



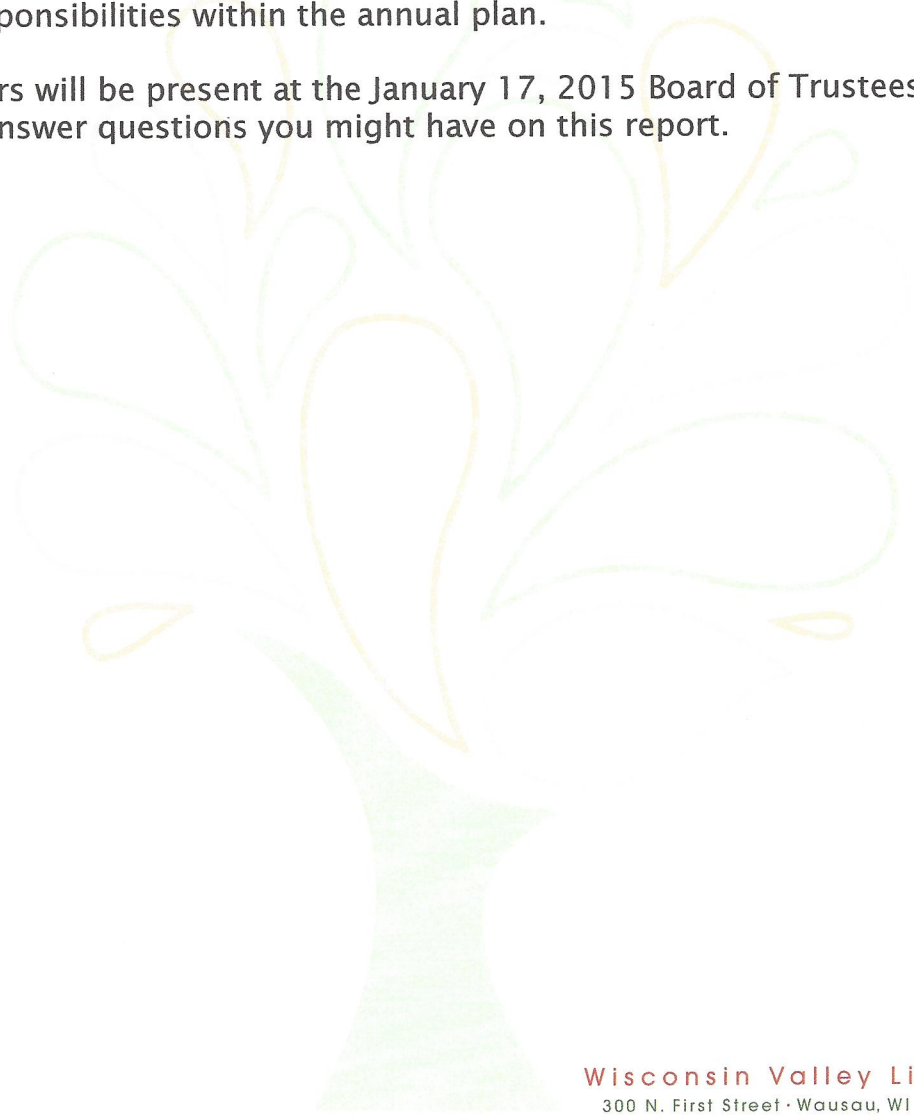
January 17, 2015

TO: WVLS Board of Trustees
FROM: Marla Sepnafski
RE: WVLS Staff Report

Attached is a summary of WVLS staff members' activities for the period of January-December 2014.

This report is to be considered in the context of the 2014 System Plan, i.e., staff members are reporting on their progress in meeting their assigned responsibilities within the annual plan.

Staff members will be present at the January 17, 2015 Board of Trustees meeting to answer questions you might have on this report.



WISCONSIN VALLEY LIBRARY SERVICE

Staff Report

January-December 2014

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2014 SYSTEM PLAN

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.

2014 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, 2014.

RESULTS: Copies of all required agreements were on file at the DLT in 2014.

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.

2014 OBJECTIVE:

1. Provide a signed copy of the WVLS/MCPL agreement for 2014 to the DLT.

RESULTS: The 2014 WVLS/MCPL Agreement was filed with the DLT in late 2013.

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.

2014 OBJECTIVES:

1. Provide for reference and interlibrary loan referrals for member libraries.

RESULTS: This was an ongoing project. WVLS maintained the shared online catalog (V-Cat) which serves as the primary vehicle for interlibrary loan activity between and among WVLS member public libraries. The State's WISCAT product served as the primary interlibrary loan vehicle for WVLS multi-type libraries and was also used by WVLS and member public libraries to fill non-V-Cat interlibrary loan requests

Staff continued to respond to specific reference requests from member libraries as the need arose. Examples of information requested includes videoconferencing program sources, Lego activities for libraries, grant resources, and Usborne publications.

2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers.

RESULTS: Statistics were monitored to ensure that libraries were participating in WISCAT (and V-Cat) 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.

RESULTS: This was a routine practice. Announcements and reminders were shared as needed via the WVLS ILL listserv and also the Resources for Libraries and Lifelong Learning (RL&LL) WISCAT ILL listserv and the Google+ community. Additionally, staff developed a booklet *WVLS - WISCAT Guidelines for Interlibrary Loan* that was shared with member library ILL staff in early 2014.

4. Ensure that patron-initiated interlibrary loan requests are mediated.

RESULTS: Should problems arise with mediated/unmediated ILL requests, our colleagues at the Resources for Libraries and Lifelong Learning would alert ILL staff at WVLS. No issues were brought to our attention in 2014.

5. Provide training on creating and managing interlibrary loan requests.

RESULTS: RL&LL offered training webinars on how to utilize the new WISCAT Interlibrary loan interface, now called SHAREIT, from February through April 2014. Following that initial round of training sessions, they offered additional training opportunities in June.

Additionally, staff developed a booklet *WVLS - WISCAT Guidelines for Interlibrary Loan* that was shared with member library ILL staff in early 2014.

6. Provide an annual workshop on interlibrary loan to clarify and review best/current practices, protocols and procedures.

RESULTS: Due to the numerous training opportunities offered to all WISCAT libraries by RL&LL, WVLS did not feel it necessary to provide a workshop in 2014.

7. Participate in all DPI-sponsored meetings for systems and share what is learned with area ILL colleagues.

RESULTS: WVLS staff attended THE DPI-sponsored meeting on ILL in March 2014 and alerted member libraries to the upcoming changes in the WISCAT software.

8. Promote educational opportunities related to interlibrary loan and encourage participation.

RESULTS: WVLS announced ILL training sessions via the WVLS ILL listserv when necessary.

9. Promote webinars which provide training on resources available through BadgerLink and encourage participation.

RESULTS: DPI's Reference and Badger Link Training Librarian provided timely announcements and reminders via WISPUBLIB of upcoming BadgerLatte' and BadgerLunch training opportunities, however WVLS sent follow-up reminders occasionally.

10. Ensure that interlibrary loan participants have access to accurate ILL statistics.

RESULTS: Statistics for WISCAT ILL activity were made available to all WISCAT participating libraries by RL&LL and through WISCAT, and statistics for ILL lending/borrowing via V-Cat were provided to V-Cat libraries by WVLS and via the Sierra software.

Annual ILL statistics were included in year-end reports that were shared with member public libraries and the WVLS Board of Trustees and also mentioned in the annual WVLS Statistics Booklet.

11. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels.

RESULTS: Information about the ILL listservs was mentioned during new director/new ILL staff orientations and provided in the binder of information for new public library directors.

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.

RESULTS: WVLS continued its WILS and WiLS Cooperative Purchasing Group membership so as to take advantage of high volume purchasing and database discounts.

13. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role.

RESULTS: WVLS served as a the conduit for ILL support between RL&LL and our member libraries and, as such, participated in state-sponsored ILL meetings and training sessions, and shared relevant information with members.

14. Create web bibliographies and tools on a variety of topics useful to WVLS library staff and trustees on the WVLS web site.

RESULTS: Staff revised the Youth Services page with additional tools and bibliographic resources; new links included Collaborative Summer Library Program, professional organizations, book awards, program ideas, home school resources and information to assist school library media centers

The WVLS Affordable Health Care Act website page provided timely resources during the initial enrollment period and was revised in November to include the most up to date assistance.

15. Review and evaluate subscription-based electronic resources provided for member libraries and patrons.

RESULTS: Subscription-based electronic resource agreements were reviewed and renewed. Staff met with several vendors to investigate new electronic databases that could replace current products if necessary.

16. Provide authentication services for WVLS databases offered to the public by fully utilizing vendor authentication processes where possible.

RESULTS: This was an ongoing process. Changes to the IP range to provide for vendor/database authentication were addressed when necessary.

17. Share links to promotional materials and tutorials for electronic resources.

RESULTS: The link to order free promotional BadgerLink bookmarks, posters, or postcards (<http://badgerlink.net/get-the-word-out/bookmarks-posters>) was shared with WVLS member libraries in June.

Also, member libraries were encouraged to subscribe to the OverDrive Blog which features a monthly marketing tip and links to print-ready flyers and web graphics to promote digital collections (<http://partners.overdrive.com/marketing-outreach/libraries/promotional-resources/seasonal-promotion/>). Promotional materials may be downloaded and printed out and/or shared via libraries' websites and Facebook, Twitter and Pinterest accounts.

Lastly, ideas for marketing eBook collections was shared via the youth services/K-12 list serv in May.

18. Ensure that area libraries receive promotional materials about resources/information available about interlibrary loan best practices, standards, etc.

RESULTS: Staff developed a booklet *WVLS - WISCAT Guidelines for Interlibrary Loan* that was shared with member library ILL staff in early 2014.

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.

2014 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.

RESULTS: All WVLS-hosted continuing education/training events - whether formal or informal - had learning objectives and activities to meet the objectives, a process of determining whether the learning objectives were met, and instructor(s)/ learning consultant(s) as training and workshop speakers.

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.

RESULTS: WVLS sponsored or co-sponsored forty-one (41) contact hours of continuing education opportunities in 2014. The list of workshops, webinars, and training sessions includes:

- Wild Wisconsin Winter Web Conference (10 CEUs)
- Basic Cataloging 101 (4 CEUs)
- Social Media Marketing in 30 Minutes a Week Webinar (1 CEU)
- Children's Book Fest 2014 (2 CEUs)
- 2014 OverDrive Support (Online) Course (3 CEUs)
- Get In the Hearing Loop (3 CEUs)
- 2014 WVLS Technology Workshop (3 CEUs)
- Wisconsin Trustee Training (Webinars) Week 2014 (4 CEUs)
- Marketing & Merchandizing! (6 CEUs)
- Libraries, Literacy and Community Value: What Youth Services is ALL About! (5 CEUs)

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.

RESULTS: WVLS hosted 23 contact hours of continuing education in 2014. Workshops were held at libraries in Marathon, Lincoln and Taylor counties.

4. Maintain calendar of continuing education events.

RESULTS: This project was ongoing. A comprehensive list was maintained on the WVLS web site, and workshop/continuing education announcements were frequently shared via the WVLS listservs and by courier.

5. Maintain Wessler Scholarship fund.

RESULTS: In 2014, a \$145 scholarship was awarded to Don Litzer, Assistant Director and Head of Adult Services at the T.B. Scott Library (Merrill), to partially subsidize his attendance at the annual WLA Conference.

Also, a \$100 memorial was placed into the Wessler Scholarship fund in honor of former WVLS trustee Louann Fenhouse.

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.

RESULTS: WVLS continues to use electronic (Survey Monkey) or paper evaluation forms to assess WVLS-sponsored workshops. Information has been gathered to draft an outcome-based evaluation of the system's CE program. Our plan in 2015 is to share an evaluation tool with member libraries in May and to share the RESULTS with colleagues, the Library Advisory Committee and the WVLS Board of Trustees in August.

7. Attend relevant meetings and share what is learned.

RESULTS: Staff members attended numerous meetings, conferences, workshops and webinars throughout the year and briefed area colleagues and trustees when it was appropriate to do so. A listing of WVLS staff activities is provided in Appendix I of this report.

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.

RESULTS: In 2014 WVLS consulted with area library directors and trustees on the following topics: library board appointments – local and county; Open Meetings Law; library director/trustee relationship; library staff/trustee relationship; library director evaluations; library board evaluations; patron privacy; conflict of interest and ethics policies and practices; meeting room policies; collection development and space allocation for collections; contracts for directors; hiring a new director; bonuses/gifts for trustees; working with local police departments; firing employees; library budgets; fundraising and grants; public library standards; municipality/library board/library director roles and responsibilities; director/staff wages and benefits; and county support of libraries.

9. Provide grant-writing guidance and support.

RESULTS: Staff consulted with directors of two member libraries considering submission of individual LSTA grant applications for services to Spanish language speakers, local history digitization and early literacy.

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.

RESULTS: This was started in 2014. A more detailed and helpful web site will be created in 2015.

11. Continue to host annual gathering of public library directors.

RESULTS: The annual gathering of public library directors was scheduled, rescheduled and cancelled due to the difficulty in finding a date convenient for WVLS and member libraries. The

difficulty this year was due to the additional meetings and responsibilities imposed on staff and area colleagues for Project WIN – a WVLS/Indianhead Federated Library System/Northern Waters Library Service ILS merger investigation.

Staff hosted two listening sessions in the WVLS area which provided opportunities for public library directors to share news about their libraries and to learn and to be briefed on WVLS projects and services.

12. Open all continuing education opportunities to staff from all types of libraries in the system area.

RESULTS: All WVLS workshops were open to staff from all types of libraries, and to trustees of all library/system/county library boards, in the system area.

13. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed.

RESULTS: This was monitored quarterly. In 2014 there were no issues of noncompliance.

14. Encourage orientation and ongoing training for area library board members.

RESULTS: This issue was suggested during new director orientations and during informal discussions with directors and trustees. Additionally, announcements of continuing education opportunities that may be of interest to trustees were shared via the WVLS web site and listservs.

15. Assist member libraries in the process of filing annual reports by training libraries, providing forms support, and reviewing completed reports.

RESULTS: WVLS aggregated data from Sierra and prefilled some annual report data on behalf of member libraries. Additionally, WVLS created and shared spreadsheets of financial data, and provided extensive telephone and email support to help libraries complete their reports accurately and in a timely manner.

Also, the December 18 youth services workshop included instruction by DPI/DLT Public Library Youth and Special Services Consultant on annual report questions related to youth programs, drop-in activities and literacy offerings.

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.

RESULTS: WVLS completed a series of visits with the new directors at the Medford, Rib Lake, Loyal, Three Lakes and Rhinelander public libraries in 2014. Also, two listening sessions were held throughout the systems for staff and area colleagues to share news of current and upcoming projects and services.

Also, a WVLS staff member presented at the bi-annual DLT-sponsored Boot Camp for New Public Library Directors which was attended by six directors in the WVLS area.

17. Appropriate library system staff shall meet with newly hired key library staff to provide an orientation on system services related to their positions.

RESULTS: New people were contacted as WVLS learned of them and orientations were provided as needed.

18. Continue to develop a remote conferencing strategy including web, telephone and video. Replace dated and/or inappropriate equipment with a class of equipment that will support a meaningful remote conferencing experience.

