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

Arrowhead Library System

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

The Arrowhead Library System (ALS) is a single county library system in Rock County, with seven member libraries in Beloit, Clinton, Edgerton, Evansville (Eager Free Public library), Janesville (Hedberg Public Library), Milton and Orfordville. Rock County has a population estimated at 160,349 as reported in the Wisconsin Department of Administration, January 1, 2018 Preliminary Population Estimate. This reflects a gain of 18 persons from the 2010 census population of 160,331. As of 2017, 39,849 persons lived in communities without a library. Many of the seven libraries are in villages and cities under 6,000 population, with one person primarily responsible for the programming and services that are offered. The number of staff at the libraries varies greatly with 1.85 FTEs at the smallest library in Orfordville to 47 FTEs at the Hedberg Public Library in Janesville. Of a total of 92.35 library staff FTEs system wide, a total of 23.3, or 25 percent, have MLS degrees.

The county economically suffered during the early part of the decade. The recession caused a major employer, the GM plant to close, which in-turn shut down many local supporting industries. Unemployment in Beloit reached over 18%, with the county unemployment reaching 13%. Rock County unemployment improvedt over the last couple of years. As of June 2018, unemployment was down to around 3.7%. Beloit's unemployment is now at 5%. Rock County has been very supportive of library services to township residents and in 2011 exceeded 1 million dollars in support to Rock County libraries and to libraries in adjacent counties that provide service to Rock County township residents. In 2019, the level of County funding will be $1,098,657 of which $1,025,967 goes to Rock County libraries and $72,691 to libraries in neighboring counties. ALS acts as the agent for Rock County in regards to calculating and dispersing county library funds to both the ALS member and adjacent county libraries.

In January 2018 the seven ALS member libraries joined the SHARE Consortium with the Lakeshores and Kenosha County library systems, replacing its obsolete Innovative Interfaces Inc (iii) Millennium based RockCat shared catalog. SHARE is a consortium of 24 public libraries, and one school district library, running on the Sirsi Dynix Symphony platform hosting over 2,150,000 items. Nearly 86% of Rock County's population is registered in SHARE. The ALS delivery service is able to provide five day a week delivery to all of the member libraries and complements SHARE through a run to the Lakeshores Library System (LLS) sorting hub in Elkhorn. In addition delivery is provided to Beloit College, many Rock County school districts and a number of nursing homes. ALS is part of the Wisconsin Public Library Consortium (WPLC) and provides electronic content to Rock County patrons through WPLC membership. In addition to WPLC, ALS also provides electronic content to the patrons of its member libraries through a subscription to the Hoopla collection provided by Midwest Tape. This service was started in June of 2016 and will continue through 2019. Online courses are provided by a subscription to Gale Courses and a SHARE Consortium sudscription to Lynda.com. Public Relations continues to be one of the most valued services that the system offers, as more of the libraries are doing programming for people of all ages and want professional looking advertising. Hedberg Public Library is the Resource Library for the Arrowhead Library System.

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

Despite a modest State Aid increase, first in 2018 and for 2019,funding and staffing are the greatest challenges facing Arrowhead going into 2019. Through office reorganization and relocation, ALS was able to reverse the funding shortfalls the system faced earlier in the decade. While in 2012 ALS was running in the red, by 2017 Arrowhead had been able to restore a respectable fund balance. Much of this was accomplished by office reorganization, however, this has come at a cost. Currently staffing is down to 3.83 FTEs which includes three part time delivery drivers. At the current level of State funding ALS is running out of "tools" in its "toolkit" and any need to increase service levels will have to be handled through contract work. For 2019, ILS support in SHARE will be handled with a support agreement with Lakeshores Library System. Besides ILS Administration, Arrowhead has also relied on a contract consultant for youth services consulting. Currently, ALS is contracting with the Beloit Public Library to provide youth services consulting to other ALS member libraries. As mentioned earlier, ALS has received a modest State Aid increase in 2018 and again in 2019. These increases were targeted to certain types of services that addressed workforce development and life long learning. To meet these requirements ALS has purchased subscriptions to Gale Courses and Lynda.com.

GENERAL INFORMATION (cont'd.)

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.)

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, LST A grants, budgets, and reports of activities in the member libraries. The Arrowhead Library System Board also meets monthly and participates in the 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.

The Arrowhead Library System had maintained a shared catalog (also known as an Integrated Library System or ILS) of the seven member Rock County libraries known as RockCat since 2007. In 2016, as part of the strategic planning process ALS had been involved in, one immediate concern was identified. While running the latest updates, RockCat was based on the Innovative Interfaces Inc (iii) Millennium software which is a legacy system no longer under major development. Since RockCat was based on legacy software, it was unable to provide some functionality and features requested by the member libraries. In order to determine next generation ILS for Arrowhead, the ALS Board had created an ILS Exploration Committee charged with recommending the best course of action in regard to RockCat. The committee was composed of four member library directors, seven member library staff members, an ALS Board member, the ALS director and a facilitator from WiLS. The committee was charged with not just looking at whether to migrate to the current iii product Sierra or another vendors similar ILS, but also to see if joining a neighboring ILS consortium, would be in the better interest of ALS.

