



**WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
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DIVISION FOR LIBRARIES AND TECHNOLOGY
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Also send a copy of the completed Word document to
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Required by § 43.17(5) and 43.24(3) Wis. Stats.

GENERAL INFORMATION

Library System

South Central Library System

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

The South Central Library System (SCLS) is composed of Adams, Columbia, Dane, Green, Portage, Sauk and Wood Counties. SCLS provides service to 54 public library members with 65 sites and several bookmobiles. The counties includes 837,488 residents with the majority, 29%, residing in Dane County. In contrast the consolidated county of Adams has only one library for its 17,922 residents spread over 646 square miles.

Municipalities vary greatly in size, from villages with populations in the hundreds to the city of Madison. There are strong municipal public libraries, many of which have existed for a century or more, in all of our member counties. There are also very small rural libraries that struggle annually to keep their doors open. One third of the member libraries serve 5000 residents or less. The limited hours and wages offered at these small libraries attribute to a revolving door cycle of library directors. This turnover in management disrupts the otherwise fine services and good work the libraries and boards provide. SCLS often helps the local board of trustees in their search process. The impact to SCLS is in the time to orient each new director, which involves an 8 part orientation program, and investment in nurturing the new relationships.

The South Central area also contains other libraries of all types, including the libraries on the campus of the University of Wisconsin-Madison. SCLS has over 150 signed agreements to provide services to these multi-type libraries.

All residents of the SCLS area have access to good library service even with a large variety of library governance types. Adams County is a consolidated county library service with one library, except for the independent library in the Town of Rome. Portage County Public Library with its 4 locations is also a consolidated county library service, except for the independent library in the Village of Amherst. Wood County has several strong medium-sized public libraries and a tradition of interlibrary cooperation within the county and serves residents in another system through a joint agreement via Marshfield. The Kilbourn Public Library in Wisconsin Dells is also a joint library. Monroe Public Library is the only "school district" library in the state.

Members in SCLS pay more in fees than other systems because the members demand the fullest and best support they can obtain for their customers and they are willing to prioritize their budgets to achieve it. They do this by working together and contributing into shared pools of resources for technology, ILS, delivery and consultants. This results in being able to receive 5 and 6 days a week delivery service, cradle to grave computer support and the ability to purchase more electronic resources. Forty seven of the members share the integrated library system, LINKCat, while the remaining seven members use stand-alone systems. SCLS is like a jazz band, all members improvising their own part but working together to create one great sound experience.

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

Top priorities for the SCLS plan will be working on and supporting new models being developed by the Public Library System Redesign (PLSR) project. Over 16 volunteers from SCLS staff and members, along with survey takers from the public are participating on the project. The system director was appointed to COLAND in 2017 which provides a strong presence in creating more partnerships across the state and working with PLSR. The impact of PLSR on the SCLS Delivery now and in the near future cannot be overstated. In 2017 and continuing into 2018 the SCLS Delivery service is spending uncountable hours reviewing their current statewide delivery structure, investigating a decentralized hub model using 3rd party vendors and/or library based agencies while trying to plot a service plan for its own continued in-house services. The University of Wisconsin-Madison extended their delivery service agreement in 2017 for 1 year which means discussions about future services will need to be revisited in 2018.

In 2017, SCLS worked with member libraries to do an evaluation of the current Integrated Library System market. This was due in part to the pending upgrade to the current system from "LibLime Koha" to LibLime Bibliovation" which should take place in the spring of 2018. Since a data migration is necessary, libraries chose to evaluate the other options. A decision will be made by the end of 2017. The selection will influence the path that SCLS takes for the ILS in 2018; either way will be big!

GENERAL INFORMATION (cont'd.)

SCLS will begin review of its 2015 – 2018 Strategic Plan in preparation of creating its 2019 and beyond plan.

Three continuing priorities from 2017 and into 2018 are increasing and improving broadband access to member libraries and SCLS headquarters, workforce development and lifelong learning.

The recent lowering of broadband costs and the increase of broadband speeds has had a huge impact on SCLS member libraries. SCLS technology staff is working and will continue to work on upgrading individual sites, upgrading the SCLS infrastructure to handle the new higher volume of internet supported services and working to connect Dane County libraries to fiber via MUFN.

The SCLS consultant staff is working closely with the state Office of Work Force Development. In 2017, SCLS set up planning sessions between its member libraries and the 3 Work Force Development offices that serve the seven counties of SCLS. This was the beginning of creating relationships between the agencies that will be carried into 2018.

