; Monarch catalog – acquisition, serials, cataloging, authority records, bibliographic records, and workflows; and digitization.
3. Carl Demmin, Network Administrator: Consultant for IT – planning, development, introduction, implementation and evaluation of technology and support for member libraries and delivery services; and new technologies; technology with local municipalities.
4. Heather Fischer, Public Info Specialist and YA Coordinator: Consultant for marketing; design and print services; communications; and youth services (including summer program support).

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:

Enhance awareness about the existing Inclusive Services Assessment Guide provided by DPI

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.)

1. Bookmobile services in Sheboygan and Ozaukee Counties for non-librariated communities.
 2. Create a professional, updated, and informative website showcasing the full extent of Monarch Library System.
 3. Continue supporting digitization program and projects for member libraries.
 4. Provide training and Multifactor authentication to all email accounts throughout the Monarch System for increased cybersecurity.
 5. Providing systemwide marketing calendar and 'Program' calendar.
 6. Providing sponsorship, support, and material for County Fairs for member counties.
 7. Introduce new and enhanced technologies to members and implement them systemwide for continued enhancement of ILS, circulation, IT, HR and marketing. For instance RFID, MFA, smart locker boxes, connectivity tools and automated upgrades.
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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 2022 system audit to the Division no later than September 30, 2023.
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Budget

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


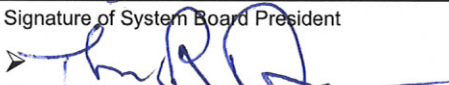
Summary of Activities Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2021 resource library contract.

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


Activity	Amount
1. Southeast Wisconsin Continuing Education (SEWI)	\$14,300
2. ILS Polaris	\$358,000
3. Trustee Training w/SCLS	\$1,000
4. Delivery with SCLS	\$120,000
5. Wild Wisconsin Webinar Series	\$500
6. WPLC/Overdrive	\$103,085
7. VEGA Innovative Tools as Development Partners	\$105,000
8. LAWDS	\$2,000
9.	
10.	
Cost Benefit Total	\$701,885

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 **2023**.

Name of System Director Riti Grover	Signature of System Director 	Date Signed Mo./Day/Yr. 11/01/23
Name of System Board President Thomas R Doane, Ph.D.	Signature of System Board President 	Date Signed Mo./Day/Yr. 11/01/23

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved See Comments. <input type="checkbox"/> Not Approved See Comments.	DLT Assistant Superintendent Signature 	Date Signed Mo./Day/Yr. 11/20/23
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Comments

PUBLIC LIBRARY SYSTEM 2023 ANNUAL PROGRAM BUDGET					
Program	2023 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. Technology	\$252,135			\$30,934	
2. Reference & ILL	\$37,458			\$211,836	
3. ILS	\$146,221				
4.					
5. Electronic Resources	\$147,493			\$168,042	
Program Total	\$583,307	\$0	\$0	\$410,812	\$994,119
Continuing Education and Consulting Service*					
1. CE and Consulting	\$16,228				
2. Resource Library	\$112,325				
Program Total	\$128,553	\$0	\$0	\$0	\$128,553
Delivery Services	\$286,553				\$286,553
Inclusive Services	\$28,229				\$28,229
Library Collection Development					\$0
Direct Payment to Members for Nonresident Access			\$2,226,387		\$2,226,387
Direct Nonresident Access Payments Across System Borders			\$77,368		\$77,368
Youth Services	\$28,229				\$28,229
Public Information	\$101,764				\$101,764
Administration	\$143,544				\$143,544
Subtotal	\$588,319	\$0	\$2,303,755	\$0	\$2,892,074
Other System Programs					
1. Database Management	\$103,580				\$103,580
2. Bookmobile			\$234,290		\$234,290
Program Total	\$103,580	\$0	\$234,290	\$0	\$337,870
Grand Totals	\$1,403,759	\$0	\$2,538,045	\$410,812	\$4,352,616

* 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](#)).