



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

GENERAL INFORMATION

Library System

Arrowhead Library System

Describe significant needs, opportunities, and challenges that influenced the development of this and other system plans.

Going into 2022, the greatest challenge facing the Arrowhead Library System (ALS) remains the ongoing COVID-19 pandemic. At the time of this writing, September 2021, an upswing of cases of the Delta variant of the virus is signaling a new surge of the disease that could well last into 2022 which could cause a continued reduction in hours, capacity, and programming for the member libraries.

Resulting from strategic planning in 2020, Arrowhead along with the Lakeshores Library System (LLS) have formed a joint committee to explore a possible merger between the two systems. This exploration will be a major focus for ALS in 2022 with a new system being formed as early as January 2023 being a possible outcome of this process. Should a merger not occur, ALS will continue to explore new collaborations with LLS.

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 monthly librarian meetings are the principal place that the seven libraries have input into the system plan and services. Regularly on the agenda are the shared system, technology, budgets, ALS Board report and reports of activities in the member libraries. The Arrowhead Library System Board also meets monthly and participates in planning and reviewing programs offered by the system. Ex-officio members of the Board include the director of the Hedberg Public Library; the director of the Beloit Public library; and the director of one of the other five public libraries, who is elected by the librarians. As ex-officio Board members they are directly involved with the approval of the system plan.

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:

A committee of the ALS member library directors serves as the advisory committee for the Arrowhead Library System Board. Besides physical postings, meeting packets are also posted on the ALS website, <https://www.als.lib.wi.us/site/services-for-libraries-boards/library-directors-meeting/>. A member of the Librarians' Committee is elected to serve as an ex-officio member of the ALS Board and as part of the Board agenda reports to the Board monthly. Two other members of the Librarians' committee, the directors of the Hedberg Public Library and the Beloit Public Library also serve as ex-officio members of the System Board.

At its August 12th, 2020 meeting, the ALS Board approved the Arrowhead Library System Strategic Plan 2020 – 2023. The two main goals of the plan include “Strategically Supporting Member Libraries Through Crisis” and “Develop a System Merger Exploration Process.” The formation of a Joint Merger Exploration Committee with Lakeshores LS was approved by the Arrowhead Board at its June 9th, 2021, meeting, the committee is to consist of two system board members, the resource library director, and the director of a small library from both systems.

	ASSURANCES	
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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 2022. 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:

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:

The Resource Library also provides staff to assist with reference questions and maintains records of these requests. Reports are made to the Arrowhead Library System on an annual basis by the resource library of these reference request statistics.

ALS, along with the Lakeshores and Kenosha County library systems, is a member of the SHARE consortium. SHARE provides a shared catalog and ILS to its members which facilitates the exchange of materials between the member libraries. ALS also assists member libraries with interlibrary loan through WISCAT

ALS also has both ILS support and Network/IT support agreements with the Lakeshores Library System (LLS) which facilitates ILS and technology support and enables IT cooperative purchasing. Currently both ALS and LLS member libraries are on the same Wide Area Network (WAN) which is administered by LLS.

To increase efficiency for resource sharing and delivery within SHARE, ALS initiated an RFID tagging project in 2020. The goal of the project was to RFID tag as many member library collections as possible by the end of first half of 2021. Library closures in the wake of the COVID-19 actually allowed for 90% of those collections being tagged by September of 2020. An added benefit of tagging the materials has been the ability of no hands sorting of materials, through the use of an automated sorter at the SHARE sorting hub at Racine Public Library, greatly increasing sorting efficiency.

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

none

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 professional learning opportunities.

List ongoing activities related to this requirement.

