

## PLSR Steering Committee

Notes from SRLAAW discussion regarding PLSR  
April 26, 2017

PLSR Steering Committee members present in person:

Kent Barnard, Director, Patterson Memorial Library, Wild Rose  
Jon Mark Bolthouse, Director, Fond du Lac Public Library  
Paula Kiely, Director, Milwaukee Public Library (Vice-Chair) – also SRLAAW Member  
John Thompson, Director, Indianhead Federated Library System (Chair) – also SRLAAW Member  
DPI Liaison: John DeBacher, Director, Public Library Development, DPI

PLSR Steering Committee members present via GoToMeeting:  
Stephen Ohs, Director, Lakeshores Library System (Secretary)

PLSR Steering Committee members not present:

Beth Carpenter, Director, Public Services Supervisor, Appleton Public Library  
Bridget Christenson, Director, Hatch Public Library, Mauston  
Kristie Hauer, Director, Shawano City-County Library  
Jessamyn Lee-Jones, Director, Platteville Public Library  
Bryan McCormick, Director, Hedberg Public Library, Janesville

SRLAAW members present in person:

Kristen Anderson, Director, Winding Rivers Library System  
Mark Arend, Assistant Director, Winnefox Library System  
Roxane Bartlet, Interim Director, Southwest Wisconsin Library System  
Amy Birtell, Director, Monarch Library System  
Bruce Gay, Director, Milwaukee County Federated Library System  
Jeff Gilderson-Duwe, Director, Oshkosh Public Library and Winnefox Library System  
Ralph Illick, Director, Marathon County Public Library (WVLS)  
John Klima, Interim Director, Waukesha Public Library (Bridges)  
Susan Lee, Library Business Operations Manager, Madison Public Library (SCLS)  
Sherry Machones, Director, Northern Waters Library Service  
Jessica MacPhail, Director, Racine Public Library (LLS)  
Connie Meyer, Director, Bridges Library System  
Margie Navarre Saaf, Borrower Services Manager, Madison Public Library (SCLS)  
Rebecca Peterson, Director, Manitowoc-Calumet Library System  
Steve Platteter, Director, Arrowhead Library System  
Tasha Saecker, Associate Director, Appleton Public Library (OWLS)  
Marla Sepnafski, Director, Wisconsin Valley Library Service  
Martha Van Pelt, Director, South Central Library System  
Pamela Westby, Director, L.E. Phillips Memorial Public Library (Eau Claire – IFLS)

SRLAAW members present via GoToMeeting:

Garrett Erickson, Director, Mead Public Library (Sheboygan – Monarch)

Sue Heskin, Director, Superior Public Library (NWLS)

Mark Merrifield, Director, Nicolet Federated Library System

Gerri Moeller, Director, Outagamie Waupaca Library System

Lin Swartz-Truesdell, Assistant Library Director, Kenosha Public Library (KCLS)

Others present:

Kris Adams Wendt, Consultant, Wisconsin Valley Library System

Martha Berninger, Director, Resources for Libraries & Lifelong Learning, DPI

Betsy Bleck, Director, Oconomowoc Public Library (Bridges)

Megan Flatley, Director, Hazel Green Public Library (SWLS)

Kurt Kiefer, Assistant State Superintendent, Division for Libraries and Technology, DPI

Plumer Lovelace, Executive Director, WLA

Stef Morrill, Director, WiLS, PLSR Project Manager

Bruce Smith, Community Liaison, PLSR Project Manager

- PLSR Steering Committee was invited to attend SRLAAW Meeting.
- J. Thompson provided an overview of the process, including background to the beginnings of the project.
- K. Kiefer discussed the process and State Superintendent D. Evers core desire for equity for services to citizens. Some of the feedback in the letters indicated to look at what is working and what is not working and that is what this process will do and needs to be doing. In all cases, we can get better at all levels, local, regional and statewide. This will be done through an equity lens, that we are all in this together, and with a constant eye toward continuous improvement.
- J. Thompson noted that this request to ask the Steering Committee questions at SRLAAW came from M. Van Pelt. Van Pelt noted that
- S. Machones asked why this HR committee was formed when models have not been fully formed yet by the workgroups, so there aren't any known changes at this point that will happen. John Thompson replied that the HR subcommittee will be an information gathering group for Steering to collect items related to HR that Steering will need to consider when making future recommendations. They won't be making HR decisions.
- R. Peterson noted there is concern and perception that there have been decisions made with the creation of the HR committee. If someone hasn't been paying attention to the process, forming this subcommittee gives the appearance there is something that's already been determined.
- P. Westby mentioned that it would be helpful to have HR experts on this subcommittee. J. Thompson noted that a call for HR expert volunteers, along with Funding and Cost Standard volunteers, has went out.
- A. Birtell stated there seems to be a disconnect between what's happening with the workgroups and what she hears at the Steering Committee. It's not clear how the status of the progress of the workgroups is being communicated to the Steering Committee. So, when something like HR is formed, it seems like it comes out of nowhere. She also discussed that her system went through a recent merger and any change that consolidates services or systems is a lot of work.