RESULTS: Progress continues in the ongoing enhancement of remote conferencing and communications. WVLS acquired video and display equipment for use in the primary meeting room and worked with a few libraries to enhance their own technology.

DELIVERY AND COMMUNICATION

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

2014 OBJECTIVES:

1. Subsidize two and one-half courier stops per week to each member public library and V-Cat service site. V-CAT will subsidize one-half of the third courier stop at each library service site with an individual location code. Continue to fund two delivery stops per week at each non-V-Cat member unless they only want one stop.

RESULTS: WVLS funded two courier stops for all service sites and an additional one-half of one stop for all V-CAT service sites.

The WVLS Board approved the funding of three courier stops to all V-Cat service sites beginning in 2015.

2. Ensure that local delivery service is available to member libraries at least five days per week.

RESULTS: The current courier vendor provided member libraries with 5-day per week delivery upon request.

3. Train member library staff in effective and efficient methods for labeling and packing materials.

RESULTS: Late in 2014 WVLS staff made a point of visiting with several member libraries to see their courier operations and to talk about issues/problems associated with the courier. That practice will continue into 2015. Also, a "Best Practices" flyer was recently shared with area public libraries and placed on the WVLS web site, and the creation of brief video tutorials are planned for 2015.

4. 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.

RESULTS: Statistics related to this objective are provided in Appendix II of this report.

5. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website.

RESULTS: As routes and/or procedures changed, new delivery schedules were placed on the WVLS website and member libraries were emailed the updated information.

6. Publish regular contributions to the WVLS blog *Digital Lites* and promote member subscriptions to receive email notices of new posts.

RESULTS: Weekly and sometimes daily updates were posted to the WVLS *Digital Lites* blog and website in 2014. Subscription details were provided in the binder of information for new directors.

7. Produce/distribute annual statistical report.

RESULTS: The "2013 WVLS Statistics" booklet was completed in July 2014, and copies were shared with member library directors, library board presidents, county library board chairs, DLT, the WVLS Board of Trustees and area legislators.

8. Produce/distribute annual county benefit reports.

RESULTS: Rather than providing statistics for each county, the *2013 WVLS Statistics* booklet included a 1-page marketing piece which featured benefits libraries receive through their system membership.

9. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS.

RESULTS: This project was ongoing. Staff continued to add content and improve navigation tools on the WVLS website.

10. Keep web-based *Directory of Libraries* and Librarians updated.

RESULTS: A major update to the Directory was completed in April. And, due to library staff changes, many updates were made to this directory since then.

11. Make current employment law information posters available via the WVLS web site and encourage member library personnel to download and post them in their facilities.

RESULTS: As this information was readily available via employment law consulting firms, human resource information providers and state/federal web sites, WVLS did not provide links to this information on our web site in 2014.

12. Share ready-made promotional templates and assistance in utilizing technology to promote library activities.

RESULTS: An E-Reader "cheat sheet" template was created in early fall. The "cheat sheet" was shared with member libraries, and promoted via the WVLS blog and website. The link to the template was also shared by WiLS via the WPLC listserv and by the South Central Library System via their technology blog.

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.

RESULTS: Several member library programs were promoted in Digital Lites and the WVLS website.

14. Hold 4 listening sessions throughout the system area and encourage library staff from all types of libraries to attend.

RESULTS: There were four listening sessions planned, however scheduling conflicts due to member library and WVLS staff attendance at several PROJECT WIN meetings necessitated the cancellation of two sessions slated for the first half of the year. In the second half of the year, listening sessions were held at the Wabeno and Thorp public libraries.

Additionally, the annual WVLS Grassroots Gathering listening session for youth services topics was held on May 5 following Children's Book Fest in Rhinelander and attended by K-12 and public youth librarians.

SERVICE AGREEMENTS

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

2014 OBJECTIVE:

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

RESULTS: Current copies of system agreements were on file with DLT in 2014.

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.

2014 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.

RESULTS: Ongoing subscriptions to Ancestry, Hobbies and Crafts, Home Improvement, Small Engine Repair, Novelist Plus (Non-fiction), Novelist Select, and Foundations in Wisconsin were provided.

2. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections.

RESULTS: While member libraries were able access the OverDrive database to aggregate their own statistics, WVLS provided them with annual usage statistics for the public library annual report.

Additionally, usage statistics for WVLS-owned databases are provided at the end of this report.

3. Encourage collaborative collection development by member libraries in selected subject areas.

RESULTS: See number 5 below.

4. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos.

RESULTS: WVLS participation in the WPLC is ongoing. Staff attended all scheduled meetings of the WPLC in 2014 and participated on WPLC's Nominating, Steering and Analytics committees.

5. Convene the WVLS Collection Development Committee to update the *WVLS Collection Development Plan*.

RESULTS: The Collection Development Committee convened on June 19 and recommended the dissolution of this committee. All WVLS deposit collections have been disbanded. WVLS neither purchases newspapers for the resource library collection nor coordinates collaborative purchasing among member libraries now that the V-Cat consortium includes all but one member library. The WVLS system plan, which addresses collection development throughout, is reviewed by LAC and the WVLS Board. The WVLS Board approved this dissolution in August.

6. Subscribe to professional journals and route to interested member libraries.

RESULTS: This was an ongoing activity. The e-publication "Strategic Library" was added to the staffs' professional reading list in 2014.

During their orientation, new public library directors receive the list of journals WVLS routes to members.

7. Maintain a collection of materials for loan consisting of professional materials concerning the library and information field.

RESULTS: Based on suggestions by staff and member libraries, several new titles were added to the professional materials collection.

8. Continue to share reader's advisory/collection development information with area libraries.

RESULTS: Readers advisory/collection development information was shared via K-12 and public librarian listservs on an ongoing basis. Examples: the Cooperative Children's Book Center and monthly starred reviews shared by IFLS staff. Children's Book Fest provides additional collection development information and opportunity for hands on book examination.

9. Evaluate value of Novelist Select product, which integrates the Novelist Readers Advisory Database into the V-CAT catalog.

RESULTS: Project WIN discussions with member libraries indicated that the Novelist Select product was very valuable to them and that they would like to continue to use this product as part of the catalog.

10. Encourage the digitization of local history materials and access via member library web sites.

RESULTS: The WVLS membership to Recollection Wisconsin was renewed and this membership was promoted at various WVLS committee meetings. Staff briefly explored LSTA grant opportunities to assist with member libraries' digitization projects; however the grant timetable conflicted with time-/resource-intensive Project WIN activities.

Later in the year, WVLS pursued a 2015 IMLS ILEAD grant opportunity to help develop the implementation of digitization service for WVLS member libraries. In December 2014, WVLS learned that our application was one of the 4 or 5 in Wisconsin selected to participate in the grant.

11. Help member libraries with weeding and/or inventory projects.

RESULTS: Staff assisted several member libraries with weeding projects by offering links to resources, explaining tools available within the ILS, and onsite consultation.

12. Provide continuing education opportunities on collection development and reader's advisory issues.

RESULTS: The annual Children's Book Fest provided a continuing education opportunity on collection development and reader's advisory issues for children and teens.

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.

RESULTS: Staff collaborated with IFLS on a 60 min. January 10 Library Legislative Day promotional webinar, offered statewide and linked to the WLA website.

Eight WVLS area legislators were visited on Library Legislative Day by three WVLS Board members, two member library board members, two member library directors and three WVLS staff. A ninth legislator met with WVLS Board members and staff at the WVLS office.

Staff assisted a Taylor County library that hosted legislators participating in Wisconsin Eye interviews, and distributed timely information about the value of local library and system services.

Staff facilitated trustee discussion at a Lincoln Co. library board meeting concerning cross border borrowing and current legislative issues.

