



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

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 160,059 as reported in the Wisconsin Department of Administration, January 1, 2015 Preliminary Population Estimate. This reflects a loss of 272 persons from the 2010 census population of 160,331. 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 1.68 FTEs at the smallest library in Orfordville to 48.13 FTEs at the Hedberg Public Library in Janesville.

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 with county unemployment as of July 2015 down to around 5.1%. Beloit's unemployment, however, remains higher at 7%. 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 Rock County township residents from adjacent counties. In 2016, that level of County funding will be \$993,876. Lower township circulation reduced that funding by \$11,000 from 2014. Municipalities with libraries have generally been able to maintain support for their libraries, however with current county funding formulas based on circulation, the current decline in circulation, which began in 2012, is negatively effecting county funding to ALS Member Libraries.

RockCat is the shared catalog and ILS of the seven ALS member libraries. RockCat has been in place for nearly nine 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 had offered Computer training to member library staff and the public, however current funding levels has changed this to a "train the trainer" role. 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 has been the greatest problem facing the Arrowhead Library System. After State funding for library systems was cut by 10%, followed by several years of flat funding, ALS was only able to maintain past levels of service by utilizing the fund balances of previous years. However by the end of 2012 the fund balance had pretty much evaporated. The retirement of the ALS Office Manger in 2013 allowed for reorganization in the System office. A new position, Office & ILL Manager was created and allowed ALS to close 2013 in the black. In January 2014, the ALS Computer Trainer retired. This part time position has remained unfilled pending strategic planning. Currently the ALS staffing level is 4.73 FTE. Also in 2014, ALS relocated its offices from downtown Janesville to the Shaw Building in Milton. This facility also houses the Milton Public Library. Besides offering a superior delivery area and an improved network infrastructure, the new ALS headquarters offers a considerable savings in rent. The resource contract with Hedberg Public Library has been a financial challenge for the system. This is tempered, however, by Hedberg providing, besides traditional resource library services, youth services consulting for the ALS member libraries. Hedberg also funds, through the Resource Contract, an Overdrive Advantage program for the System, which supplements the electronic content provided by WPLC membership. As part of the strategic planning process, ALS intends to investigate options in regard to the resource contract. These options may include prioritizing system services in order to determine which should be State Aid or which should be member library funded. The office reorganization and relocation has brought ALS some breathing space that has allowed ALS to begin rebuilding a fund balance, however, any further reduction in State aid would seriously challenge the System's ability to maintain the same level of services to member libraries or its ability to continue the same level of Resource Library payments.

GENERAL INFORMATION (cont'd.)

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. 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.

In early 2015, The Arrowhead Library System began the strategic planning process. Facilitated by William Wilson of Himmel & Wilson, the planning process began with a system services survey followed by the selection of a Strategic Planning Committee. The make up of the committee consists of the Director and a Board member from each of the seven ALS member libraries, two ALS board members, the ALS Director and the ALS ILS Administrator. At the time of this writing, the Committee has met three times including a half day strategic planning "retreat." Some of the issues so far identified included the ALS funding structure/resource contract. Also included, updating and upgrading RockCat and whether it should stay a Rock County only consortium or whether ALS should consider joining one of the neighboring multicounty ILS consortiums. Another issue identified was whether ALS should stay a single county library system or merge with a neighboring system. ALS intends to complete the strategic planning process by the fourth quarter of 2015 or the first quarter of 2016.

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 **2016**. 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 that 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.

ALS, for 2016, has been able to add funding in this area, however, in order to more efficiently utilize budgeted funds, ALS not only intends to continue to collaborate with the South Central Library System, but also join the Southeastern Wisconsin CE

ASSURANCES (cont'd.)

consortium in regards to providing training opportunities for ALS member library staff.

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, Blackhawk Technical 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.

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.

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.

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, 2016, the system's current plan for library technology and resource sharing will be submitted to the Division.
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ASSURANCES (cont'd.)