SCLS maintains a constant calendar of trainings and meetings for its members to set their priorities and achieve innovations in lifelong learning. SCLS libraries know their audience includes babies, teens, adults and seniors. All are seeking information resources and in different formats. Lifelong learning can be expressed in different formats and resources such as maker kits, artists in residence, large print books, electronic resources, digitized ephemera, indexed newspapers and a host of others while not overlooking books, magazines or movies.

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 systems has a formally appointed advisory committee. (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

SCLS prides itself on its transparent, member-centric governing processes that oversee purchasing, planning, procedures and priorities for its members and SCLS itself. Creation of the system plan is just another annual task that is a regular occurrence involving member libraries, both formally and informally, throughout the year.

The Administrative Council (AC) meeting where representatives of the SCLS libraries come together to discuss issues brought forth by SCLS and the member libraries occurs monthly. The AC acts as the formally appointed advisory committee for SCLS and its Board of Trustees. The AC representatives have two-year terms, with 1/2 of the body elected each year. The AC reviews system services and activities throughout the year, provides input and then reviews the final draft of the annual system plan and budget each year before it is submitted to the SCLS Board of Trustees and the Division for Libraries and Technology (DLT).

There are two committees that report to the AC:

1. Delivery Committee (DC)
2. Technology Committee (TC).

Both are similarly structured to the AC, with libraries represented by individuals elected to the committee. These committees and the AC may form workgroups as appropriate to work on tasks. There are two standing subcommittees that report to the AC:

1. Library Innovation Subcommittee
2. Interlibrary Loan Subcommittee

A third committee, the ILS Committee (IC) exists to make decisions about the shared integrated library system. There are three standing subcommittees that report to the IC:

1. Collection Maintenance Subcommittee
2. Circulation Services Subcommittee
3. PAC Subcommittee

SCLS works to develop multi-type cooperation and partnerships throughout the system. SCLS funds a multi-type coordinator to develop and manage our multi-type activities. She acts as the official representative for the multi-type libraries at committee meetings.

Four times a year, special meetings of the AC, called All-Directors meetings, bring together all of the directors of the public libraries in SCLS to collaborate and vote on budgets, system priorities and fees for the coming year. The budget developed by SCLS is based on these fees, and all libraries have the opportunity to review the plan and budget prior to the meetings.

SCLS staff maintain constant contact with member libraries on an individual basis as well as through the groups described above. Member libraries are encouraged to offer feedback on programs and individual staff performance through email lists and web forms. SCLS staff also ask for more formal feedback on various topics. These include an online bi-weekly newsletter, a weekly email notice, and the wide dissemination of information of all sorts pertinent to system operations through email and our website, which includes blogs and wikis. Every member library is visited annually by a SCLS staff member to review the service they receive from the system.

The SCLS Board of Trustees meets monthly and has standing subcommittees for Budget and Finance, Personnel, Bylaws, and

	GENERAL INFORMATION (cont'd.)	
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Advocacy. The subcommittees meet separately from the full board to delve deeply into the annual budget, organization chart and other relevant issues. The Board receives and reviews all the completed planning data from members and staff, and has the final authority over all system policies and documents that are submitted to the DLT.

The underpinning foundation of SCLS planning is our mission statement, staff values, and system principles. SCLS created quality standards through its Exceptional Service Program. The quality standards are based on the pillars of relationship; helpfulness; efficiency and creativity in all service matters.

Input from the various meetings listed above are incorporated into the SCLS plan. The final meetings for input and review of the plan were 8/17/2017 and 9/21/2017 for the Administrative Council. While the SCLS Board of Trustees met 9/28/2017 for final review and discussion of the plan.

	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 2018. 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 that comply with s. 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.

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.

Provide our system resource library with the necessary funding to provide backup reference, information and interlibrary loan (ILL) services on behalf of all member libraries.

Reference

1. Provide authentication services for all reference databases member libraries offer to the public.
2. Maintain forms for email reference for member libraries as needed.
3. Coordinate with member libraries to provide access to reference databases for member library staff and patrons.
4. Appoint ad hoc committees/task forces to work on issues related to reference as needed.
5. Work with WILS on database selection/acquisition/billing for member libraries.

ILL

1. Manage WorldCat for SCLS libraries.
2. Work with Madison Public Library to manage WorldCat, WISCAT and ILLiad ILL services.
3. Coordinate and chair the system's ILL subcommittee to work on issues related to ILL.
4. Continue the use of resource contract funds to purchase materials requested for interlibrary loan, when appropriate.

