Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2017**
PI-2446 (Rev. 07-16)

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

INSTRUCTIONS: Complete and submit by **October 15, 2016**, to:

**WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: JAMIE MCCANLESS
DIVISION FOR LIBRARIES AND TECHNOLOGY
P.O. BOX 7841
MADISON, WI 53707-7841**

GENERAL INFORMATION

Library System

Bridges Library System

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

On January 1, 2016, Jefferson County officially joined with Waukesha County and the Bridges Library System was created. This was the culmination of more than a year's worth of planning and work. The new library board has 11 members, 8 from Waukesha County and 3 from Jefferson County. Legislation was passed late in 2015 that reduced the minimum library system board size to 11 Both counties were interested in structuring the board size at the minimum number. There are now 24 libraries in the library system, ranging in size from the Big Bend Village Library that serves a service population of 1,709 to the Waukesha Public Library that serves a service population of 92,560. Despite differences, there is a strong spirit of collaboration among the member libraires which is evidenced by the successful CAFÉ consortium and the cooperative purchase of databases--bringing access to an oustanding collection of more than 2.3 million items and a wealth of electronic resources for all the citizens of the two county area.

State funding for library systems was reduced 10% in 2012 and then has stayed flat for each year since then. That means prioritizing, finding savings, and exploring partnerships is essential in order to preserve quality library services for member libraries. Additionally, the fact that local municipalities have been under levy limits for some time and continue to face economic hardship results in very difficult funding circumstances for member libraries. As a result, member libraries continue to look for ways to reduce their own costs without compromising services. One way libraries are able to maximize their ability to provide services is through their library system membership. Having a full range of library system services--and being able to rely on them-- is important to the member libraries. This plan for 2017 allows the library system to capitalize on demonstrated economies of scale to allow a right-sized library system growth--one that ensures maximum efficiencies, results in savings, and still preserves the quality of library system services for the member libraries. Quality library system services are very important to the member libraries.

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

In 2016 additional state aid was received as a result of adding Jefferson County to the service program. Budgeting for 2016 was complicated and in some cases estimates had to be used for which there was no readily available information. During the 2017 budget process, a thorough examination of actual expenditures was made to reflect the additional expenses resulting from the additional county.

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.)

A formal strategic planning process took place in the spring of 2015. The libraries of Jefferson County were included in the process even though they were not yet officially partners. The strategic plan that was adopted in 2015 was reviewed and adjusted in 2016. The 2017 plan is very closely aligned with the strategic priorities in the plan. The library directors' advisory committee, the Allicance of Public Librarians (APL), has endorsed the 2017 plan and budget. A Waukesha County library planning committee began meeting in August of 2016 to prepare a new Waukesha County library plan for review and adoption by the Waukesha County board of supervisors.

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 **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.

ASSURANCES (cont'd.)

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.

1. Utilize and fund WISCAT for member libraires to promote interlibrary loan among systems, and the CAFÉ shared system internally.

2. Ensure that all libraries have access to WISCAT statistics.

3. Encourage all libraries to follow protocols established by RL&LL.

4. Participate in all DLT/RL&LL sponsored meetings regarding ILL and share information with member libraries.

5. Promote webinars that provide training on ILL procedures as well as BadgerLink.

6. Provide for backup reference services from the resource library, the Waukesha Public Library, through an annual contract.

7. Coordinate purchase of and provide access to reference databases that are evaluated, selected, and paid for by member libraries with a small subsidy by the library system.

8. Provide information on a variety of library-related topics on the Bridges Library System website.

9. Provide information on cooperative purchasing opportunities, state negotiatied pricing, or coordinate Bridges Library System purchases to achieve maximum purchasing power.

10. Create and share promotional pieces and toolkits for reference databases.

11. Create and share promotional pieces and how-to information for e-content access for member libraries.

12. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to member libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so.

13. Assist with upgrading bandwidth for member libraries and the library system and continue to monitor bandwidth usage by member libraries.

14. Continue to provide a secure Wide Area Network (WAN), with adequate bandwidth, for data communication between member libraries, the system headquarters, and appropriate application servers.

15. Continue to administer CAFÉ. This includes developing and monitoring CAFÉ budget; offering training opportunities and resources; managing the database; offering library specific customization services, and hosting CAFÉ advisory meetings to discuss policies and procedures.

