WAPL CONFERENCE 2017 – PLSR COMMUNITY CONVERSATION & FEEDBACK

Workgroup Specific

ILL/ILS:

How does a discovery layer while maintaining many different ILSs = workable economy of scale?

Do we *need* a discovery layer? Do you go to Amazon to find a magazine article?

Library catalogs are being searched on Google – how will a discovery layer interact with Google?

Can't Google Act as the discovery layer? Should we skip the discovery layer? Should we skip the discovery layer and have the state use that money to fund linked data for each ILS and state databases (WPLC, Badgerlink, etc.)?

Consulting:

Please consider full time marketing specialists at each system to support individual libraries as a HUGE priority. This is a sorely needed service the systems should offer.

Continuing Ed:

Continuing ed isn't necessary on a local level. We have many opportunities to get cont. ed outside of our systems.

Chapter 43 / Structure & Governance

Will bringing attention to Chapter 43 result in negative funding consequences for all of us?

What systems working in the US (Colorado, Ohio, New Jersey)?

Regions:

How will boundaries be determined? By county lines, or by skill, knowledge, and ability? Will system personnel serve the closest libraries for services, such as building projects.

Delivery:

At some point, just change delivery. South Central is contracted to provide delivery. Let them do it.

Technology:

How will technology impact our decisions? Net neutrality. All streaming videos, audio. Content embargo. Scan & send books.

Survey Process

Please be careful about using survey data collected from different systems with different premises. The surveys were not collected with the same background info.

We thought there would be more survey.

Other Examples (States, Consortia, etc.)

How does WPLC fit in? What other shared collections can be models?

How can library consortiums/systems charge such a variety? Should the same formula be used statewide?

How much are systems/state looking to use and partner with other state agencies? For example, DPI recommends a Student Information System which has accurate contact info for kids in the state. Their hop is that a transcript would follow a student across districts. Can we do that with User accounts?

Funding /Equity

Equity is important! But it's complicated because it needs to factor in those who subsidize needing not to lose for it to be successful.

Advocacy is critical. If you regionalize to the point of marginalizing, you risk the future of public libraries in the state. Library System Boards are critical advocates for county funding.

Maybe state aids should be spent the same way…subsidize regional ILS, fund local accessibility needs

Why are we not just fixing the funding inequity?

Sources of Funding for the Library: Municipality, System, County, Federal, State. Paying for what? Delivery, Staff, Tech, Materials, etc. What big chart/spreadsheet can show this?

Won't there have to be "winners" and "losers" among local libraries? The current system where libraries currently get a service provided entirely by the system, free, and in the future will be charged – won't they see themselves "losing"?

What is equitable service?

Create library taxing districts? Market, market, market. Users want stuff, don't care how they get it. Are libraries rewarded for efficiency?

Centralize purchasing – we all buy the same stuff.

Fairness is required – stop duplication. Equity = progress.

Let libraries pay for services they want. No pay / no play. Time to offer real options.

Timeline

What is the reasoning behind an accelerated timeline? A: always been 3 years?

Vet / Test / Pilot Changes

Is there a way to start small or pilot one or more of the changes? i.e. Try delivery hubs in GB-Madison-MKE-FDL. If successful, expand the program to the rest of the state. If not, go back to the drawing board.

Important to vet & test proposed models before wide-reaching implementation. Smaller scale testing.

At some point, let's just try something. Let's not try to overplan.

How are models going to be tested / vetted / evaluated by library community before full implementation? What if models don't perform as expected

Local Control / Patron Experience

How does this make my local library better? Patron experience is key. How will PLSR work impact our local residents?

It will all boil down to Local Control. If local folks cannot give on things, then efficiencies will never truly happen.

The level of proposed change is so great that our staff and patrons will not know which way is up. Please consider who you are impacting when you make such hasty decisions.

Don't lose sign of local connections. Central → Regional → Local

When have we talked to library users (towns, villages, cities)? All about the user – how are they using us?

Small Libraries

Where will stand-alone libraries stand at the end of this process? Will we be left behind? Will we be able to be folded in or made able to join in?

Should requirements for system memberships – must have full time library if you have a full-time police chief? Little library communities need to re-evaluate if they really support (financially) their local library.

