

## 2016 SYSTEM PLAN - *draft*

### WVLS Board of Trustees Meeting; August 2015

Note: New objectives/updates to the plan are designated in **bold print**.

#### MEMBERSHIP AGREEMENTS

**(A). Wis. Stats. 43.24(2)(a)** Written agreements to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15(4)(c)(4), and to provide for the interloan of materials among all participating public libraries, as evidenced by agreements with those libraries.

2016 OBJECTIVE:

1. Provide a copy of the agreement WVLS has with each public library and its supporting municipality to DLT by at least January 15, 2016.

#### RESOURCE LIBRARY AGREEMENT

**(B). Wis. Stats. 43.24(2)(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 the library.

2016 OBJECTIVE:

1. Provide a signed copy of the WVLS/MCPL agreement for 2016 to the DLT.

**NOTE: There is no "c" in Wis. Stats. 43.34(2).**

#### REFERENCE, REFERRAL AND INTERLIBRARY LOAN

**(D). Wis. Stats. 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.

2016 OBJECTIVES:

1. Provide for reference and interlibrary loan referrals for member libraries.
2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC.
4. Ensure that patron-initiated interlibrary loan requests are mediated.
5. Provide training on creating and managing interlibrary loan requests.
6. Provide an annual workshop on interlibrary loan to clarify and review best/current practices, protocols and procedures.
7. Participate in all DPI-sponsored meetings for systems and share what is learned with area ILL colleagues.
8. Promote educational opportunities related to interlibrary loan and encourage participation.
9. Promote webinars which provide training on resources available through BadgerLink and encourage participation.
10. Ensure that interlibrary loan participants have access to accurate ILL statistics.

11. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels.
12. Participate in state level agreement with major book jobber(s) which allow publicly supported WVLS libraries of all types to purchase library materials at maximum discounts.
13. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role.
14. Create web bibliographies and tools on a variety of topics useful to WVLS library staff and trustees on the WVLS web site.
15. Review and evaluate subscription-based electronic resources provided for member libraries and patrons.
16. Provide authentication services for WVLS databases offered to the public by fully utilizing vendor authentication processes where possible.
17. Share links to promotional materials and tutorials for electronic resources.
18. **Investigate digital resources and provide recommendations to member libraries.**
19. Ensure that area libraries receive promotional materials about resources/information available about interlibrary loan best practices, standards, etc.

## CONTINUING EDUCATION & CONSULTATION

**(E) & (H) Wis. Stats. 43.24(2)(e)** In-service training for participating public library personnel and trustees and professional consultation services to participating public libraries. **Wis. Stats. 43.24(2)(h)** Professional consultant services to participating public libraries.

### 2016 OBJECTIVES:

1. Plan all continuing education opportunities in accordance with the requirements set forth in the *Certification Manual for Wisconsin Public Library Directors* published by the Wisconsin Department of Public Instruction, Division for Libraries and Technology.
2. Sponsor or co-sponsor a minimum of thirty-six (36) contact hours of continuing education opportunities annually for member library staff and trustees, as well as for library system staff and trustees.
3. Ensure that at least twelve (12) of the thirty-six (36) annual contact hours of continuing education are provided in-person at a location within a reasonable driving distance.
4. Maintain calendar of continuing education events.
5. Maintain Wessler Scholarship fund.
6. With input from member libraries, evaluate each CE opportunity and conduct an annual outcome-based evaluation of the system's continuing education program. Share evaluation with member libraries.
7. Attend relevant meetings and share what is learned.
8. Provide consultant services to WVLS libraries of all types in the areas of: public library administration and governance, advocacy, intellectual freedom and challenges, adult services, youth services, building/remodeling, automation, staff development, planning/evaluation/standards, collection development, legal issues, and special needs.
9. Provide grant-writing guidance and support.
10. Maintain list of web-based continuing education programs to help area public library directors maintain their state-required certification. Place links on the WVLS web site.
11. Continue to host annual gathering of public library directors.
12. Open all continuing education opportunities to staff from all types of libraries in the system area.
13. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed.
14. Encourage orientation and ongoing training for area library board members.
15. Assist member libraries in the process of filing annual reports by training libraries, providing forms support, and reviewing completed reports.
16. Meet with new and current directors in the system to orient them to system services and to provide an overview of library services in Wisconsin.

