



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.

Arrowhead is a single county 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 160,148 as reported in the Wisconsin Department of Administration, January 1, 2013 Preliminary Population Estimate. 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 with two staff members at the smallest library in Orfordville.

The county has suffered economically in the last few years, as a major employer, the GM plant closed and many smaller industries related to the manufacture of trucks and cars also were shut down. Unemployment in Beloit reached over 18% in the early years of the recession, with the county unemployment reaching 13%. There has been improvement over the last couple of years but county unemployment is still well above the state average. 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 service to township residents in adjacent counties. In 2014, that level of County funding will be \$1,020,625. Lower township circulation reduced that funding by \$18,000 from 2013. Municipalities with libraries have generally been able to maintain support for their libraries.

RockCat is the shared catalog and ILS of the seven ALS member libraries. RockCat has been in place for nearly seven years and continues to facilitate the exchange of materials between the member libraries. The ALS delivery service complements RockCat and is able to provide five day a week delivery to all of the member libraries. 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. 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. ALS also offers Computer training to member library staff and the public, though current funding levels will reduce this service in 2014. Hedberg Public Library is the Resource Library for the Arrowhead Library System and provides youth services consulting as part of the resource contract.

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

Reduced state funding is the greatest problem facing the Arrowhead Library System. With state funding dropped by 10% for library systems, then several years of flat funding, ALS has only been able to maintain past levels of service by utilizing the fund balances of previous years. However by 2014, the fund balance will be gone and the system will need to make cuts in the computer training service. The resource contract with Hedberg Public Library does remain a financial challenge for the system. This is tempered however by Hedberg providing youth services consulting for the ALS member libraries. Hedberg also funds an Overdrive Advantage program for the System, which supplements the electronic content provided by WPLC membership. Hedberg also provides traditional resource library services. The retirement of the ALS Office Manager in 2013 allowed reorganization in the System office. The savings created by the new Office & ILL Manager position has brought ALS some breathing room, however maintaining the same level of services or Resource Library payments will remain a challenge for the next few years.

Describe the planning environment and process under which this and other system plans were developed. (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, LSTA grants, budgets, 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. The directors of both Hedberg and Beloit Public Libraries are also ex-officio members of the board.

On August 2nd 2013, the System and Resource Library Administrators' Association of Wisconsin (SRLAAW) adopted the the report, "Creating More Effective Public Library Systems" which includes a set of standards for Public Library Systems. In 2014, the ALS Board should create a committee to study how ALS can comply with those standards.

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 **2014**. 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 to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15 (4) (c) 4., and to provide for the interlibrary loan of materials among all participating public libraries, as evidenced by agreements with those libraries.
- A copy of the agreement with a list of all members signing it will be 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.

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

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

Inservice Training

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

List ongoing activities related to this requirement.

ALS has set aside funding for inservice training. However it is a small amount compared to the need, so library staff often use the resources of other library systems and state conferences to supplement their continuing education needs.

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

Without increased state funding it will not be possible to add funding in this area, however, in order to more efficiently utilize budgeted funds, ALS intends to collaborate with the South Central Library System in regards to providing training opportunities for ALS member library staff. Hedberg PL also intends to offer inservice training opportunities which will be open to ALS member library staff.

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.

The ALS delivery van goes to each public library Monday through Friday. ALS pays for state-wide delivery service 4 days per week. As interlibrary loan requests within our shared system increased over the last few years, the maintenance of the five day a week delivery to member libraries is very important. In addition the delivery goes to Beloit College, Beloit Schools, Janesville Schools, Evansville Schools and Parkview Schools as well as the Wisconsin School for Blind and Visually impaired.

ALS also provides email services for five of its seven member libraries. The Hedberg (Janesville) and Beloit Public Libraries maintain their own mail servers. The ALS electronic Newsletter, "The Monday Memo," is not only highly regarded locally but also statewide.

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

Over the last few years at least three school districts have stopped delivery because of budget cuts and in 2013, the Wisconsin School for the Blind and Visually Impaired temporarily stopped using the service, due to budget cuts. The Wisconsin School for the Blind and Visually Impaired will again be utilizing our delivery service in 2014. ALS is in the process of reevaluating its pricing structure for delivery to the affiliate members in the hopes of keeping the service affordable.

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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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.
- A copy of the written plan, including any revisions and amendments, for library technology and resource sharing is attached to this document or is on file with the division.
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Professional Consultation

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

List ongoing activities related to this requirement.

The ALS system provides consulting in special needs, youth services, administration, public information and promotional materials, technical and administrative support for the shared system, and certification.

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

While the same consultant services will be available in 2014, youth services consulting has been improved by the addition of the Hedberg Public Library Head of Youth Youth Services, Sharon Grover, as the ALS Youth Services Liaison. Sharon's services are part of the ALS Resource Library Contract with the Hedberg Public Library.

ASSURANCES (cont'd.)

Services to Users With Special Needs

S.43.24(2)(k) Promotion and facilitation of library service to users with special needs.

List ongoing activities related to this requirement.

Unemployed people in Rock County and those with limited computer skills have benefited from the computer classes offered at all seven public libraries in the county. The system also receives \$2,000 from the Rock County Sheriff's 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. Arrowhead 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.

Computer classes have been a priority at the member libraries, unfortunately the current level of State funding will not allow this service to be maintained in 2014 at same level of funding as in previous years. We have requested LSTA funds to provide service desk hearing loops to all seven ALS member libraries.

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.)

ALS maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, website design, ROCKCAT, the ALS shared system, 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 Beloit, Clinton, Eager Free, Edgerton, Milton and Orfordville Public Libraries. Hedberg PL staffs its own Public Information Coordinator.

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 2013 system audit will be submitted to the division no later than September 30, 2014.

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.

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 **2014**.

Name of System Director Steven Platteter	Signature of System Director ➤	Date Signed
Name of System Board President Richard Bostwick	Signature of System Board President ➤	Date Signed

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature ➤	Date Signed
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Comments

PUBLIC LIBRARY SYSTEM 2014 ANNUAL PROGRAM BUDGET					
Program	2014 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. Shared System	\$70,551			\$154,654	
2. Resource Contract (-YS)	\$85,000				
3. Server replacement				\$12,875	
4. Electronic Resources	\$5,000			\$26,438	
Program Total	\$160,551	\$0	\$0	\$193,967	\$354,518
Continuing Education and Consulting Service*					
1. Continuing Education	\$15,121				
2. Consulting	\$14,121				
Program Total	\$29,242	\$0	\$0	\$0	\$29,242
Delivery Services	\$60,892			\$6,868	\$67,760
Library Services to Special Users	\$14,121			\$2,000	\$16,121
Library Collection Development	\$15,621				\$15,621
Direct Payment to Members for Nonresident Access	\$14,121			\$930,935	\$945,056
Direct Nonresident Access Payments Across System Borders	\$14,121			\$88,190	\$102,311
Library Services to Youth	\$24,121				\$24,121
Public Information	\$85,944				\$85,944
Administration	\$19,871			\$1,500	\$21,371
Subtotal	\$248,812	\$0	\$0	\$1,029,493	\$1,278,305
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$438,605	\$0	\$0	\$1,223,460	\$1,662,065

* 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).