Structure Comments / Ideas

Can small, rural part-time libraries become branches of larger partners? Would alleviate admin functions, provide support, overhead – allow small directors the ability to focus on day-to-day and not have to be everything. Con = eliminates, or reduces local control. Geography still dictates a lot.

The current structure is built on counties. It's so important to remember the key role they play. If you don't fully examine that element, you risk county funding for libraries. For some libraries its half of their annual budget. Be careful you have fully examined this component.

Should DPI-DCL/RLL be expanded to run/manage the regional Help Centers, delivery hubs, ILL functions, CE & consulting, etc, negotiate cooperative purchases (Popular materials – we all buy Patterson, Evanovcih, etc but still have some local control over specialized collection development)

Is the plan to "disband" or "dissolve" systems? IN meetings it has been said that there is no predetermined outcome but by forming a governance committee and an HR committee it gives the impression that there is an end result already determined.

Durability: Budget cuts create a loss of services. Ability to fill in services that are lost? / Sustainability: one large entity is not as sustainable as several smaller ones

Events / Resources for Library Community

Would love to see a panel at WLA where steering is free to share how the models would impact them

personally. Would like to see a second "tool kit" that reflects the current status of the project.

Steering Committee, Feedback, Representation

Some of the most vocal Steering Committee members are in a position where they will not be impacted by the outcome of PLSR because they provide most, if not all, of their library services in-house. Is it ethical that Milwaukee Public Library and Fond Du Lac Public library have so much influence on this project and very little reliance on the outcome?

How can Steering expect to get honest feedback when they disregard the thoughtful letters written to them? It was shocking to hear total silence regarding the letters. The sentiments in these letters are not limited to the Bridges Library System. They are shared by many of us around the state.

Some people involved in groups have said and proposed things that would lead people to believe they are trying to dissolve systems and its predetermined.

It is disheartening to listen to the Steering Committee meetings and hear only a handful of members talking when everyone else is silent. Steering has an immense responsibility and we expect more from people who were chosen by Dr. Evers. The amount of equitable participation is unacceptable at a committee on this level.

General Comments on Process

Make all movement from position of strength.

Is getting this "done" or getting this "right" the most important thing?

We've started & studies this process many times. Stopping or slowing down the process will be going backwards instead of forward. I think we need to continue the process and see where it leads. If nothing happens, that's OK. But it needs to be completed.

This has been a very informative, exciting, and scary process. But it's so important to continue to change & move forward.

What guarantee do we have that the system designed by PLSR will be any better than what we have now? It is very possible PLSR will set us back to the stone age given the irresponsible way things are being handled. There is no plan, funding model, or substance to anything being done. Please reconsider moving forward with the PLSR redesign.

We have heard that one reason for PLSR is that if we do not create a plan to consolidate then it will be done to us. Our group has read the reports on what happened to the other states and this feels like fearmongering. A significant cut can happen anytime and decimate either the pre or post PLSR system. Please stop using this as a basis for PLSR or provide details that can explain how a post PLSR system would be immune to significant cuts. Please do not respond to this comment with the thought that if we propose a cut to ourselves then the legislators will leave us alone. If we propose a cut, then that amount becomes our new ceiling and a future cut is always a possibility.

I'm excited about improving services.

Comment from a local library director – is this a "repair process" or a "replace process"?

There is no good data to support the need to redesign how we get services from our system. Without our system, we would not be able to provide such a high level of service to patrons.

Our system has already figured out how to effectively provide a wide array of services, in party by charging libraries back to participate. This redesign has the potential to complete disrupt all the services we receive.

This is not a done deal. There is a definitely perception that some systems are having problems. It'd be good to have Krista Ross Skype in to remind us of that. So the state library community is looking at improvements. Do you trust the steering team? I do. The process is hard – I trust WiLS and their handling of this all.

Aren't things changing now Anyway? Isn't this a chance to be thoughtful about purposeful changes?

Need to support those government officials who support us.

How will new model improve innovation?

After last night's community conversation night, it seems apparent that there is starting to be conflict and dissatisfaction. It is getting difficult to distill what is rhetoric and what is important. Referring us to "listen to the recording on the website" IS NOT REALISTIC. We need someone that we can trust to distill this information. – Small Librarian.

I appreciated the small group discussions Thursday night. Thanks for creating the space.