Arrowhead has set aside funding for inservice training. With only seven member libraries ALS has found collaborating with other systems to be a more efficient way to utilize budgeted funds. Currently ALS is a member of the Southeastern Wisconsin Continuing Education (SEWI CE) consortium. Anowhead is also a cosponsor of the "Wild Wisconsin Winter Web Conference" and "Trustee Training Week." In 2016, Arrowhead started offering scholarships to help library staff attend distant CE training activities

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

None

Identify the names and email addresses of professional learning staff employed by the system for professional learning services:

Arrowhead Library System Director, Steven Platteter (platteter.steve@als.lib.wi.us) is the inservice training/CE coordinator for ALS. ALS Youth Services consultant Jeni Schomber (jschomber@beloitlibrary.org) coordinates youth services related continuing education opportunities. Inclusive Services consultant Rene Bue (renebue@yahoo.com) has provided inclusive services training to member library staff and trustees.

If the system contracts with another system or entity to plan and conduct professional learning services, list that system or entity and provide a link to, or copy of, the current agreement:

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.

ALS provides five day a week delivery to each of its member public libraries. For this service Arrowhead employs three part time drivers: Steven Fernan, Ron Oberle and Mike Willger. ALS pays for state-wide delivery service, through SCLS, 4 days per week. To facilitate resource sharing with other SHARE members, ALS provides a five day a week delivery run to the Lakeshores Library System delivery hub at the Racine Public Library through a contract with Koene Courier Service. In addition ALS provides delivery service to Beloit College, Blackhawk Technical College, Beloit Schools, Milton Schools and Parkview Schools as well as the Wisconsin School for the Blind and Visually Impaired.

ALS also provides email services for five of its seven member libraries. ALS also provides five email lists for use by member library staff. The Hedberg (Janesville) and Beloit Public Libraries maintain there own mail servers. The ALS electronic Newsletter, the "Monthly Memo," is not only highly regarded locally but also statewide.

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

None

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:

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. 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, 2022, 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:

Arrowhead and Lakeshores Library Systems are jointly exploring a possible merger, this will undoubtedly lead to more collaboration, if not a new library system.

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:

The Arrowhead Library System provides consulting in inclusive services, administration, public information and promotional materials, and certification. ALS Director, Steven Platteter, handles administration, some inclusive services, continuing education, certification and some technology consulting. Public Information Coordinator, Tovah Anderson is responsible for public relations consulting, the ALS newsletter "the Monthly Memo", some outreach and the creation of promotional materials. Office & ILL Manager, Anita Schultz specializes in interlibrary loan, jail and nursing home outreach, and the ALS delivery network. Youth Services consulting is handled by contract with the Beloit P L, currently BPL Head of Library Services, Jeni Schomber serves as the ALS Youth Services Consultant. Rene Bue also provides inclusive services consulting. General technology consulting is currently handled under an agreement with Lakeshores Library System.

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

Youth Services consulting will continue through contract with Beloit Public Library.

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:

ALS will continue its focus educating member libraries and their boards in regards to DPI's "The Inclusive Services Assessment and Guide For Wisconsin Public Libraries".

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.)

Arrowhead maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, website design, SHARE, computer classes and other activities in the libraries. The promotions include news releases to local media, bookmarks, posters. This position provides service to all seven ALS member libraries, it also provides some PR & marketing services to the Lakeshores Library System. Budget for this program is included in the Public Information line of the Annual Program Budget.

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 2021 system audit to the Division no later than September 30, 2022.
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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	
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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 2022 resource library contract.*

2022 will mark the fifth year of the Arrowhead Library System's largest collaboration to date, becoming a member of the SHARE Consortium. SHARE is a partnership of the Arrowhead, Lakeshores and Kenosha County Library Systems providing a shared catalog and ILS to 24 public libraries and one school district library. The new combined SHARE catalog features approximately 1,875,245 items and provides improved functionality, for both patrons and library staff, over Arrowhead's previous ILS, RockCat.

Joining SHARE also opened up other collaborative possibilities. ILS support and Network/IT support agreements with the Lakeshores Library System facilitates ILS and technology support and enables IT cooperative purchasing. Currently both ALS and LLS are on the same Wide Area Network (WAN) which is administered by LLS. Also in 2022 Arrowhead and Lakeshores will continue to collaborate with the RFID project. To facilitate SHARE delivery, the two systems are also sharing the cost of the delivery run between the ALS delivery hub in Milton to the LLS hub in Racine. In late 2020, the two systems began talks on a collaborative PR/Marketing Service, with a signed agreement in March 2021.