17. Appropriate library system staff shall meet with newly hired key library staff to provide an orientation on system services related to their positions.
18. ~~Develop a~~ **Continue** peer-to-peer mentoring program for new public library directors and **develop a mentoring program for** trustees.
19. **Continue to offer a scholarship to a director of a small library, or manager of a branch library, to attend the Association of Rural and Small Libraries (ARSL) annual conference.**
20. **Load resource packets for new public library directors and WVLS trustees onto the WVLS website.**

## DELIVERY AND COMMUNICATION

**(FM). Wis. Stats. 43.24(2)(fm)** Electronic delivery of information and physical delivery of library materials to participating libraries.

2016 OBJECTIVES:

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Continue to fund two delivery stops per week at each non-V-Cat member unless they only want one stop.
2. Ensure that local delivery service is available to member libraries at least five days per week.
3. Develop best practices for labeling and packing materials for the courier and train member library staff **as necessary**.
4. **Continue implementation/refinement of the WVLS-/vendor-sort option approved by the WVLS Board of Trustees in 2015.**
5. Perform two delivery volume studies per year. These studies will count either tote or item volume dropped off and picked up at each member library during the course of one full week.
6. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website.
7. **Schedule and** publish ~~regular~~ **weekly** contributions to the WVLS blog *Digital Lites* and promote member subscriptions to receive email notices of new posts.
8. Produce/distribute annual statistical report.
9. Produce/distribute annual county benefit reports.
10. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS.
11. Keep web-based *Directory of Libraries and Librarians* updated.
12. Share ready-made promotional templates and assistance in utilizing technology to promote library activities.
13. Employ efficient, cost-effective communications within the WVLS office and to/from area libraries. Expand the use of social media and encourage member libraries to contribute.
14. **Promote and** hold four listening sessions throughout the system area and encourage library staff from all types of libraries to attend.

## SERVICE AGREEMENTS

**(G). Wis. Stats. 43.24(2)(g)** Service Agreements with all adjacent library systems.

2016 OBJECTIVE:

1. File current copies of agreements WVLS has with all other Wisconsin library systems with DLT.

## **OTHER SERVICE PROGRAMS**

**(I). Wis. Stats. 43.24(2)(i)** Any other service program/s 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.

2016 OBJECTIVES:

### **COLLECTION DEVELOPMENT**

1. Provide access to electronic resources to meet the needs and demands of area library users and to back up the collections of member libraries.
2. **Provide the resource library a collection development grant to expand the breadth and scope of their fiction and nonfiction collections.**
3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections.
4. Encourage collaborative collection development by member libraries in selected subject areas.
5. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos.
6. Subscribe to professional journals and route to interested member libraries.
7. Maintain a **professional materials** collection of materials for loan consisting of professional materials concerning the library and information field. **and make titles available for loan to any library in the state.**
8. Continue to share reader's advisory/collection development information with area libraries.
9. Evaluate value of Novelist Select product, which integrates the Novelist Plus Readers Advisory Database into the V-CAT catalog.
10. Encourage the digitization of local history materials and access via member library web sites.
11. **Continue the WVLS Digitization Program which provides member libraries opportunities to share their digitized collections with Recollection Wisconsin and the Digital Public Library of America.**
12. Investigate, **coordinate** and implement a digitization service that offers interested member library staff consultation, support, best practices and guidance. (moved from technology sub-program)
13. Help member libraries with weeding and/or inventory projects.
14. Provide continuing education opportunities on collection development and reader's advisory issues.
15. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board.

### **ADVANCEMENT AND AWARENESS**

1. Facilitate participation of member library staff, trustees, and supporters in local, regional, and statewide advancement events, e.g., candidate forums, WLA Library Legislative Day.
2. **Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended.**
3. Develop tools that can be tailored by local libraries as needed, making it easier to create awareness of their accomplishments, needs, or concerns, e.g., press releases, sample letters to officials, etc.
4. Assist member libraries in working for and securing local and county funding.
5. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed.
6. Advocate on the state level for system and public library initiatives, as well as other items included in the Wisconsin Library Association's legislative agenda of significance to the entire library community.

7. Inform member library staff, trustees, and supporters of pending legislation on the state and national levels that may affect libraries and explain how the proposed legislation might affect system and local library service.
8. Facilitate individual county library service planning processes when requested.
9. Network with a variety of state, regional and local government agencies on behalf of member libraries.
10. Represent the interests of member libraries to the Legislature and the Department of Public Instruction in the development of statewide library policy or services.
11. Cooperate with other agencies or organizations for the benefit of member libraries and area residents.

