Wisconsin Department of Public Instruction
PUBLIC LIBRARY SYSTEM PLAN AND CERTIFICATION OF INTENT TO COMPLY CALENDAR YEAR 2015
PI-2446 (Rev. 09-14)

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

INSTRUCTIONS: Complete and submit by **October 15, 2014**, 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

Indianhead Federated Library System

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

The Indianhead Federated Library System consists of 53 public libraries and 1 county library service in 10 west central counties and covers a territory of 7,997 square miles. It is anticipated that Price County will be contracting with Park Falls for providing books by mail and discontinue their county library service in 2015. Over the past several years many of our counties have seen large population growth which has slowed during these economic times. The system contains a mix of urban and rural areas.

The communities that support libraries are very diverse. Eau Claire is our largest community with a population of over 66,000 and the second largest by population is the Hudson Area Joint Library which is considered a suburb of the Twin Cities. The smallest community with a library has a population of 214. Many of the communities in the system area have populations under 3,000.

The system area includes a mix of four and two year campuses, private colleges and technical schools.

The IFLS area is becoming more ethnically diverse with increasing populations of Hmong, Hispanic and Somalian individuals.

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

Funding: The flat funding of state aid payments and low interest rates has greatly impacted our ability to provide service and are reflected in our 2015 plan. The increasing cost for courier service and technology has reduced the amount money that we are able to allocate to other programs. Most other program lines are seeing flat funding or reductions for 2015.

Library Space: Many libraries within our system area have outgrown their library facilities or are housed in outdated facilities which make the provision of service difficult in this technology era, and leaves some libraries inaccessible to people with disabilities.

Technology: Libraries are faced with increased demand for improved technology services with limited financial resources as well as many of our libraries do not have adequate bandwidth to meet community needs. The demand for e-content has greatly increased in the past year. IFLS is striving to become more of a leader in technology. The libraries on MORE (ILS) continue to fund downloadable content on a shared basis on the state and regional level.

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.)

In 2013, IFLS undertook a major planning effort to help ensure our services continue to match the needs of our member libraries. As part of this process we conducted an information gathering survey; System Board members visited or contacted libraries in their respective counties to learn more about how IFLS currently assists or could assist libraries; and we held a system wide planning meeting. The plan was reviewed by IFLS staff and member libraries and the goals remain unchanged

The IFLS Long Range plan mirrors the SRLAAW Creating More Effective Public Library Systems documents. We have been monitoring the LEAN System work to date and will be working to implement additional effiencies in the coming years.

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 **2015**. 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.

ASSURANCES (cont'd.)

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.

IFLS maintains an ILL Clearinghouse which handles and refers requests from and to all types of libraries in the IFLS area and refers requests to out of system and out of state libraries paying ILL fees as needed.

Provides training and consulting on WISCAT, interlibrary loan, reference, e-content, virtual reference and electronic databases.

Manages agreements as they relate to ILL and reference referrals.

Maintains the MORE shared system priority list for managing holds.

Updates and disseminates information on area ILL policies and procedures.

Subscribes to and promotes electronic databases, statewide digital buying pool, WPLC collection development projects and other electronic resources based on need and budget.

Administers the MORE shared system (ILS).

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

Continue implementation of OPAC enhancements

Inservice Training

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

List ongoing activities related to this requirement.

Assess the CE needs of staff and directors of member libraries and the MORE shared system.

Provide at least 42 contact hours of CE for staff and directors and at least 12 hours of specialized training on the MORE shared system.

Provide training to library trustees.

Continue to investigate co-sponsoring training with other types of libraries and invite staff from other types of libraries to training sessions as appropriate.

50% of IFLS sponsored workshops will be held outside of Eau Claire.

Provide remote access to workshops and webinars as appropriate.

Continue evaluation process implemented in 2014 to ensure program offerings meet the needs of member libraries

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

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.

Provide 3 day a week delivery to MORE public libraries; and twice a day, 5 days a week delivery for the resource library.

Provide 1-2 day a week delivery for other member libraries based on ILL volume.

Fund the system's share of the statewide delivery network.

Survey, monitor and evaluate the courier volume.

Provide consulting and training on websites and website development including mobile versions.

Disseminate information via electronic newsletters or blogs to staff from all types of libraries.

Continue providing advocacy and marketing/PRworkshops for library staff and trustees.

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

Review the cost sharing model for delivery and the establishment of standards for additional courier days.

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.

ASSURANCES (cont'd.)

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, 2015, the system's current plan for library technology and resource sharing 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.

Attend member library board meetings to discuss trustee responsibilities or other topics as requested.

Answer requests for information or assistance from directors, trustees and staff of member libraries.

Meet with new directors, children's librarians, adult sevices and ILL staff .

Assist library directors in planning, budgeting and completion of the public library annual report and other forms.

Compile year-end and other statistics needed by MORE libraries.

Visit each member library annually.

Provide information and assistance to staff from other types of libraries as time permits.

Coordinate mentors for new directors and youth service librarians.

Sponsor an Advisory Council of Librarians which includes representation from public, academic and school libraries.

Enhance IFLS professional development section of website.

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

Provide library leadership and networking opportunities

Promote and assit with library/community planning

Continue to enhance consulting on collection development and adult services.

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.

Assist member libraries in facilities that do not meet ADA requirements to plan for updating their facilities.

Continue to help libraries with assistive devices and services as requested.

Provide training for library staff on special needs issues.

Include information about special needs in IFLS newsletters and blog posts.

Work to ensure that the IFLS websites and electronic resources and those of member libraries are accessible.

Maintain/Develop Partnerships with community agencies serving special needs populations.

Continue to provide consulting on serving traditionally underserved populations (including people who are: living in poverty, have disabilities, speak English as a second language).

