Exhibit 11

Director's Report
WVLS BOARD OF TRUSTEES MEETING
May 20, 2017

CORRESPONDENCE

WVLS was notified by the Wisconsin Department of Public Instruction that our **Second 2017 State Aid Payment** of $212,986 was approved. This payment allows WVLS to continue to carry out this year's system plan as approved earlier by the Division for Libraries and Technology (DLT). Public library system funding is provided from the Universal Service Fund.

Following the March 2017 WVLS Board meeting, signed copies of the updated *Agreement for Reciprocal Borrowing between WVLS and WLS* (Winnefox Library System) was submitted to the WLS Board for approval and signatures. Once the document had all requisite signatures it was forwarded to the Division for Libraries and Technology (DLT) for their files.

The **Tomahawk Public Library [Director] Search Committee** extended their deepest appreciation to **Kris Adams Wendt** for serving on the committee. Her input and expertise was greatly respected and vital to candidate evaluations.

WVLS received a letter of thanks from Colby Public Library Director **Vicky Calmes** for approving their **Spring 2017 Innovation and Collaboration Grant application**. The $4,500 grant will be used to build a STEAM activity and program station in the new library location, and funds from the Friends of the Colby Public Library will sustain it. Collaborators on the grant project include Colby Public Library, Colby School District, and St. Mary's School. Vicky also thanked WVLS for promoting innovation and collaboration, not only within the walls of libraries, but in the community and beyond.

Inese Christman notified DPI that she would be willing to extend her 3-year appointment on the **Library Services and Technology Act (LSTA) Advisory Committee** for another year. A committee member's recommendation to extend the appointment to four years, citing the need for additional time to understand expectations and develop confidence in making decisions, was approved by State Superintendent Tony Evers earlier this year. The committee advises the Superintendent on matters pertaining to the administration of the LSTA program and is responsible for establishing annual grant criteria, categories, applications and awards, evaluating the current 2013-2017 LSTA Plan and developing a new 2018-2022 LSTA Plan.

PEOPLE IN THE NEWS

Teresa Miniatt has been hired as the new director of the Withee Public Library. Her first day was April 6.

Ruby Wenzel has been hired as the new director of the Western Taylor County Public Library (Gilman). Her first day was April 10.

Terrie Howe, Continuing Education and Certification Consultant at DPI, announced her retirement effective in June.

The Nicolet Federated Library System Director **Mark Merrifield** announced his retirement effective May 12. Associate Director and CE Coordinator **Jamie Matczak** will be running day-to-day operations for NFLS while short- and long-term plans are decided.

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Gerri Moeller, Outagamie Waupaca Library System Director, resigned her position effective June 1 to take a job in Minnesota. OWLS Assistant Director **Bradley Shipps** will assume the role of Acting Director at that time.

WVLS PROJECTS

V-Cat Administration

At the April 13, 2017 V-Cat Council meeting, the 2018 draft budget was presented and approved. Also, the "Fast Add" process was clarified, and concerns surrounding the use of it were addressed. A "Fast Add" is a process used during the checkout process to create very brief bibliographic record for an item not in the database. The Bibliographic Committee is working on improvements to the process, which is now called "On the Fly" in Sierra.

V-Cat Administrator **Inese Christman** attended the 2017 Innovative User Group (IUG) Conference in National Harbor, MD during the week of April 2-6, 2017 and gained valuable information about Sierra. Highlights include:

- Innovative is moving to "bundle" pricing for contract renewals
- Innovative is expanding professional consulting services to provide more support for libraries
- Teleforms (phone call notification system) is being changed to Talking Tech's ITIVA system
- Scheduler module is used for exporting large bibliographic data pools, but not for routine tasks
- Sierra Web is being phased in and tested, but not ready for prime time
- California has several large consortiums using INN-Reach and patrons are very satisfied

Also, as a member of the Wisconsin and Illinois Innovative User Group (WILIUG) Steering Committee charged with planning the upcoming WILIUG Spring Conference in Franklin (WI), Inese planned and coordinated a preconference session on "Linked Data" and will facilitate a "Sierra Circulation Forum" during the conference.

