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

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

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology by **MONDAY, OCTOBER 15, 2018.** Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

GENERAL INFORMATION

Library System

Winding Rivers Library System

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

The Winding Rivers Library System serves a geographic region of 5,3987 mostly rural square miles, with some urban and subrurban areas. The population served in the region is 283,787 residents. "Wisconsin's Future Population: Projections for the State, Its Counties and Municipalities, 2010-2040", prepared by David Egan-Robertson for the Wisconsin Department of Administration Demographic Services Center, projects higher than average population growth in the WRLS region, with two counties expecting 14-15% growth by 2040, and three counties expecting 21-22% growth. Only one county projects a population decline of -4%. The average population growth expected in WRLS will be approximately 15%, cementing this service area as a significantly growing part of Wisconsin.

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

WRLS has undergone significant change and growth over the last four years, an almost transformative process related to system staff and services. 2019 will be the second year of the last plan, the "Winding Rivers Library System Service Strategy: 2018-2019."

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 while funding remains uncertain.
- 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.

In 2015, WRLS member libraries voted to begin reducing the amount of the budget devoted to cash grants to member libraries. During a system wide planning session, the question was asked whether members wanted cash grants or more services from the library system. Members determined that the small amounts being distributed among the members would go farther when pooled for shared, targeted and efficient services offered at the system level. This willingness to give up cash grants in exchange for more share system services demonstrates the regions commitment to, and value of, strong library system services.

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

Planning Document: Winding Rivers Library System Service Strategy: 2018-2019 (has been submitted)

This document was created with the feedback and input of many WRLS members as well as a planning session held on October 26, 2017. Results of those efforts were compiled into a plan, which was then vetted by WRLS staff, member library staff and the board, ultimately approved by the board on November 29, 2017. The WRLS director continues to solicit on-going feedback and will begin work on the next WRLS Planning Day in 2019.

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2019**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

Membership Agreements

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

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

Resource Library Agreement

☒ (b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

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

Reference Referral, Interlibrary Loan, and Technology

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

List ongoing activities related to this requirement.

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

- All: Elimination of cash grants to member libraries. 2019 will be the first year that the system will not distribute cash grants to member libraries but will redeploy those funds for other services.

- ILS: Continue to evaluate WRLSWEB services and contracts for improvement and efficiency.

- IT: Offer workshops, via TEACH grant funding, 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

ASSURANCES (cont'd.)

Inservice Training

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

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.
- 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.

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

- Continue focusing on quality workshop experiences for library library staff by bringing in high caliber, dynamic presenters, while also constantly evaluating offerings and methods for improvement and efficiency.
- Utilize the WRLS Knowledgebase to promote and facilitate collaboration and efficiency among member libraries.
- Facilitate Monthly Meet-ups among libraries in each county to encourage collaboration and information/resource sharing.
- New Director Orientation: Evaluate orientation process by surveying library directors to determine future directions of service as well as current effectiveness.
- New Director Orientation: Continue mentorship aspect implementation, begun in 2018. Continue to evaluate for effectivness and member value.

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

Collaborative Consultant: 60% FTE

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
- 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 a Weekly Round-up email newsletter
- 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.*

- Be open to new delivery efficiencies and pilot projects identified via collaboration or the Public Library System Redesign (PLSR) project.
- Increasing delivery from four days per week to five did not rank highly among member libraries during the last planning process so we will in continue to offer four day per week delivery in 2019.
- Continue adjusting vehicle replacement schedule to find sustainable schedule to insure delivery safety and reliability.
- Investigate Slack and other productivity tools to increase WRLS staff productivity and model for member libraries.

Service Agreements

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

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

	ASSURANCES (cont'd.)	

Other Types of Libraries

☒ Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.

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

Library Technology and Resource Sharing Plan

☒ Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

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

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

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

Goal 1: Maintain and enhance the technology infrastructure of the WRLS network and member libraries.

> 2019

1. Upgrade Routers/Switches at Libraries that have equipment that have reached their end of life cycle.
2. Work with Ruckus Wireless to improve wireless stats and performance on the hardware.
3. Investigate cloud hosting potential for WRLSWEB infrastructure.
4. Start the planning phase for Headend move.
5. Enhance tracking features on help desk ticketing system to better manage incidents that come in and out.
6. Help libraries implement the new WordPress themes.
7. Continue updating the IT Knowledgebase to provide excellent guidance to member libraries.

Goal 2: Enhance technology training opportunities for WRLS staff and member libraries to improve library service

> 2019

1. Offer need based technology training following bi-monthly NAC meetings. Training will be determined based on needs expressed by member libraries as well as needs observed by IT staff.
2. Continue to provide training on PC usage and new Windows 10 features.
3. Continue to provide WordPress and website management training for member libraries.
4. Continue to provide training on ILS and new modules, records and making training available online when possible.
5. Take advantage of the TEACH training grants to provide professional training for member libraries.

Goal 3: Encourage and model technology innovation

> 2019

1. Evaluate potential software upgrades. (Microsoft, Teamviewer, etc.)
2. Evaluate WiscNet new technologies to see if it can enhance the system's support for member libraries.
3. Technology and network collaboration with other systems.