Staff facilitated increased engagement by WVLS school media specialists in following hearings associated with the Speaker's Task Force on Rural Schools, which included four WVLS area legislators.

2. 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.

RESULTS: Staff worked with individual directors on PR pieces and sample letters to legislators.

The WVLS-sponsored *Merchandizing and Marketing* workshop with Peggy Barber provided instruction and sample tools to promote library programs and services.

3. Assist member libraries in working for and securing local and county funding.

RESULTS: Staff provided assistance during attendance at regularly scheduled meetings of the Forest County and Oneida County library board, and consulted with WVLS Board members who liaison to comparable groups in other member counties.

Staff provided guidance and sounding board assistance to Taylor County libraries seeking to influence county funding (their efforts produced positive RESULTS!).

4. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed.

RESULTS: Encouraging library relationship building with citizen supporters at the local and state level was an ongoing effort that was promoted at every opportunity!

5. 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.

RESULTS: Librarians and library supporters in WVLS counties who could not attend Library Legislative Day were encouraged to engage in relationship building and promote the library legislative agenda with personal contacts. A series of legislative updates kept the WVLS community informed and engaged.

6. 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.

RESULTS: Staff provided regular legislative updates via WVLS email list serves on key issues during the legislative session which concluded in April 2014, and was particularly attentive to AB 288 regarding cross border reimbursement payments which became Act 157.

Staff provided legislative updates at regularly scheduled meetings of the Forest County and Oneida County library boards, the WVLS Board of Trustees and Library Advisory Council.

7. Facilitate individual county library service planning processes when requested.

RESULTS: See number 3 above.

8. Network with a variety of state, regional and local government agencies on behalf of member libraries.

RESULTS: WVLS was represented on the WiscNet Board of Directors, the Dept. of Public Instruction's TEACH Discussion Group, and was in regular communication with DPI and DOA regarding the BCN, the current TEACH program, and the general enhancement of broadband access.

Staff networked with the regional Department of Human Services Regional Enrollment Network regarding dissemination of information about the Affordable Care Act.

Staff maintained a regular presence on the Cooperative Children's Book Center Advisory Board as legislative liaison, facilitating additional networking with the UW School of Education and DPI in support of the statewide library resource contracts.

9. Represent the interests of member libraries to the Legislature and the Department of Public Instruction in the development of statewide library policy or services.

RESULTS: WVLS was represented on the Dept. of Public Instruction's TEACH Discussion Group, and is in regular communication with DPI and DOA regarding the BCN, the current TEACH program, and the general enhancement of broadband access.

Staff served in a leadership role on the Wisconsin Library Association Library Legislative & Development Committee and routinely represented WVLS interests to both legislators and DPI as described above; staff participated in a July budget strategy discussion with the State Superintendent of Public Instruction, and representatives of WLA and WEMTA.

10. Cooperate with other agencies or organizations for the benefit of member libraries and area residents.

RESULTS: WVLS established contact with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator, maintained regular contact with WEMTA representatives, and was a member of the WiscNet Board.

YOUTH SERVICES

1. Sponsor a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth and young adult services.

RESULTS: WVLS co-sponsored the 27th annual *Children's Book Fest* in Rhinelander on March 4-5. (2 CEUs for March 5, March 4 evening program provided comparable instruction), and hosted the December 18 workshops *Libraries, Literacy and Community Value: What Youth Services is ALL About!* (5 CEUs).

Staff routinely published announcements of DPI/DLT early literacy events/webinars, and other CE opportunities sponsored by systems and other agencies. WVLS member youth librarians attended the Growing Wisconsin Readers Early Literacy Symposium (6 CEUs) in Stevens Point on March 21.

2. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating youth and young adult services.

RESULTS: The December 18 youth services workshop provided guidance in planning, developing and evaluating youth and young adult services and programs; staff provided individual consulting as requested and reached out to new staff at member libraries.

3. Partially subsidize a performer at member libraries' summer reading programs.

RESULTS: Grants in the amount of \$280 (\$240 from WVLS; \$40 from Chatterbox Charities, Inc.) were made available to member libraries to offset the cost of youth services program performers between May 26 and August 31.

4. Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects.

RESULTS: These topics were discussed at the annual Grassroots Gathering (see 7 below) and via informal surveys. School librarians and youth services staff participated in LAC meetings and discussions as well.

5. Assist member libraries in marketing youth and young adult activities.

RESULTS: Marketing youth and young adult activities were addressed at both the Marketing & Merchandizing workshop on September 3, and the youth services workshop on December 18. Ideas from DPI/DLT, ALSC and other organizations and agencies were forwarded to the youth services and K-12 list serv on a regular basis.

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.

RESULTS: Five new libraries joined the nine existing members of the WVLS Movie Licensing USA contract when it was renewed on April 1. Two libraries maintain a separate ANIME license.

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.

RESULTS: The annual WVLS Grassroots Gathering attended by K-12 and public youth librarians was held on May 5 following Children's Book Fest in Rhinelander and a report was submitted to DLT and the WVLS Board.

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.

RESULTS: Staff assisted the DPI/DLT Public Library Youth and Special Services Consultant in publicizing the Growing Wisconsin Readers Early Literacy Symposium on March 21 in Stevens Point.

Staff assisted with the distribution of Growing Wisconsin Readers brochures and posters in English, Spanish and Hmong among WVLS member libraries.

The DPI/DLT Public Library Youth and Special Services Consultant was a presenter at December 18 "Libraries, Literacy and Community Value" workshop. Two other youth services librarians who also serve their respective systems as part time consultants also presented.

9. Facilitate regional collaborations on youth and young adult services.

RESULTS: Staff established contact with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator and routinely shared additional continuing education and networking opportunities with WVLS school and public librarians, as well as similar information regarding early literacy and other topics from our side of the equation with the early childhood community.

SERVICES TO USERS WITH SPECIAL NEEDS

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

2014 OBJECTIVES:

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating services for special populations.

RESULTS: Staff consulted with library directors about video phone access in libraries and ADA compliant "accessible route" guidelines for optimum space between bookshelves prior to carpet replacement.

Staff renewed contact with Dept. of Corrections library services director and networked him to member libraries interested in developing services to Lincoln Hills/Copper Lake School juvenile corrections facility.

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.

RESULTS: Promotion of special needs topics through WVLS list servs and Digital Lites was ongoing.

In conjunction with LSTA hearing loop grant implementation, staff conducted a training workshop highlighting services to and assistive devices for persons with hearing and other physical impairments.

Staff assisted member library in locating presenter on sensitivity training for staff in service program.

3. Facilitate member libraries' use of the Department of Public Instruction's website, *Serving Special Populations* (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) and *Adults with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* (http://pld.dpi.wi.gov/pld_specialasn) in the planning, development, and evaluation of services.

RESULTS: These publications were used in conjunction with the implementation of the hearing loop LSTA grant and are periodically flagged to the attention of member library directors and youth librarians.

Also, new directors were made aware of these resources during orientation.

4. Facilitate regional collaborations with member libraries, appropriate agencies, and other systems on services to special populations.

RESULTS: See 1 regarding incarcerated populations. See youth services item 9 regarding WECCP and reference section item 14 regarding the ACA.

5. Collaborate with member libraries or other systems to obtain grants which provide funding to serve special populations.

RESULTS: WVLS was awarded a \$17,370 LSTA Special Needs grant to install hearing loops in 12 WVLS libraries and 1 NWLS library, as well as provide portable hearing loop testing/access devices for the 9 libraries participating in the 2013 LSTA project.

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.

RESULTS: See item 1 above regarding incarcerated populations and item 8 under youth services.

