



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

GENERAL INFORMATION

Library System

Waukesha County Federated Library System

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

Waukesha County Federated Library System is a single county federated library system located in the most populated area of the state. With a population of 391,592 and a geographic area of 549 miles, there is a population density of 709 people per square mile in Waukesha County. Additionally, there is a higher than average educational level in Waukesha County with nearly 40% of persons over 25 years of age having a Bachelor's Degree. Finally, there is an aging population in Waukesha, with almost 16% of the population 65 years or older--which is also higher than the state average. With such demographics it is natural that there is a high level of use of our county libraries as well as considerable crossover borrowing among users. There is a long history of county level planning that has resulted in thoughtful solutions to complex issues, county-adopted library standards, and a genuine commitment to cooperation to increase access and gain efficiencies among libraries in this region. There are 16 libraries ranging in size from the Big Bend Library that serves a service population of 1,690 to Waukesha Public Library that serves a service population of 92,485. Despite differences, there is a strong spirit of collaboration among the member libraries which is evidenced by the successful CAFÉ consortium and the cooperative purchase of databases--bringing access to an outstanding collection of more than 1.5 million items and additional access to a wealth of electronic resources for all the citizens of the area.

WCFLS hired a new director in late 2013 and throughout 2014 the director made a diligent effort to analyze operations for possible efficiencies as well as to get feedback from libraries regarding service priorities. State funding was cut 10% in 2012 and then stayed flat for 2013, 2014, and 2015 so prioritizing, finding savings, and exploring partnerships was considered 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. So having a full range of library system services--and being able to rely on them-- is important to the member libraries.

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

The budget for 2015 includes significant re-prioritizing of funding and those changes required numerous in-depth studies that needed to be completed on an aggressive schedule so they could be incorporated into the 2015 budget. For example, an organizational study was conducted by the Waukesha County human resources staff at the request of the library system director and the results needed to be acted upon to allow them to be incorporated into the 2015 budget. Additionally, there was a very unusual situation this year in Waukesha County with the Town of Lisbon making the decision to end its joint library agreement with the Village of Sussex at the end of 2014. A great deal of effort was necessary to plan for the impact on the county library tax and the distribution of funds for 2015 to member libraries. Because Waukesha County Federated Library System is a single county library system, that work is the responsibility of WCFLS and its 2015 budget documents reflect that significant change.

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.)

A survey of member libraries was completed in the first quarter of 2014. Alliance of Public Librarians (APL) meetings were held monthly. Two meetings with APL library directors were held to discuss budget items, one to get feedback on changes and set priorities and one to discuss the proposed budget in detail. Discussions at the board level and with Waukesha County officials were key in the development of this plan. A strategic planning process was budgeted for 2015 as well as a cataloging study to explore the idea of centralized cataloging for CAFÉ (the Waukesha County shared automation system/ILS).

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.

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.
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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 WISCAT 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 R&LL.
4. Participate in all DLT/R&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.
8. Provide information on a variety of library-related topics on the WCFLS website.
9. Provide information on cooperative purchasing opportunities, state negotiated pricing, or coordinate WCFLS 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 WCFLS member libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so.
13. 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. Upload local content into OverDrive providing statewide access to locally created e-content.
17. Provide member libraries reports and statistics need to manage their libraries and report to their boards and the DLT.
18. Provide OverDrive support for Waukesha County citizens needing assistance.
19. Managed the upgrade of bandwidth by changing from copper to fiber for all WCFLS libraries through the state's TEACH Badgernet program.
20. Provide a mobile computer lab, gaming equipment, and projectors for libraries to borrow for their local programs.

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

1. WCFLS member libraries participating in a bulk technology purchase with Lakeshores Library System began in 2014 and will continue in 2015.
 2. Full implementation of CAFÉ Community Profiles module which allows library events and community organizations and events to be integrated into the CAFÉ catalog.
 3. Implementation of LEAP which is the web browser version of the staff module of CAFÉ for easier accessibility by staff at offsite locations giving the library the ability to take the library into the community.
 4. OverDrive integration with Polaris enabling users to go to CAFÉ to manage their digital loans.
 5. Implementation and promotion of a pilot program through Gale Courses that will allow citizens access to online instructor-led learning opportunities via their CAFÉ library card.
 6. Purchase and management of an e-magazine subscription service and content for member libraries which will allow citizens
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ASSURANCES (cont'd.)

access via their CAFÉ library card.

7. Study current cataloging workflow and procedures and look for opportunities to economize and improve the quality of the catalog including consideration of moving to a more centralized cataloging model.
8. Continue to investigate the possibility of implementing Paypal payment option in CAFÉ catalog.
9. Purchase charging stations for member libraries to offer patrons the ability to efficiently charge mobile devices.
10. Release a 1000 Books Before Kindergarten mobile app for parents and caregivers to use to record their child's reading list. This project has been in development for nearly a year and WCFLS staffers have been working with UW-Milwaukee's Innovation Lab's App Brewery and Waukesha County's IT department. One of the first of its kind in the country, this app, along with the graphics the were professionally developed for WCFLS, will be shared with other libraries in our continued effort to aggressively promote early literacy efforts in libraries.

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 10 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 a 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. Provide oriation for new WCFLS board members.
13. Staff attends relevant meetings and conferences and shares what is learned.
14. WCFLS staff attends DLT's Youth Services consultants, Special Needs consultants, and CE consultants meetings and communicates information to libraries.

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

1. Offer a streamlined process for library directors to gather CE information, making a more efficient certification process.
 2. Provide library director specific training opportunities in 2015.
 3. Expansion of CE grant program in 2015.
 4. Encourage member library staffs to enroll in courses as a part of the online Gale Courses pilot program.
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ASSURANCES (cont'd.)