Youth Services / Inclusive Services Update

The annual WVLS Youth Services workshop date has been set for Tuesday, **December 12**. The morning program block will focus on non-fiction collection development and transformative redesign of youth services space. **Marge Loch-Wouters** will present a variation of her WAPL program topic "Creating and Marketing a Dynamic Youth Non-Fiction Collection" along with Patty Becker and Susan Queiser from Barron Public Library who have combined an innovative subject based approach to collection organization with a more intuitive use of available space in their 103-year-old Carnegie library. The afternoon program is yet to be determined.

WVLS has once again reserved **$240** for each of the 25 member libraries (including all MCPL branch communities) to apply toward **2017 Summer Library Program** performers between May 22 and September 4 of this year. Libraries book and pay their own performers and receive the grants as a reimbursement after the programs have taken place.

Kris Adams Wendt and representatives of 13 other public library systems attended the **annual meeting of inclusive services consultants** on May 4 in De Forest. The group continued the work of redefining what was formerly known as "special needs" services as "inclusive" services which began at the February 7-8 consultants retreat in Wausau. 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. A one page Inclusive Services Statement drafted by a small group following the retreat was revised on May 4 and returned to DPI/DLT Public Library Youth and Inclusive Services Consultant for final review by the Public Library Development Team. Those attending the May 4 meeting were then divided into three work teams to consider next steps, including a library staff needs survey, inclusive services inventory tool for local library assessment and training elements.

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WVLS OverDrive Advantage Account
Following the March 2017 recommendation by the WVLS Board of Trustees to implement an OverDrive Advantage Account on behalf of our member libraries, OverDrive was contacted to establish an account for WVLS. Also, under the leadership of MCPL's Katie Zimmerman, a WVLS OverDrive Advantage Collection Development Committee has been established. The first meeting of the Committee will be on June 22. Katie represents WVLS on the WPLC OverDrive Selection Committee as well.

Legislative Update (see exhibit 11-a)

WVLS Mentoring Program
Launched in 2015 for V-Cat Council members and expanded in September 2016 to include public library administrators, the WVLS Mentoring Program supports the success of new V-Cat and administrative staffs by matching them with experienced colleagues in the WVLS area. This summer, the WVLS Mentoring Program has two new matches. Both **Ruby Wenzel**, Director of the Western Taylor County Public Library in Gilman, and **Teresa Miniatt**, Director of the Withee Public Library, started their position in April of this year. Ruby is paired **with Julie Beloungy**, Director of the Thorp Public Library, and Teresa is paired with **Kay Heiting**, Director of the Granton Community Library. A mentorship pairing lasts one year with a monthly communication agreement between partners and a limited travel stipend provided by WVLS.

Internal Technology Projects
Planning and implementation of **Active Directory(AD) migration** for WVLS staff from old "wvls.local" to new "wvls.librarieswin.net" AD forest migration is occurring during May/June. This puts the WVLS organization in the same root forest as IFLS (ifls.librarieswin.net) and will ensure that the LEAN WI engineering team only has to support one AD schema while extending Active Directory services into member libraries' networks as part of the integrated services initiative.

Docking stations and monitors have been purchased for WVLS staff to give them enhanced capability to work from home. Also, two Unifi **wireless access points** were installed, one in the main office and the other in the office space shared by Inese and Marla.

LEAN WI
The **ERate** form 471 filling window closed on May 11. WVLS and IFLS member libraries only received one boilerplate pricing guide offer which was blanketed across the libraries. The pricing did not include the requested "12 month" service rates. AT&T did not respond to any of the libraries' form 470 applications, leaving us with questions about costs of construction (or lack of) for these particular libraries to join the BadgerNet network via the Wisconsin Department of Administration's TEACH program. We are considering filing for an extension on behalf of a handful of libraries, just in case, but at this time the unlikely chances of getting any value back for additional efforts is a strong pressure against doing so. The process itself was valuable this year in getting much of the legwork in place to be able to support a more comprehensive ERate process management service for future cycles, and allowing us to get started with members at the beginning of a cycle rather than in the last half of a cycle.