Integrated Library System

1. Operate a shared automated system, LINKcat, to enhance resource sharing throughout SCLS.
2. Support libraries on the use of the shared integrated library system (ILS) and continue to train members on Koha.
3. Maintain a shared database of member library bibliographic records and holdings.
4. Provide cooperative cataloging of materials using OCLC.
5. Provide authority control and other database maintenance services.
6. Provide in-kind services for the ILS (business, personnel, general management, public relations, etc.).
7. Provide email, text and telephone delivery for ILS-related notices.
8. Coordinate self-check, RFID, and Automated Material Handling services with third party vendors.
9. Assist libraries with RFID conversions by providing RFID conversion carts and accompanying training.

ASSURANCES (cont'd.)

10. Coordinate third-party products including debt collection, enhanced content for the PAC, and telephone/email noticing.
11. Manage development products including prioritization of development, specifications and testing developed software.
12. Strive to stay aware of new products and services that pertain to the ILS and bring them to the ILS libraries, as appropriate.
13. Generate lists of new, popular, and award winning materials for inclusion in the public catalog.
14. Participate in local and national Koha user groups.
15. Support libraries joining the ILS.
16. Maintain Link 2.0 Koha news blog, end user documentation and ILS support web site.
17. Support online credit card payment option for payment of fines and fees in Koha.
18. Extract data from the shared ILS to be used for pre-populating the state annual report.
19. Provide downloadable mobile app version of LINKcat for IOS & Android systems.

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

ILL

Increase the number of member libraries with WISCAT licenses.

ILS

1. Migrate LINKcat member libraries to current vendor's new codebase (Bibliovation) or to another ILS, if selected by member libraries in 2017.
 2. Select a product to provide linked data service for LINKcat member libraries.
 3. Provide a digital library card solution and/or online patron registration.
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	ASSURANCES (cont'd.)	
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Inservice Training

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

List ongoing activities related to this requirement.

1. Conduct informal discussion/training sessions by web conferencing.
2. Provide hands-on training and conduct workshops in-person and via web conferencing.
3. Provide access to online self-paced courses.
4. Record continuing education sessions when possible, and provide members access to these recordings.
5. Maintain a calendar of CE events, and provide information on CE opportunities offered by other organizations.
6. Offer direct training opportunities for library staff and trustees on topics related to local advocacy.
7. Provide continuing education opportunities on issues related to library management, including budgeting and Chapter 43.
8. Coordinate annual Trustee Training Week webinar series.
9. Prepare and offer Readers Advisory webinars and/or Collection Development series in conjunction with other library systems.
10. Work with other systems to offer Tech Days at multiple locations within Wisconsin.
11. Help libraries to develop their own training and staff development plans.
12. Maintain a wireless training lab and gadget pack for member libraries to borrow for patron and staff training.
13. Provide scholarships and grants for member library staff and trustees to attend continuing education events to supplement local continuing education funds.
14. SCLS staff will continue to provide in-service training for members in addition to using outside presenters.
15. Pay annual Wisconsin Library Association dues for member public library directors or their designees.
16. Assist member librarians in the statutory certification and re-certification processes.

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

none

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

Jean Anderson, Continuing Education and Multitype Consultant

Shawn Brommer, Youth Services and Outreach Consultant

Jody Hoesly, Data Services Consultant

Mark Ibach, Consulting Services Coordinator

Martha Van Pelt, System Director

Rose Ziech, Web Services Consultant

A computer technician supports the maintenance of the labs and gadget packs.

SCLS works with the Arrowhead and Southwest Wisconsin Library Systems to coordinate joint workshops and meetings for youth services librarians; workshop and meeting topics include social services and public libraries, Adverse Childhood Experiences (ACE) and public libraries, Tween & Teen Programming, Early Literacy, and Collection Development. SCLS joins with other systems in presenting and attending the Wild Wisconsin Winter Web Conference. SCLS has an agreement with Arrowhead Library System to provide continuing education services in 2018.

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.**Electronic Delivery**

1. Support member libraries in the use of electronic resources, including reference databases and the OverDrive collection.
2. Provide authentication of databases for members.
3. Encourage member libraries to make full use of available online resources.
4. Create marketing materials to ensure that the public is aware of remote services available to them.
5. Enable remote access to library materials and services offered by the state, SCLS, and member libraries.
6. Participate in the Wisconsin Public Library Consortium and its services, including OverDrive.