16. Provide member libraries reports and statistics needed to manage their libraries and report to their boards and the DLT including the possibility of licensing software to assist with analysis of library usage.

17. Provide OverDrive support for Waukesha County and Jefferson County citizens needing assistance via a contract with the resource library, the Waukesha Public Library.

18. Provide gaming equipment, projectors, screens and various other items for libraries to borrow for their local programs.

19. Libraries participated in a bulk technology purchase with Lakeshores Library System that began in 2014.

20. Expand CAFÉ Community Profiles module which allows library events and community organizations and events to be integrated into the CAFÉ catalog.

21. Train libraries on LEAP which is the web browser version of the staff module of CAFÉ for easier accessiblity by staff at offsite locations giving the library the ability to take the library into the community.

22. Continue with pilot program through Gale Courses that allowed citizens access to online instructor-led learning opportunities via their CAFÉ library card.

23. Manage and help fund an e-magazine subscription service and content for member libraries that allowed citizens access via their CAFÉ library card.

24. Purchased charging stations for member libraries to offer patrons the ability to efficiently charge mobile devices. In 2017, a portion of the LSTA grant will fund charging stations for the libraries without one.

25. Released version 2.0 of the 1000 Books Before Kindergarten mobile app for parents and caregivers to use to record their child's reading list. This project is a partnership with Bridges Library System and UW-Milwaukee's Innovation Lab's App Brewery. The state library system's have been offered the ability to purchase access for their areas and the funds from those

ASSURANCES (cont'd.)

"subscriptions" are helping to fund additional software improvements. Eight library systems (in addition to our own) have chosen to participate and receive access to the app for their libraries at this time.

26. Transitioned the website to a WordPress website and continued to add content. Migrated to a WordPress managed host solution and offered the libraries WordPress web hosting. There are currently 13 libraries using the service.

27. Implementation of e-vanced software for the libraries

28. Implementation of e-commerce within CAFÉ.

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

Wi-Fi mobile hotspot project will fund 5 hotspot devices and data for member libraries.

A pilot program that offers local IT tech support is planned in partnership with Lakeshores Library System.

Study and, if feasible, implement NCIP (NISO Circulation Interchange Protocol, also known as Z39.83) for streamlining interlibrary loan workflow in member libraries.

Implement the hybrid centralized cataloging approach in the recommended manner.

Inservice Training

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

List ongoing activities related to this requirement.

1. Provide at least 4 in-person system workshops for member library staff and trustees each year.

2. With input from member libraries, evaluate each CE opportunity and conduct an annual evaluation of the system's continuing education program.

3. Provide CE grants for member library staff to attend workshops and other training events.

4. Host a summer meeting of children's librarians to evaluate summer library programs, share successful program ideas, and discuss common needs.

5. Provide consulting/training in the areas of public library governance, adult and youth services, automation and technology, interlibrary loan, staff development, planning, evaluation and standards collection development, reference, and special needs.

6. Since 2011, cooperate financially with all adjacent systems to provide high quality, multitype continuing education for a 11 county area. This cooperative venture allows for a higher quality program.

7. Maintain list of web links to all pertinent continuing education programs to help area public library directors maintain their state-required certification.

8. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed.

9. Encourage orientation and ongoing training for area library board members.

10. Assist member libraries in the process of filing annual reports by training libraries, providing answers and support, and reviewing completed reports.

11. Professional staff meet with new directors in the system to orient them to system.

12. Staff attends relevant meetings and conferences and shares what is learned.

13. Library System staff attends DLT's Youth Services consultants, Special Needs consultants, and CE consultants meetings and communicates information to libraries.

14. Offer a streamlined process for library directors to gather and record CE information, making a more efficient certification procees.

15. Provide library director-specific training oportunities.

16. Encourage library staff members to take advantage of the Gale Courses pilot program offerings.

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

Review Performer's Showcase after the first year and adjust program accordingly in subsequent years.

Host a regional adult services meeting with 7 other SEWI library systems, comprised of 11 counties, to share programming success and discuss common concerns and needs and opened up the Bridges-MCFLS Google+ Community discussion group to the SEWI library systems for increased sharing and discussion opportunities

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

We anticipate 6 library systems (one fewer than in 2016 due to the merger of Mid-Wisconsin Federated Library System and

	ASSURANCES (cont'd.)	