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, administration, public information and promotional materials, technical and administrative support for the shared system, and certification. General youth services consulting is handled by Hedberg Public Library through the resource contract.

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

Youth services consulting in 2016 is still to be handled by Hedberg Public Library through the resource contract. ALS intends to contract with retiring Hedberg PL Head of Youth Services, Sharon Grover to act as the ALS Youth Services Liaison with Hedberg acting as the fiscal agent.

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.

The system 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. 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 their meeting/program rooms. 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.**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 2015 system audit will be submitted to the division no later than September 30, 2016.
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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

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 2016 resource library contract.*

The Arrowhead Library System is part of the WPLC 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 nearly \$1 million worth of new content next year.

Arrowhead Library System and Lakeshores Library System are collaborating on a program called "The Great Outdoors @ Your

COLLABORATIVE ACTIVITIES (cont'd.)

Library". The program is geared toward connecting library patrons with outdoor activities and resources. The program is also designed to foster relationships between municipal, county, and private organizations, and to tie these in to public library services - creating visibility to non-traditional library users in the process. By taking a regional approach, we hope to save member libraries in both counties time and money in developing individual programs from the ground up. At the system level, economies of scale will be realized by pooling resources to achieve an output greater than the sum of its parts

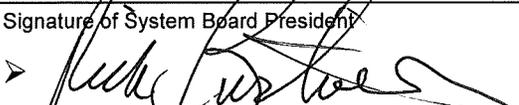
In regards to Continuing Education, Arrowhead LS intends three collaborations. First ALS intends to continue its contractual collaboration with the South Central Library System (SCLS). Second ALS intends to join the SEWI CE consortium. Finally The Arrowhead LS intends to continue to be a cosponsor for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

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

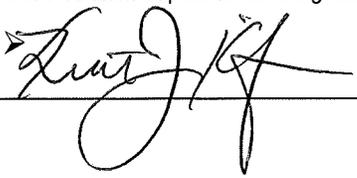
Activity	Amount
1. WPLC/EContent buying pool	\$991,018
2. Great Outdoors @ Your Library	\$5,000
3. SCLS Continuing Ed.	\$1,500
4. SEWI CE Consortium	\$11,800
5. Winter Web Conference/Trustee week with NFLS	\$2,800
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	\$1,012,118

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 **2016**.

Name of System Director Steven T. Platteter	Signature of System Director ➤ 	Date Signed 10/14/15
Name of System Board President Richard Bostwick	Signature of System Board President ➤ 	Date Signed 10/14/15

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved See Comments. <input type="checkbox"/> Not Approved See Comments.	DLT Assistant Superintendent Signature ➤ 	Date Signed 10-30-15
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Comments

PUBLIC LIBRARY SYSTEM 2016 ANNUAL PROGRAM BUDGET					
Program	2016 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	\$53,478			\$166,478	
2. Resource Contract(-YS&ER)	\$85,000				
3.					
4. Electronic Resources	\$5,000			\$26,982	
Program Total	\$143,478	\$0	\$0	\$193,460	\$336,938
Continuing Education and Consulting Service*					
1. Continuing Education	\$16,809				
2. Consulting	\$13,810				
Program Total	\$30,619	\$0	\$0	\$0	\$30,619
Delivery Services	\$67,244			\$6,831	\$74,075
Library Services to Special Users	\$13,810			\$2,000	\$15,810
Library Collection Development	\$16,609				\$16,609
Direct Payment to Members for Nonresident Access	\$13,810			\$920,775	\$934,585
Direct Nonresident Access Payments Across System Borders	\$13,810			\$73,100	\$86,910
Library Services to Youth	\$26,169				\$26,169
Public Information	\$90,096				\$90,096
Administration	\$22,960			\$1,500	\$24,460
Subtotal	\$264,508	\$0	\$0	\$1,004,206	\$1,268,714
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$438,605	\$0	\$0	\$1,197,666	\$1,636,271

* 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).