Wisconsin Department of Public Instruction
PUBLIC LIBRARY SYSTEM PLAN AND CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2013
PI-2446 (Rev. 07-12)

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

INSTRUCTIONS: Complete and submit by **October 15, 2012**, to:

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: JOHN DEBACHER
DIVISION FOR LIBRARIES AND TECHNOLOGY
P.O. BOX 7841
MADISON, WI 53707-7841

GENERAL INFORMATION

Library System

Waukesha County Federated Library System

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

State funding was cut 5% in 2003 and stayed flat during 2004 and 2005. Aid rose 4% for 2008 and 2009. It fell 3.7% for 2010 and rose 3.2% in 2011. For 2012 it fell 10% and then stays flat for 2013. The cumulative effect has been stagnant funding despite rising costs for salaries, delivery, indirect charges from the county, and most other system costs. We have been forced to limit or eliminate many programs and activities. Rapid population growth continues to be a trend in Waukesha County and continues to impact library services. According to the Wisconsin Department of Administration, Waukesha County saw the largest number of new residents among all Wisconsin counties since 1990. Waukesha UW Cooperative Extension Office predicts the population of Waukesha County will continue to grow approximately 3% over the next five-year period. The county also expects continued growth in both the adolescent and senior citizen populations. Waukesha County is one of the wealthiest counties in the state; only 2% of families in Waukesha County are poor. But, almost 11% of all Waukesha County adults 65+ who live alone exist on incomes below the poverty level. Despite the low state aid level, the System must still fill the same requirements as any other library system. WCFLS has one of the lowest levels of system staffing in the state, whether measured by percent of state aid costs, total full time equivalents, or staff per capita.

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

Residents living in areas of the county that don't have libraries use municipal libraries. Circulation to these non-residents makes up about 17.5% of total System circulation. Non-library community residents are taxed only based on their circulation, regardless of usage or their opportunity to use libraries. They also do not contribute towards capital costs.

Residents from municipalities with libraries use their own libraries, as well as libraries in other municipalities. When they use other libraries, we call it crossover borrowing. This crossover borrowing, where people pay taxes to one community's library while using another, accounts for almost 10% of total circulation. Residents of the City and Village of Pewaukee were formerly frequent borrowers at Waukesha and other libraries, but the establishment of a joint library serving the two communities drew back users very quickly. New buildings in the former crossover borrowing communities of Butler, New Berlin, North Lake, and Delafield are also drawing back their users and leveling off crossover borrowing problems. Net Lenders Hartland and Mukwonago completed building projects this year and we expect this to alter the crossover borrowing situation yet again.

Although intersystem circulation equals just 3% of total circulation, intersystem circulation reaches 6 to 12% of total circulation at five of our border libraries. A continued increase in demand for library service from residents living outside System borders is anticipated. Continued westward movement of urban populations places increased demands on existing library buildings and infrastructure. In April 2006, Act 420 was passed, which requires payment for use by residents of non-library communities from adjacent counties. We planned for those payments by auditing and monitoring the registration activities of all libraries in the county. The careful crosschecking by system staff and instruction of local staff on the importance of properly identifying residential status has been a great help. We instituted procedures to verify the resident status of all residents of the county using GIS programs from adjacent counties. This is important to our libraries because in 2013 over $350,000 will be paid to our libraries for over 160,000 circulations.

Libraries expect demands for a greater number and diversity of library services from diverse populations. Many expect that a continued polarization between richer and poorer citizens will occur and libraries will need to address the differing expectations and service needs of these groups. As the number of individuals with special needs increases, the System will be asked to help member libraries make their services accessible to them. The Library System will also be asked to continue to provide informational, educational and other resources for an increasing County jail population.

The growth in number of technologically sophisticated library users will mean that Library System and member library staff will be expected to provide increasingly higher levels of service, so continuing education will be important. The Library System will be called upon for leadership to ensure public libraries remain players in the information technology field by providing training to keep pace with developing technology, especially e-books and social networking. The Library System will need to partner with member libraries to aid in decision making when choosing new technologies and training staff. Despite the budget cuts anticipated, WCFLS plans to spend additional resources for better Internet access and e-book content.

GENERAL INFORMATION (cont'd.)

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.)

A copy of the current Plan has been distributed to members and the Division.

The plan called for a review of the County funding formula. That was done and incorporated into the County Code for funding in 2009 and beyond. The plan also called for a review of the formula for 2012 funding purposes. That review took place in spring to fall of 2011 The result was that the funding formula remained virtually unchanged.

The plan also called for careful work on intersystem funding. See the section above for the work done on registration. We also worked out a plan for funding from Lakeshores Library System (Racine and Walworth counties) where we had had a long-standing intersystem agreement. The plan phased in the impact of Act 420 reimbursements to the satisfaction of both systems and all affected libraries.

The plan further called for a freeze in the intended phase-in of mandatory standards for libraries at 90% of state basic level because of state budget caps. The freeze remains in effect. All 16 libraries meet current standards, allowing their communities to exempt from the county special library levy but several would be below standards if we had not frozen the implementation at 90% of state basic levels. Because of current funding problems at the state level, the plan called for rolling back the standards level to 85% of state basic levels for the next several years.

The plan called for a capital cost reimbursement plan. This was proposed but vetoed by the county executive and sustained by the county board. Given the current economic climate, no attempt has been made to re-introduce the proposal.