7. Enhance and strengthen public library services to adolescents most at risk of illiteracy.

RESULTS: Staff facilitated communication between librarian at Lincoln Hills/Copper Lake School juvenile corrections facility and youth services network; LH/CLS librarian will serve on LAC in 2015-16.

8. Assist member libraries in exploring and acquiring new technologies to serve users with special needs.

RESULTS: Staff consulted with a member library director interested in implementing relay technology to enable communication between persons who are deaf and persons with normal

hearing via a sign interpreter. A valuable connection was made to a consultant from the WDHS Office of Deaf and Hard of Hearing.

OTHER TYPES OF LIBRARIES

(L). Wis. Stats. 43.24(2)(I) 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.

2014 OBJECTIVES:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least 2 meetings annually.

RESULTS: The LAC met on April 10 and August 21.

2. Consider all types of libraries whenever proposals for grants and other special system projects are developed.

RESULTS: LSTA grant projects were discussed at the April 10 LAC meeting and ideas were solicited for 2015.

3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e).

RESULTS: Staff maintains the K-12 librarian list serve and routinely forwards items of interest to both school and public youth librarians.

4. Provide reference and interloan services to all types of libraries in the WVLS area.

RESULTS: This was ongoing as WVLS served as the interlibrary loan clearing house on behalf of all member libraries.

5. Invite libraries of various types to attend and host WVLS continuing education events.

RESULTS: School and academic librarians attended the September 3 *Marketing and Merchandizing* workshop; school librarians also were part of the December 18 Libraries, Literacy and Community Value workshop.

6. Encourage libraries of all types in the WVLS area to join WVLS' listservs and to subscribe to the WVLS blog *Digital Lites*.

RESULTS: This was ongoing. The WVLS public library youth and K-12 list servs have attracted subscribers from NFLS and NWLS.

In September WVLS began hosting an additional list serv combining WVLS and IFLS attendees from the September "marketing" workshop featuring Peggy Barber with attendees at a similar session hosted by OWLS and Winnefox.

7. Announce available grants for area libraries of all types to consider in the WVLS blog *Digital Lites*.

RESULTS: This was ongoing. Examples were the Smart investing@yourlibrary® initiative, the Libraries Transforming Communities grant, and the StoryCorps @ Your Library grant.

Additionally, the availability of the 2015 Building STEAM with Dia Mini-Grants, WI Read to Lead Grants, IMLS Build Your Health Community Grants, ALSC/Baker & Taylor Summer Reading Grant, and the Sparks! Ignition Grants for Libraries were announced via email and WVLS listservs.

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.

RESULTS: Spoke with staff at the Northcentral Technical College regarding ILS. Staff facilitated discussion illustrating this item at the April 10 LAC meeting; public and school librarians learned that the technical school librarian in attendance is happy to engage in collaborative programming.

In November, staff discussed multi-type library online catalog collaboration project between UW-Baraboo and the Baraboo Public Library.

9. Partner with all types of libraries in the WVLS area to provide workshop, training and resource sharing opportunities for area libraries.

RESULTS: School librarians participated in Children's Book Fest and the Grassroots Gathering in March, and the Youth Services workshop in December. Staff pursued a variety of projects that would encourage partnerships between library systems.

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 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

2014 OBJECTIVES:

1. Continue to provide member libraries with access to technology expertise and technology consulting.

RESULTS: This was ongoing. WVLS provided technology planning and consultation expertise to libraries in areas ranging from computer specification recommendations, to Community Area Network workgroup planning.

2. Be alert to and apply for grant funds that would help WVLS and/or member libraries to purchase/install/implement new technologies.

RESULTS: At the recommendation of the Library Advisory Committee, WVLS considered several competitive grants in the LSTA program for technology related projects, namely in the area of digital content creation and digitization. WVLS applied for the non-competitive LSTA Technology Block grant, with intent to support some of the LAC's vision from that funding source, supplemented with WVLS IT budget funding, and made more accessible through at least one partnership, with IFLS.

3. Support the development of CANs (Community Area Networks).

RESULTS: In 2014, WVLS was aware of and participating in conversations with three communities regarding CAN development: Merrill, Antigo and Wabeno.

WVLS was actively involved with and supported TB Scott Library in leading a CAN development effort in the Merrill community.

4. 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.

RESULTS: WVLS assisted in efforts to upgrade all libraries' TEACH-subsidized BCN services from 3Mbps to 10Mbps in the tier 1 (\$100/mo) service category. This was coupled with a fiber deployment to many WVLS member libraries utilizing the BCN. WVLS was aware of the FCC's interest in potential funding changes (increases) with the federal eRate program, as well as the changes to the rules and procedures required for participating in the program.

At the writing of this report, WVLS was aware of a new BadgerNet contract RFP and was leading (in conjunction with SCLS) a discussion among library system technology peers to analyze the Draft Proposal and offer questions for clarification as well as submit comments/suggestions for changes to the Draft. This project will continue into early 2015.

5. Continue to monitor bandwidth usage by member libraries.

RESULTS: This was ongoing. WVLS utilized the Solarwinds reports available through BCN, which offer a one week snapshot (at the point of report generation) of bandwidth usage. WVLS experimented with a long term monitoring, management, and data collection tool – Observium – which was recommended by IFLS and partnered with IFLS to leverage their implementation of this technology for our own use. This project will continue into early 2015.

6. Assist member libraries in acquiring supplemental bandwidth when needed.

RESULTS: This was ongoing. WVLS continued to assist libraries achieve bandwidth increases. This was mostly achieved through a migration from BCN to alternate providers, but supplemental services were also delivered.

Additionally, WVLS participated in the BCN fiber deployment and bandwidth upgrade project, seeing most BCN-utilizing libraries receive increases from 3Mbps to 10Mbps.

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.

RESULTS: This was ongoing. WVLS utilized a combination of layer 2 tunneled circuits over the BCN fabric as well as site-to-site IPSEC VPN tunnels from libraries utilizing business-class broadband Internet services, such as Charter. These strategies allowed each site to communicate securely over the Wide Area Network to the WVLS headquarters, and for libraries with branches to treat their respective local networks as part of a "virtual" WAN just for them.

8. Continue to develop and implement a strategy to support Drupal for internal use as well as member library use. Establish the WVLS Drupal website platform as our supported method for offering website hosting services to member libraries.

RESULTS: Staff participated in a Content Strategy webinar to learn more about promoting and utilizing Drupal at member libraries.

9. Continue to develop and implement a strategy for facilitating the conversion of member libraries' websites to the supported Drupal platform.

RESULTS: Staff members provided assistance to several member libraries as they transitioned to new websites. Staff continued to share expertise in Drupal and promote Drupal as a viable website option for member libraries.

10. Continue to develop and implement a strategy to transition WVLS support of the current WiscNet web and sub-web hosting space to the WVLS Drupal website platform.

RESULTS: Only a few libraries remain on the WiscNet web and sub-web hosting space. WVLS continues to help libraries transition away from our WiscNet space, making space available on our current webhosting platform.

11. Continue implementation of a strategy to migrate public and other library types from the wvls.lib.wi.us identity (eg. <http://wvls.lib.wi.us/anytownpl/>) to their individual identities (eg. <http://anytown.lib.wi.us>).

RESULTS: WVLS assisted all libraries transition to their own domains (eg. user@anytownpl.org or user@anytown.lib.wi.us) for email purposes. Only a few libraries continued using the wvls.lib.wi.us identity for website purposes (eg. <http://anytownpl.org> or <http://anytown.lib.wi.us>). WVLS continued to help libraries transition away from the utilization our domain space. All libraries now have access to their own domains and WVLS continued to work on helping libraries transition to their own domains.

12. Work with the V-Cat-Council and its committees to develop and implement new Sierra features.

RESULTS: WVLS worked to improve the Sierra Circa Inventory module for member libraries.

