



January 21, 2017

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

Attached is a summary of WVLS staff members' activities for the period of January-December 2016.

This report is to be considered in the context of the 2016 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 21, 2017 Board of Trustees meeting to answer questions you might have on this report.

# WISCONSIN VALLEY LIBRARY SERVICE

## **Staff Report**

January-December 2016

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# 2016 WVLS PLAN

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

## MEMBERSHIP AGREEMENTS

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

2016 OBJECTIVE:

1. Provide a copy of the agreement WVLS has with each public library and its supporting municipality to DLT by at least January 15, 2016. Results:
  - The most recent copy (2013 revision) of each WVLS/member library agreement was filed with DLT in 2012/2013.

## RESOURCE LIBRARY AGREEMENT

**(B). Wis. Stats. 43.24(2)(b)** Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with the library.

2016 OBJECTIVE:

1. Provide a signed copy of the WVLS/MCPL agreement for 2016 to the DLT. Results:
  - The 2016 MCPL/WVLS Resource Library Agreement was filed with DLT in fall 2015.

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

## REFERENCE, REFERRAL AND INTERLIBRARY LOAN

**(D). Wis. Stats. 43.24(2)(d)** Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

2016 OBJECTIVES:

1. Provide for reference and interlibrary loan referrals for member libraries. Results:
  - This was, and continues to be, a mission-critical service program for our member libraries. WVLS maintained the combined catalogs of 24 member libraries in an online database known as "V-Cat." This resource served as the primary vehicle for interlibrary loan (ILL) activity between and among WVLS public libraries. The State's WISCAT product continued to serve as the interlibrary loan vehicle for WVLS and our public and multitype libraries to fill patrons' requests for items not found in V-Cat.
  - Interlibrary loan and resource sharing statistics were provided to member libraries each month and annual statistics were provided in the WVLS Statistics booklet.

2. Encourage all member libraries to participate fully in interlibrary loan as lenders and borrowers. Results:
  - ILL training resources and online user group training sessions were promoted when needed.
  - Net lending/borrowing statistics for each public library were included in the 2015 WVLS Statistics Booklet and shared with the WVLS Board of Trustees in January.
3. Encourage all participating ILL libraries to follow interlibrary loan procedures and protocols established by the system, RL&LL and/or OCLC. Results:
  - Wisconsin ILL Standards were updated early in 2016 and member libraries were notified.
4. Ensure that patron-initiated interlibrary loan requests are mediated. Results:
  - Patron initiated interlibrary loan, a process which empowers library users to create their own interlibrary loan requests in their library's WISCAT, was used by five member public libraries. WVLS and RL&LL interloan staffs continued to monitor requests on behalf of all member libraries and to troubleshoot any inaccuracies as they arose or were reported.
5. Provide training on creating and managing interlibrary loan requests. Results:
  - Informal training was provided as the need arose.
  - Training opportunities by ILL staff at Resources for Libraries and Lifelong Learning (RL&LL) via live and recorded webinars were promoted.
6. Provide an annual workshop on interlibrary loan to clarify and review best/current practices, protocols and procedures. Results:
  - Members were encouraged to attend the RL&LL's bimonthly best practices webinars via email reminders and newsletter notices.
7. Participate in all DPI-sponsored meetings for systems and share what is learned with area ILL colleagues. Results:
  - Staff attended all DPI-sponsored ILL meetings and training sessions in 2016 and habitually alerted member libraries about these opportunities as well.
8. Promote educational opportunities related to interlibrary loan and encourage participation. Results:
  - All RL&LL's 2016 training opportunities and meetings were announced via WVLS listservs.
  - Participation in the WISCAT User Group webinar, scheduled after the September 1, 2016 V-Cat Council meeting, was provided via GoToMeeting.
9. Promote webinars which provide training on resources available through BadgerLink and encourage participation. Results:
  - Organized and provided WVLS workshop "Research and So Much More: Badgerlink and Ebsco Discovery Service" on August 17 in Minocqua.
  - Promoted WVLS workshop "Research and So Much More: Badgerlink and Ebsco Discovery Service" via Facebook in July and August.
  - Promoted Badgerlink bookmarks, posters, and materials via Facebook and WVLS Digital Lites Blog in June.
  - WVLS continued to informally promote the BadgerLink website for its links to full length webinars, short tutorials, guides, and helpful webpages to assist in using BadgerLink resources.
10. Ensure that interlibrary loan participants have access to accurate ILL statistics. Results:

- ILL statistics were shared each month and with V-Cat consortium libraries and annual statistics were shared via the WVLS Statistics booklet.
  - Also, the ILS software (Sierra) provided for consortium members to generate their own statistics if they so desired.
11. Encourage all member libraries to subscribe to appropriate interlibrary loan communication channels. Results:
    - Information about WVLS and RL&LL email lists was provided during new director and new interlibrary loan staff orientations.
  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 subscription to the WiLS Cooperative Purchasing service in 2016.
  13. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role. Results:
    - In 2016, the system again served as the conduit for ILL support between RL&LL and our member libraries and, as such, participated in all state-sponsored ILL meetings and training sessions, and ensured that relevant information was forwarded to area ILL colleagues.
  14. Create web bibliographies and tools on a variety of topics useful to WVLS library staff and trustees on the WVLS web site. Results:
    - Following is a list of web bibliographies and tools that were shared on the WVLS web site and/or WVLS Digital Lites blog:
      - Voter information resources were researched and gathered for 2016 fall elections to support member library reference work
      - Tips for e-reader and tablet owners
      - 34 best tools for improving your writing skills
      - Facebook groups for librarians
      - WVLS makerspace kit collection
      - Annual report resources
      - Fake News: How to Avoid It
      - Tips & tools for teaching older adults technology
      - WVLS circulating journal subscriptions
  15. Review and evaluate subscription-based electronic resources provided for member libraries and patrons. Results:
    - All WVLS online database subscriptions were renewed in 2016.
    - Statistics in an appendix at the end of this report summarize use of these resources over the year.
    - During the July-September budget process, staff evaluated database subscriptions and recommended continued funding in 2017.
  16. Provide authentication services for WVLS databases offered to the public by fully utilizing vendor authentication processes where possible. Results:
    - Ongoing. IP address were updated for all databases in 2016.
  17. Share links to promotional materials and tutorials for electronic resources. Results:

- Several articles posted in the Digital Lites blog and WVLS newsletter featured links to promotional materials for national library-related events.
- Links to promotional materials for the OverDrive collection were shared with system colleagues via WVLS and WPLC emails as well as OverDrive blog posts.
- The Growing Wisconsin Readers brochure and email list announced the availability of early literacy promotional materials.
- Links to promotional materials for BadgerLink resources were shared several times throughout 2016. See response to no. 9 in this section for more activities.

18. **Investigate digital resources and provide recommendations to member libraries.**

Results:

- An EBSCO Discovery Service was purchased and implemented to improve access to digital resources.

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

- Interlibrary loan information was shared with member interlibrary loan staff via email, WVLS Digital Lites blog, Facebook and WVLS newsletter.