The previous plan stipulated that once during the plan period, we should encourage the CAFÉ Council to evaluate the effectiveness of the CAFÉ shared automation system and share the results with the WCFLS Board. That evaluation resulted in a plan to transfer the funding and governance of CAFÉ from Waukesha Public Library to WCFLS by mid 2011, a plan now in effect. The transfer took place in April of 2011. WCFLS proceeded to bid out a proposal for a new automation vendor in fall of 2011. The resulting RFP process resulted in the award of the bid to Polaris rather than SIRSI, our current vendor. New Berlin joined CAFÉ in 2011 and Menomonee Falls in 2012, meaning that now all 16 libraries in WCFLS belong to the shared system. A full implementation with the new vendor and all 16 libraries is set for November of 2012.

Our community survey is available at: http://www.wcfls.lib.wi.us/survey/index.htm

The Survey Research Center mailed questionnaires to 3,500 randomly selected households in Waukesha County. The SRC received a total of 1,216 completed questionnaires from consumers, a 35 percent response rate. Based on the estimated adult population in Waukesha County (380,985), the data in the survey produced County-wide estimates that are accurate to within plus or minus 2.8 percent with 95 percent confidence. Concerns about non-response bias were accounted for and the SRC believes the estimates provided in this report are an accurate reflection of public opinions about the WCFLS. As noted, one of the questions addressed in this survey was whether people living in jurisdictions that don't have a branch library feel differently about the WCFLS than those living in jurisdictions with a branch. There is little evidence to support a belief that people living in jurisdictions without a library view the WCFLS differently than those who do have a library. For instance:

• 95% of people in jurisdictions with a library said they were satisfied or very satisfied with the WCFLS, as did 95% of those living in jurisdictions without a library
• 20% of residents in jurisdictions with libraries say they never visit the library in person versus 24% in jurisdictions without a library
• 20% of residents in jurisdictions with a branch visit 25 or more times per year as do 20% of residents in jurisdictions without a library.

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.

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

☒ 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.

•The System acts as the ILL clearinghouse.

•We utilize WISCAT to promote interlibrary loan among systems, and the CAFÉ shared system internally.

•Member libraries use WISCAT ILL for submitting ILL requests for materials owned outside the Library System and for receiving requests from other libraries outside the Library System.

•System coordinated backup reference services are provided by System reference staff and staff from the resource library.

•Access to databases, the Internet, and backup medical reference services from Waukesha Memorial Hospital are provided.

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.

•We conduct at least 4 system workshops for member library staff and trustees each year. We contract with the resource library for another four reference workshops.

•We provide in-services on various topics related to children's services, reference, special needs and technology. We provide two workshops for children's librarians and a field trip to the CCBC.

•We provide CE grants for member library staff to attend workshops and other training events.

•We hold a summer meeting of children's librarians to evaluate summer library programs, share successful program ideas, and discuss common needs.

•We provide consulting services in the areas of public library governance, adult and youth services, automation and technology, interlibrary loan, staff development, planning, evaluation and standards collection development, reference, and special needs.

Since 2011, we cooperate financially with all adjacent systems to provide high quality, multitype continuing education for the entire 9 county area. Adjacent systems are pleased to be able to attend the CE activities that WCFLS organizes for the entire area. Attendance and evaluations have been uniformly positive.

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

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.

•We provide daily van delivery service to all the public libraries and four academic libraries in the county.

•We contract for and participate in the South Central van delivery service.

•We fax and e-mail information to all our member libraries.

•We produce newsletters.

•We provide access to our Union List of Periodicals on our web page.

•We monitor legislative issues and inform all library directors via e-mail.

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

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.

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.

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.

Professional Consultation

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

List ongoing activities related to this requirement.

•The System has staff that routinely consult with members on special needs, automation, reference, interlibrary loan, children's and adult services as well as administrative and building services.

•We have made local planning efforts for member libraries a major priority in the last several years, especially for those member libraries that are presently below current county standards.

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

ASSURANCES (cont'd.)

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.

☐ The System will identify children's and special needs materials, programs and services that could be funded through donations and grants.

☐ The Special User Needs committee meets once a year.

☐ We will continue to promote literacy working with the Literacy Council of Greater Waukesha.

☐ We will continue our Homebound delivery service.

☐ We will continue to provide assistive devices.

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.)

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	Signature of System Director ➢	Date Signed *Mo./Day/Yr.*
Name of System Board President	Signature of System Board President ➢	Date Signed *Mo./Day/Yr.*

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is: ☐ Approved ☐ Provisionally Approved *See Comments.* ☐ Not Approved *See Comments.*	DLT Assistant Superintendent Signature ➢	Date Signed *Mo./Day/Yr.*

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. Technology	$134,005		$33,196	$471,322	
2. 0Reference	$59,322			$14,020	
3.Interlibrary Loan	$87,738			$20,736	
4.					
Program Total	$281,065	$0	$33,196	$506,078	$820,339
Continuing Education and Consulting Service*					
1. Cont. Educ. & Consulting	$64,229			$14,576	
2.					
Program Total	$64,229	$0	$0	$14,576	$78,805
Delivery Services	$123,631			$28,641	$152,272
Library Services to Special Users	$33,552			$6,598	$40,150
Library Collection Development	$28,115			$6,513	$34,628
Direct Payment to Members for Nonresident Access	$169,158			$3,098,665	$3,267,823
Direct Nonresident Access Payments Across System Borders	$24,409			$14,465	$38,874
Library Services to Youth	$68,478			$11,524	$80,002
Public Information	$30,969			$12,991	$43,960
Administration	$135,029			$30,839	$165,868
Subtotal	$613,341	$0	$0	$3,210,236	$3,823,577
Other System Programs					
1.					$0
2.					$0
Program Total	$0	$0	$0	$0	$0
Grand Totals	$958,635	$0	$33,196	$3,730,890	$4,722,721

* 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).