STRATEGIC VISION FOR LIBRARY SYSTEMS IN THE 21ST CENTURY
ROAD MAP for IMPLEMENTATION
The Strategic Vision Work Group developed a vision for library systems in the 21st century and COLAND recommended to State Superintendent Tony Evers.
➢ COLAND will lead the strategic vision and directions.

➢ DPI will lead implementation of the strategic vision and directions.

➢ Library & Library System Directors will lead change at the local and regional level to maximize organizational resources and state funding to deliver the quality library services to Wisconsin residents.
FUTURE FOR PUBLIC LIBRARIES IN THE 21ST CENTURY

Wisconsin communities prosper in an economy driven by
Knowledge
Creativity, and
Information and technology

when their residents have the opportunity for
Self-directed learning
High speed network technology
Collaboration for community and business start-ups, and
Continuing education for changing careers

Strategic Direction 1.
Library Consulting:

Leverage distributed expertise to provide specialized consulting, verified by Department of Public Instruction
FUTURE OF PUBLIC LIBRARIES IN THE 21ST CENTURY

Many Wisconsin libraries are already strategically planning for the digital future and utilizing library consultants.

Hatch (Mauston) Public Library
Winding Rivers Library System

21st Century Library Trends Planning
Strategic Direction 2.
Provide and Support Technology:
Access through aggregation of software and services including shared platforms and expertise
In some Wisconsin communities, the public library is the leader in providing new technology to the community.

“Created out of a community need . . . ”

Fond du Lac Public Library
Strategic Direction 3.

A. One State – One Collection

B. Resource Libraries: Change the value proposition

C. Delivery Service: Transition to multi-hub delivery network
Public libraries continue to serve as repositories of knowledge in the 21st century while methods of delivery have shifted to electronic.

“Merlin” shared regional catalog

Spooner Public Library
Northern Waters Library System
Some resource libraries serve as cataloging centers and technology resource centers for their library systems.
Libraries are providing more resources through standardization and improved delivery.
Strategic Direction 4. Coordinate Electronic Resources: Maximize purchasing power
Small public libraries have networked and shared resources to provide their communities with more library services.

“One of nine of the Marathon County Public Library”
Strategic Direction 5.
Continuing Education:
Maximize impact of continuing education funding
Public libraries have become the engine of development within our communities, advancing the economy by enhancing lifelong learning.

“Literacy and Lifelong Learning for all Ages”

Mead (Sheboygan) Public Library
Eastern Shores Library System
GUIDING PRINCIPLES ADOPTED BY COLAND

Transformation is key to success in the 21st century

Consolidation of library systems after utilizing LEAN production principles to streamline operations

Rethink the concept of resource libraries

Library systems must help libraries to become an active learning environment beyond the library walls

Focus on the next big thing – create a bold vision
LEAN Study:
The basic premise of LEAN is to improve the work process, streamlining activities so that work can be done as quickly and efficiently as possible.
LEAN PRINCIPLES EMBRACED BY COLAND

➢ Focus on the customer; keep pace with customer demands
➢ Use value stream mapping to eliminate waste and simplify processes
➢ Create flow: goal of one-stop shopping
➢ Aim for perfection; get it right the first time; eliminate errors and redundancy

¹Lean Thinking, Womack & Jones, 1996
LEAN, STRATEGIC DIRECTIONS
AND IMPLEMENTATION

The LEAN Study identified opportunities for service redesign and potential cost savings for reallocation

➢ Change to a multi-hub delivery network.
  Potential dollars: $250k - $500k

➢ Redesign intrasystem delivery network:
  Potential dollars: $250k - $300k

➢ Consolidate continuing education management.
  Potential dollars: $80k - $100k

➢ Consolidation of hardware and tech support:
  Potential dollars: $300k - $500k
ROAD MAP TO SUCCESS:

A roadmap and timeline for a transparent and inclusive process to work toward the strategic visions approved by COLAND
Next Step: STEERING COMMITTEE

➢ Representatives from COLAND and the LEAN work group, with additional members --including large & small libraries with geographic representation.

➢ Provides strategic vision, oversight and leadership

➢ Works with DPI to select project manager, providing feedback and guidance

➢ Ensures transparency and communication to all stakeholders

➢ Works with DPI to assess budget and legislative requests for 2017-2019 biennial budget
Next Step: PROJECT MANAGER

➢ Coordinates communication among the work group participants and library community as needed

➢ Creates and manages the development and implementation process:

➢ Develops process

➢ Develops new service delivery models

➢ Develops pilots for new service delivery models as necessary

➢ Develops implementation plans with work groups for successful new service models
SERVICE WORK GROUPS

➢ Experts within and outside of the library community and major stakeholders for each service area

➢ Work Group charge: Develop service delivery models and implementation plans with a focus on improving services to libraries and patrons while gaining efficiency
PROPOSED WORK GROUPS

Resource Libraries
Technology
Resource Sharing
Electronic Resources
CE & Consulting
Chapter 43
System Administration
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In total, for the 2015/16 and 2016/17 fiscal years: $500,000 is recommended to support the following:

➢ Project Manager time and expenses -- estimated at $400,000
➢ Work group travel and meeting expenses -- estimated at $20,000
➢ Outside expertise and consultants -- estimated at $40,000
➢ Data gathering, surveying and analysis -- estimated at $40,000
PILOT PROJECT

Recommend that the Steering Committee, Work Groups, Division for Libraries and Technology (DLT) & LSTA Advisory Committee work together to create opportunities for LSTA funding for a Pilot Project.
This roadmap provides direction for the first two years of a process intended to lead change at the local and organizational level to maximize state funding to deliver the highest quality library services to Wisconsin residents for the tax dollars provided.
The remaining path of the project will be informed by the following:

- Gathering data and information;
- Consolidating and improving service models;
- Determining a new governance support structure;
- Delivering coordinated library services.
STRATEGIC VISION FOR LIBRARY SYSTEMS IN THE 21ST CENTURY

ILS CONSORTIA IN WISCONSIN: A SNAPSHOT OF THE LANDSCAPE

Stef Morrill, Director WiLS
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