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

Winding Rivers Library System

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

The Winding Rivers Library System serves a region of 5,387 square miles, comprised of rural, urban and suburban areas. The population is 281,587 with a significant portion of that population over 60 years old. The people of the region are generally highly mobile and utilize library services where it is most convenient for them, and typically use more than one library. The ethnic demographics are changing with growing numbers of Hispanic, Asian and African American people.

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

Rapidly changing needs and patron expectations are the driving needs of libraries in this region. Libraries continue to meet higher level needs, with stagnant or even reduced funding.

Libraries are also experiencing and expressing a need for more information technology help and network support. This is an especially pressing need in rural areas, such as WRLS, where there are few businesses providing this kind of support within a reasonable and affordable driving distance. The technology support needs of consortium member libraries are also complicated by the complex IT network configurations in libraries; these configurations often need to bring together technicians from the system, region and state level, making it often most efficient to provide this support at the system level.

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.)

WRLS staff, WRLS Board of Trustees and system members all contribute to the planning process which results in the plan.

The following is utilized as a basis for development of the WRLS plan: information gathered from meetings with members, from surveys distributed to evaluate specific programs, from informal meetings with librarians and unsolicited suggestions, and member expectations for continuation of services they count and rely upon. Discussion at regular WRLSWEB Network Advisory Committee (NAC) meetings also informs the general plan for the system.

Additionally, in 2015, WRLS undertook a strategic planning process to inform the direction of the system moving forward to meet member library needs. This planning process included input from members via a survey, a strategic planning day, two online meeting opportunities to provide feedback on a draft and a final in-person meeting. At the final in-person planning meeting, the 27 (of 34) library directors present unanimously endorsed the WRLS Service Plan: 2016-2017. The plan was approved by the WRLS Board on September 30, 3015. This two year plan continues to guide system action and activities in 2017.

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.

Resource (cash) grants; System borrower's card program; ILL clearinghouse; Utilization of WISCAT to promote interlibrary loan; Administration and coordination of WRLSWEB; Toll-free telephone for library to resource library reference service; Promotional and PR services; and Summer Library Program coordination.

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

• Continue to assist member libraries to implement the newest generation of statewide interlibrary loan capabilities with the intention of optimizing the use of technology in the sharing of resources throughout the state.

• Monitor compliance with the WRLS Resource Sharing Requirements and Compliance Actions, as approved by the WRLS board of trustees, to assure optimal service to regional residents and fair interactions with other libraries and systems thoughout Wisconsin.

• In 2016, WRLS hired its first full-time Network Manager. Previously, WRLS had contracted with its resource library, La Crosse Public Library, for higher level IT help. After a lengthy planning process in 2015, the decision was made that a full-time dedicated employee focused on regional needs was required. In 2017, continually evolving IT support needs of member libraries will be evaluated with the goal of addition additional IT support staff, if needed.

• Continue administration of WRLSWEB shared resource network.

• Resource grants to member libraries were reduced by 25% in 2016 and will be reduced an additional 25% in 2017, in order to free up resources for additional IT support.

• Enhance wireless capacity and reporting in member libraries by coordination of a system-wide wireless access point and controller installation. This project will enable member libraries to provide more robust wireless access in their libraries as well as capture detailed uage data for planning and reporting purposes.

Inservice Training

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

List ongoing activities related to this requirement.

Conduct workshops for member library staff and trustees; Maintain a calendar of CE events; Maintain a professional resource collection for system and member library staff; Provide valdiation services for librarian certification; Represent WRLS at state CE meetings; Make regular visits to member libraries.

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

• Continue to focus on quality workshop experiences for member libraries by bringing in high caliber, dynamic presenters.

• Continue the "Libraries Support Community Economic Development" initiatve launched in 2016 by focusing on in collaborate programming, regional resources, cooperative promotion and advocacy.

• Visit each member library once during the year to consult regarding the annual theme/initiative, review WRLS service offerings and provide requested assistance.

• If not completed in 2016, move WRLS offices to a more central and easily accessible location, for improved access to workshops and meetings.

• Restructure maintainance of the professional resource collection to reduce staff time committment.

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

Marcia Sarnowski, Library Consultant

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.

Provide an 800 number; Moderate ILL transactions sent electronically; Provide regular van delivery service; Promote the use of resource sharing via the most efficient means by member libraries and other state libraries; Participate in the statewide delivery network system; Maintain system email infrastructure; Monitor system vehicle condition and budget for replacements.