Delivery and Communication

- S. 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement.

1. Provide daily van delivery service to all the public libraries and several academic libraries in the county.
2. Perform at least one delivery volume studies per year and regularly evaluate delivery service.
3. Contract for and participate in the South Central statewide van delivery service.
4. E-mail information to all our member libraries, including "wrap" reports to communicate decisions immediately after the meeting.
5. Produce and distribute regular e-newsletters.
6. Monitor legislative issues and inform all library directors and WCFLS board members
7. Evaluate and improve the WCFLS website both in design and content, currently working with County on transitioning to a new WCFLS website.
8. Continue to expand the use of social media.
9. Assist member libraries with upgrades to their websites and with their use of social media.
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.

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

1. Undertake a special publicity effort for the Gale Courses pilot project will take place in 2015.
 2. Provide additional promotion to help increase the public's understanding of the importance of libraries and their continued relevance to our society.
 3. Complete marketing plan.
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Service Agreements

- S.43.24(2)(g) Service agreements with all adjacent library systems
- A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.
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Other Types of Libraries

- S.43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.
- Other types of libraries in the system area have had an opportunity to review and comment on the plan.
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Library Technology and Resource Sharing Plan

- S.43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.
- A copy of the written plan, including any revisions and amendments, for library technology and resource sharing is attached to this document or is on file with the division.
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ASSURANCES (cont'd.)

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, children's and adult services as well as administrative and building services.
2. Continuously represent the interests of the member libraries with county officials and policy-makers and report to member libraries the concerns and needs of the county.
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 request for member library reimbursement for citizens who live in non-library communities.
5. Certify that 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 libraries.
8. Manage planning efforts and implement plans goals and objectives.
9. Answer Chapter 43 questions and refer legal questions.
10. Assist in process for county board appointments to local library boards.

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

1. Update the County Library Plan of Service.
 2. Update the WCFLS Strategic Plan.
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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.

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, Serving Special Populations (http://pld.dpi.wi.gov/pld_ssp), an online resource which follows up Youth with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries (http://pld.dpi.wi.gov/pld_ysnpl) and Adults with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries (http://pld.dpi.wi.gov/pld_specialasn) in the planning, development, and evaluation of services.
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.
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 Waukesha County juvenile detention center.
9. Provide books for incarcerated individuals through partnership with the Waukesha County jail.
10. Provide homebound delivery service to Waukesha area citizens in areas where the Waukesha Public Library doesn't provide that service.
11. Assist member libraries in exploring and acquiring new technologies to serve users with special needs.
12. Shares a list of countywide available interpreters with member libraries.
13. Oversee and evaluate hearing loop installations.
14. WCFLS staff attends DLT special needs meetings and communicate information to member libraries.

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

1. WCFLS is exploring Memory Cafes as a special needs project that could be developed collaboratively within the county and perhaps beyond county borders.
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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 WCFLS 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 buy pool fee.
 4. Encourage and arrange for additional e-content purchases through OverDrive Advantage program to reduce long waits for people waiting for e-content access.
 6. Subscribe to professional journals and route to interested member libraries.
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ASSURANCES (cont'd.)

7. Purchase reference materials through the resource library contract with Waukesha Public Library.
8. Purchase Novelist Select product, which integrates in the CAFÉ catalog.
9. Continue to provide member library book grants.

YOUTH SERVICES:

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth 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 Waukesha County Kids' Choice program--a multi-type program intended for youth in grades 4th through 6th 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. WCFLS staff attends DLT Youth Services meetings and communicates information to member libraries.
11. Continue to provide member library summer library program grants.

New:

1. Offer early literacy grants to member libraries.

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.*

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

Activity	Amount

COLLABORATIVE ACTIVITIES (cont'd.)	
1. CE collaboration	\$30,000
2. Computer purchasing	\$5,000
3. App development	\$25,000
4. Website redesign	\$15,000
5. Furniture purchasing	\$15,000
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	\$90,000

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 > <i>Connie Meyer</i>	Date Signed 9-11-14
Name of System Board President	Signature of System Board President > <i>Richard R. Brandt</i>	Date Signed 9-16-14

**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 <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature > <i>[Signature]</i>	Date Signed 11-21-14
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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. Technology	\$70,551	\$5,000	\$18,100	\$334,489	
2. Reference & Interloan	\$135,301	\$19,050			
3.					
4. Electronic Resources	\$63,021			\$100,000	
Program Total	\$268,873	\$24,050	\$18,100	\$434,489	\$745,512
Continuing Education and Consulting Service*					
1. CE & Consulting	\$134,330	\$36,000		\$11,500	
2.					
Program Total	\$134,330	\$36,000	\$0	\$11,500	\$181,830
Delivery Services	\$149,086				\$149,086
Library Services to Special Users	\$48,535			\$2,000	\$50,535
Library Collection Development	\$20,000				\$20,000
Direct Payment to Members for Nonresident Access	\$69,357			\$3,577,289	\$3,646,646
Direct Nonresident Access Payments Across System Borders	\$4,500			\$10,057	\$14,557
Library Services to Youth	\$81,325			\$5,700	\$87,025
Public Information	\$6,397	\$4,000		\$9,803	\$20,200
Administration	\$176,233	\$6,000			\$182,233
Subtotal	\$555,433	\$10,000	\$0	\$3,604,849	\$4,170,282
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$958,636	\$70,050	\$18,100	\$4,050,838	\$5,097,624

* 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).