Apply for grants to help educate, connect, and enable libraries to serve traditionally underserved people.

Encouraging and supporting more outreach with early literacy information, programs, parent/caregiver education—helping libraries see themselves as literacy leaders in their communities

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

Become a member of the Wisconsin Early Childhood Cooperating Partners—Western Region work group and develop relationships and partnership opportunities with consultants from other agencies serving young children.

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.)

YOUTH SERVICES

Provide workshops on programming and services for children and young adults.

Update, maintain, and circulate IFLS story kits and other programming kits.

Provide on-site training on storytimes that encourage early literacy practices.

Assist libraries in evaluating children's and young adult collections, areas, and services.

Provide consulting for youth services staff in a variety of areas.

Disseminate information and encourage librarians to share ideas and information through blog, list serv, face-to-face meetings, and mentorships .

Improving support and resources for early literacy services and programs throughout the system (2014).

Providing more information and support about advocacy for youth services in library and wider community (2014).

TECHNOLOGY

•Provide a technology infrastructure that is scalable and flexible enough to meet changing needs.

•Provide a secure network for data communication between member libraries, the system office, and appropriate application servers.

•Monitor bandwidth usage by member libraries and seek solutions for sufficient bandwidth.

•Promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases.

•Promote and implement IFLS WAN policy.

•Assist with e-mail support for member libraries.

•Provide technical support to member libraries.

•Provide emergency WAN support.

•Provide a minimum of 6 contact hours of technology related continuing education.

ASSURANCES (cont'd.)

•Promote standards for technology use in IFLS.

•Seek ways to increase our support offering by collaborating with other institutions.

•Establish technology competency guidelines for member library staff (205).

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 2014 system audit will be submitted to the division no later than September 30, 2015.

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 2014 resource library contract.*

All of our webinars are available to the entire state (even if not co-sponsored by other systems)

We hope to continue our collaboration with WiLS to provide website design services on a contract basis. This partnership helps us support our member libraries by augmenting the funds we use to support advocacy and public relations consulting for our member libraries.
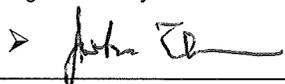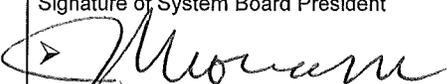
Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized*

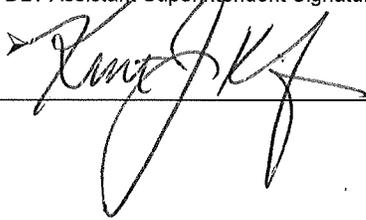| Activity	Amount
1. MORE Shared Automation System 49 participating public libraries and IFLS--Shared catalog with access to online resources, databases, and materials	$300,000
2. Series of 4 Tinker Times for early childhood professionals and librarians to practice early childhood apps and other technology:	$1,200
3. 2 webinars on child development, provided for free by UW Extension Family Living Educators	$400
4. Webinars (coordinated by IFLS, but co-sponsored by IFLS): 3 webinars, we would spend $1400 on this on our own, but will spend $400	$1,000
5. Trustee Web Series (coordinated by NFLS): instead of $1000, IFLS will spend $100	$900
6. Cooperatively purchase software such as DeepFreeze, antivirus, and public computer management. This improves support and saves significant money	$25,000
7. Share server hardware and datacenter rental with the Wisconsin Valley Library Service. While this will probably end of costing a bit more than we currently spend on server hosting, it will improve reliability, capacity, and flexibility while reducing downtime and the risk in the case of a natural disaster.	
8. Participate in the WPLC. This provides us access to a buying pool of $1,000,000 for digital materials and provides our patrons with a seamless experience across system borders. Future projects of the WPLC will also help us provide newspaper and local content digitization/hosting services to our libraries.	$1,018,000
9. Participate in the CINC (Chippewa Valley Internetworking Consortium). This consortium provides a fiber-based, inexpensive, high-bandwidth network for IFLS and five of our member libraries. - > $4000/year. Significantly more if we look at comparable rather than lesser services.	
10. Delivery Coordination between 53 member libraries and the Statewide delivery network instead of using Post Office or Parcel company	$1,000,000
Cost Benefit Total	$2,346,500

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 **2015**.

Name of System Director	Signature of System Director	Date Signed
John Thompson	➤ *[signature]*	9/24/14
Name of System Board President	Signature of System Board President	Date Signed
Michael Norman	➤ *[signature]*	9.24.14

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 ➤ *[signature]*	Date Signed 11-21-14

Comments

PUBLIC LIBRARY SYSTEM 2015
ANNUAL PROGRAM BUDGET

Program	2015 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. Ref & ILL Svc	$140,421				
2. Technology	$179,682			$92,500	
3. MORE Shared System	$133,284		$35,000	$725,801	
4. Electronic Resources	$26,460			$154,459	
Program Total	$479,847	$0	$35,000	$972,760	$1,487,607
Continuing Education and Consulting Service*					
1. CE & Consulting	$90,222				
2.					
Program Total	$90,222	$0	$0	$0	$90,222
Delivery Services	$273,507				$273,507
Library Services to Special Users	$36,567				$36,567
Library Collection Development	$27,911				$27,911
Direct Payment to Members for Nonresident Access					$0
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$55,105		$20,798	$5,000	$80,903
Public Information	$38,956			$5,000	$43,956
Administration	$122,999	$74,344		$1,700	$199,043
Subtotal	$555,045	$74,344	$20,798	$11,700	$661,887
Other System Programs					
1.					$0
2.					$0
Program Total	$0	$0	$0	$0	$0
Grand Totals	$1,125,114	$74,344	$55,798	$984,460	$2,239,716

* 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).