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

•   Study sorting strategies and mechanisms to make the handling of shared materials as efficiently as possible in a potential new facility.

•   Move system offices to a building/location with a more efficient delivery and sorting floorplan.

•   Maintain four day per week delivery to increase the level and speed of library service to member communities. Continue to evaluate the need and potential for five day per week delivery.

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.)	

Professional Consultation

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

List ongoing activities related to this requirement.

Make presentations, as needed and requested, for local library and community boards to promote understanding of library services and operations; Provide consultation in the following areas: public library administration and governance, adult services, youth services, library automation, building and remodeling, technical services, interlibrary loan and resource sharing, staff development, planning and evaluation, standards, collection development, public relations, reference and information services, and special needs; Provide library assessments measuring strengths, weaknesses and needs of member libraries.

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

•Provide proactive library consulting via in-person visits to each member library in 2017.

•Focus consulting on annual WRLS library initiative. In 2017, the WRLS intiative will continue to focus library continuing education, consulting, promotion and programming around the theme, "Libraries Support Community Economic Development".

•Move WRLS offices to a more central and easily accessible location, for member drop-in and meeting convenience.

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

WRLS consultants will continue to provide service to our members via a variety of methods and means including phone, email and in-person consultation, whichever is most convenient for the library and appropriate to the need.

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.

Consultation; Workshops; Professional collection; Deposit collections in county jails; Provide programs and information related to providing service to a variety of populations and groups with special needs.

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

• Encourage and assist member libraries to cooperate with other agencies in meeting services needs of library users with special needs, and maintain connections with non-library agencies to extend awareness to special populations of the availability and value of library services.

• Continue to pursue grant funding for initiatives that will show tangible results for those with special needs and enhance universal access to services in all libraries.

• Continue to refine jail collection service to maintain provision of deposit paperback collections in regional jails but reducing staff time commitment to this service.

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.)

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	

COLLABORATIVE ACTIVITIES (cont'd.)

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.*

Beginning in 2014, WRLS worked with member libraries to create a regional digital collection of photographs. WRLS led, wrote grants and hired a trainer to assist and foster collaboration among many libraries to create a unique regional resource called ECHO: Exploring Cultural History Online.

WRLS collaborates with area non-public libraries by providing delivery of library materials. These libraries include Gundersen Health Libraries, Jackson Correctional, UW-La Crosse, Viterbo University, Western Technical College and school districts in Arcadia, Blair-Taylor, Cashton, Hillsboro, Holmen, La Farge, Melrose-Mindoro, Viroqua and Wonewoc.

WRLS has collaborated with other systems to provide online instruction.

Jails also serve as collaborative literacy partners in the region as WRLS provides paperback deposit collections in each of the seven member county jails: Buffalo, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon counties. WRLS also provides a deposit collection to the juvenile detention center in La Crosse County.

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

Activity	Amount
1. ECHO Digitization Project	$50,000
2. Regional delivery to school, university and special libraries	$56,000
3. Collarorative webinars	$2,500
4. Deposit collections in regional jails	$5,700
5. WPLC Overdrive collaboration	$1,150,000
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	$1,264,200

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
Kristen Anderson	➤ Kristen Anderson	9-29-16
Name of System Board President	Signature of System Board President	Date Signed
George Brandt	➤ George Brandt	9 28 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 ➤ Kurt J. Kief	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. Interlibrary Loan	$64,337				
2. Reference	$9,349				
3. Technology	$176,596		$27,500		
4. Electronic Resources	$3,841				
Program Total	$254,123	$0	$27,500	$0	$281,623
Continuing Education and Consulting Service*					
1. Continuing Education	$37,197				
2. Consulting	$84,485				
Program Total	$121,682	$0	$0	$0	$121,682
Delivery Services	$198,317			$89,453	$287,770
Library Services to Special Users	$10,009				$10,009
Library Collection Development	$78,767				$78,767
Direct Payment to Members for Nonresident Access					$0
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$10,009				$10,009
Public Information	$10,532				$10,532
Administration	$79,358				$79,358
Subtotal	$386,992	$0	$0	$89,453	$476,445
Other System Programs					
1. Digitization	$4,904				$4,904
2.					$0
Program Total	$4,904	$0	$0	$0	$4,904
Grand Totals	$767,701	$0	$27,500	$89,453	$884,654

*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).