WVLS continued to promote "Sierra Express Lane" for patron self-checkout and completed the implementation of Express Lane at the Minocqua and Rhinelander libraries.

13. 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.

RESULTS: A 2015 budget was developed and financial activities related to the 2014 budget were routinely shared with V-Cat Council members; training was provided during V-Cat Council meetings and upon request; the database was updated or "tweaked" as needed, and bi-monthly meetings were held for the V-Cat Council to take care of business and resolve outstanding issues.

The WVLS V-Cat Steering Committee met several times in 2014 to update the V-Cat Bylaws and Participation Agreement and draft a 2015 budget. All documents were approved by the V-Cat Council and the WVLS Board of Trustees.

14. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons.

RESULTS: WVLS began its investigation of the E-Commerce module and completed installations of the Sierra Express Lane (self-checkout) at the Rhinelander and Minocqua public libraries.

Staff gathered information on RDA, additional Z39.50 training, and a variety of discovery layer products in preparation for 2015 projects.

15. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance.

RESULTS: Project WIN and all of the related committee work created an atmosphere where neighboring systems shared valuable information regarding their funding and organizational structure.

16. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries.

RESULTS: The V-Cat Bibliographic/Interface Committee and the Cooperative Circulation Committee met several times throughout 2014 to update various guidelines and procedures.

17. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices.

RESULTS: WVLS worked on the functionality of Sierra's Decision Center module, and hope to have it running as expected in early 2015.

18. Provide qualified, trained staff devoted to the management and support of the shared ILS.

RESULTS: Staff participated in weekly calls with ILS vendor representative and frequently communicated with other system's ILS managers to learn and apply best practices.

19. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options.

RESULTS: WVLS completed the transition from a multi-holdings symbol contract to a single holding symbol with OCLC. This change saved V-Cat approximately \$5,000.

20. Continue to monitor unmediated interloan between V-Cat participants.

RESULTS: Staff continued to monitor net lending/net borrowing statistics between member libraries. A report summarizing 2013 activity was share with the V-Cat Council in February 2014, and 2014 activity is provided at the end of this report and will be shared with V-Cat membership in February 2015.

21. Provide an effective and efficient way for member libraries' holdings to be added to the database.

RESULTS: The implementation of Z39.50 and improvement in the cataloging workflow increased staff efficiency and shortened the turnaround time for cataloging.

22. 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.

RESULTS: Staff continues to add content to the WVLS – V-Cat website's Training section.

See 21 above.

23. Ensure access to reports to assist member libraries in managing ILS data.

RESULTS: Staff consulted with member libraries to complete annual reports utilizing statistical data from Sierra.

Ongoing training was provided to member libraries on generating ILS statistical reports.

24. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols.

RESULTS: This was ongoing. Staff ran various reports and reviewed bibliographic records on a monthly basis to ensure proper cataloging protocols were followed.

25. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data.

RESULTS: V-Cat Council members were able to access requisite reports, and WVLS staff was available to provide assistance and support when needed

26. Provide ILS consortium members with statistical data as required for the DLT Public Library Annual Report, using the standard definitions supplied by DLT.

RESULTS: Staff ran year-end reports and shared the data with V-Cat Council member libraries in January 2014. In November and December, staff reviewed procedures for gathering statistics in preparation for the next year's annual report projects.

27. Ensure that member library staff are properly oriented and trained on ILS procedures and protocols.

RESULTS: This activity was ongoing. Staff provided training for new library directors and refresher training for member library staff on Sierra when needed.

Also, staff provided additional materials to the online V-Cat Training and Guidelines website to enable easy access to the most up-to-date information.

28. Ensure access to statistical reports and assist member libraries in interpreting the data.

RESULTS: Instruction was provided by staff to the V-Cat Council and to individuals via email and on-site visits.

29. Maintain a digitalization workflow and offer services to member libraries to help implement this workflow.

RESULTS: Staff attended several online webinars and in-person digitization conferences to learn best practices. A digitization plan was under development and various grant opportunities were being explored.

Additionally WVLS developed storage infrastructure to support a digital content storage platform and worked on an application strategy to make that platform easily consumable by WVLS member libraries, as well as by other library systems and their member libraries.

30. Work to expand V-Cat membership and encourage cooperative development through V-Cat.

RESULTS: Project WIN, an ILS merger discussion involving 99 public libraries in the WVLS, Northern Waters and Indianhead systems concluded in August with libraries voting to keep the three ILS consortiums autonomous. WVLS plans to explore other mechanisms for collaboration in 2015.

31. 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.

RESULTS: This was ongoing. Computer purchases by libraries through WVLS have been increasing each year.

WVLS worked on combining purchases and utilization of large capital technology equipment, helping us to provide our respective members with access to even more advanced and capable technologies at a better (and shared) cost.

32. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries.

RESULTS: This was ongoing. WVLS Enterprise Services included a suite of applications such as: Email services, Antivirus licensing/management, DeepFreeze licensing/management, etc.

WVLS worked towards combining certain managed application services with its cooperative resource sharing partner, IFLS, which helped us to provide current services more efficiently, and to offer more, and better quality services to our respective member libraries.

33. Sponsor or co-sponsor a minimum of six (6) contact hours of technology-related continuing education per year.

RESULTS: WVLS sponsored or co-sponsored 11 contact hours of continuing education in the area of technology, however only one in-person opportunity was provided. Staff will plan to host more in-person technology workshops in 2015.

34. Continue to develop and enhance technical support services for computers and computer-related hardware, software and networks.

RESULTS: This was ongoing.

Staff participated in weekly calls with Innovative to ensure timely support services and to learn about new updates and features available for the ILS.

Efforts to combine aspects of support services between WVLS and its cooperative resource sharing partner, IFLS, were underway.

More intense monitoring of the Spiceworks help desk ticket system drove a more responsive service.

35. 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.

RESULTS: WVLS is researching and experimenting with PC and Mobile device compatible video-enabled web conferencing applications such as Lync, in conjunction with a large format digital whiteboard and advanced web conferencing camera for the meeting room side.

WVLS migrated much of its capital server infrastructure and virtualization platform to remote Datacenter facilities in Eau Claire, at Chippewa Valley Technical College's Regional Datacenter (RDC). This allows WVLS to focus its resources on supporting the hardware, minimize efforts on maintaining local facilities, and gain access to high quality, durable facilities which would not otherwise be achievable.

WVLS implemented several pilots in 2014 related to "small" computing. We experimented with a technology growing in popularity among the library community, Raspberry PIs. We currently have Android Mini PCs and Virtual Circulation Desk kits deployed for experimentation, which will each be turning into production services in 2015.

WVLS has utilized VPN technologies for staff, allowing access to the WVLS network from home (or other "outside" locations) and experimented with offering access to that service with several member library directors. This will be turning into a production service during 2015.

36. Continue to convene the V-Cat Steering Committee to update the V-Cat Council by-laws and member agreements, and to develop an annual V-Cat budget.

RESULTS: V-Cat Bylaws, V-Cat Participation Agreement, and the 2015 V-Cat Budget were drafted and approved by the WVLS Board and the V-Cat Council. Membership to the 2015 committee was decided by the WVLS Board of Trustees during its November 2014 meeting.

ADMINISTRATION

2014 OBJECTIVES:

1. Get acquainted with area library staff and trustees and make on-site visits to member libraries.

RESULTS: WVLS staff visited with member libraries on their own initiative or at the request of a member library. Additionally, WVLS sponsored listening sessions throughout the WVLS area, hosted grassroots discussion opportunities during workshops, and reported on WVLS activities at local library and county library board meetings to encourage dialogue and strengthen in-system communications.

2. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes*.

RESULTS: Monitored by WVLS administration and the WVLS Board of Trustees, WVLS operations were accordance with Chapter 43 of the Wisconsin Statutes in 2014.