## CONTINUING EDUCATION & CONSULTATION

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

2016 OBJECTIVES:

1. Plan all continuing education opportunities in accordance with the requirements set forth in the *Certification Manual for Wisconsin Public Library Directors* published by the Wisconsin Department of Public Instruction, Division for Libraries and Technology. Results:
  - All continuing education activities planned by WVLS included learning objectives, activities to meet the objectives, a process for evaluation and an instructor or learning consultant.
  - Workshop announcements and event flyers routinely included specific learning objectives for each continuing education activity.
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:

### WEBINARS

- January 20-21 - "Wild Wisconsin Winter Web Conference" (16 CEUs)
- January 28 - "30 Minute Thursday: Services and Programs for Small Libraries" (.5 CEUs)
- February 4 - "30 Minute Thursday: Staying Positive in the Face of Negativity" (.5 CEUs)
- February 17 - "Who's in Charge Here? Harnessing the Power of Homeschoolers While Fostering Relevancy with All Students" (1 CEU)
- March 17 - "Ditching Dewey" (1 CEU)
- April 6 - "Managing Employee Performance; or, How to Boss Your Friends Around" (1 CEU)
- April 7-8 - Virtual 2016 PLA Conference (10 CEUs)
- May 3 - "Weed 'Em and Weep" (1 CEU)
- May 24 - "Minecraft Basic Training", WVLS office (1 CEU)
- August 22-26 - "Trustee Training Week" (5 CEUs)

- September 8 - "Bite-Sized Training: Transform Staff Development for Busy Employees" (1 CEU)
- September 21 - "Down and Dirty with Social Media" (1 CEU)
- November 3 - "Asking the Right Questions: User Experience Design for Libraries" (1 CEU)
- November 15 - "Toddlers and Tablets in Storytime" (.5 CEUs)
- December 1 - "Rethinking Adult Programming and Displays" (1.5 CEUs)
- December 7 - "Growing a Library Edible Garden" 1 CEU)

#### WORKSHOPS

- February 23 - "Bullet Proof Leadership" workshop with Pat Wagner, Wausau (5 CEUs)
- March 8-9 - "Children's Book Fest", Rhinelander (1.5 CEU March 8; 2 CEUs March 9)
- March 29 - "Digitize Your Local History!" Rhinelander (8 CEUs)
- March 30 - "Digitize Your Local History!" Wausau (7 CEUs)
- March 31 - "Digitize Your Local History!" Medford (8 CEUs)
- August 3 or 4 - EBSCO EDS Training (3 CEUs)
- August 17 - "Research and So Much More: Badgerlink and Ebsco Discovery Service" Minocqua (5 CEUs)
- September 20 - "Digital Citizenship & Cyber Security for Teens and Tweens" WVLS office (4.5 CEUs)
- September 22 - "Mobile Maker Space" River Falls (4 CEUs)
- September 23 - "Mobile Maker Space" Ladysmith (4 CEUs)
- October 18 - "Mobile Maker Space" Minocqua (4 CEUs)
- October 19 - "Mobile Maker Space" Wausau (4 CEUs)
- December 8 - "Youth Services" Wausau (4.5 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:

- The majority of in-person workshops were held at WVLS member library locations. Two were offered in more than one location to minimize attendees' time for travel. (See list of workshops in the response to Object 2. above).

4. Maintain calendar of continuing education events. Results:

- Maintained calendar and descriptions of WVLS continuing education opportunities on WVLS.org.
- Scheduled WVLS continuing education opportunities on WI DPI continuing education calendar.
- Created WVLS Google Marketing Calendar for scheduling the promotion of WVLS continuing education opportunities across all media: Facebook, Twitter, Google+, Email, Semi-Monthly WVLS Newsletter, WVLS Digital Lites Blog, WVLS.org.
- Promoted WVLS calendar of continuing education events via WVLS.org, WVLS Digital Lites Blog, Facebook, Twitter, Google+, emails, and a semi-monthly WVLS newsletter.

5. Maintain Wessler Scholarship fund. Results:

- In November and December, \$100 memorials were placed into the Wessler Scholarship investment fund in honor of former WVLS trustee Dorothy Scott and former WVLS staff member Bette Baur.
- No scholarship requests were received in 2016.

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:

- Attendees at each WVLS-sponsored in-person workshop were requested to complete a workshop evaluation available as a paper copy or online form.

- Evaluations of each WVLS/Nicolet Federated Library System (NFLS) webinar were provided via an online form. Results were gathered by NFLS Associate Director and shared with WVLS.
- Member library staff were asked to complete a WVLS Continuing Education Survey in July and August.
- Survey results were shared with member libraries, the WVLS Library Advisory Committee and WVLS Board of Trustees in August.

7. Attend relevant meetings and share what is learned. Results:

- Information from the DPI-sponsored Youth Services and Special Services Consultants' annual meetings, LSTA Advisory Committee meetings, Library Certification and Continuing Education Consultants' quarterly and annual meetings was shared with appropriate colleagues in the WVLS area.
- Information from the WAPL Spring Conference, WLA Fall Conference, virtual PLA conference, Library and Information Technology Association (LITA) Conference, WiscNet Future Technologies Conference, WilsWorld, Camp Tech-a-Talka, Innovative User Group Conference and Wisconsin and Illinois Libraries' Innovative User Group (WILIUG) Conference was shared with other WVLS staff, member library and system colleagues, and WVLS Board of Trustees as appropriate.
- Information from WLA Library Development & Legislation Committee meetings was shared with WVLS staff and trustees, and member colleagues in the WVLS area.
- Activities of the Public Library System Redesign (PLSR) project were shared with the WVLS community via the "all subscribers" list, WVLS newsletter, and Director's Reports included in WVLS Board of Trustees meeting packets.

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:

- Information and advice was provided in the areas of:
  - Acts 150 and 420
  - Budget
  - Friends of the Library Groups; Tax Exempt Status
  - Grants/Grant Writing
  - Library Boards/Trustees
    - Appointments
    - Duties; Involvement in Staff Hiring Process
    - Orientation
  - Library Building Projects
    - Library Name
    - Building Layout
    - Grants for Library Building Projects
  - Library Director
    - Duties
    - Hiring
    - Orientation
    - Salary and Benefits
  - Municipality
    - Municipality's Role and Responsibilities
    - Municipal Exemption from County Tax
  - Open Meetings Law; Closed Sessions
  - Policies
    - Censorship and Intellectual Freedom
    - Computer Access
    - Fines and Fees for Minors
    - Patron Privacy



Patron Behavior  
Fax Machines  
Professional Ethics  
Public Library Standards  
Public Records  
Technology/Overdrive Marketplace

9. Provide grant-writing guidance and support. Results:

- Assistance was provided to a member library considering grant on Literacy/Inclusive services detained population.
- Assistance was provided to a library director seeking local grant opportunities.
- Grants for programming, digitization, STEM/STEAM activities, and makerspace development as well as scholarships to attend continuing education events were routinely featured in the WVLS Newsletter.

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:

- A calendar of WVLS continuing education opportunities was maintained on WVLS.org.
- WVLS continuing education opportunities were scheduled on WI DPI continuing education calendar.
- A WVLS Google Marketing Calendar was created for scheduling the promotion of WVLS continuing education opportunities across all media: Facebook, Twitter, Google+, Email, Semi-Monthly WVLS Newsletter, WVLS Digital Lites Blog, wvls.org.
- The WVLS calendar of continuing education events was promoted via WVLS.org, WVLS Digital Lites Blog, Facebook, Twitter, Google+, emails, and a semi-monthly WVLS Newsletter.

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

- Listening sessions for library directors were conducted by WVLS staff in two locations.
- Additional opportunities for face-to-face sharing among WVLS staff, public library directors and employees was provided in the form of two "Periodical Renewal" discussion sessions held at Marathon County Public Library and WVLS office.
- Member libraries were surveyed to solicit volunteer facilitators for future Periodical Renewal sessions around identified topics.
- Two WVLS Youth Services Information Exchange (YSIE) discussions were held April 29 (Three Lakes) and September 16 (Rhineland) with cycle projected to include addition of a January meeting.

