



GENERAL INFORMATION

Library System

Indianhead Federated Library System

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

The Indianhead Federated Library System consists of 53 public libraries and 2 county library services in 10 west central counties and covers a territory of 7,997 square miles. The Polk County Library Service was notified that county funding would cease in December 2012. Over the past several years many of our counties have seen large population growth which has slowed during these economic times. The system contains a mix of urban and rural areas.

The communities that support libraries are very diverse. Eau Claire is our largest community with a population of over 66,000 and the second largest by population is the Hudson Area Joint Library which is considered a suburb of the Twin Cities. The smallest community with a library has a population of 214. Many of the communities in the system area have populations under 3,000.

The system area includes a mix of four and two year campuses, private colleges and technical schools located within our system area.

The IFLS area is becoming more ethnically diverse with increasing populations of Hmong, Hispanic and Somalian individuals.

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

Funding: The flat funding of for state aid payments and low interest rates has greatly impacted our ability to provide service and are reflected in our 2013 plan. The increasing cost for courier service and technology has reduced the amount money that we are able to allocate to other programs. Most other program lines are seeing flat funding or reductions for 2013. Many libraries faced funding decreases in 2012 and/or 2013.

Library Space: Many libraries within our system area have outgrown their library facilities or housed in outdated facilities which make the provision of service difficult in this technology era, and leaves some libraries inaccessible to people with disabilities.

Technology: Libraries are faced with increased demand for improved technology services with limited financial resources as well as many of our libraries do not have adequate bandwidth to meet community needs. The demand for e-content has greatly increased in the past year. IFLS is striving to become more of a leader in technology.

Describe the planning environment and process under which this and other system plans were developed. (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

With the potential for significant budget reductions, IFLS sought feedback from member libraries on our services and budget prior to drafting the budget and plan. This preliminary feedback was gathered from our annual report survey conducted in the spring; advisory committee comments (Summer 2012); and database survey (Summer 2012). This feedback was used to draft the plan and budget. The long range plan draft and budget that was developed by staff was reviewed by the IFLS Executive Committee, member libraries and the Advisory Council prior to Board approval. In 2013 IFLS will undertake a more extensive planning effort.

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 **2013**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

Membership Agreements

(a) Written agreements to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15 (4) (c) 4., and to provide for the interlibrary loan of materials among all participating public libraries, as evidenced by agreements with those libraries.

A copy of the agreement with a list of all members signing it will be provided to the division by January 15.

ASSURANCES (cont'd.)

Resource Library Agreement

- (b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- A signed copy of the resource library agreement will be provided to the division by January 15.
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Reference Referral, Interlibrary Loan, and Technology

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

List ongoing activities related to this requirement.

IFLS maintains an ILL Clearinghouse which handles and refers requests from and to all types of libraries in the IFLS area and refers requests to out of system and out of state libraries paying ILL fees as needed

Provides training and consulting on WISCAT, interlibrary loan, reference, e-content, virtual reference and electronic databases.

Manages agreements as they relate to ILL and reference referrals

Maintains the MORE shared system priority list for managing holds

Updates and disseminates information on area ILL policies and procedures

Subscribes to and promotes electronic databases, statewide digital buying pool, WPLC collection development projects and other electronic resources based on need and budget

Administers the MORE shared system

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

Inservice Training

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

List ongoing activities related to this requirement.

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

Provide at least 30 contact hours of CE for staff and directors and at least 24 hours of specialized training on the MORE shared system

Provide training to library trustees

Continue to investigate co-sponsoring training with other types of libraries and invite staff from other types of libraries to training sessions as appropriate

50% of IFLS sponsored workshops will be held outside of Eau Claire

Provide remote access to workshops and webinars as appropriate

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

Enhance CE section of website to include program offerings from other systems and study more effective organization of website

ASSURANCES (cont'd.)

Delivery and Communication

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

List ongoing activities related to this requirement.

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 (Exception Fairchild)

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

Continue providing advocacy and marketing/pr workshops for library staff and trustees

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

Continue the work of Courier Study Committee to:

- 1) Evaluate/recommend ways to improve material sorting in-library and at central sorting location ;
 - 2) Develop standard for libraries to purchase additional days;
 - 3) Review courier funding structure & recommend IFLS funding level;
 - 4) Other recommendations as determined by committee
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Service Agreements

- S.43.24(2)(g) Service agreements with all adjacent library systems
- A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.
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Other Types of Libraries

- S.43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.
- Other types of libraries in the system area have had an opportunity to review and comment on the plan.
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Library Technology and Resource Sharing Plan

- S.43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.
- A copy of the written plan, including any revisions and amendments, for library technology and resource sharing is attached to this document or is on file with the division.
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ASSURANCES (cont'd.)

