



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

GENERAL INFORMATION

Library System

Winnefox Library System

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

The chief issue influencing this and other system plans is endeavoring to provide our member libraries with services they need, want, and find useful. Budget pressures on local municipalities have not let up and demands for library services have only increased. As an example, the Department of Workforce Development is closing many job centers, causing their clients to turn to the library for internet access and for help accessing services and filling out forms.

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:

In the ordinary course of events Winnefox would engage in a planning process every three years. We have, however, chosen to postpone most formal planning because of the uncertainty about what will emerge from the PLSR process. But that is not to say that we have ceased to look for new ways to serve our libraries, and their users, and are only "treading water". We continue to look for opportunities to enhance services.

Although we do not have an advisory committee responsible for planning, libraries are involved in planning and evaluation of services and programs. The library directors in each county meet regularly and discussion of system programs is usually on the agenda. Our technology advisory committee, made up of 10 directors, meets bi-monthly and often discusses enhancements to our ILS and other technology-related services.

Six directors, one from each county and one elected at-large, are on the committee evaluating a proposed ILS merger with OWLSnet and they report regularly back to the directors in their respective counties. Even if this merger ultimately does not take place the process has allowed us to review policies and procedures, has prompted several changes, and will lead to more.

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 2020. 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:

Current and past agreements with the resource library can be found in our trustee manual <https://www.winnefox.org/trustees/resource-library>

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:

ILL

- Provide ILL service, including an ILL clearinghouse.
- Provide access to Overdrive digital audio, video, music, and ebooks.
- Continued maintenance of shared database of member library bibliographic records and holdings
- Sharing of ILL materials with other OCLC libraries.
- Continued acceptance of ILL requests via OCLC, direct reserve on our ILS, email, fax, phone or mail.
- Continued support of locally produced online genealogical and local history databases.
- Continued participation in the WPLC funding pool for digital media

Technology Support

Technology support is considered by libraries to be among the most important services we offer.

- Cooperation with other systems has allowed us to purchase computers at a lower cost.
- Continued network maintenance and support of email for member library staff.
- Continued support of the ILS used by 29 of our libraries.
- System staff will continue to provide remote and on-site network and PC support.
- Continue to enhance network security protocols to ensure a stable and dependable network.

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

No new activities are planned at this time, however technology staff from several systems are discussing possible closer collaboration and this may result in new or priority activities.

ASSURANCES (cont'd)

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.

- Provision of regular workshops at varied locations around the system.
- Provision of one-on-one and small group training to directors and other member library staff as needed.
- Member libraries will be surveyed regarding their training needs.
- Provision of information to member libraries regarding training/education activities available from other providers as this information becomes available.
- Continued publication of Trustee Tales, a quarterly newsletter for library trustees.
- Continue use of the GoTo Meeting software for training and education.

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

We have started studying our procedures for new library director training and orientation and are planning improvements in this program.

The NEWI partnership between Winnefox, Manitowoc-Calumet, Nicolet, and OWLS systems has been successful and will be continuing into 2020 and beyond.

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

Joy Schwarz Schwarz@winnefox.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:

The NEWI agreement can be found in our trustee manual at <https://www.winnefox.org/trustees/other>

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.

- Provision of delivery to all member libraries, and delivery to Oshkosh Public Library deposit sites.
- Continued participation in the statewide delivery service.
- Continued development of the Winnefox Extranet as an information resource for member libraries.
- Continued communication with member directors and trustees of legislative developments that affect libraries.
- Continued assistance to libraries in effective communication with municipal and county boards.

Winnefox runs its own delivery service and does not contract with outside vendors. We own 3 cargo vans and have 7 regular drivers on staff and 2 substitutes we can call on.

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

Beginning in late 2018 we began providing all libraries with 5-day delivery service. Libraries that are not open every day receive deliveries on days closed because this improves delivery speed for all libraries.

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:

Winnefox has agreements with all other library systems in Wisconsin. These cover honoring of borrowers' cards, CE, resource sharing, and other mutual and cooperative efforts. The agreements can be found at <https://www.winnefox.org/trustees/individual-system>

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:

For many years Winnefox and OWLS have participated in the Fox Valley Library Council, a regional multitype library organization. With the decline in the number of special libraries and the reduction of professional staff in school libraries this organization has seen a decline in membership and activity in the past few years, leading the board to dissolve the organization in 2019. Therefore, Winnefox will be looking at how best to cooperate with other types of libraries in our system area.

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, 2020. See [the Library System Technology and Resource Sharing plan webpage](#) for more information.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

We are revising our Technology and Resource Sharing plan and will submit it to the Division in December.

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):

The plan is in the process of revision. Once complete it will be presented to library directors in county director meetings, at the Winnefox Technology Executive Council (WTEC), and at a system-wide technology meeting. Once their comments and suggestions have been incorporated into the plan it will be approved by the system board.

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

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:

•Administrative Coordinator (office manager/bookkeeper position)

- o Records retention
- o HR issues, especially FMLA, Workman's Comp, Unemployment, WRS
- o Financial recordkeeping

•Assistant Director

- o Open meetings law, closed sessions
- o Public records
- o Personnel/HR matters: hiring, discipline, firing, discrimination, ADA, etc. Salary/wage comparisons. Directors call and answer questions. Work closely with boards in some hiring processes.
- o Dealing with difficult patrons
- o Surveys
- o Statistics
- o Advocacy leadership and advice
- o Helps directors in each county with county funding requests, meeting with county officials, etc.
- o Handles all paperwork for submitting Act 420 bills
- o General advice, support, and hand-holding

•CE/Training Librarian

- o General tech skills

•Director

- o Library administration consultant (HR, board issues, etc)

•ILL Specialist

- o Handles all out-of-system ILL requests, both incoming and outgoing. Is very good at finding libraries that don't charge for ILL and are connected to our delivery system.