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

- Youth services and inclusive services CE opportunities were made available through video recordings for greater access by K-12 and other colleagues.
- All WVLS workshops and webinars were open to all sixteen (16) Wisconsin library systems except webinars, workshops, or trainings specific to WVLS services (Ebsco Discovery Service training August 17).
- All WVLS workshops and webinars were advertised via WI continuing education consultants email list, WI DPI continuing education calendar, Facebook, Twitter, Google+, email, WVLS Newsletter, WVLS Digital Lites Blog, WVLS.org.
- Published "Digital Citizenship & Cyber Security," "Mobile Maker Space," "WVLS Youth Services Annual Workshop" workshop session video recordings for the public via WVLS YouTube Channel, Facebook, Twitter, Google+, Email, WVLS Newsletter, WVLS Digital Lites Blog, and WVLS.org.

13. Monitor public library directors' progress toward certification and recertification. Provide updates to

each director as needed. Results:

- An in-house file structure was developed for all WVLS director certification records and all requisite paperwork was scanned and organized.
- A WVLS Google Director Certification Calendar was created to schedule updates and reminders for each director nearing certification renewal.
- An Annual Director Continuing Education Update letter was sent to all member public library directors in December.

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

- Orientations were provided for five new public library directors in 2016.
- The WVLS Director Binder was reviewed and updated in August.
- The WVLS Mentoring Program for library administrators and leaders was expanded to offer assistance not only in V-Cat related areas, but in children's and administrative areas as well.
- WVLS supported member libraries' efforts to include trustee training, or Trustee Essential review, (from DLT's "Trustee Essentials: A Handbook for Wisconsin Public Library Trustees") at each library board meeting.

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

- Information to assist with annual report questions related to library holdings, circulation, library card circulations, interlibrary loan, use of electronic collections, revenue and expenditures, wireless use, nonresident circulations and youth programs, drop-in activities and literacy offerings was shared in January.
- The WVLS Annual Report Team provided assistance as needed via the WVLS annual reports listserv, email and telephone correspondence, and in-person.
- WI DPI information and resources to complete the 2016 annual report was shared via the WVLS Digital Lites Blog and Facebook in December.

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:

- Orientations were provided for five new public library directors in the WVLS area.
- The WVLS Communications Coordinator provided a detailed orientation for the new director at the Frances L. Simek Memorial Library.
- The Director, Assistant Director and Business Administrator visited with several libraries to review system services and to solicit ways to enhance library service to patrons.
- The WVLS Public Library Director Binder was significantly updated in August.
- The WVLS Mentoring Program for library administrators and leaders was expanded to offer assistance in all areas of library service.
- The DLT-sponsored "Boot Camp for New Public Library Directors" was promoted and new directors were strongly encouraged to attend.

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:

- The WVLS ILS Administrator provided training for new ILS staffs at public libraries.
- The WVLS Administrative Assistant discussed courier processes during visits with several public library directors.
- The WVLS Technology Director provided technology consultation for many WVLS libraries and some IFLS libraries throughout the year.
- The WVLS Mentoring Program, initially available ILS staffs, was expanded to include all library administrators and leaders.

18. **Continue** peer-to-peer mentoring program for new public library directors and **develop a mentoring program for** trustees. Results:
  - The WVLS Mentoring Program, initially available to ILS staffs, was expanded to include all library administrators and leaders.
  - A mentoring program for trustees was not developed in 2016, but plans are underway to do so in 2017.
  
19. **Continue to offer a scholarship to a director of a small library, or manager of a branch library, to attend the Association of Rural and Small Libraries (ARSL) annual conference.** Results:
  - Scholarships were awarded to two WVLS member library directors and one branch manager to attend the Association for Rural and Small Libraries Annual Conference in Fargo, ND.
  - A webinar was offered in December for scholarship winners to share what they learned from the conference.
  - A recording of the webinar was published in December via WVLS YouTube Channel, Facebook, Twitter, Google+, Email, newsletter, Digital Lites Blog, and WVLS.org.
  
20. **Load resource packets for new public library directors and WVLS trustees onto the WVLS website.** Results:
  - The WVLS Binder for New Public Library Directors underwent an upgrade in August.
  - WVLS initiated a migration from the Drupal-based website to a Word Press website in November. Because of the work involved to load the resources packets, the load will occur when the new website is up and running (scheduled for May 2017).

## **DELIVERY AND COMMUNICATION**

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

### 2016 OBJECTIVES:

1. Subsidize three courier stops per week to each member public library and V-Cat service site. Continue to fund two delivery stops per week at each non-V-Cat member unless they only want one stop. Results:
  - The WVLS Library Advisory Committee recommended and WVLS Board of Trustees approved continued funding of three courier stops per week for each service site in 2016 and 2017.
  - In 2016, 35 service sites received three courier stops per week.
  
2. Ensure that local delivery service is available to member libraries at least five days per week. Results:
  - The vendor used by WVLS provided additional stops to member public libraries upon request. In 2016, four service sites received 4-day per week delivery and another nine received 5-day per week delivery.
  
3. Develop best practices for labeling and packing materials for the courier and train member library staff **as necessary**. Results:
  - The list of recommended steps and best practices for labeling and packaging materials, located on the WVLS website, was updated when WVLS secured Waltco to sort materials on behalf of member public libraries.

- A WVLS Courier Best Practices YouTube video was published in December via a WVLS YouTube Channel, and promoted via Facebook, Twitter, Google+, Email, WVLS Newsletter, WVLS Digital Lites Blog, and WVLS.org.
4. **Continue implementation/refinement of the WVLS-/vendor-sort option approved by the WVLS Board of Trustees in 2015.** Results:
- Staffs from the Greenwood, Merrill and MCPL libraries met with WVLS to develop guidelines for the new vendor-sort initiative in February.
  - Blue bins and labels were sent to member public libraries in preparation for the roll-out of the vendor-sort initiative in February.
  - Waltco, Inc. began central sort.
  - Issues of incorrect sorts occurred over several weeks following the implementation of the central sort; however, with training and experience the issue was resolved.
  - Changes in delivery times in August and September created significant concerns for libraries. WVLS met with Waltco representatives to address the issue and, since then, the delivery schedule has stabilized.
5. Perform two delivery volume studies per year. These studies will count either tote or item volume dropped off and picked up at each member library during the course of one full week. Results:
- Item volume was tracked by Waltco, Inc. when they began to sort interlibrary loan items on behalf of member libraries. Volume data is provided in an appendix at the end of the report.
6. Review and update delivery schedules, policies and procedures as needed, and post on the WVLS website. Results:
- See response to No. 3 Objective in this section.
7. **Schedule and** publish **weekly** contributions to the WVLS blog *Digital Lites* and promote member subscriptions to receive email notices of new posts. Results:
- A WVLS Google Marketing Calendar was created for scheduling semi-weekly WVLS Digital Lites Blog posts.
  - An email to the all subscribers list and post in the WVLS Newsletter announced the blog subscription opportunity.
8. Produce/distribute annual statistical report. Results:
- The *2015 WVLS Statistics* booklet was completed in May.
  - Copies of the booklet were printed and distributed to member library directors, library board presidents, county library board chairs, DLT, the WVLS Board of Trustees and area legislators.
9. Produce/distribute annual county benefit reports. Results:
- Rather than provide statistics by county, the *2015 WVLS Statistics* booklet included a one-page summary and marketing piece featuring system services and programs, and the benefits library received through their county's membership in the system.
10. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS. Results:
- Several pages on the WVLS web site – Collections and Databases, Continuing Education, Delivery and Communication, Youth Services, and About WVLS – were edited and update.
  - Conversion of the web site from Drupal to Wordpress was initiated in November.