Physical Delivery

1. Provide delivery services for SCLS member public libraries. This is an important infrastructure component for supporting lifelong learning to all customers. It allows a wide range of materials from across the state to be placed into the hands of the learners.
2. Constantly review and enhance intersystem delivery service in order to provide service at highest possible levels of efficiency and effectiveness.
3. Deliver all types of materials necessary to support programming, including story props, the wireless lab, other equipment, and special requests.
4. Work with member libraries to develop best-practices for delivery, including assistance with in-house workflows.
5. Continue use of Reduced Transportation Holds (RTH) in the ILS to reduce delivery time of popular materials.
6. Pursue contractual agreements and other funding to support intersystem delivery service.
7. Seek new customers for delivery to share the cost of routes and increase affordability of the service.
8. Provide the LINK Express service to non-public library agencies.
9. Work with member libraries who are planning new buildings or renovations to design appropriate areas for delivery and materials handling.
10. Partner with member libraries to provide service to senior centers, day cares, schools and homebound patrons.
11. Weekly and bi-weekly delivery of the Isthmus, La Comunidad and Wisconsin Gazette along with distributions for local organizations and non-profit agencies.
12. Collection point for File 13 recycling.
13. Serve on the Public Library System Redesign Delivery Work Group.

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

Work with the UW on the delivery contract extension and/or revision as needed to implement PLSR recommendations.

Service Agreements

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

- S.43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.
- Other types of libraries in the system area have had an opportunity to review and comment on the plan.
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ASSURANCES (cont'd.)**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.
- By January 1, 2018, 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.

1. Complete project to increase SCLS Headquarters network infrastructure to 10 Gbps.
 2. Replace current database authentication solution.
 3. Investigate and implement network monitoring solution.
 4. Explore solution for replacing current firewall.
 5. Provide data dashboard services that will allow members to better tell their service stories
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	ASSURANCES (cont'd.)	
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Professional Consultation

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

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

Jean Anderson, Continuing Education & Multi-type Consultant, Wood County contact

Shawn Brommer, Youth Services and Outreach Consultant, Columbia County contact

Deb Haeffner, Building and Design Consultant

Jody Hoesly, Data Services Consultant

Mark Ibach, Consulting Services Coordinator providing Marketing and PR Support, Dane and Green County contact

Rose Ziech, Web Services Consultant

Martha Van Pelt, System Director, allocates 20% of her time to consulting and in direct support of members. She is the contact for Sauk County.

The consulting staff of 6 full time consultants are cross trained to support each other's responsibilities in helping member libraries. This sharing of knowledge encourages partnerships, efficiency and provides seamless service to members. In addition to their service areas, consultants are responsible for attending assigned library director and county board meetings in counties without consolidated libraries.

1. Provide consulting/coordinating services and information to member libraries in areas including, but not limited to, public library administration and governance, community engagement, policy development, adult services, youth services, library automation, technology, building and remodeling, technical services, interlibrary loan and resource sharing, staff development, orientation for new directors and youth services librarians, establishment and maintenance of library Friends groups, intellectual freedom, local and county planning and evaluation, standards, collection development, legal issues, public relations and advocacy, internet usage and resources, reference and information services, special needs, multitype activities, delivery, marketing and reportage to the state through the use of webinars, one on one meetings, monthly and bi-monthly meetings, web sites, weekly emails, bi-weekly emails, phone calls, email and work shops.
2. Provide grant support services for member libraries, including identification of grant sources and grant-writing assistance. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
3. Coordinate group grant applications and serve as grant project managers as appropriate. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
4. Provide necessary information and reports to assist libraries in requesting reimbursement from adjacent counties. Communication achieved through: phone calls, email, and meetings.
5. Assist member libraries in the process of filing annual reports through training, providing forms support, and reviewing completed reports. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
6. Assist member libraries in fundraising activities. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
7. Oversee state compliance and border processes. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
8. Assist member libraries to be prepared for requests from law enforcement. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
9. Invest funds for member libraries and agencies at their request in the state pooled investment fund to ensure that the best possible use is made by existing resources. Communication achieved through: phone calls, email, and meetings.
10. Assist member libraries with hiring processes by providing guidance on job descriptions, recruiting, and participating on interview committees, as appropriate. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
11. Consult with member libraries on space allocation, remodeling, new buildings, and furnishings. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
12. Help libraries to develop effective instruction for the public. Communication achieved through: phone calls, email, meetings, workshops.
13. Maintain information to assist libraries with various topics on the SCLS website.
14. Chair and coordinate Library Innovation Subcommittee. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.
15. Provide strategic planning assistance. Conduct conversations with library boards, library staff members, community members, and community leaders. Assess and synthesize pertinent data, identify key themes, and help library directors and boards write, publicize, and evaluate strategic plans. Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops.