In October of 2016, ALS on behalf of the ILS Exploration Committee sent out a request for proposal (RFP) to the three neighboring ILS Consortiums: the South Central Library System's LINKcat, Bridges Library System's CAFÉ and the Lakeshores LS-Kenosha LS SHARE consortium. A request was also sent to Innovative Interfaces Inc in regard to their Sierra product. Demonstrations of the three consortiums, and iii Sierra, were held on four separate dates in February of 2017 and on March 3rd the ILS Exploration committee recommended that ALS join the SHARE Consortium, the shared catalog of the Lakeshores (Walworth & Racine counties) and Kenosha County Library Systems. On March 15, 2017, the ALS member library directors sent this recommendation to the ALS Board which approved it at the April 12, 2017 Arrowhead Library System Board meeting. On January 10, 2018 ALS went live in the SHARE Consortium.

Running parallel to Arrowhead's strategic/ILS planning has been the statewide Public Library System Redesign (PLSR) project. This library community based project is charged with determining how to best provide system services in Wisconsin. Several members of ALS member Library Staff and ALS staff have been involved in the PLSR project. Pending the outcome of the PLSR process, ALS will return to the strategic planning process, most likely in 2020.

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.

ASSURANCES (cont'd.)

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 system maintains an Office & Interlibrary Loan Manager to assist member libraries with difficult interlibrary loan requests.

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 has an ILS support agreement with the lakeshores Library System which facilitates ILS and technology support and enables IT cooperative purchasing.

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

Inservice Training

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

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 collaborates with the South Central Library System (SCLS) and 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.

For 2019 ALS will continue to focus on ILS related training

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

Arrowhead Library System Director, Steven Platteter is the inservice training/CE coordindator for ALS. Arrowhead contractswith the South Central Library system in regard to CE activities which includes in library crisis prevention training. ALS is also amember of the Southeastern Wisconsin Continuing Education (SEWI CE) consortium and a cosponsor of the "Wild Wisconsin Winter Web Conference" and "Trustee Training Week." ALS has entered into a ILS support agreement with the Lakeshores Library System which will facillitate SHARE related ILS training.

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: Gorden Odegaard, 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 in Elkhorn. In addition the delivery goes to Beloit College, Blackhawk Technical College, Beloit Schools, Janesville Schools, Evansville 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.

Starting in late 2018, ALS has contracted with Koene Courier Service to provide the delivery run between the ALS sorting hub in Milton to the Lakeshores LS hub in Elkhorn.

ASSURANCES (cont'd.)

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.

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.

Professional Consultation

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

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

The Arrowhead Library System provides consulting in inclusive services, administration, public information and promotional materials, and certification. ALS Director, Steven Platteter, handles administration, 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. General techology consulting is currently handled under an agreement with Lakeshores Library System.

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

Youth Services will continue through contract with Beloit Public Library.

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

Arrowhead uses several methods of communication in regards to consultation. Each month, ALS has its Librarians' meetings. These meetings include the director of each member library, ALS staff consultants, and the contract youth services consultant. ALS maintains five email lists; All Staff, ALS Directors, Public Relations, Continuing Education, and Early Literacy. The Early literacy list is a direct outcome of our 1000 Books before Kindergarten project and also includes many of the community partners who are involved with this project. Besides the librarians meetings, email and email lists, the ALS consulting staff is always happy to take phone calls or have one on one, face to face meetings at member libraries.

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.

The system receives $2,000 from the Rock County Sheriffs Department to purchase paperback books for the jail. We maintain a collection of large type and special interest books for nursing homes, assisted living, and senior centers in Rock County and deliver the books, including books from Hedberg Public Library through our delivery system. In 2014 ALS installed a total of eleven point of service hearing loops in ALS member libraries. Each of the seven libraries received at least one point of service hearing loop and a loop listening device. Beloit, Edgerton and Hedberg Public Libraries also have hearing loops installed in their meeting/program rooms. In 2016 Arrowhead has partnered with Bridges and several other library systems to create a version 2 1000 Books before Kindergarten App. ALS used LSTA funds to support a Spanish version of the App. Arrowhead staff also attends events targeting residents with special needs to promote library services.

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

ALS will include a $1000 match to the funds provided by the Rock County Sheriffs Department for books to the Rock County Jail.

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

As mentioned above, Arrowhead uses several methods of communication in regards to consultation. Each month, ALS has its Librarians' meetings.These meetings include the director of each member library, ALS staff consultants, and the contract youth services consultant. ALS maintains five email lists; All Staff, ALS Directors, Public Relations, Continuing Education, and Early Literacy. Besides the librarians meetings, email and email lists, the ALS consulting staff is always happy to take phone calls or have one on one, face to face meetings at member 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 a 5-day-a-week radio announcement about library programs and services, news releases to local media, bookmarks, posters, brochures, and a booth at the Rock County Fair. This position provides service to all seven ALS member libraries. 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 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.*

2019 marks the second 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 2,150,000 items and provides improved functionality, for both patrons and library staff. Joining SHARE also opened up other colaboative possibilities, an ILS & Technology support agreement with LLS and a SHARE wide subscription to Lynda.com.