11. Keep web-based *Directory of Libraries and Librarians* updated. Results:
  - Directory information was undated throughout the year as needed.
  
12. Share ready-made promotional templates and assistance in utilizing technology to promote library activities. Results:
  - Makerspace Idea Sheets to accompany new makerspace items/kits were created. Makerspace Idea Sheets included a description of the items, contents of the kit, program ideas, passive program ideas, community collaboration/partner suggestions, safety warnings, and additional product information.
  - "How To" YouTube videos for several WVLS makerspace items were created and gathered into a YouTube playlist.
  - Gathered existing "How To" YouTube videos for WVLS "Makerspace Kit" YouTube playlist.
  - Sample marketing flyers for library makerspace programs were created.
  
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:
  - A WVLS Google Marketing Calendar was created in November for scheduling the promotion of WVLS continuing education opportunities across all media: Facebook, Twitter, Google+, Email, semi-monthly WVLS Newsletter, WVLS Digital Lites Blog, WVLS.org.
  - A Hootsuite account was created in December to schedule Facebook and Twitter posts in advance in December.
  - A website style guide was developed in November to standardize communications within WVLS and to member libraries, and for editing content on the WVLS web site.
  - All WVLS member public libraries on Facebook were "friended" in October.
  
14. **Promote and** hold four listening sessions throughout the system area and encourage library staff from all types of libraries to attend. Results:
  - The annual WVLS Grassroots Gathering attended by K-12 and public youth librarians was held on March 9 following Children's Book Fest in Rhinelander.
  - WVLS initiated the Youth Services Information Exchange (YSIE) suggested by Grassroots Gathering participants; first two meetings April 29 (Three Lakes) and September 16 (Rhinelander) with cycle projected to include addition of January meeting.

## **SERVICE AGREEMENTS**

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

2016 OBJECTIVE:

1. File current copies of agreements WVLS has with all other Wisconsin library systems with DLT. Results:
  - An agreement with each library system was filed with DLT when the agreement was last updated.

## **OTHER SERVICE PROGRAMS**

**(I). Wis. Stats. 43.24(2)(i)** Any other service program/s designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

2016 OBJECTIVES:

### **COLLECTION DEVELOPMENT**

1. Provide access to electronic resources to meet the needs and demands of area library users and to back up the collections of member libraries. Results:
  - Subscriptions were continued for Ancestry, Hobbies and Crafts, Home Improvement, Small Engine Repair, Novelist Plus (nonfiction), Novelist Select, and Foundations in Wisconsin.
  - Funding to continue subscriptions was included in the 2017 budget.
2. **Provide the resource library a collection development grant to expand the breadth and scope of their fiction and nonfiction collections.** Results:
  - The 2016 MCPL/WVLS Resource Library Agreement included the provision of a collection development grant from WVLS to MCPL to enhance its collection of fiction and nonfiction titles.
  - The WVLS Board of Trustees approved the provision of a collection development grant in the 2017 MCPL/WVLS Resource Library Agreement as well.
3. Provide area library directors with usage reports for WVLS electronic databases and OverDrive collections. Results:
  - While member libraries were able to access the OverDrive database to aggregate their own usage statistics, WVLS also generated annual usage statistics to assist public libraries in completing their 2015 annual reports.
  - Usage data is provided in an appendix at the end of this report.
4. Encourage collaborative collection development by member libraries in selected subject areas. Results:
  - During the November Periodic Renewal issues surrounding collaborative collection development and weeding series and prolific author areas were discussed.
5. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos. Results:
  - WVLS continued to be represented on the WPLC Board and on several WPLC committees.
6. Subscribe to professional journals and route to interested member libraries. Results:
  - During orientation, new directors received a list of Journals WVLS routes/shares with its members and were encouraged to add their names to the list of recipients.
  - The list of WVLS professional journal subscriptions was promoted to member libraries in August via WVLS Digital Lites Blog, Facebook, semi-monthly WVLS Newsletter, and email.
7. Maintain a **professional materials** collection **and make titles available for loan to any library in the state.** Results:
  - New items were purchased and added to the WVLS professional collection throughout the year.

- Several member library colleagues offered recommendations for titles to acquire.
  - All new titles were barcoded, added to the V-Cat database, and made available for loan to any requesting library in the state.
8. Continue to share reader's advisory/collection development information with area libraries. Results:
- Reader's advisory and collection development information was shared via K-12 and public librarian listservs on an ongoing basis. Examples: The Cooperative Children's Book Center's recommendations and monthly starred reviews shared by Indianhead Federated Library System staff.
  - Children's Book Fest provided collection development information and opportunity for hands on book examination led by representatives from the Cooperative Children's Book Center (CCBC).
  - Copies of *CCBC Choices* were distributed to all member libraries and branches.
  - Assisted distribution of *CCBC Choices* for school library media specialists in the WVLS area.
  - The presentation "American Indian Collection Development for Children and Young Adults" was featured at the Annual Youth Services Workshop in December
  - Shared information about iOS book app [Litsy](#), a social networking tool for avid readers.
  - Circulated list of WVLS professional journal subscriptions to member libraries in August via WVLS Digital Lites Blog, Facebook, semi-monthly WVLS Newsletter, and email.
9. Evaluate value of Novelist Select product, which integrates the Novelist Plus Readers Advisory Database into the V-CAT catalog. Results:
- An informal survey of V-Cat consortium libraries revealed that the Novelist Select product was a helpful tool to library staff and patrons.
10. Encourage the digitization of local history materials and access via member library web sites. Results:
- WVLS was represented on the WPLC Local History Committee in an effort to promote and enhance this public library service/program.
  - WVLS provided a "Digitize Your Local History!" workshop at three member public libraries – Rhinelander, MCPL and Medford - in March.
11. **Continue the WVLS Digitization Program which provides member libraries opportunities to share their digitized collections with Recollection Wisconsin and the Digital Public Library of America.** Results:
- Member libraries' local history collections were made more accessible with the EBSCO Discovery Service implementation.
  - WVLS worked closely with IFLS to offer easy conversion of, and storage for, member libraries' digitized collections.
12. Investigate, **coordinate** and implement a digitization service that offers interested member library staff consultation, support, best practices and guidance. (Moved from technology sub-program) Results:
- The "Illuminating Our Northwoods" (ION) history pilot project under the Libraries WIN service model, and part of the LEAN WI partnership was developed. (<http://ion.librarieswin.org>).
  - Staff continued to refine and document archiving processes, working towards maximum automation.
  - Staff set groundwork and applied for a LSTA grant to develop and pilot a peer training program for library membership within the LEAN WI partnership during 2017.
13. Help member libraries with weeding and/or inventory projects. RESULTS:

- A "Ditching Dewey" webinar was offered in March.
  - A "Weed 'Em and Weep" webinar was offered in May.
  - Upon request, WVLS offered to visit libraries to help with weeding projects, however no requests were received in 2016.
14. Provide continuing education opportunities on collection development and reader's advisory issues. Results:
- The annual Children's Book Fest provided collection development information and opportunity for hands on book examination led by representatives from the Cooperative Children's Book Center (CCBC).
  - The annual WVLS Youth Services Workshop featured a presentation on "American Indian Collection Development for Children and Young Adults" in December.
  - Offered a "Ditching Dewey" webinar in March and a "Weed 'Em and Weep" webinar in May.
15. Monitor the usefulness of content available through WPLC membership and share member library feedback with the WPLC board. Results:
- WVLS was represented on the WPLC Statistics workgroup that explored improved methodology to gather and represent digital content statistics.
  - Usage statistics of member public libraries increased each year from 2013-2016. Usage data is provided in an appendix at the end of this report.