Eastern Shores Library System) involved in the SEWI library professional development program managed by the Bridges Library System. Only Milwaukee County requires a contract. All other library systems simply receive an invoice for their share of the annual program budget.

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.

1. Provide daily van delivery service to all the public libraries and several academic libraries in the two counties.

2. Perform at least one delivery volume study per year and regularly evaluate delivery service.

3. Contract for and participate in the South Central Library System statewide van delivery service.

4. E-mail information to all our member libraries.

5. Produce and distribute regular e-newsletters.

6. Monitor legislative issues and inform all library directors and Bridges Library System board members.

7. Transitioned to a WordPress website which allowed easier ability to keep content organized and updated.

8. Expand the use of social media, including targeted advertising.

9. Assist member libraries with upgrades to their websites and with their use of social media and offer managed WordPress hosting.

10. Keep directory of libraries updated.

11. Continue to offer promotional materials and toolkits to help member libraries promote their services.

12. Continue regular meetings of library directors with APL (Alliance of Public Librarians), as well as circulation, cataloging, and reference committees.

13. Promote Gale Courses with extra publicity.

14. Sponsor and staff a booth at the County Fairs to spread the word about library resources, including Gale Courses and Flipster.

15. Hired a full-time marketing/communications librarian and continue to focus on communications and promotion.

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

Provide additional promotion to increase the public's understanding of the importance of libraires and their continued relevance to our society.

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.

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, 2017, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

Professional Consultation

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

List ongoing activities related to this requirement.

1. The System has staff that routinely consult with members on special needs, automation, reference, interlibrary loan, cataloging, children's and adult services as well as administrative and building services.

2. Continuously represent the interests of the member libraries with officials and policy-makers and report to member libraries the concerns and needs of the counties.

3. Reports on statistics regularly and pre-populate the member libraries' state annual report with all known information.

4. Prepare and present annual county library budget requests for member library reimbursement for citizens who live in non-library communities.

5. Certify that Waukesha County libraries meet county library standards prior to funding reimbursements.

6. Collect, verify, and budget for adjacent county library requests.

7. Manage the reimbursement contract with Lakeshores Library System and handle disbursements to Waukesha County libraries.

8. Manage planning efforts and implement plans, goals and objectives.

9. Answer Chapter 43 questions and refer legal questions.

10. Assist local library boards as requested, especially when a director vacancy exists.

11. Assist in process for county board appointments to local library boards.

12. Conduct new director orientations.

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

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

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.

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. The Special User Needs committee meets once a year to discuss needs and priorities.

2. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating services for special populations.

3. Maintain collection of professional materials on special needs topics, include articles in e-newsletter, and offer CE opportunities to raise awareness of special needs issues.

4. Facilitate member libraries' use of the Department of Public Instruction's website and valuable resources.

5. Facilitate collaborations with member libraries, appropriate agencies, and other systems on services to special populations.

6. Collaborate with member libraries or other systems to obtain grants which provide funding to serve special populations. A two year grant was received from Bader Philanthropies for the library memory care project.

7. Support member library outreach efforts to extend services to underserved populations. Target groups include persons with disabilities, persons who are unemployed, underemployed, and/or seeking to improve their job skills, persons who are incarcerated, and persons in need of improving literacy and reading skills, and have difficulty using libraries because of their educational, cultural and socioeconomic background.

8. Provide books for at risk adolescents through partnership with county juvenile detention centers.

9. Provide books for incarcerated individuals through partnership with the county jails.

10. Assist member libraries in exploring and acquiring new technologies to serve users with special needs.

11. Shares a list of countywide available interpreters with member libraries.

12. Library System staff attends DLT special needs meetings and communicates information to member libraries.

13. Coordinate the Memory Project which includes Memory CAFEs that involve partnering libraries.

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

Promote the library memory care project, partially funded with a grant received from Bader Philanthropies.

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. Provide area library directors with usage reports for electronic databases and OverDrive collections.

2. Continue membership in the Wisconsin Public Library Consortium to provide access to e-content.

3. Help offset the cost of electronic access by subsidizing a portion of the e-content buying pool fee.

4. Fund additional e-content purchases through OverDrive Advantage program to reduce long waits for people waiting for e-content access.