ASSURANCES (cont'd.)

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

1. Analyze, organize and present library data through various Data Dashboards available for library and public use.
2. Continue to support the Public Library System Redesign (PLSR) project through membership in various work groups.

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

Listed with each numbered item above.

Inclusive Services

- S.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.

1. Work with member libraries to identify needs, goals, and objectives for creating innovative inclusive library services for all library patrons.
2. Meet with outreach/special needs staff from member libraries to determine grants, focus of CE workshops, and future projects.
3. Encourage library cooperation with schools, day care centers, and agencies serving children with special needs.
4. Advise library staff on how to provide inclusive services that can be easily accessed by customers of all ages.
5. Assist member libraries in remodeling/new building planning in order to include accessibility features.
6. Assist member libraries in complying with ADA regulations, including creating ADA-approved websites and computer workstations, including screen magnification and reader software.
7. Assist member libraries in discovering ways that technology can be used to meet the needs of changing communities.
8. Fund selected experimental outreach projects for youth.
9. Help libraries develop early, family and adult literacy programs.
10. Maintain special outreach efforts to populations for whom English is not the first language.
11. Provide continuing education opportunities that help libraries serve patrons from different cultures and socio-economic classes.
12. Conduct continuing education sessions on topics related to inclusive services and include inclusive services topics in other continuing education.
13. Provide delivery to senior and retirement centers and child day care centers in the Dane County area on a cost-recovery basis.
14. Assist member libraries with translation services, including translation of patron registration forms.

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

none

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

Communication achieved through: phone calls, email, SCLS web sites, meetings, workshops and on site visits.

ASSURANCES (cont'd.)

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.)

Collection Development:

1. Contract with system resource library for the central purchase of requested items in high demand or not owned within the system area, and purchase and management of collections of special materials to strengthen the resources available to member libraries.
2. Maintain a collection of professional library and information science materials for loan.
3. Provide select library periodicals on behalf of member libraries that cannot afford to do so.
4. Provide libraries with guidance and reports for collection development and weeding.
5. Develop and support members in creating electronic book collections for their customers.
6. Help member library staff develop collection development plans, schedules, and policies.

County Support:

1. Make county service payments, create budgets, and file reports on behalf of counties as requested and as availability allows.
2. Attend county meetings of library directors and library boards.
3. Assist in the creation of county library board annual reports.

Demographic/Patron-based Planning:

1. Research demographic changes and help libraries serve patrons from different cultures and socio-economic classes.
2. Produce custom ILS reports for the ILS members to chart borrowing habits of library users.
3. Help libraries understand and feel more comfortable talking about poverty and demographic change.
4. Encourage libraries to solicit public input through user surveys, planning committees, and other means when undertaking projects and new services.
5. Assist libraries to get appropriate statistics for planning.

New or Priority Activities in Demographic/Patron-Based Planning

1. Prepare multiple data dashboards to present circulation, demographic, and other library use data for public online access.
2. Work with individual libraries to design and manage data collection projects.

Foundation:

1. Continue the planning and development of the SCLS Foundation.
2. Educate member libraries on the value of a foundation and related laws.
3. Maintain a website for the SCLS Foundation.
4. Offer investment options for public libraries and Friends groups statewide.
5. Publish a SCLS Foundation newsletter two times a year.
6. Maintain a database of constituents.
7. As directed by the SCLS Foundation Board, coordinate an annual fundraising event.

Graphics Services/Coordinated Ordering:

1. Design and print publicity materials for libraries, including bookmarks, fliers, annual reports, newsletters, etc.
 2. Design and print achievement certificates, stationery, business cards and administrative materials.
 3. Provide print and graphic services on a cost-recovery basis for library Friends groups and Foundations, as appropriate.
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ASSURANCES (cont'd.)

4. Provide lamination services for member libraries.
5. Coordinate orders for library cards, envelopes, barcodes, puppets, etc. to save libraries money.

Intra-system Boards/Committees:

1. Maintain and support a committee structure for the SCLS community.
2. Develop and maintain the charge for each committee, as well as the make-up of the committee, the system of designating members to the committee, and terms of the members.
3. Regularly review charges for committees.
4. Publish agendas, minutes of all meetings; receive support from SCLS staff.
5. Meet with all committees on a regular schedule.
6. Work with committees to identify service needs and improve service.
7. Encourage multitype participation in major planning processes when appropriate.
8. Provide member library directors with contact information for the SCLS board members.
9. Encourage member libraries to provide SCLS with a contact list of their board members and supporters.
10. Build strong relations between the SCLS Board and local library boards in order to increase the effectiveness of each.