Goal 4: Maintain and coordinate access to electronic resources

> 2019 & 2020

1. Evaluate use and functionality for current system.

Goal 5: Facilitate resource sharing among all WRLS libraries and around Wisconsin

> 2019

1. Investigate current contracts and processes for maximum efficiency
2. Continue to encourage member libraries to use collaboration environment on WRLS Knowledgebase.

ASSURANCES (cont'd.)

Professional Consultation

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

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

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

Brooke Newberry, 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.

Consulting was overhauled in 2018, so no significant changes are planned for 2019, though as with all WRLS programs, will be continuously evaluted for enhancement and improvement.

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

Members receive consulting in a variety of ways, whichever best meets their needs. Most consulting is provided via phone or email, though this service is also provided via large and small group meeting, one-on-one consultant, and ticketing software.

ASSURANCES (cont'd.)

Inclusive Services

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

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

List ongoing activities related to this requirement.

- 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.

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

WRLS continues to try to help members provide universal access to all library services and programs, keeping all populations in mind.

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

Consulting, workshops, and referral.

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
- Reinvigorate promotion of project to the community

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, and Q Ba Maze. Kits new in 2018 include: Ukuleles, button maker, Breakout EDU, Keva Planks, rhythm, snap circuit and dash and dot.

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

Lifelong Learning & Workforce Development: As part of the additional library system funding available in 2018 and 2019, WRLS is making a remarkable and needed investment in lifelong learning and workforce development in the region.

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.

New or priority activities:

- New resources: In late 2018, the system is seeking feedback from member libraries concerning additional resources they might need to enhance lifelong learning and workforce development in their communities. Some possibilities include: language learning modules, reference resources, and/or technology training software. Demonstrations of potential additions are planned for October 18, 2018, with implementation of new services early in 2019.
- Promotion: Staff are currently investigating ways to promote the above listed resources regionwide, as well as existing resources such as Badgerlink, to make sure all regional residents are aware of the resources available.

ASSURANCES (cont'd.)

Administration

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

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

Budget

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

COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2019 resource library contract.*

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. In addition to collaborating on statewide webinars in 2018, WRLS also worked with three other library systems in 2018 to bring high caliber technology training speakers to the Western Wisconsin Technology Days mini-conference. While the 2018 event has not yet transpired, we anticipate great success and intend to continue offering this type of event in 2019.

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 Continuing Education: Webinars and workshops	$7,500
4. Deposit collections in regional jails	$5,700
5. WPLC Overdrive collaboration	$1,150,000
6. 1000 Books Before Kindergarten App collaboration	$8,800
7.	
8.	
9.	
10.	
Cost Benefit Total	$1,278,000

2019 BUDGET INCREASE ACTIVITIES

Summary of Activities *Identify any specific activities and allocations supporting broadband access, workforce development, and lifelong learning.*

WRLS will continue to make Gale Courses, collaborative STEAM group learning kits, and the 1000 Books Before Kindergarten app available for all WRLS residents in 2019.

New for 2019, WRLS members will consider additional lifelong learning tools such as online language instruction, a ready reference tool, or online technology courses. There will be demonstrations of these tools and options for library directors in October, with decisions made by the end of the year and implementation in January.

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

Activity	Amount
1. Gale Courses	$61,855
2. STEAM Group Learning Kits	$9,504
3. 1000 Books Before Kindergarten App	$27,200
4. Other online lifelong learning and workforce development tools - to be determined	
5.	
6.	
Cost Benefit Total	$98,559

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2019**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Kristen Anderson	*Kristen Anderson*	9/26/18
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
George Brandt	*George Brandt*	09 26 18

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is: [X] Approved [ ] Provisionally Approved *See Comments.* [ ] Not Approved *See Comments.*	DLT Assistant Superintendent Signature	Date Signed *Mo./Day/Yr.* 11/13/2018

Comments

PUBLIC LIBRARY SYSTEM 2019
ANNUAL PROGRAM BUDGET

Program	2019 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1. ILL & Reference	$27,689				
2. ILS/WRLSWEB	$89,763				
3. IT: Support & Equipment	$168,460				
4. Electronic Resources	$51,135				
Program Total	$337,047	$0	$0	$0	$337,047
Continuing Education and Consulting Service*					
1. Continuing Education	$63,063				
2. Consulting	$64,808				
Program Total	$127,871	$0	$0	$0	$127,871
Delivery Services	$195,025			$89,253	$284,278
Library Services to Special Users	$9,680				$9,680
Library Collection Development	$0				$0
Direct Payment to Members for Nonresident Access	$0				$0
Direct Nonresident Access Payments Across System Borders	$0				$0
Library Services to Youth	$19,354				$19,354
Public Information	$10,675				$10,675
Administration	$77,664				$77,664
Subtotal	$312,398	$0	$0	$89,253	$401,651
Other System Programs					
1. Digitization	$13,020				$13,020
2. Resource Library Contract	$28,500				$28,500
Program Total	$41,520	$0	$0	$0	$41,520
Grand Totals	$818,836	$0	$0	$89,253	$908,089

*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).