•Database-Application Developer

- o Has helped with database access authentication issues, Overdrive access and issues, etc. We are moving this type of support to Oshkosh PL and other large libraries reference staff.
- o Collects statistics for all online resource use
- o Designs databases and other programs for libraries (SLP signup, local history, etc).

•WCTS Program Coordinator

- o Materials selection
- o Weeding
- o Does "workdays" in libraries—helps with whatever needs doing.
- o Other purchasing help (example: a library was doing an extensive remodeling and she helped select new furniture and handled the ordering, etc).

•PC support, network management, and web design positions (2)

- o Orders & configures computers (basically our libraries don't have to do anything more complicated than flipping a switch or plugging something in)
- o Designs and maintains library web sites. Some libraries are involved in updating their sites, others just tell us what they want done.

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

No new activities are planned at this time.

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.

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

We will be evaluating the work of the part-time Inclusive Services Coordinator who began working in the fall of 2018 and deciding how to continue to support our libraries' provision of inclusive services.

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.)

Winnefox Cooperative Technical Services (WCTS)

Ongoing Activities:

Because WCTS funding is provided on behalf of the libraries directly from Green Lake, Waushara, and Marquette Counties, WCTS primarily serves libraries in those counties. Winnefox member libraries outside of these counties may contract for services from WCTS at cost.

WCTS provides cooperative book selection and processing for member libraries and sponsors several workshops on materials selection each year. WCTS staff provides "work days" consisting of on-site help and consultation for special projects such as weeding.

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 2019 system audit to the Division no later than September 30, 2020.
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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 2020 resource library contract.*

Winnefox has several longstanding collaborative relationships:

Administrative secretarial staff: Winnefox and Oshkosh Public Library jointly staff the administrative office for both organizations. At one time each organization operated separate offices, each with two full-time persons; the combined office has three full-time persons. The current FTE split is Winnefox: 1.8/Oshkosh: 1.2. By operating a combined office both organizations are also saving costs on office supplies and equipment.

Another shared position with Oshkosh Public Library is the Database-Application Developer. This position is three-fourths funded by Winnefox and one-fourth by Oshkosh. This benefits Oshkosh Public Library in that they would not be able to fund a full-time position at this level; a half-time position would likely cost about \$12,000 more than they are currently paying.

FoxNet is a collaborative program between Winnebago County, the Cities of Menasha, Neenah, and Oshkosh, several school districts, and Winnefox to provide a fiber connection between these organizations' facilities. This program costs only minimal maintenance and saves Winnefox and the libraries internet access fees.

Winnefox Cooperative Technical Services (WCTS) is in itself a collaborative program. By centralizing library materials selection, ordering, and processing we are saving 19 libraries both staff time, allowing libraries to operate with less staff or focus staff on direct public service, and direct costs on materials and supplies, by ordering in quantity for better discounts.

For several years Winnefox has provided accounting services to Southwest Library System, saving them a considerable amount of money.

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



Activity	Amount
1. Oshkosh Public Library administration	\$88,819
2. Oshkosh Public Library Database-Application Developer	\$24,854
3. FoxNet	\$2,500
4. Winnefox Cooperative Technical Services	\$210,000
5. Southwest Library System accounting contract	\$30,000
6. NEWI CE Cooperative	\$4,000
7. CESA 6 GROW grant office	\$18,000
8.	

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

Activity	Amount
9.	
10.	
Cost Benefit Total	\$378,173

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 **2020**.

Name of System Director Jeff Gilderson Duwe	Signature of System Director ➤ 	Date Signed Mo./Day/Yr. 9/25/2019
Name of System Board President Jerry Letcher	Signature of System Board President ➤ 	Date Signed Mo./Day/Yr. 9/25/2019

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input checked="" 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. 11/1/2019
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Comments

PUBLIC LIBRARY SYSTEM 2020 ANNUAL PROGRAM BUDGET					
Program	2020 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. ILS	\$71,649	\$6,197		\$754,523	
2. Network	\$76,389	\$3,940		\$84,503	
3. Technology	\$173,643	\$3,184		\$25,855	
4. Reference/ILL	\$94,468	\$3,058			
5. Electronic Resources	\$29,187	\$2,813		\$148,367	
Program Total	\$445,336	\$19,192	\$0	\$1,013,248	\$1,477,776
Continuing Education and Consulting Service*					
1. CE	\$81,756	\$1,157		\$14,000	
2. Consulting	\$60,808	\$1,811			
Program Total	\$142,564	\$2,968	\$0	\$14,000	\$159,532
Delivery Services	\$131,299	\$2,512		\$4,534	\$138,345
Library Services to Special Users					\$0
Library Collection Development				\$11,550	\$11,550
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Library Services to Youth	\$339	\$11			\$350
Public Information	\$4,485	\$328		\$5,472	\$10,285
Administration	\$188,622	\$4,133		\$94,550	\$287,305
Subtotal	\$324,745	\$6,984	\$0	\$116,106	\$447,835
Other System Programs					
1. County Planning	\$32,247	\$856			\$33,103
2. WCTS				\$204,645	\$204,645
Program Total	\$32,247	\$856	\$0	\$204,645	\$237,748
Grand Totals	\$944,892	\$30,000	\$0	\$1,347,999	\$2,322,891

*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).