Intra-system Communication:

1. Provide video conferencing and audio conferencing options for SCLS meetings when appropriate.
2. Maintain mechanisms for the evaluation and prioritization of services.
3. Maintain a variety of tools, including websites and email lists, to encourage communication between SCLS and its member libraries.
4. Collect input from member libraries via site visits, email list discussions, surveys and other methods.
5. Encourage member libraries to submit updated directory information through an online form.
6. Follow a process responsive to member libraries needs if an issue of system expansion arises.
7. Provide information for new directors through the SCLS website and in-person orientation visits.
8. Annually visit each library in the system to gather information/feedback from the library.
9. Publish a biweekly online newsletter for member libraries.
10. Publish a weekly email (Top 5) for members highlighting that week's meetings, deadlines and hot issues.

Leadership and Planning:

1. Provide leadership, in partnership with member libraries and trustees, on how we can better undertake current objectives and where we should direct our efforts and resources in the future.
2. Maintain involvement in library and related organizations at the regional, state, and national level to seek out information concerning new trends in our field and to share this information with member libraries, committees, etc.
3. Serve on various state, local, and national planning groups related to all areas of library service.
4. Continue to dream and to maintain a sense of humor in the face of occasional adversity.
5. Facilitate in-service programs for library staff on creating visions of service and innovative public programming plans.
6. Support staff involvement in the Public Library System Redesign Project and state standards revision.
7. Continue working with member libraries to digitize historical materials, archive digital content files, and collaborate with Recollection Wisconsin and Milwaukee Public Library to store files so they are accessible online.
8. Support library directors and boards in developing, publicizing, and evaluating strategic plans.

Multitype:

1. Work with multitype libraries to coordinate planning and activities.
 2. Provide consulting services to multitype members as feasible.
 3. Provide graphic and PR services to multitype members as feasible and on a cost recovery basis.
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ASSURANCES (cont'd.)

4. Provide multitype libraries with workshops and training sessions for free or on a cost-recovery basis.
5. Provide delivery services to multitype members on a cost-recovery basis, as appropriate.
6. Maintain an email list for dissemination of information to multitype libraries.
7. Encourage multitype libraries to use LINKcat and other available tools for resource sharing purposes.

Partnerships:

1. Assist member libraries to build and strengthen partnerships with one another and community organizations.
2. Work on partnerships with community agencies, such as Work Force Development, Wisconsin Public Television, Literacy Councils, Wisconsin Humanities Council, the UW Children's Hospital, and other social services to share resources (such as staff time, publications, grant activities) to reach the public to provide new services and programs for the public, and to create continuing education opportunities for SCLS member library staff.
3. Continue working with all library systems and the U-W system on the statewide delivery of physical materials.

Program Development:

1. Assist member libraries with developing programs for youth and adults through a variety of workshops and planning meetings, and support materials.
2. Provide programming resources, information and assistance through the SCLS website.
3. Loan and support equipment for programs, including a wireless lab, gaming equipment, gadget packs and projectors.
4. Partner with Wisconsin Public Television to develop library programs based on WPT series/episodes.
5. Develop and print program promotional and other materials as requested.
6. Maintain and promote youth services literacy programming kits.
7. Maintain electronic lists and social media resources that allow member library staff to share programming ideas and materials with one another.
8. Support Library Innovation Subcommittee to identify program topics and resources.
9. Purchase, circulate and support mobile maker kits for member libraries.
10. Coordinate system-wide purchase of movie licenses for member libraries.
11. Assist member libraries with developing inclusive services and programs for library patrons and staff.
12. Train member library staff in the use of mobile maker kits.

Public Relations and Advocacy:

1. Play an active role in the development and enactment of policy and legislation at the local, regional, state and federal level.
 2. Advocate on the state and federal levels for public library initiatives.
 3. Seek out and disseminate information concerning the status and future of public library system funding and other state level library issues (along with members of appropriate committees).
 4. Discuss outreach ideas for member libraries to develop ongoing relationships with legislators.
 5. Help member libraries to identify key community leaders and organizations and strategies to develop and maintain positive relationships with these individuals and organizations.
 6. Assist libraries in the creation of an advocacy network to effectively mobilize the public on behalf of library causes.
 7. Encourage the SCLS community to participate in WLA legislative activities, particularly WLA Legislative Day.
 8. Sponsor the attendance of a SCLS board member at ALA Legislative Day in Washington, D.C.
 9. Explore methods of measuring the value and effectiveness of library service at both the local and system level, and tie such efforts to ongoing state and national processes when possible.
 10. Explore ways to promote the value of the Summer Library Program and other library literacy efforts.
 11. Share pertinent and applicable information from national and/or local survey efforts about the value of library service.
 12. Advise and support local and state marketing and publicity efforts.
 13. Assist member libraries in developing and implementing marketing plans.
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ASSURANCES (cont'd.)