The **Sierra Application server had a successful operating system upgrade** performed on May 15, and a subsequent application update will be scheduled for completion by mid-June in order to prevent significant compatibility issues with the online payment service we use from PayPal.

We were planning to **move the Sierra Server Applications from physical servers to virtual servers** this spring, and do upgrades subsequently, but the nature and timing of the PayPal services timeline pressured us to flip the order of those projects. We will now be looking to virtualize the servers late summer/early fall and will be coordinating that with contract negotiations with Innovative..

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We are working with Northern Waters Library Service (NWLS) staff to solidify scope of work and plan the **virtualization of the NWLS Sierra Servers** on the LEAN WI virtualization platform. Original discussions focused on a straight business to business (B2B) service model between LEAN WI and NWLS however, the current direction of NWLS' goals may be pushing more for full partnership or for some partnership hybrid that is "more" than just a B2B service but not quite a full partnership in LEAN WI.

About a third of our member libraries have undergone **the Deep Freeze and Anti-Virus upgrades**. All libraries have been scheduled to run updates on both.

We are working to get a server for the **Pharos Timing software** up and running, as well as a computer to run the Kiosk. Once the equipment is up and running, the **Rhinelander District Library** will be the first library to receive the software.

Technology Planning

2018 Budgeting. The budgeting process for the joint LEAN WI and other aspects of WVLS IT services is underway. Planning for previous years up to 2016 (for this 2017 operating year) has been independent, with our partner IFLS contributing funds and human resource (HR) hours in various ways to help offset capital costs and HR support. In 2017 planning (for 2018 operating) we are working out our first joint operating budget for the LEAN WI partnership.

Technology Strategy and Plan. The current WVLS Technology Strategy and included Technology Plan expire at the end of June 2018. A major revision to the strategy, including and reflecting the LEAN WI partnership and setting the stage for a bridge between the WVLS and IFLS technology plans will begin in June. Due to the timing of scheduled WVLS Board of Trustees and Library Advisory Committee meetings, we are targeting March 2018 for initial draft preview by the WVLS Board, April 2018 for revised draft review by the LAC, and May 2018 final draft approval by the WVLS Board. Direct participation by and feedback from member library administrators and staff will be an integral part of the planning process with draft language being shared several times between August 2017 and April 2018.

CONTINUING EDUCATION & TRAINING OPPORTUNITIES

Collection Development Webinar Series

Feedback from a 2016 WVLS continuing education survey to member colleagues suggested that WVLS offer more opportunities to learn new collection development skills. To this end, in 2017 WVLS is partnering with ten other public library systems to offer a five-part webinar series on various collection development topics. The webinar series includes **"Making Your Collection Count"**, April 19, 10:00-11:00 am; **"Adult Selection Tools"**, May 12, 1:00-2:00 pm; **"Tips for Building a Well-Rounded Collection for Youth"**, September 7, 1:00-2:00 pm; **"Data Informed Collection Development"**, October 26, 10:00-11:00 am; and **"Promoting Your Collection: Merchandizing and More"**, November 3, 10:00-11:30 am. A big thanks to IFLS Continuing Education Coordinator **Leah Langby** for organizing this series!

Trustee Training Week Coming Soon!

Planning for Trustee Training Week (TTW), August 21-25, 2017, is well underway and registration will be opening soon. During an hour-long webinar provided each day, Wisconsin public library trustees will learn about such things as Library Boards as Effective Teams, Policies for Results, Strategic Planning, Advocacy and the Public Library System Redesign Process. Developed in 2014 by the Nicolet Federated Library System and supported by WVLS and several other public library systems, TTW offers a convenient, economical approach to trustee learning. Look for additional program details and registration at http://www.wistrusteetraining.com

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ADDITIONAL INFORMATION (HANDOUTS)