When Arrowhead began its 1000 Books before Kindergarten project in 2014, it found many potential community partners in western Walworth County. This led to discussions with the Lakeshores Library System. Lakeshores helped ALS automate its MailChimp based notification system which works with the 1000 Books patron database that ALS had developed. To further promote its 1000 Books before Kindergarten program, Arrowhead has commissioned a 1000 Books Before Kindergarten App to be completed in late 2021 or early 2022. The app will be SHARE branded and will be available to any SHARE member.

The Arrowhead Library System is part of the WPLC E-Content buying pool collaboration. The amount each system funds as part of the WPLC buying pool collaboration shares the cost of a digital library platform, provides access to the entire multi-million dollar collection already in the digital library and will purchase more than \$1,340,944 worth of new content in 2022.

In regard to Continuing Education, Arrowhead LS intends three collaborations. First ALS intends to continue its membership in the SEWI CE consortium. The Arrowhead LS will remain a cosponsor for both the Wild Wisconsin Winter Conference and Trustee Training Week. These collaborations makes available to ALS member library directors and staff a wealth of CE opportunities. These opportunities include face to face programs and webinars.

Finally in 2022 Arrowhead and Lakeshores will explore the ultimate in collaborations, that of a possible system consolidation.

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

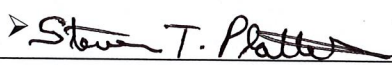

Activity	Amount
1. Share Consortium with Lakeshores & Kenosha County library systems	\$50,000
2. ILS/network/IT support/PR agreements with Lakeshores Library System	\$65,000
3. RFID project with Lakeshores Library System	\$15,000
4. SHARE Delivery	\$5,000
5. SHARE 1000 Books Before Kindergarten App	\$6,500
6. WPLC/Econtent Buying Pool	\$1,313,593
7. SEWI CE Consotium	\$12,000
8. Wild Winter Web Conference/Trustee Week	\$4,500

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


Activity	Amount
9.	
10.	
Cost Benefit Total	\$1,471,593

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 **2022**.

Name of System Director Steven Platteter	Signature of System Director ➤ 	Date Signed Mo./Day/Yr. 9/10/2021
Name of System Board President Adam Dinnes	Signature of System Board President ➤ 	Date Signed Mo./Day/Yr. 09/10/2021

**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. 11/12/2021
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Comments

PUBLIC LIBRARY SYSTEM 2022 ANNUAL PROGRAM BUDGET					
Program	2022 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. ALS Technology	\$56,505				
2. SHARE ILS & Suppot				\$161,408	
3. Resource Contract (no OD)	\$35,000				
4.					
5. Electronic Resources	\$55,837			\$123,040	
Program Total	\$147,342	\$0	\$0	\$284,448	\$431,790
Professional Learning and Consulting Service*					
1. Continuing Education	\$19,933				
2. Consulting	\$17,934				
Program Total	\$37,867	\$0	\$0	\$0	\$37,867
Delivery Services	\$95,997	\$30,000		\$3,438	\$129,435
Inclusive Services	\$22,934			\$2,000	\$24,934
Library Collection Development	\$16,302				\$16,302
Direct Payment to Members for Nonresident Access	\$15,934			\$1,238,125	\$1,254,059
Direct Nonresident Access Payments Across System Borders	\$15,934			\$81,828	\$97,762
Youth Services	\$25,934				\$25,934
Public Information	\$103,648				\$103,648
Administration	\$58,965	\$10,000		\$1,800	\$70,765
Subtotal	\$355,648	\$40,000	\$0	\$1,327,191	\$1,722,839
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$540,857	\$40,000	\$0	\$1,611,639	\$2,192,496

* 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](#)).