14. Guide libraries in working with the media and in attracting media to local events.
15. Provide promotional materials for centralized system services and for local services, as requested.
16. Produce a print directory of SCLS public libraries and hours.
17. Publish an online newsletter and maintain Facebook presence. Encourage libraries to submit photos or content.
18. Develop materials for various observance weeks and days as requested.
19. Publish a "Trustee Update" newsletter three times per year.
20. Maintain an online PR toolkit and on-line advocacy toolkit.
21. Assist libraries with the development of public service announcements.
22. Work with libraries to help publicize availability & usefulness of online databases.

Technology:

1. Provide network and web services using the most effective means possible, including Charter with VPN, WiscNet with VPN, the Badgernet Converged Network and the Metropolitan Unified Fiber Network (MUFN).
 2. Work with DOA TEACH and other agencies to ensure that member libraries continue to have adequate telecommunications access and capabilities.
 3. Maintain network security by providing an anti-virus solution, providing appropriate software security updates, and educating library staff about safe internet and email practices.
 4. Maintain web, email, and email list services.
 5. Maintain servers and support for workstation time management and print management product.
 6. Assist member libraries in determining what computer hardware and software to purchase and purchase equipment as appropriate.
 7. Provide technical support for computers and peripherals, software, and networks.
 8. Publish SCLS Technology News blog, an in-depth look at SCLS Technology projects.
 9. Publish TechBits, a blog of computer tips and tricks.
 10. Provide wireless networks for the public and provide ongoing support for the networks.
 11. Assist member libraries with developing and maintaining web pages.
 12. Consult with member libraries on network cabling projects.
 13. Provide alternate domain names for member libraries to allow easier access to library webpages.
 14. Work with member libraries to create hardware replacement plans to make purchases and installations more manageable and to ensure compatibility with up-to-date operating systems, security and application software.
 15. Explore and experiment with new directions in technology of potential value to the ongoing and future operations and missions of our member libraries.
 16. Offer pilot projects in various technology areas.
 17. Encourage libraries, when building or remodeling, to consider RFID, self-checks, and other new technologies.
 18. Assist member libraries with technical aspects of building and renovation projects, including coordination of installation of computers and telecommunications.
 19. Maintain a Google domain and Google Calendar for SCLS staff use.
 20. Provide technical support for the SCLS ILS e-commerce solution.
 21. Assist libraries participating in federal E-rate funding with CIPA compliance and act as agent and apply for the grants.
 22. Provide filtering software to libraries as requested.
 23. Provide HTTPS and SSL certificates for library web site domains.
 24. Participate on the PLSR Technology Work Group.
 25. Organize and host state-wide Camp Tech-A-Talka annual event for systems' technology staff.
 26. Maintain the Camp Tech-A-Talka website.
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ASSURANCES (cont'd.)

New or Priority Activities in Technology:

1. Complete project to increase SCLS Headquarters network infrastructure to 10 Gbps.
2. Replace current database authentication solution.
3. Investigate and implement network monitoring solution.
4. Explore solution for replacing current firewall.
5. Provide data dashboard services that will allow members to better tell their service stories.

Youth Services:

1. Meet with member youth services staff to determine grants, focus of CE workshops, and directions of future projects.
2. Assist member libraries working to expand programming for children and teens.
3. Help libraries develop appropriate early and family literacy programs.
4. Maintain a collection of youth services program support materials.
5. Encourage libraries to provide education and training to parents and children concerning effective and safe use of internet resources.
6. Encourage libraries to provide open access to electronic information for children and teens.
7. Coordinate family literacy programs.
8. Help youth services librarians develop plans of service.
9. Help libraries develop an appropriate Summer Library Program and other literacy offering activities.
10. Maintain online Summer Library Program registration.
11. Provide the infrastructure and coordination for an online teen book discussions during the Summer Library Program.
12. Help libraries develop year-round literacy offerings, programs, and drop-in activities.
13. Assist youth services librarians to be active in the political process.
14. Include collection development components in meetings and workshops, in conjunction with the Cooperative Children's Book Center (CCBC)
15. Assist member libraries to develop programs based on feedback from youth and teens, including assistance with developing teen advisory boards.
16. Provide assistance and encouragement in using developmentally appropriate technology in library programming for youth.
17. Help libraries develop and maintain youth materials collections.
18. Apply research-based information about brain development, literacy, and educational findings toward youth services plans and projects in support of life long learning.