## **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:
- Member library contacts were organized to secure co-sponsorship from nine WVLS area legislators and additional supporting votes for three successful library legislation initiatives.
  - Staff coordinated WVLS libraries in implantation of the Wisconsin Library Association "Libraries Transform!" poster project to enhance legislative relationships.
  - A group of twelve WVLS trustees, library directors and five WVLS staff members visited eleven WVLS area legislators on Library Legislative Day in February.
  - Library Legislative Day schedules and briefing materials were coordinated for the WVLS delegation.
2. **Offer a travel grant to attend WLA Library Legislative Day to a library staff member who has not previously attended.** Results:
- The grant was awarded to the Thorp Public Library Director to participate in the 2016 WLA Library Legislative Day activities.
3. Develop tools that can be tailored by local libraries as needed, making it easier to create awareness of their accomplishments, needs, or concerns, e.g., press releases, sample letters to officials, etc. Results:
- WVLS website tools and customizable reference desk handouts were made available prior to the spring and fall elections to assist member libraries and their patrons with voter registration, informed candidate choices and election information to encourage participation.
  - "Tool kits" were provided to member libraries and library supporters encouraging participation in three library legislation initiatives.



4. Assist member libraries in working for and securing local and county funding. Results:
  - Advocacy assistance was provided during attendance at regularly scheduled meetings of the Forest and Oneida County library boards, sharing legislative updates and advocacy initiatives.
  - Staff consulted with WVLS Board members who liaison to comparable county groups in other member counties, and shared written legislative reports as requested.
  - Staff consulted with member library directors and trustees on matters regarding local funding and cross border payment agreements.
  - Staff consulted with member library directors and trustees regarding resolutions circulating among county clerks that called for significant changes to Act 420 provisions, providing locally tailored messaging and data.
  - Assistance was provided to library directors with building project related messaging and organization as requested.
  
5. Encourage members of the WVLS library community to develop a network of citizen library supporters who can be strategically deployed as needed. Results:
  - Relationship building with citizen library supporters at the local and state level was an ongoing effort that was encouraged and assisted at every opportunity.
  - Staff coordinated and provided guidance for representative visits to the Medford, Rhinelander, Tomahawk and Marathon County libraries for legislators to receive their "Libraries Transform!" posters.
  - "Libraries Transform!" campaign materials were promoted to member libraries via WVLS.org, WVLS Digital Lites Blog, Facebook, Twitter, Google+ and WVLS Newsletter.
  
6. Advocate on the state level for system and public library initiatives, as well as other items included in the Wisconsin Library Association's legislative agenda of significance to the entire library community. Results:
  - The WVLS community was kept informed of legislative activities via a series of email updates throughout the 2015-2016 legislative session.
  - Copies of the WLA Legislative Newsletter were relayed to the "all subscribers" email list.
  - Librarians and library supporters from WVLS counties who could not attend Library Legislative Day were encouraged to engage in relationship building and promotion of the library legislative agenda.
  
7. Inform member library staff, trustees, and supporters of pending legislation on the state and national levels that may affect libraries and explain how the proposed legislation might affect system and local library service. Results:
  - State and national legislation having potential impact on libraries of all types was monitored.
  - WVLS staffs and member library directors were actively engaged in providing information to legislators leading to the passage of Act 99 (membership of certain federated public library system boards), Act 169 (return of library materials) and Act 306 (tribal college and county joint libraries).
  - Talking points and coaching was provided for member library director interaction with local media inquiries on the above legislation.
  - Legislative updates were provided at regularly scheduled meetings of the Forest County and Oneida County library boards, the WVLS Board of Trustees and Library Advisory Council.

- Staff edited the monthly WLA Legislative Newsletter and distributed it to the “all subscribers” WVLS email list.
8. Facilitate individual county library service planning processes when requested. Results:
- Staff consulted with Forest Co. Library Board throughout a revision of its service plan.
  - Staff consulted with Oneida Co. library directors regarding county efficiency questionnaire.
9. Network with a variety of state, regional and local government agencies on behalf of member libraries. Results:
- Staff member served as legislative liaison to the Cooperative Children’s Book Center Advisory Board and facilitated networking with the UW School of Education and DPI in support of statewide library resource contracts.
10. Represent the interests of member libraries to the Legislature and the Department of Public Instruction in the development of statewide library policy or services. Results:
- WVLS was represented on the WLA Library Legislative & Development (LD&L) Committee and routinely represented WVLS interests to both legislators and DPI as described above.
  - Staff maintained relationship with Wisconsin Educational Media & Technology Association (WEMTA) and current awareness of Common School Fund issues.
11. Cooperate with other agencies or organizations for the benefit of member libraries and area residents. Results:
- Staff maintained regular contact and exchanged information with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator.
  - 2016 Youth and Special System Continuing Education Projects Grant from DPI resulted in five micro-grants awarded to member libraries and collaborative projects with school districts, county UW Extension, local law enforcement, county social services, community non-profits, and a technical college.

## **YOUTH SERVICES**

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

Following are the continuing education opportunities offered in 2016.

- March 8-9: Children’s Book Fest, Rhinelander (2 CEUs on each date)
- May 24 - “Minecraft Basic Training”, WVLS office (1 CEU)
- September 20 – Digital Citizenship and Cyber Security for Teens and Tweens (4.5 CEUs)
- November 15 - “Toddlers and Tablets in Storytime” webinar, (.5 CEUs)
- December 7 - “Growing a Library Edible Garden” webinar, 1 CEU)
- December 8 – Youth Services Workshop (4.5 CEUs)
- The annual WVLS Grassroots Gathering attended by K-12 and public youth librarians was held on March 9 following Children’s Book Fest in Rhinelander (no CEUs)
- WVLS Youth Services Information Exchange (YSIE) initiation suggested by Grassroots Gathering participants; first two meetings April 29 (Three Lakes) and September 16 (Rhinelander) (no CEUs)

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 September 20 Digital Citizenship/Cyber Security workshop provided training for public and K12 library staff with topical information useful to teens/tweens and their parents.
  - The December 8 Youth Services Workshop provided guidance for public and K12 library staff on topics of American Indian collection development, STEM/STEAM/STREAM programming and school/library partnerships for summer learning and reading programs.
  - Staff welcomed new directors and youth librarians at member libraries to introduce include them in mentoring circles and provide individual consulting as requested.
  - Examples of youth services consulting in 2016 include sharing information from child advocacy network about mandatory child abuse reporting, libraries as safe spaces for children and their caregivers, and public library based after school programs.
  
3. Partially subsidize a performer at member libraries' summer reading programs. Results:
  - Grants in the amount of \$240 were made available to member public libraries to offset the cost of youth services program performers between May 30 and September 2, 2016.
  
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 YSIE meetings and via informal surveys.
  - The DPI mini-grant application leading to the September 20 Digital Citizenship and Cyber Security for Teens and Tweens was a direct result of the April 29 YSIE discussion.
  - School librarians and youth services staff participated in LAC meeting discussions of CE and grant opportunities.
  - Feedback on the current WVLS continuing education program and topics for the future was requested via a 2016 WVLS Continuing Education Survey shared with members in July and August.
  
5. Assist member libraries in marketing youth and young adult activities. Results:
  - Marketing youth services activities was addressed at the afternoon December 8 workshop, at YSIE meetings, through a series of WVLS Digital Lites blog posts, and via emails to the K-12 and public youth services list serves.
  - WVLS distributed Cooperative Summer Library Program materials including a substantial manual in digital format that provides marketing tools adaptable for year 'round use.
  
