



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 159,886 as reported in the Wisconsin Department of Administration, January 1, 2016 Preliminary Population Estimate. This reflects a loss of 445 persons from the 2010 census population of 160,331. As of 2015, 40,015 persons lived in communities without a library. Many of the seven libraries are in villages and cities under 6,000 population, with one person primarily responsible for the programming and services that are offered. The number of staff at the libraries varies greatly with 1.8 FTEs at the smallest library in Orfordville to 48.15 FTEs at the Hedberg Public Library in Janesville. Of a total of 96.08 library staff FTEs system wide, a total of 23.8, or 25 percent, have MLS degrees.

The county economically suffered during the early part of the decade. The recession caused a major employer, the GM plant to close, which in-turn shut down many local supporting industries. Unemployment in Beloit reached over 18%, with the county unemployment reaching 13%. There has been improvement over the last couple of years with county unemployment, as of June 2016, down to around 4.8%. Beloit's unemployment, however, remains higher at 6.3%. Rock County has been very supportive of library services to township residents and in 2011 exceeded 1 million dollars in support to Rock County libraries and to libraries in adjacent counties that provide service to Rock County township residents. In 2017, that level of County funding will be \$1,029,941. ALS acts as the agent for Rock County in regards to calculating and dispersing county library funds to both the Rock County and adjacent county libraries. While lower township circulation has reduced county funding for some ALS member libraries, the 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. In 2017, RockCat will have been in place for ten years and continues to facilitate the exchange of materials between the member libraries. Nearly 86% of Rock County's population is registered in RockCat. 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. In addition to WPLC, ALS also provides electronic content to the patrons of its member libraries through a subscription to the Hoopla collection provided by Midwest Tape. This service was started in June of 2016 and will continue through 2017. Public Relations continues to be one of the most valued services that the system offers, as more of the libraries are doing programming for people of all ages and want professional looking advertising. Hedberg Public Library is the Resource Library for the Arrowhead Library System.

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

Funding and staffing are the greatest challenges facing Arrowhead going into 2017. Through office reorganization and relocation, ALS was able to reverse the funding shortfalls the system faced earlier in the decade. While in 2012 ALS was running in the red, by 2016 Arrowhead had been able to restore a respectable fund balance. Much of this was accomplished by office reorganization, however, this has come at a cost. Currently staffing is down to 4.8 FTEs which includes three part time delivery drivers. Also, a single FTE position, ILS Administrator, is vacant and is currently being handled via contract with WiLS. At the current level of State funding ALS is running out of "tools" in its "toolkit" and any need to increase service levels, or staffing, will need to be handled through contract work. A good example of this is how ALS handles youth services consulting. From 2013 through 2016, youth services' consulting for ALS was handled by Hedberg Public Library as part of the resource contract. Sharon Grover first acted as the ALS YS consultant as head of the Hedberg PL YS department. In 2016, ALS contracted with Sharon, after her retirement, with Hedberg acting as the fiscal agent for the contract. In 2017, ALS will be acting as the fiscal agent for the contract, which will result in a reduction in the resource contract.

Another significant need facing Arrowhead is the replacement of its ten year old ILS which is based on a legacy, Innovative Interfaces Inc (iii), Millennium system with a current generation system. This need has been identified by the ALS member libraries as part of the strategic planning process. ALS has dedicated some of its fund balance to help fund a migration to a new ILS, however, in order to keep this project affordable, the ALS member libraries may need to consider joining a neighboring ILS consortium. An added benefit to such a collaboration would be increased resource sharing.

	GENERAL INFORMATION (cont'd.)	
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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.)

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 the planning and reviewing programs offered by the system. Ex-officio members of the Board include the director of the Hedberg Public Library; the director of the Beloit Public library; and the director of one of the other five public libraries, who is elected by the librarians.

For the last year and a half, the Arrowhead Library System has been involved in the strategic planning process. This process has been facilitated by William Wilson of Himmel & Wilson, Library Consultants, working with a strategic planning committee made up of the director and a board member from each of the seven ALS member libraries, two ALS board members, the ALS Director, the former ALS ILS Administrator and a representative from the Division of Libraries and Technology (DLT). As the process nears the draft stage, one immediate concern was identified. RockCat, the shared catalog and ILS of the ALS member libraries is now ten years old. While running the latest updates, RockCat is based on the Innovative Interfaces Inc (iii) Millennium software which is a legacy system no longer under major development. Since RockCat is based on legacy software, it is unable to provide some functionality and features requested by the member libraries. In order to determine next generation ILS for Arrowhead, the ALS Board has created an ILS Research Committee charged with recommending the best course of action in regard to RockCat. The committee is composed of four member library directors, seven member library staff members, the ALS director, the DLT Public Library Technology Consultant and a facilitator from WILS. The committee is charged with not just looking at whether to migrate to the current iii product Sierra or another vendors similar ILS, but also to see if joining a neighboring ILS consortium, such as the Lakeshores LS-Kenosha LS SHARE consortium or the South Central Library System's LINKcat, may be in the better interest of ALS.

	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 2017. 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.

The system maintains an Office & Interlibrary Loan Manager to assist member libraries with difficult interlibrary loan requests. The Resource Library also provides staff to assist with reference questions and maintains records of these requests. Reports are made to the Arrowhead Library System on an annual basis by the resource library of these reference request statistics.

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

	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.

Arrowhead has set aside funding for inservice training. With only seven member libraries ALS has found collaborating with other systems to be a more efficient way to utilize budgeted funds. Currently ALS collaborates with the South Central Library System (SCLS) and is a member of the Southeastern Wisconsin Continuing Education (SEWI CE) consortium. Arrowhead is also a cosponsor of the Nicolet Federated Library System's "Wild Wisconsin Winter Web Conference" and "Trustee Training Week."