3. Ensure the library system operates in compliance with other Wisconsin laws, such as laws relating to open meetings, ethics, and public records.

RESULTS: The WVLS Board of Trustees had policies in effect, and WVLS staff had routine procedures in place, to ensure compliance with other relevant Wisconsin laws.

4. Ensure the library system operates in compliance with federal laws, such as the Americans with Disabilities Act and the Fair Labor Standards Act.

RESULTS: WVLS subscribed to several listservs and professional services to keep abreast of any changes in Employment Law. No issues of noncompliance were reported in 2014.

5. Ensure that all meeting announcements, agendas and minutes are publically available to all member libraries.

RESULTS: All WVLS meeting information is publicly available on the WVLS web site. Additionally, announcements for all board, LAC, and V-Cat Council meetings, and any subcommittees of these bodies, are shared with all the newspapers in the 7-county system area.

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.

RESULTS: The bylaws of the WVLS Board of Trustees were last updated in November 2011. Plans are underway to revisit these documents and other operational policies and procedures in 2015.

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.

RESULTS: The WVLS Board of Trustees met six times in 2014. Meetings were held in the WVLS office, a physically accessible location, and were also offered via GoToMeeting for those unable to attend in person.

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.

RESULTS: Statutory changes and court decisions relevant to libraries and systems are monitored by staff and reported on at meetings of the WVLS Board of Trustees. A "Library Legislative Update" is routinely included on meeting agendas of the WVLS Board and WVLS Library Advisory Committee.

9. Ensure the director keeps the library system informed of all important issues facing the member libraries.

RESULTS: WVLS (Director and Staff) shared newsworthy, relevant information via the WVLS listservs. Additionally, member libraries were encouraged to communicate library-related news, questions and concerns via the WVLS listservs to create an open dialogue between and among WVLS colleagues.

10. Create a long-range plan that meets the needs of member libraries.

RESULTS: Many projects in 2014 made future planning difficult including the Project WIN investigation, the WiLS report "ILS Consortia in Wisconsin: a Snapshot of the Landscape 2014", DLT's LEAN study of Systems, and COLAND's charge to draft A Strategic Vision for Library Systems in the 21st Century. Once COLAND completes its report, WVLS will work on a long-range strategic plan that aligns with the report's recommendations.

11. Provide every new board member with a copy of the Trustee Essentials and participate in an orientation program with each new board member.

RESULTS: Copies of DLT's Trustee Essentials were shared with a trustee new to the WVLS Board and with new public library directors as part of their WVLS orientation process.

12. Provide current financial and statistical reports for review at each library system board meeting.

RESULTS: Financial reports were shared at each meeting of the WVLS Board of Trustees and statistical reports were provided as needed or requested.

13. Ensure that the library system board reviews and approves bills at each library system board meeting, in accordance with applicable laws and policies.

RESULTS: Monthly financial reports were shared with, and approved by, the WVLS Board of Trustees. Also, requisite financial reports/activities were shared with the auditor as part of the annual financial audit.

14. Maintain awareness of available grant and other outside funding sources.

RESULTS: WVLS provided testimony to the LSTA Advisory Committee and considered an IMLS National Leadership Grant to fund the implementation of Project WIN, maintained its involvement

in the Chatterbox Charities Inc. annual Turkey Trot fundraiser, and pursued an ILEAD grant opportunity made available in late 2014.

15. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries.

RESULTS: See no. 14 above. Additionally, WVLS applied for and received three LSTA grants in 2014 in the areas of technology, special needs and collection development (OverDrive e-content), and applied for one LSTA technology grant in 2015.

16. Maintain compliance records.

RESULTS: The 2013 public library annual reports indicated no issues of noncompliance. Earlier in the year, a member library was out of compliance due to incomplete certification reporting, but WVLS worked with the library director to satisfactorily resolve the compliance issue.

17. Maintain required statistics for system planning and reports to WVLS Board and DLT.

RESULTS: This was an ongoing project as demonstrated by the information shared in meeting packets for the WVLS Board of Trustees.

18. Provide for staff and trustee participation in appropriate continuing education activities.

RESULTS: The 2014 WVLS Budget supported opportunities for staff and trustees to participate in continuing education and training opportunities. Staff members were invited to attend WLA's Library Legislative Day, local/regional workshops, WAPL and WLA conferences, and a few national-level conferences and training opportunities. WVLS trustees were encouraged to attend WLA-sponsored functions and WVLS-sponsored workshops and webinars.

19. The library system board shall ensure the library system director maintains the appropriate level of certification under the provisions of the *Wisconsin Administrative Code*.

RESULTS: The Director's activities are listed in Appendix I under "Other Staff Activities." Attending WAPL and WLA conferences garnered 21 noncredit continuing education units for the year (100 CEUs are required every 5 years).

20. 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.

RESULTS: The WVLS Board of Trustees approved the most recent edition of the *WVLS Employee Handbook* in May 2013. Barring any applicable changes in employment law, the Handbook will be reviewed and updated in 2016.

21. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees.

RESULTS: This was an ongoing responsibility. The database administrator, a $\frac{3}{4}$ position, left WVLS in late May to work in an academic library in Michigan. WVLS changed the position to full time to include additional V-Cat/database training and website development, and the position was filled in September.

22. Monitor system property, liability and health insurance needs.

RESULTS: Insurance needs/costs were assessed on a regular basis, but more so during the budget development process. Also, as part of the annual audit, property and liability insurance policies were reviewed.

23. Provide for independent audit of WVLS' financial statements and file copy with DLT.

RESULTS: Krause, Howard and Co. S.C. completed the audit of WVLS' financial records in May. The WVLS Board of Trustees accepted the audit as presented, and a copy was then filed with DLT.

24. Participate in SRLAAW and SOMBAW.

RESULTS: WVLS was represented at all scheduled meetings of SRLAAW and SOMBAW in 2014.

25. Maintain and monitor use of reserve funds.

RESULTS: In January 2014, the WVLS Board of Trustees adjusted 2014 reserve account to match 2013 balances - the Resource Development Fund increased to \$155,000 and the Reserve Fund increased to \$169,000.

Funds in those accounts may not be expended without board approval, and in 2014 no reserve funds were expended.

26. Review status/storage of 'old' records in context of the WVLS records retention policy and/or as mandated by applicable legislation.

RESULTS: WVLS Administrative Staff stores records in accordance with the WVLS Records Retention Policy (which was approved by the WI Historical Society). Staff continued to digitally archive paper records that had historical or legal significance. Upon a satisfactory review of digital records, paper records were shredded.

27. Maintain WVLS inventory of office equipment and supplies.

RESULTS: Staff worked to update the fixed asset list as outlay items were acquired. Also the list of assets was shared with the auditor to complete the 2013 audit.

28. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions.

RESULTS: WVLS saw considerable cost savings in sharing information packets for WVLS meetings electronically rather than making photocopies of information and sending packets to people through the U.S. mail.

WVLS continued to scan official records and historical information and to archive this information on the WVLS network. Scanning documents, rather than keeping paper copies, has reduced the amount of space needed for WVLS operations.

WVLS migrated much of its capital server infrastructure and virtualization platform to remote Datacenter facilities in Eau Claire, at Chippewa Valley Technical College's Regional Datacenter (RDC). This allows WVLS to focus its resources on supporting the hardware, minimize efforts on maintaining local facilities, and gain access to high quality, durable facilities which would not otherwise be achievable.

29. Pursue opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies.

RESULTS: See nos. 30-33 below.

30. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services.

RESULTS: WVLS hosted many meetings and webinars for staff and colleagues from other systems to discuss opportunities and potential collaboration in the areas of technology and network services, ILS services, continuing education and training, and interlibrary loan and delivery

31. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems.