The Arrowhead Library System is part of the WPLC E-Ccontent 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 $1,150,000 worth of new content in 2018.

In regards to Continuing Education, Arrowhead LS intends three collaborations. First ALS intends to continue its contractual collaboration with the South Central Library System (SCLS). Second ALS intends to continue its membership in the SEWI CE consortium. Finally The Arrowhead LS will remain a cosponsor for the Wild Wisconsin Winter Conference and Trustee Training Week. These collaborations make available to ALS member library directors and staff a wealth of CE opportunities. These opportunities include face to face programs, webinars and in the case with SCLS, customized crisis prevention programming.

As part of its early literacy/1000 Books before Kindergarten projects, Arrowhead continues two collaborations. The first collaboration, with Bridges Library System, developed out of the LSTA project "Accessible Early Literacy" in 2016. ALS was looking for a 1000 Books before Kindergarten App at the sametime as Bridges was looking to develop their 1000 Books App Version 2, which would incorporate many of the feature ALS was looking for. The collaboration was natural and the ALS project funded the incorporation of Spanish into the App. 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.

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 & Technology Support Agreement with Lakeshores Library System	$40,000
3. SHARE Lynda.com subscription	$9,571
4. WPLC/EContent buying pool	$1,119,908
5. SCLS Continuing Ed	$1,000
6. SEWI CE Consortium	$11,500
7. Wild Winter Web Conference/Trustee week	$4,500
8. 1000 Books before Kindergarten APP with Bridges Library System	$7,850
9. 1000 Books before Kindergarten MailChimp automation with Lakeshores Library System	$2,500
10.	
Cost Benefit Total	$1,246,829

2019 BUDGET INCREASE ACTIVITIES

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

For 2019, Arrowhead Library System will receive a $14608 state aid increase over 2018 and is $29,215 over the 2017 funding level. ALS has earmarked these additional funds for workforce development and lifelong learning. For both workforce development and lifelong learning ALS is subscribing to Gale Courses, a suite of online courses, for $14,607. Arrowhead is also participating in a SHARE Consortium wide subscription to Lynda.com which also provides online courses and tutorials. Arrowhead's share of the subscription is $5,429.
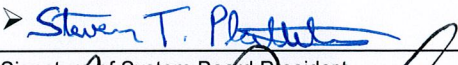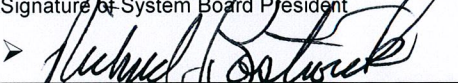
In regards to just lifelong learning, ALS provides $25,000 in Hoopla content for the ALS member libraries. In 2019, Arrowhead will fund $9,179 of that $25,000 with funds from the 2019 state aid increase.

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*
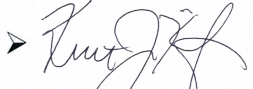
Activity	Amount
1. Gale Courses	$14,607
2. Lynda.com	$5,429
3. Hoopla content	$9,179
4.	
5.	
6.	
Cost Benefit Total	$29,215

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.*
Steven Platteter	*Steven T. Platteter*	9/12/2018
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Richard Bostwick	*Richard Bostwick*	9/12/2018

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is:	DLT Assistant Superintendent Signature	Date Signed *Mo./Day/Yr.*
[X] Approved [ ] Provisionally Approved *See Comments.* [ ] Not Approved *See Comments.*		11/13/18

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. Technology/Shared System	$43,048			$164,373	
2. Resource Contract(-OD Ad)	$35,000				
3.Gale Courses/Lynda.com	$20,036				
4. Electronic Resources	$30,000			$76,392	
Program Total	$128,084	$0	$0	$240,765	$368,849
Continuing Education and Consulting Service*					
1. Continuing Education	$18,638				
2. Consulting	$14,639				
Program Total	$33,277	$0	$0	$0	$33,277
Delivery Services	$97,669	$20,000		$6,103	$123,772
Library Services to Special Users	$16,639			$2,000	$18,639
Library Collection Development	$15,007				$15,007
Direct Payment to Members for Nonresident Access	$14,639			$1,025,967	$1,040,606
Direct Nonresident Access Payments Across System Borders	$14,639			$72,691	$87,330
Library Services to Youth	$24,639				$24,639
Public Information	$97,957				$97,957
Administration	$25,270			1500	$26,770
Subtotal	$306,459	$20,000	$0	$1,108,261	$1,434,720
Other System Programs					
1.					$0
2.					$0
Program Total	$0	$0	$0	$0	$0
Grand Totals	$467,820	$20,000	$0	$1,349,026	$1,836,846

*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).