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

In 2017 Arrowhead will be offering scholarships to help member library staff attend distant training activities.

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

Arrowhead Library System Director, Steven Platteter is the inservice training/CE coordinator for ALS. Arrowhead contracts with the South Central Library system in regard to CE activities which includes in library crisis prevention training. ALS is also a member of the Southeastern Wisconsin Continuing Education (SEWI CE) consortium and a cosponsor of the Nicolet Federated Library System's "Wild Wisconsin Winter Web Conference" and "Trustee Training Week."

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 the Blind and Visually Impaired.

ALS also provides email services for five of its seven member libraries. ALS also provides five email lists for use by member library staff. The Hedberg (Janesville) and Beloit Public Libraries maintain 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, 2017, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

	ASSURANCES (cont'd.)	
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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 Arrowhead Library System provides consulting in special needs, administration, public information and promotional materials, and certification. Youth Services consulting is handled by contract with Sharon Grover. Technical and administrative consulting and support for the ILS, including general technology consulting, is currently handled under a contract with WiLS.

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

From 2013 through 2016, youth services' consulting for ALS was handled by Hedberg Public Library as part of the resource contract. Sharon Grover, first acted as the ALS YS consultant as head of the Hedberg PL YS department. In 2016, ALS contracted with Sharon, after her retirement, with Hedberg acting as the fiscal agent for the contract. For 2017, ALS will be acting as the fiscal agent for the contract, which will result in a reduction in the resource contract.

The ALS ILS Administrator position has been vacant through most of 2016 and will most likely remain so into 2017. Technology and ILS related consulting is being handled through a contract with WiLS.

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

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

Services to Users With Special Needs

- 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.

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 in their meeting/program rooms. In 2016 Arrowhead has partnered with Bridges and several other library systems to create a version 2 1000 Books before Kindergarten App. ALS used LSTA funds to support a Spanish version of the App. Arrowhead staff also attends events targeting residents with special needs to promote library services.

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

ASSURANCES (cont'd.)

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, 2017.

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.

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 2017 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 more than \$1 million worth of new content in 2017.

Arrowhead Library System and Lakeshores Library System are collaborating on a program called "The Great Outdoors @ Your 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 continue its membership in the SEWI CE consortium. Finally The Arrowhead LS will remain 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.

As part of its early literacy/1000 Books before Kindergarten projects, Arrowhead has entered into two collaborations. The first collaboration, with the Bridges Library System, developed out of the LSTA project "Accessible Early Literacy." ALS was looking for a 1000 Books before Kindergarten App the same time as Bridges was working to develop their 1000 Books App Version 2, which would incorporate many of the features ALS was looking for. The collaboration was natural and the ALS project funded the incorporation of Spanish into the App. When Arrowhead began its 1000 Books before Kindergarten project in 2014, it found many potential community partners in western Walworth County. This has led to discussions with the Lakeshores Library System. Lakeshores is currently helping ALS automate its MailChimp based notification system which works with the 1000 Books patron database that ALS has developed.

Finally ALS is partnering with the Southwest Wisconsin Library System (SWLS) in an Outcome Measurement Support grant which will provide door counters to the Eager Free and Orfordville Public Libraries.

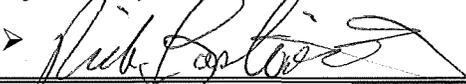
Cost Benefit For each activity above, list the activity name and estimated cost benefit realized

Activity	Amount
1. WPLC/EContent buying pool	\$1,119,051
2. Great Outdoors @ Your Library	\$5,000
3. SCLS Continuing Ed	\$1,000
4. SEWI CE Consortium	\$11,758
5. Wild Winter Web Conference/Trustee week with NFLS/SCLS	\$4,890
6. 1000 Books before Kintergarten App with Bridges LS	\$7,850
7. 1000 Books before Kintergarten MailChimp automation with LLS	\$2,500
8. Partnership with SWLS in Outcome Measurement Support Grant	\$1,500

COLLABORATIVE ACTIVITIES (cont'd.)	
9.	
10.	
	Cost Benefit Total
	\$1,153,549

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 2017.

Name of System Director Steven Platteter	Signature of System Director ➤ 	Date Signed 10/12/16
Name of System Board President Richard Bostwick	Signature of System Board President ➤ 	Date Signed 10/12/16

**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 11-0-16
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Comments

PUBLIC LIBRARY SYSTEM 2017 ANNUAL PROGRAM BUDGET					
Program	2017 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	\$53,365		\$9,600	\$176,700	
2. Resource Contract(-OD Ad)	\$80,000				
3.					
4. Electronic Resources	\$7,000			\$53,949	
Program Total	\$140,365	\$0	\$9,600	\$230,649	\$380,614
Continuing Education and Consulting Service*					
1. Continuing Education	\$18,107				
2. Consulting	\$14,108				
Program Total	\$32,215	\$0	\$0	\$0	\$32,215
Delivery Services	\$64,867			\$6,103	\$70,970
Library Services to Special Users	\$14,108			\$2,000	\$16,108
Library Collection Development	\$16,607				\$16,607
Direct Payment to Members for Nonresident Access	\$14,108			\$953,539	\$967,647
Direct Nonresident Access Payments Across System Borders	\$14,108			\$76,402	\$90,510
Library Services to Youth	\$26,467		\$15,000		\$41,467
Public Information	\$93,152				\$93,152
Administration	\$22,608			\$1,500	\$24,108
Subtotal	\$266,025	\$0	\$15,000	\$1,039,544	\$1,320,569
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$438,605	\$0	\$24,600	\$1,270,193	\$1,733,398

* 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).