### **YOUTH SERVICES**

1. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services.
2. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth and young adult services.
3. Partially subsidize a performer at member libraries' summer reading programs.
4. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects.
5. Assist member libraries in marketing youth and young adult activities.
6. Maintain a system-wide movie licensing agreement to enable public performance movie programming for interested libraries. Conduct annual review to assess cost effectiveness and invite additional participation.
7. Conduct annual "grassroots gathering" among directors and support staff responsible for the direction of youth services in WVLS libraries to determine the focus of WVLS youth activities. Invite participation by public school media specialists. Send report to DLT.
8. 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.
9. Facilitate regional collaborations on youth and young adult services.

### **SERVICES TO USERS WITH SPECIAL NEEDS**

**(K). Wis. Stats. 43.24(2)(k)** Promotion and facilitation of library service to users with special needs.

#### 2016 OBJECTIVES:

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating services for special populations.
2. Maintain collection of professional materials on special needs topics, include articles in WVLS newsletter/blog, and offer CE opportunities to raise awareness of special needs issues.
3. Facilitate member libraries' use of the Department of Public Instruction's website, *Serving Special Populations* ([http://pld.dpi.wi.gov/pld\\_ssp](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](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](http://pld.dpi.wi.gov/pld_specialasn)) in the planning, development, and evaluation of services.
4. Facilitate regional collaborations with member libraries, appropriate agencies, and other systems on services to special populations.
5. Collaborate with member libraries or other systems to obtain grants which provide funding to serve special populations.
6. 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.

7. Enhance and strengthen public library services to adolescents most at risk of illiteracy.
8. Assist member libraries in exploring and acquiring new technologies to serve users with special needs.

## OTHER TYPES OF LIBRARIES

**(L). Wis. Stats. 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.

### 2016 OBJECTIVES:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually.
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed.
3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e).
4. Provide reference and interloan services to all types of libraries in the WVLS area.
5. Invite libraries of various types to attend and host WVLS continuing education events.
6. Encourage libraries of all types in the WVLS area to join WVLS' listservs and to subscribe to the WVLS blog *Digital Lites*.
7. Announce available grants for area libraries of all types to consider in the WVLS blog *Digital Lites*.
8. Initiate discussions with other types of libraries to determine if/how collaborative efforts might improve services to patrons/library staff/trustees in the WVLS library community.
9. Partner with all types of libraries in the WVLS area to provide workshop, training and resource sharing opportunities for area libraries.

## LIBRARY TECHNOLOGY AND RESOURCE SHARING

**(M). Wis. Stats. 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 5<sup>th</sup> January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

### 2016 OBJECTIVES:

#### **TECHNOLOGY / NETWORK**

1. Continue to provide member libraries with access to technology expertise and technology consulting.
2. Be alert to and apply for grant funds that would help WVLS and/or member libraries to purchase/install/implement new technologies.
3. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to WVLS area libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so.
4. Support the **county and local broadband development initiatives and efforts to increase broadband capacity in libraries.** ~~of CANS (Community Area Networks).~~
5. Continue to monitor bandwidth usage by member libraries.
6. Assist member libraries in acquiring supplemental bandwidth when needed.

7. 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. Continue to work with member libraries to determine the most appropriate methods of data communication.
8. ~~Continue to develop~~ **Create** and implement a **website development, management, and hosting** strategy ~~to support Drupal for internal use as well as~~ **and** member library use. ~~Establish the WVLS Drupal website platform as our supported method for offering website hosting services to member libraries.~~
9. ~~Facilitate the conversion of member libraries' websites to an updated platform.~~
9. Facilitate group purchases of computers, network devices, and other technology-related devices for member libraries in order to promote ownership of state of the art equipment and cost savings.
10. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries.
11. Sponsor or co-sponsor a minimum of six (6) contact hours of technology-related continuing education per year.
12. Continue to develop and enhance technical support services for computers and computer-related hardware, software and networks.
13. Continue to support and develop the Enterprise Services model to ~~better~~ provide **high quality, cost effective** technology-related ~~support~~ **services** to member libraries.
14. Explore and experiment with new directions in technology of probable value to the ongoing and future operations and missions of WVLS and its member libraries.
15. ~~Investigate, coordinate~~ and implement a digitization service that offers interested member library staff consultation, support, best practices and guidance.
15. Continue to support a remote conferencing strategy including web, telephone and video. Maintain a class of equipment that will support a meaningful remote conferencing experience.
16. **Continue to expand the development of technology service partnerships with other library systems.**