5. Purchase reference materials through the resource library contract with Waukesha Public Library, with a new focus on some library or librarian-related materials such as are published by ALA.

6. Purchase Novelist Select product, which integrates in the CAFÉ catalog.

YOUTH SERVICES:

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth

ASSURANCES (cont'd.)

and young adult services.

2. Fund and coordinate three performers for the summer library program at each member library.

3. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and

directions of future projects.

4. Assist member libraries in marketing youth and young adult activities, with special focus on 1000 Books before Kindergarten program and other early literacy efforts.

5. Maintain a system-wide movie licensing agreement to enable public performance movie programming

for interested libraries.

6. Partner with the DPI/DLT Public Library Youth and Special Services Consultant and other

system youth services consultants to implement and promote early literacy and other

statewide initiatives.

7. Conduct Mock Awards program for member library staffs.

8. Conduct Kids' Choice program--a multi-type program intended for youth in 4th through 6th grades to read and then vote for their favorite books.

9. Provide incentive coupons for libraries to distribute during the summer library program, focused on enriching family opportunities.

10. Library System staff attends DLT Youth Services meetings and communicates information to member libraries.

11. Continue to provide member grants, however, combine the various grant programs into one called "Library Innovation & Improvement" grant and offering libraries a choice of the grant or reduced database charges in lieu of the grant.

12. Continue to develop and promote the 1000 Books Before Kindergarten app.

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.*

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

Activity	Amount
1. CE Collaboration (through SEWI managed by Bridges Library System includes 6 library systems)	$13,000
2. Cooperative computer purchasing (with Lakeshores Library System) $400 savings x 24 computers	$9,600
3. Participate in WPLC Wisconsin Digital Library Collection (Access to $1,150,000 of digital content calculated by taking the 2017 budget of $1,240,250 and subtracting the Bridges system cost of $121,786)	$1,118,464
4. Collaborative webinar partnerships	$2,500

COLLABORATIVE ACTIVITIES (cont'd.)	
5. 1000 Books Before Kindergarten App (Bridges Library System Project, includes 8 other library systems buying into our app)	$8,100
6. Local IT Tech Support Pilot Project (with Lakeshores Library System)	$40,000
7. CAFÉ shared automation consortium annual budget (includes collaboration of 24 participating libraries and Bridges Library System)	$431,246
8. Coordinated Delivery Service rather than using mail service (savings not calculated)	
9.	
10.	
Cost Benefit Total	$1,622,910

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	Signature of System Director	Date Signed
Connie Meyer	➤ *Connie Meyer*	9-26-16
Name of System Board President	Signature of System Board President	Date Signed
Richard Nawrocki	➤ *Richard Nawrocki*	9-20-16

FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL		
Pursuant to Wis. Statutes, the plan contained herein is: ☒ Approved ☐ Provisionally Approved *See Comments.* ☐ Not Approved *See Comments.*	DLT Assistant Superintendent Signature ➤	Date Signed 11-8-16
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. Tech, Reference and ILL	$116,995	$59,000	$22,400	$17,661	
2. CAFE	$48,700			$361,446	
3. Gale Courses Subscription	$37,309			$12,436	
4. Electronic Resources	$185,665	$70,200		$108,681	
Program Total	$388,669	$129,200	$22,400	$500,224	$1,040,493
Continuing Education and Consulting Service*					
1. Continuing Education	$93,714			$13,500	
2. Consulting					
Program Total	$93,714	$0	$0	$13,500	$107,214
Delivery Services	$176,213			$583	$176,796
Library Services to Special Users	$97,107			$2,300	$99,407
Library Collection Development	$2,950				$2,950
Direct Payment to Members for Nonresident Access	$36,729			$3,680,371	$3,717,100
Direct Nonresident Access Payments Across System Borders	$4,080			$10,722	$14,802
Library Services to Youth	$82,281			$8,968	$91,249
Public Information	$112,567			$5,500	$118,067
Administration	$202,434			$6,500	$208,934
Subtotal	$714,361	$0	$0	$3,714,944	$4,429,305
Other System Programs					
1. Resource Library Contract	$20,000				$20,000
2. ILS Replacement Fund				$21,100	$21,100
Program Total	$20,000	$0	$0	$21,100	$41,100
Grand Totals	$1,216,744	$129,200	$22,400	$4,249,768	$5,618,112

*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).