RESULTS: WVLS worked on combining purchases and utilization of large capital technology equipment, helping us to provide our respective members with access to even more advanced and capable technologies at a better (and shared) cost.

WVLS worked towards combining certain managed application services with its cooperative resource sharing partner, IFLS, which helped us to provide current services more efficiently, and to offer more, and better quality services to our respective member libraries

32. Plan continuing education activities with other systems in the region or within the state.

RESULTS: WVLS worked with our continuing education colleagues in the Northern Waters, Indianhead, Nicolet, OWLS and Winnefox systems to host or co-sponsor continuing education activities on behalf of our member library staff and trustees.

33. Encourage and promote collaborative exchanges with other systems in the same region or within the state that use the same ILS vendor.

RESULTS: Project WIN, an one-year ILS merger discussion involving 99 public libraries in the WVLS, Northern Waters and Indianhead systems concluded in August with libraries voting to keep the three ILS consortiums autonomous. WVLS plans to explore other mechanisms for collaboration in 2015.

34. Report collaborative service developments on the public library system annual report.

RESULTS: The 2014 public library annual report will summarize collaborative service developments that occurred in that year.

GLOSSARY

Act 157: Formerly known as AB 288, legislation enacted in April 2014 that changes Wis. Stat. 43.12(1m) and (2) that allows libraries in a county adjacent to a consolidated county library to bill for service to residents in the consolidated county that do not live in a municipality served by a branch of the consolidated county. Consolidated county libraries that do not bill adjacent counties will not be billed for service to their residents by libraries in those adjacent counties.

ADA: Americans with Disabilities Act – A comprehensive and complex act of Congress passed in 1990, intended to eliminate discrimination against the disabled. Title III addresses access to public accommodations which includes libraries. ADA also deals with employment practices.

ALA: American Library Association

ALTAFF: Association of Library Trustees, Advocates, Friends and Foundations

ARRA: American Recovery and Reinvestment Act

BadgerLearn: BadgerLearn is a joint project under active development by the Wisconsin Department of Public Instruction's Resources for Libraries and Lifelong Learning (RL&LL), Wisconsin Library Services (WiLS) and the Wisconsin Public Library Consortium (WPLC). Their immediate vision is to be a place where librarians can discover and access resources of professional value. It's ultimate vision is to be a sort of co-op where library staff can use existing resources and share new resources they develop with the greater community. By reducing the need to re-invent the wheel, librarians can spend more time doing what we do best: serving our users.

ACA: Affordable Care Act

BadgerLink: A project of DLTCL to provide access to electronic databases for all Wisconsin residents. <http://www.badgerlink.net/>

BCN: Badgernet Converged Network

BTOP: Broadband Technology Opportunities Program. Part of ARRA (See above).

CAN: Community Area Network

COLAND: Council on Libraries and Network Development – an advisory council to DLTCL and the State Superintendent of Public Instruction.

CWDP: Central Wisconsin Digital Project

DLT: Division for Libraries and Technology. <http://dlt.dpi.wi.gov/> NOTE: In 2012, DLTCL (see below) changed its name to DLT.

DLTCL: Division for Libraries, Technology and Community Learning – a division of the Department of Public Instruction. <http://dpi.wi.gov/dltcl/>

E-Rate: Slang for the Universal Service Fund which provides federal funding for Internet connections.

FCC: Federal Communications Commission – an independent U.S. government agency charged with regulating interstate and international communications by radio, television, wire, satellite and cable.

FRBR: Functional Requirements for Bibliographic Records.

GoToMeeting: Online collaboration and meeting tool used by WVLS.

IFLS: Indianhead Federated Library System.

III: Innovative Interfaces, Inc. – the current vendor used by WVLS and V-Cat member libraries for the integrated library system (online catalog).

ILL: Interlibrary Loan.

ILS: Integrated Library System.

IT: Information Technology.

LAC: Library Advisory Committee – a 15-member WVLS advisory committee representing all types of libraries in the system area.

LLD: Library Legislative Day.

LSTA: Library Services and Technology Act – a federal program in which the Institute of Museum and Library Services distributes funds to states on a formula basis for the improvement of library services. <http://dpi.wi.gov/pld/lstaprog.html>

LTE: Limited Term Employee.

MCPL: Marathon County Public Library, the resource library for WVLS. <http://www.mcpl.us/>

Marcive: Database clean-up and Authority work vendor.

NFLS: Nicolet Federated Library System.

NISO: National Information Standards Organization – a non-profit association accredited by the American National Standards Institute (ANSI), that identifies, develops, maintains, and publishes technical standards to manage information in our changing and ever-more digital environment. WVLS subscribes to an annual series of webinars offered by NISO.

NWLS: Northern Waters Library Service.

Novelist Select: An EBSCO database product that adds reader’s advisory content to the online catalog.

OCLC: (formerly) Online Computer Library Center - A bibliographic utility based in Ohio which provides online cataloging, interlibrary loan, serials control and other services to libraries worldwide.

OverDrive Advantage Program: The Wisconsin Public Library Consortium provides OverDrive Digital content to its consortium members and this is an additional program the individual libraries can subscribe to in order to purchase additional copies of materials for their patrons.

PLA: Public Library Association, a division of ALA.

Project WIN: A project in which three public library systems – Indianhead, Northern Waters and Wisconsin Valley – and their member libraries, are investigating the merger of three distinct/autonomous integrated library systems into one unified system. More information about Project WIN is available at <http://librarieswin.org/>

RDA: Resource Description and Access. The new, unified cataloging standard – an evolution of the cataloging principles from AACR2, with rules carried over or adapted to the RDA model.

RFID: Radio Frequency Identification technology.

RFQ: Request for Quote.

RL&LL: Resources for Libraries and Lifelong Learning; formerly Reference and Loan Library (R&L)

Screen Casts: Video recordings of activities done on a computer, basically a video screen capture. They may be created with or without audio, and may be edited to include textual pointers, references, or captions.

SOMBAW: System Office Managers and Business Administrators of Wisconsin.

SRLAAW: System and Resource Library Administrators Association of Wisconsin.

TEACH: Technology for Educational Achievement program administered by the Wisconsin Department of Administration, Division of Enterprise Technology. <http://www.teachwi.state.wi.us/>

V-Cat: The name of the WVLS shared automation system.

V-Cat Council: A WVLS group made up of one representative from each V-Cat member library, whose purpose is to implement policies and procedures related to the WVLS shared automation system.

VPN: Virtual Private Network

Webinar: A seminar format, with participants attending via software through the Internet or Web. Generally webinars are one-to-many presentations, with little dynamic interaction, however some webinars do allow for direct user interaction with the presenter. Webinars will sometimes be recorded, archived, and redistributed as screen casts.

WAPL: Wisconsin Association of Public Libraries, a division of WLA. <http://www.wla.lib.wi.us/wapl/>

WHO: Wisconsin Heritage Online – a statewide cooperative digitization program under the leadership of WiLS.

WiLS: Wisconsin Library Services – a member-based Wisconsin library service, facilitating resource sharing, training, technical workflow analysis, and cooperative activities. <http://www.wils.wisc.edu/>

WISCAT: Provided by DLT, a union/virtual database of materials held by Wisconsin libraries which is used to facilitate resource sharing among participating libraries in Wisconsin.

WiscNet: The Internet service provider that WVLS subscribes to on behalf of the libraries on the WVLS network.

WLA: Wisconsin Library Association. <http://www.wla.lib.wi.us/>

WLTF: Wisconsin Library Trustees and Friends, a division of WLA. <http://www.wla.lib.wi.us/wltf/>

WPLC: Wisconsin Public Library Consortium. <http://www.wplc.info/>