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:
  - Fifteen WVLS libraries were part of the WVLS Movie Licensing USA contract when it was renegotiated and renewed on April 1. One library maintained 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:
  - WVLS arranged for the annual WVLS Grassroots Gathering to be held the afternoon of Children's Book Fest.
  - The gathering was attended by seven public youth librarians and one school library media specialist from WVLS, and one public youth librarian from Vilas Co.

- 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 with the distribution of Growing Wisconsin Readers and posters in English, Spanish and Hmong among WVLS libraries.
  - Staff attended the two DPI sponsored annual meetings for youth and inclusive services consultants.
  - Staff was a member of the Cooperative Children’s Book Center Advisory Board.
  - WVLS joined with 8 other library systems in the “1000 Books Before Kindergarten” app partnership initiated by Bridges Library System (BLS). The other seven were Arrowhead Library System, Indianhead Federated Library System, Lakeshores Library System, Milwaukee County Federated Library System, Nicolet Federated Library System, South Central Library System and Winnefox Library System.
  - DPI Public Library Youth and Special Services Consultant Tessa Michaelson Schmidt attended and spoke at the December 8 WVLS Youth Services Workshop.
  - Digital Citizenship and Cyber Security for Teens and Tweens grant and Sept. 20 training was in partnership with Northern Waters Library Service.
  - WVLS Youth Services Information Exchange (YSIE) initiation suggested by Grassroots Gathering participants (which included NWLS colleagues) was cross-promoted and attended by NWLS and WVLS youth librarians and system consultants.
9. Facilitate regional collaborations on youth and young adult services. Results:
- WVLS staff maintained regular contact and exchanged information with the Northwoods Region of Wisconsin Early Childhood Collaborating Partners (WECCP) leadership/action coordinator.
  - Staff routinely shared additional continuing education and networking opportunities with WVLS school and public librarians regarding early literacy and other topics as shared by state and regional agencies.
  - The WVLS YSIE Facebook group was established for sharing ideas, successes, and lessons learned.

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

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

### 2016 OBJECTIVES:

1. Provide member libraries with access to expertise and consulting to assist them in planning, developing, and evaluating services for special populations. Results:
  - The Annual Youth Services Workshop on December 8 featured a presentation on American Indian Collection Development for Children and Young Adults.
  - Staff consulted with a member library providing services to a juvenile correctional facility.
  - Examples of other consultation opportunities with member librarians included providing information about consumer health, memory cafes, and promotion of the Wausau Low Vision Fair.
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 serves and WVLS Digital Lites blog was ongoing.
  - A list of WVLS professional journal subscriptions was shared with member libraries in August via WVLS Digital Lites blog, Facebook, semi-monthly WVLS Newsletter, and email.
3. Facilitate member libraries' use of the Department of Public Instruction's website, *Serving Special Populations* ([http://pld.dpi.wi.gov/pld\\_ssp](http://pld.dpi.wi.gov/pld_ssp)), an online resource which follows up *Youth with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* ([http://pld.dpi.wi.gov/pld\\_ysnpl](http://pld.dpi.wi.gov/pld_ysnpl)) and *Adults with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* ([http://pld.dpi.wi.gov/pld\\_specialasn](http://pld.dpi.wi.gov/pld_specialasn)) in the planning, development, and evaluation of services. Results:
- These publications were brought to the attention of new public library directors during the orientation process, and referenced in conversations with member libraries when necessary.
4. Facilitate regional collaborations with member libraries, appropriate agencies, and other systems on services to special populations. Results:
- Staff established contacts within the Talking Book and Braille Library, Department of Corrections (program oversight coordinator to Lincoln Hills/Copper Lake School), and MidState Independent Living Consultants.
5. Collaborate with member libraries or other systems to obtain grants which provide funding to serve special populations. Results:
- Digital Citizenship and Cyber Security for Teens and Tweens grant and Sept. 20 training was in partnership with Northern Waters Library Service.
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:
- Annual Youth Services Workshop on December 8 featured presentation on American Indian Collection Development for Children and Young Adults.
  - Information from the Talking Books and Braille Library and Wisconsin Council of the Blind & Visually Impaired newsletters was routinely relayed to member libraries.
  - Staff consulted with member library director seeking to qualify as a Purple Angel "Dementia Aware" location.
7. Enhance and strengthen public library services to adolescents most at risk of illiteracy. Results:
- April meeting of YSIE and annual Youth Services Workshop included discussion and program ideas for public library services to tweens/teens.
  - December 8 Youth Services Workshop provided guidance for public and K12 library staff on STEM/STEAM/STREAM programming for all ages, including tweens/teens.
  - Staff consulted with a member library providing services to a juvenile correctional facility.
  - September 20 Digital Citizenship/Cyber Security workshop targeted tweens/teens.
8. Assist member libraries in exploring and acquiring new technologies to serve users with special needs. Results:
- Early literacy: WVLS joined with 8 other library systems in the "1000 Books Before Kindergarten" app partnership initiated by Bridges Library System (BLS).

- Teens at Risk: September 20 Digital Citizenship/Cyber Security workshop included innovative San Jose Public Library "Virtual Privacy Lab" and WI Dept. of Justice tools in training for public and K12 library staff.
- Digitally disadvantaged youth: In collaboration with IFLS and partnership with local school districts, WVLS piloted mobile Wi-Fi hotspots with three WVLS libraries.
- A circulating collection of makerspace kits was developed in partnership with IFLS for all ages and abilities.

## 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.

### 2016 OBJECTIVES:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC) and schedule at least two meetings annually. Results:
  - The WVLS LAC met on April 13, 2016 and August 16, 2016.
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed. Results:
  - A component of the Digital Citizenship/Cyber Security mini-grant application resulted in the implementation partnerships between public and school libraries.
  - An aspect of the WVLS Innovation and Collaboration grant project awarded in 2016 included a partnership between the public library and the school art department.
3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e). Results:
  - Ongoing LSTA and other grant projects were discussed at the April 13 LAC meeting and ideas were solicited for 2017.
  - Staff visited Forest Co. Potawatomi Center and met with Archivist/Librarian to integrate her knowledge into the WVLS multi-type colleague base and provide peer support.
4. Provide reference and interloan services to all types of libraries in the WVLS area. Results:
  - This was an ongoing activity, as WVLS served as the interlibrary loan clearing house on behalf of all libraries using WISCAT to lend/share materials.
5. Invite libraries of various types to attend and host WVLS continuing education events. Results:
  - The WVLS calendar of continuing education events was promoted to all library types via WVLS.org, WVLS Digital Lites blog, Facebook, Twitter, Google+, emails, and a semi-monthly WVLS Newsletter.
6. Encourage libraries of all types in the WVLS area to join WVLS' listservs and to subscribe to the WVLS blog *Digital Lites*. Results:
  - WVLS public library youth and K-12 list servs continued to attract subscribers from other systems, and reached a wider audience through forwards by the WECCP regional coordinator.
  - The WVLS email lists were updated in July to ensure WVLS colleagues were included in appropriate lists.

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

- The WVLS Association for Rural and Small Libraries annual conference scholarship was announced via email, WVLS Digital Lites blog and Facebook in May.
- The WVLS Innovation and Collaboration Grant was announced via email in September, Facebook in September and October, WVLS Digital Lites Blog in September, and semi-monthly WVLS Newsletter in September.
- Library Legislative Day scholarship announced via semi-monthly WVLS Newsletter in December.

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:

- Discussions were initiated at the April WVLS Library Advisory Committee meeting and via the list servs.
- WVLS hosted a Public Library System Redesign (PLSR) presentation and discussion in November and invited all library types to attend.
- A recording of the PLSR presentation was shared via the WVLS YouTube Channel, email, Facebook, Twitter, semi-monthly WVLS Newsletter in November for the public.