### **ILS ADMINISTRATION**

17. Continue to work with the V-Cat-Council and its committees to develop and implement new Sierra features.
18. Continue to administer the V-Cat program. This includes developing and monitoring V-Cat budget; offering training opportunities and resources; managing the database; offering library profile customization services for V-Cat members; and hosting V-Cat Council meetings.
19. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons.
20. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance.
21. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries.
22. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices.
23. Provide qualified, trained staff devoted to the management and support of the shared ILS.
24. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options.
25. Continue to monitor unmediated interloan between V-Cat participants.
26. Provide an effective and efficient way for member libraries' holdings to be added to the database.
27. Work with member libraries to establish preferred practices and procedures for entering bibliographic and item holding records in the V-Cat database in accordance with currently accepted library cataloging and classification practices.
28. Ensure access to reports to assist member libraries in managing ILS data.
29. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols.

30. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data.
31. Provide ILS consortium members with statistical data as required for the DLT Public Library Annual Report, using the standard definitions supplied by DLT.
32. Ensure that member library staff are properly oriented and trained on ILS procedures and protocols.
33. Ensure access to statistical reports and assist member libraries in interpreting the data.
34. Work to expand V-Cat membership and encourage cooperative development through V-Cat.
35. Continue to convene the V-Cat Steering Committee to ~~review/update the V-Cat Council by laws and participation agreements, and to~~ **assist staff in developing an the annual V-Cat budget and, when needed, with other ILS-related matters.**
36. Investigate application of data analytics to the ILS.

## ADMINISTRATION

### 2016 OBJECTIVES:

1. Get acquainted with area library staff and trustees and make on-site visits to member libraries.
2. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes*.
3. Ensure the library system operates in compliance with other Wisconsin laws, such as laws relating to open meetings, ethics, and public records.
4. Ensure the library system operates in compliance with federal laws, such as the Americans with Disabilities Act and the Fair Labor Standards Act.
5. Ensure that all meeting announcements, agendas and minutes are publically available to all member libraries.
6. Ensure the library system board has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues. The bylaws are reviewed at least every three years.
7. Ensure the library system board meets a minimum of six times per year at a time and in a physically accessible location convenient for the board and in accordance with the state law on open meetings and the Americans with Disabilities Act.
8. Monitor statutory changes and court decisions related to library and system operations and recommends policy changes needed to maintain legal library and/or system operations to the board.
9. Ensure the director keeps the library system informed of all important issues facing the member libraries.
10. Create a long-range plan that meets the needs of member libraries.
11. Provide every new board member with a copy of the Trustee Essentials and participate in an orientation program with each new board member.
12. Provide each WVLS trustee with an I-Pad, as well as an orientation on how to use this technology to access board information that is in digital form.
13. Provide current financial and statistical reports for review at each library system board meeting.
14. Ensure that the library system board reviews and approves bills at each library system board meeting, in accordance with applicable laws and policies.
15. Maintain awareness of available grant and other outside funding sources.
16. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries.
17. Maintain compliance records.
18. Maintain required statistics for system planning and reports to WVLS Board and DLT.
19. Provide for staff and trustee participation in appropriate continuing education activities.
20. The library system board shall ensure the library system director maintains the appropriate level of certification under the provisions of the *Wisconsin Administrative Code*.
21. Ensure the library system board adopts a set of personnel policies outlining the conditions and requirements for employment of system staff, which are consistent with state and federal

- regulations and relevant court decisions. Ensure the library system board reviews personnel policies on a regular schedule, including after any significant change in employment law.
22. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees.
  23. Monitor system property, liability and health insurance needs.
  24. Provide for independent audit of WVLS' financial statements and file copy with DLT.
  25. Participate in SRLAAW and SOMBAAW.
  26. **Continue to** participate on a WPLC subcommittee to investigate data analytics tools and ways in which to market the data and provide a proposal for WPLC board consideration.
  27. Maintain and monitor use of reserve funds.
  28. Review status/storage of 'old' records in context of the WVLS records retention policy and/or as mandated by applicable legislation.
  29. Maintain WVLS inventory of office equipment and supplies.
  30. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions.
  31. Pursue opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies.
  32. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services.
  33. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems.
  34. Plan continuing education activities with other systems in the region or within the state.
  35. Encourage and promote collaborative exchanges with other systems in the same region or within the state that use the same ILS vendor.
  36. Report collaborative service developments on the public library system annual report.
  37. **Implement a grant opportunity for member libraries which supports innovative and collaborative ventures.**