P. Kiely discussed that Steering members were part of populating workgroups and are liaisons to each of the workgroups. It was discussed that we could have the liaisons connected to each workgroup report at Steering meetings. S. Morrill mentioned this has come up and is something that will be on the agenda at the next Steering meeting.

- C. Meyer said where this started from has changed and that the person that put this forth in Joint Finance, no longer exists. Systems have changed, so she asks that the committee really think carefully about this and have good data to back anything up. There are good feelings about library systems in the legislative offices and that we should be mindful of that to be careful if at the end of the day there is need for legislative changes. She thinks the data of the satisfaction and importance data survey shows that systems are doing really well. We are missing problem identification and that and if the problem is inequity, is it that we need to look at the funding formula. She mentioned concern about making any decisions at the retreat.
- P. Kiely asked when the surveys were taken. Smith noted for those that did strategic planning with WILS were done in 2015 and those that the Steering Committee authorized were done in 2016.
- Thompson noted that there aren't any final decisions being made at the retreat.
- Van Pelt mentioned as system director, feels there needs to be a more direct line of communication with the process to system directors since they get a lot of questions about this from staff, members and board members. Said there are a lot of questions all of this brings up, such as division of assets, etc. knowing both libraries and the state has put money into so much of what exists.
- R. Illick summarized the angst about the uncertainty that exists at this stage of the process that was being expressed at the meeting as follows: this is a very deliberative process that will take a long time to mature, so the question is how do we help people with this.
- M. Flatley said she feels a part of the process by being part of the survey panel and suggested this is a great way to give input. She felt information that was forwarded through their system director was really helpful. Though there aren't a lot of details at this stage, it is helpful there is information being shared to know what is happening.
- M. Sepnafski suggested that an organizational chart of the different groups and roles in the process be developed. S. Morrill noted that one has been developed and will be distributed at WAPL. Also, M. Sepnafski said that last year there was a communication piece that was shared with library boards and thinks that one-page information and update pieces like this are helpful. She mentioned she is having a hard time understanding the vetting of this. She noted it goes from workgroup recommendations to Steering developing recommendations based on those to submit to DPI. The question is, then what happens? K. Kiefer responded that whatever DPI gets from Steering, and possibly tweaks, will have the state superintendent ensuring that it all will time for it to be openly reviewed and feedback given. He said if kicking this down the road to another budget cycle needs to happen, then that will happen. The state superintendent wants this to be done right and have support of the library community.
- J. Thompson asked what would help systems and resource libraries for communication from this process.
  - P. Westby said that having a goal clearly articulated and a definition for what equity means. K. Kiefer said in DPI it means that all citizens have access to quality service. It doesn't mean equal because every community and part of the state is different.

- P. Westby asked if the end goal to save money or is it better to make better use of the money. Response from Steering members and K. Kiefer is this is being done to make better use of money to be more efficient and effective for services for all.
- P. Kiely discussed that she updated her board on the project. She said the goal is that all citizens have access to all quality services. She's been researching CO. One thing that was said in her discussion with the state librarian there is that all the libraries view their patrons as the citizens of the state, not their just those from their municipality, county or system.
- J. Thompson asked how do SRLAAW members feel the process is going so far.
  - C. Meyer said she is amazed at how much work is done and thanked the Steering Committee and WiLS for their hard work. She said letters from her libraries are her libraries just wanting to be heard. She feels what's missing is asking the systems what's working and not working in their systems.
  - J. Thompson said that asking asking the systems what's working and not working in their systems are the next two questions he and Paula had for SRLAAW. Due to time, the Steering Committee will work up a questionnaire to send to systems with questions more specific around these two question.
  - M. Van Pelt said SCLS is going to have a conversation with their directors at their all directors meeting to ask them what concerns they have to put them into a parking lot, which they will share with Steering.
  - B. Peterson mentioned how it is difficult to know what to think about anything without the money part, including how much it will cost libraries. Added to this is libraries responses to questions being asked of them about service options are they might like something, with the caveat that unless it costs more or they lose their input and voice.