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

- March 8-9 "Children's Book Fest" in Rhinelander was open to all library types and public working in youth services.
- August 16 "Research and So Much More: Badgerlink and Ebsco Discovery Service" workshop was open to K-12 libraries.
- September 20 Digital Citizenship & Cyber Security workshop included a speaker from the San Jose Public Library and the Rhinelander Chief of Police. K-12 librarians and public librarians serving youth attended. The mini-grants WVLS offered encouraged collaboration between public and school libraries and local organizations.
- The September 22, 23 and October 18, 19 Mobile Maker Space workshops were open to all library types and systems as reflected in attendance.
- December 8 Youth Services Workshop provided guidance for public and K12 library staff on topics of American Indian collection development, co-presented by Forest Co. Potawatomi Center Archivist/Librarian.

## **LIBRARY TECHNOLOGY AND RESOURCE SHARING**

**(M). Wis. Stats. 43.24(2)(m)** Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000 and every 5<sup>th</sup> January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

2016 OBJECTIVES:

### **TECHNOLOGY / NETWORK**

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

- Technology support and consultation continued to be a primary service area in 2016.

- In 2016, worked on adjusting support services framework for 2017-2018 to remove billable services for supporting highly customized environments, focusing on standardization and full services for members adopting LEAN WI (WVLS / IFLS partnership) supported environments.
  - Prepared 2017 Technology Budgeting Guidelines for 2016 budgeting season to help prepare libraries for these framework adjustments.
  - Surveyed member public libraries with the intent to measure end user perceptions of a range of service components. Survey results were shared with the WVLS Board of Trustees in November (<http://www.wvls.org/meeting/board-trustees-november-12-2016>).
2. Be alert to and apply for grant funds that would help WVLS and/or member libraries to purchase/install/implement new technologies. Results:
- Applied for LSTA System Technology Grant to upgrade Routers, Switches, and WiFi equipment which will help normalize equipment in use across members and bolster the WVLS members' overall Wide Area Network (WAN).
  - Applied for LSTA Measurements Grant to produce and deploy automated people counter equipment across the full LEAN WI membership. This will ensure all members have access to automated people counter equipment that works with the WVLS and IFLS dashboards (<http://dashboard.wvls.org> <http://dashboard.iflweb.org>).
  - Applied for LSTA Digitization of Local History Grant to develop and pilot peer training program for Local History Digitization projects across the LEAN WI partnership (see "Other Services and Programs – Collection Development – 12" above).
  - Applied for LSTA Content Creation Grant to develop Content Creation Stations which will include resources for libraries to engage with patrons and offer high quality tools to create digitally native video, audio, and graphical content.
3. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to WVLS area libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so. Results:
- Participated in various orientation conference calls related to the new BadgerNet contract between the Wisconsin Dept. of Administration (DOA) and AT&T.
  - Submitted service upgrade requests on behalf of all current BadgerNet Converged Network (BCN) member libraries and branches as well as reconnect exploration requests for all other libraries and branches (to receive cost estimates for services).
  - Began extensive research into the Federal e-rate program, to be able to support strategic or blanket projects for all LEAN WI member libraries which would benefit from e-rate subsidization.
4. Support **county and local broadband** development **initiatives and efforts to increase broadband capacity in libraries**. Results:
- Advised at various Broadband Enhancement / Development groups in Lincoln Co, Taylor Co, and Clark Co.
  - Maintained Broadband Enhancement "Mini Grant" fund to be able to support exploration efforts, pilot projects, or other broadband enhancement efforts involving member counties or at least two member libraries in partnership.
5. Continue to monitor bandwidth usage by member libraries. Results:
- Ongoing. LEAN WI partners (WVLS and Indianhead Federated Library System) employed a network monitor and bandwidth usage logging tool called Libre NMS (<http://www.librenms.org/>).
6. Assist member libraries in acquiring supplemental bandwidth when needed. Results:



- Ongoing. This bullet will likely expire in 2017, as current bandwidth enhancement projects are intended to increase library bandwidth access to levels which will meet or exceed needs for the foreseeable future.
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 an ongoing activity. Efforts satisfying objectives 3 through 7 in this section will be converging into a single coordinated service category in the near future.
  8. **Create** and implement a **website development, management, and hosting** strategy for internal **and** member library use. Results:
    - A Communications Coordinator was hired in July to take the lead on internal website development and management strategy.
    - A LEAN WI supported hosting service was put in place and a strategy for use in development.
  9. Facilitate group purchases of computers, network devices, and other technology-related devices for member libraries in order to promote ownership of state of the art equipment and cost savings. Results:
    - Ongoing as optional service.
    - Preparations for a transition from customized environment support (billable – case by case) to supporting standardized environments (full services – managed) were made and published in the 2017 Technology Budgeting Guidelines.
  10. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries. Results:
    - The LEAN WI partnership continued to refine joint services use as well as individual partners' existing services use.
    - The LEAN WI partnership was dedicated to converging individual partners' strategies of resource facilitation and cost sharing to a unified LEAN WI strategy and service.
  11. Sponsor or co-sponsor a minimum of six (6) contact hours of technology-related continuing education per year. Results:

Following is a list of technology-related continuing education opportunities offered in 2016.

- January 20-21 - "Wild Wisconsin Winter Web Conference" session on "Transforming Tech Training Services" (1 CEU)
- March 29 - "Digitize Your Local History!" Rhinelander (8 CEUs)
- March 30 - "Digitize Your Local History!" Wausau (7 CEUs)
- March 31 - "Digitize Your Local History!" Medford (8 CEUs)
- May 24 - "Minecraft Basic Training", WVLS office (1 CEU)
- August 3 or 4 – EBSCO EDS Training (3 CEUs)
- August 17 - "Research and So Much More: Badgerlink and Ebsco Discovery Service" Minocqua (5 CEUs)
- September 20 - "Digital Citizenship & Cyber Security for Teens and Tweens" WVLS office (4.5 CEUs)
- September 22 - "Mobile Maker Space" River Falls (4 CEUs)
- September 23 - "Mobile Maker Space" Ladysmith (4 CEUs)

- October 18 - "Mobile Maker Space" Minocqua (4 CEUs)
  - October 19 - "Mobile Maker Space" Wausau (4 CEUs)
  - November 15 - "Toddlers and Tablets in Storytime" (.5 CEUs)
12. Continue to develop and enhance technical support services for computers and computer-related hardware, software and networks. Results:
- See results to objectives 1, 2, 3, 9, and 10 in this section (above).
13. Continue to support and develop the Enterprise Services model to provide **high quality, cost effective** technology **services** to member libraries. Results:
- The Enterprise Services model, branded "Network and Enterprise Services" (NES) within WVLS for the past several years, was merged into the even broader LEAN WI Enterprise Services model which is branded "Libraries Win."
  - The LEAN WI partnership enhanced Enterprise Services model development by allowing the Technology Directors of each partnership to specialize. The WVLS IT Director focused on managing business administration aspects of the LEAN WI partnership: communications, consultation, and visioning of services growth with the LEAN WI member libraries. The IFLS Technology and Design Director focused on managing infrastructure and services implementation, enhancement, and maintenance.
14. Explore and experiment with new directions in technology of probable value to the ongoing and future operations and missions of WVLS and its member libraries. Results:
- Explored content filtering technology to support libraries which need to meet Children's Internet Protection Act (CIPA) requirements to leverage E-Rate subsidization for technology projects.
  - In August, acquired iBoss appliance and services through WiscNet for one year to continue experimenting, and to have a "CIPA compliance service" in place for the 2017 ERate cycle.
  - Began investigating "Hyper Convergence" infrastructure models in preparation for long range planning. Hyper Convergence is a likely candidate for the next LEAN WI infrastructure lifecycle 2021 – 2025.
15. Continue to support a remote conferencing strategy including web, telephone and video. Maintain a class of equipment that will support a meaningful remote conferencing experience. Results:
- A GoToMeeting service account for primary web conferencing use was continued.
  - A combination of other tools for regular communication with LEAN WI partners was used including Slack for instant messaging, and Skype for Business for biweekly video conference meetings.
  - WVLS maintained a 70" digital display mounted on a mobile stand, wide angle meeting camera, and Microsoft Surface tablet to support web and video conferencing in the WVLS meeting area.
16. **Continue to expand the development of technology service partnerships.** Results:
- The LEAN WI partnership began working with Northern Waters Libraries Service (NWLS) to virtualize the NWLS consortium's ILS, and host it on the LEAN WI virtualization platform.
  - The LEAN WI partnership began working with NWLS to advise and assist on their email services migration project. NWLS may start their own Microsoft Office365 organization account and LEAN WI will guide them through the process, or NWLS may join into the LEAN