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 2016 system audit will be submitted to the division no later than September 30, 2018.
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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.
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COLLABORATIVE ACTIVITIES (cont'd.)

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 2018 resource library contract.

1. Wisconsin Public Library Consortium (WPLC) OverDrive purchasing pool.
2. Shared delivery service of materials among SCLS members instead of U.S. Mail.
3. Wild Wisconsin Winter Web Conference: a 2 day web conference with speakers from across the country. Wisconsin library systems will share the cost.
4. Partnership between SCLS & the Madison Mallards & Wisconsin Rapids Rafters baseball teams for 15,000 tickets & PSAs
5. Partnership between SCLS & Wisconsin Public Television to publicize library services on WPT's statewide channel.
6. SCLS coordinates Trustee Training Week with other systems and shares the cost of presenting (5) 1 hour training webinars for library trustees.
7. Contract with Bibliotheca to act as front line technical support to SCLS member libraries with Bibliotheca or 3M equipment.
8. Member of the System Office Managers and Bookkeepers Association of Wisconsin (SOMBAW).
9. Tech Days: Partner with other library systems for 3 Tech Days presentations.
10. Partner with other library systems to offer Readers Advisory webinars or a Collection Development series.

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

Activity	Amount
1. Wisconsin Public Library Consortium (WPLC) OverDrive purchasing pool.	\$913,760
2. Shared delivery service	\$33,614,002
3. Wild Wisconsin Winter Web Conference	\$3,900
4. SCLS partnerships with baseball teams	\$50,000
5. Partnership with WPT	\$6,000
6. Trustee Training Week	\$1,440
7. Bibliotheca contract	\$18,000
8. SOMBAW membership include free training & shared knowledge of administrative resources	\$150
9. Tech Days	\$337
10. Partnership to offer Readers Advisory webinars or Collection Development series	\$337
Cost Benefit Total	\$34,607,926

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 2018.

Name of System Director Martha Van Pelt	Signature of System Director <i>Martha Van Pelt</i>	Date Signed Mo./Day/Yr. 9/29/2017
Name of System Board President Kathy Michaelis	Signature of System Board President <i>Kathy Michaelis</i>	Date Signed Mo./Day/Yr. 9/28/17

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 <i>Fruit J. K.</i>	Date Signed Mo./Day/Yr. 12/4/17
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Comments

PUBLIC LIBRARY SYSTEM 2018 ANNUAL PROGRAM BUDGET					
Program	2018 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. Tech/ILS/Reference/ILL	\$787,740	\$0	\$0	\$3,309,632	
2.					
3.					
4. Electronic Resources	\$45,642	\$0	\$0	\$276,314	
Program Total	\$833,382	\$0	\$0	\$3,585,946	\$4,419,328
Continuing Education and Consulting Service*					
1. Consultant Services	\$142,671	\$0	\$0	\$0	
2. Continuing Education	\$90,000	\$0	\$0	\$0	
Program Total	\$232,671	\$0	\$0	\$0	\$232,671
Delivery Services	\$332,235	\$0	\$75,000	\$1,647,449	\$2,054,684
Library Services to Special Users	\$57,097	\$0	\$0	\$0	\$57,097
Library Collection Development	\$5,479	\$0	\$0	\$0	\$5,479
Direct Payment to Members for Nonresident Access	\$0	\$0	\$0	\$1,364,288	\$1,364,288
Direct Nonresident Access Payments Across System Borders	\$0	\$0	\$0	\$55,636	\$55,636
Library Services to Youth	\$89,319	\$0	\$0	\$0	\$89,319
Public Information	\$301,335	\$0	\$0	\$0	\$301,335
Administration	\$261,156	\$0	\$0	\$44,036	\$305,192
Subtotal	\$1,046,621	\$0	\$75,000	\$3,111,409	\$4,233,030
Other System Programs					
1. Other Types of Libraries	\$18,600	\$0	\$0	\$0	\$18,600
2. Contingency	\$0	\$0	\$0	\$952,479	\$952,479
Program Total	\$18,600	\$0	\$0	\$952,479	\$971,079
Grand Totals	\$2,131,274	\$0	\$75,000	\$7,649,834	\$9,856,108

* 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).