Professional Consultation

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

List ongoing activities related to this requirement.

Attend member library board meetings to discuss trustee responsibilities or other topics as requested
 Answer requests for information or assistance from directors, trustees and staff of member libraries
 Meet with new directors, children's librarians and ILL staff
 Assist library directors in planning, budgeting and completion of the public library annual report and other forms
 Compile year-end and other statistics needed by MORE libraries
 Visit each member library yearly
 Maintain its professional library to assist staff in answering questions
 Provide information and assistance to staff from other types of libraries as time permits
 Coordinate mentors for new directors and youth service librarians
 Sponsor an Advisory Council of Librarians which includes representation from public, academic and school libraries
 Enhance professional development website

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

Services to Users With Special Needs

- S.43.24(2)(k) Promotion and facilitation of library service to users with special needs.

List ongoing activities related to this requirement.

Assist member libraries in facilities that do not meet ADA requirements to plan for updating their facilities
 Continue to help libraries with assistive devices and services as requested
 Provide training for library staff on special needs issues
 Include information about special needs in IFLS newsletters and blog posts
 Work to ensure that the IFLS websites and electronic resources and those of member libraries are accessible
 Maintain/Develop Partnerships with community agencies serving special needs populations
 Continue to provide consulting on serving traditionally underserved populations (including people who are: living in poverty, have disabilities, speak English as a second language)
 Apply for grants to help educate, connect, and enable libraries to serve traditionally underserved people.

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

Other Service Programs

S.43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

List each "other" service programs individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

TECHNOLOGY

Maintain and upgrade the WAN so that it is functioning at least 99% of the hours member libraries are open
 Work to provide sufficient bandwidth for the IFLS WAN
 Promote and implement IFLS WAN policy
 Assist with gmail support for member libraries
 Provide technical support to member libraries
 Provide emergency WAN support
 Provide technology training and workshops

ASSURANCES (cont'd.)

Investigate and report on new technologies that may be appropriate for implementing for the IFLS office and/or for member libraries

YOUTH SERVICES

Provide workshops on programming and services for children and young adults

Update, maintain, and circulate IFLS story kits and other programming kits

Provide on-site training on storytimes that encourage early literacy practices

Assist libraries in evaluating children's and young adult collections, areas, and services

Provide consulting for youth services staff in a variety of areas

Disseminate information and encourage librarians to share ideas and information through blog, list serv, face-to-face meetings, and mentorships

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 2012 system audit will be submitted to the division no later than September 30, 2013.

Budget

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

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 **2013**.

Name of System Director John Thompson	Signature of System Director ➤	Date Signed <i>Mo./Day/Yr.</i>
Name of System Board President Michael Norman	Signature of System Board President ➤	Date Signed <i>Mo./Day/Yr.</i>

**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 <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature ➤	Date Signed <i>Mo./Day/Yr.</i>
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Comments

PUBLIC LIBRARY SYSTEM 2013 ANNUAL PROGRAM BUDGET					
Program	2013 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	\$143,282				
2. Technology	\$154,481		\$26,100	\$60,000	
3. MORE Shared System	\$154,350			\$500,625	
4. Electronic Resources	\$39,250		\$25,442	\$156,269	
Program Total	\$491,363	\$0	\$51,542	\$716,894	\$1,259,799
Continuing Education and Consulting Service*					
1. CE & Consulting	\$80,781				
2.					
Program Total	\$80,781	\$0	\$0	\$0	\$80,781
Delivery Services	\$264,238				\$264,238
Library Services to Special Users	\$35,767		\$13,087		\$48,854
Library Collection Development	\$29,288				\$29,288
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Library Services to Youth	\$54,309			\$5,000	\$59,309
Public Information	\$41,489			\$5,000	\$46,489
Administration	\$127,879	\$58,181		\$1,700	\$187,760
Subtotal	\$552,970	\$58,181	\$13,087	\$11,700	\$635,938
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$1,125,114	\$58,181	\$64,629	\$728,594	\$1,976,518

* 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).