- The State of America's Libraries 2017 (**exhibit 11-b**; will be shared at the meeting)
- "The Astronomical Event of the Decade", *Children's & Libraries*, Spring 2017 (**exhibit 11-c**)
- "Librarians Offer Tips for Spotting Fake News", *Kenosha News*, April 30, 2017 (**exhibit 11-d**)

UPCOMING EVENTS

- May 1-2 –NATIONAL LIBRARY LEGISLATIVE DAY
- May 3 – **"Decoding Databases" webinar** co-sponsored by NFLS and WVLS
- May 4 – DPI's Inclusive Services Consultants meeting, Deforest (Wendt)
- May 4 – SCLS/WVLS Cross Border GoToMeeting (Sepnafski)
- May 6 – Director Interviews, Tomahawk Public Library (Wendt)
- May 8-9 – WiscNet Future Technologies Conference, Madison (Klingbeil)
- May 9 – SQL Web Class (Christman, Mroczenski)
- May 11 – SQL Web Class (Christman, Mroczenski)
- May 11 – Oneida County Library Board meeting, Rhinelander (Wendt)
- May 12 – **"Adult Selection Tools"** webinar – second in a 5-part collection development webinar series – sponsored by WVLS and 10 other public library systems
- May 15 – PLSR Steering Committee GoToMeeting (Sepnafski, Christman, Wendt, Hamland)
- May 16 – **"Data into Action: Or, Translating Your Web Statistics into To-Dos" webinar** co-sponsored by NFLS and WVLS (Hamland)
- May 16 – PLSR Q & A webinar (Sepnafski)
- May 18 – V-Cat Bib Committee meeting (Christman, Mroczenski)
- May 18 – PLSR Chapter 43 Workgroup GoToMeeting (Sepnafski)
- May 19 – WLA's Library Development and Legislation Committee meeting, Madison (Wendt)
- May 19 – PLSR Communication Liaison GoToMeeting (Sepnafski)
- May 20 – **WVLS Board of Trustees meeting** (Sepnafski, Klingbeil, Wendt, Hildebrand, Hamland)
- May 23 - **WVLS Listening Session, Rhinelander District Library** (Christman, Hamland, Klingbeil, Sepnafski, Wendt)
- May 25 – WPLC Steering Committee GoToMeeting (Christman)
- May 29 – WVLS office closed for Memorial Day
- June 1 – LSTA Advisory Committee meeting, DeForest (Christman)
- June 5 – WiLS Peer Council meeting, Madison (Christman)
- June 8-9 – WILIUG Conference, Franklin (Christman)
- June 15 – **V-Cat Council meeting** (Christman, Hamland, Mroczenski)
- June 22 – WVLS OverDrive Advantage Collection Development Committee meeting (Christman)
- June 23-26 – ALA Conference, Chicago (Sepnafski, Christman, Heitman)
- July 3 – New WVLS Website Goes Live!
- July 4 – WVLS office closed for Independence Day
- July 13 – Oneida County Library Board Meeting, Rhinelander (Wendt)
- July 20 – Continuation Education and Certification Consultants meeting (Hamland, Sepnafski)
- July 21 – PLSR Communication Liaison GoToMeeting (Sepnafski)

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- July 26 – WISCAT User Group webinar (Mroczenski)
- July 27-28 – WiLS World 2017 (Christman, Hamland)
- July 28 – WLA Library Legislation and Development Committee meeting, Madison (Wendt)
- August 10 – V-Cat Council's BIB Committee **"Cataloging Retreat"** (Christman, Mroczenski)
- August 15 – **WVLS Library Advisory Committee meeting** (Wendt, Sepnafski, Christman, Klingbeil, Hamland)
- August 16 – Camp Tech-a-Talka, Stevens Point (Klingbeil, Christman, Mroczenski, Heitman, Hamland)
- August 19 – **WVLS Board of Trustees meeting** (Sepnafski, Christman, Klingbeil, Wendt, Hildebrand, Hamland)
- August 21-25 – **"Trustee Training Week"** – daily webinars on topics of interest to library trustees (Hamland)