WI MS Office365 organization account, and LEAN WI will assist with both migration and ongoing support.

## **ILS ADMINISTRATION**

17. Continue to work with the V-Cat-Council and its committees to develop and implement new Sierra features. Results:
  - Ecommerce was fully implemented early in the year.
  - The EBSCO Discovery Service was implemented in the fall.
18. Continue to administer the V-Cat program. This includes developing and monitoring V-Cat budget; offering training opportunities and resources; managing the database; offering library profile customization services for V-Cat members; and hosting V-Cat Council meetings. Results:
  - The V-Cat Council approved changing their meeting schedule to meet only 5 times a year versus bimonthly. Customization of
  - Loan rules and location codes were customized for several member libraries.
  - A 2017-2018 V-Cat Strategic Plan was approved by the V-Cat Council and WVLS Board of Trustees in September.
19. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons. Results:
  - Early research on linked data was completed with the assistance of the UW-Madison Library School intern/Neillsville Public Library Director Cara Hart.
  - Several discussion opportunities with other ILS consortiums and with vendors provided valuable information about Inn-Reach and linked data.
20. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance. Results:
  - Staff regularly communicated with other ILS consortia and monitored their activities to gain insight and to develop best practices for the V-Cat consortia.
21. Work with V-Cat committees to normalize V-Cat policies, procedures and practices among member libraries. Results:
  - With the roll out of the new EBSCO Discovery Service training was provided to, and help sheets shared with, V-Cat consortium members.
  - Throughout the year, WVLS hosted and participated on many V-Cat committee meetings to help develop procedures and best practices. See activities provided in Appendix I at the end of this report.
  - During V-Cat Council meetings, mini training sessions known as "Sierra" snacks were provided. In 2016 topics covered include Sierra Web, Sierra Interlibrary Loan, and Web Management Reports.
22. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices. Results:
  - This was an ongoing activity. V-Cat Council meetings allowed for members to report issues related to collection development policies and practices (i.e., number of holds allowed, checkout times, how to handle new materials and bestsellers, etc.) and for the consortium to draft/recommend/adopt new guidelines and procedures when necessary.

- Collection development was discussed in a "Periodic Renewal" following the September V-Cat Council meeting.
  - Several improvements were made to Sierra Decision Center as several members utilized this product for collection development.
23. Provide qualified, trained staff devoted to the management and support of the shared ILS.  
Results:
- The ILS Administrator and member library representative attended the annual Innovative User's Group Conference for a review of existing products and learn about new features.
  - The ILS Administrator participated in the Wisconsin-Illinois Innovative User Group (WILIUG) Conference to network with regional colleagues and to learn more about how other consortiums are using the software.
  - Additionally, the ILS Administrator underwent Load Profile training sponsored by Innovative, Inc.
24. Encourage libraries to consider new ILS-related technologies, and assist with implementation and training as needed. Investigate group pricing options. Results:
- Several discussion opportunities with other ILS consortiums and with vendors provided valuable information about Inn-Reach and linked data.
  - An overview about Linked data was shared with the V-Cat Council.
  - With the roll out of the new EBSCO Discovery Service training was provided to, and help sheets shared with, V-Cat consortium members.
25. Continue to monitor unmediated interloan between V-Cat participants. Results:
- Data for this activity was monitored monthly as V-Cat statistical reports were generated.
  - 2015 net lending/net borrowing statistics between member libraries was shared with the WVLS Board of Trustees in January 2015 and included in the 2015 WVLS Statistics booklet.
26. Provide an effective and efficient way for member libraries' holdings to be added to the database.  
Results:
- Training on Z39.50 cataloging, which reduces libraries' time spent on cataloging tasks and improves the bibliographic database, was provided to four additional libraries (Abbotsford, Greenwood, Neillsville and Thorp).
  - By the end of the year 10 libraries were using this form of cataloging to contribute full, rather than brief, bibliographic records to the database.
27. Work with member libraries to establish preferred practices and procedures for entering bibliographic and item holding records in the V-Cat database in accordance with currently accepted library cataloging and classification practices. Results:
- The Bibliographic Control Committee, under the leadership of MCPL's Chris Luebbe, continued to meet to establish preferred best practices for cataloging and to assist with the EBSCO Discovery Service implementation.
28. Ensure access to reports to assist member libraries in managing ILS data. Results:
- Member libraries were able to run their own reports, however WVLS also generated monthly and year-to-date statistical reports for members to use if needed.

29. Ensure that bibliographic records, item records, and item status for materials in the V-Cat database are searchable through standard protocols. Results:
  - A contract was continued with a third party vendor to process/review database records to ensure use of bibliographic standards.
  - The EBSCO Discovery Service enhanced the V-Cat Catalog search experience for users.
30. Ensure access to reports to assist member libraries in managing patron, bibliographic, and holdings data. Results:
  - This was an ongoing activity. V-Cat member libraries were able to access requisite reports and WVLS staffs provided assistance and support when needed.
31. Provide ILS consortium members with statistical data as required for the DLT Public Library Annual Report, using the standard definitions supplied by DLT. Results:
  - Year-end annual report data was generated and shared with V-Cat member libraries in January 2016.
32. Ensure that member library staff are properly oriented and trained on ILS procedures and protocols. Results:
  - As part of the new director orientations field visits with new directors were scheduled to communicate V-Cat procedures and protocols.
  - With the roll out of the new EBSCO Discovery Service training was provided to, and help sheets shared with, V-Cat consortium members.
  - Throughout the year, WVLS hosted and participated on many V-Cat committee meetings to help develop procedures and best practices. See activities provided in Appendix I at the end of this report.
  - During V-Cat Council meetings, mini training sessions known as "Sierra" snacks were provided. In 2016 topics covered include Sierra Web, Sierra Interlibrary Loan, and Web Management Reports.
33. Ensure access to statistical reports and assist member libraries in interpreting the data. Results:
  - This was an ongoing activity. Monthly reports were generated and shared with members.
  - Also assistance with generating individual library review file reports was provided when needed.
34. Work to expand V-Cat membership and encourage cooperative development through V-Cat. Results:
  - In 2015, a WVLS public library asked for costs to join the consortium. A request for additional information was not forthcoming.
35. Continue to convene the V-Cat Steering Committee to **assist staff in developing the** annual V-Cat budget **and, when needed, with other ILS-related matters.** Results:
  - The V-Cat Steering Committee met to review the 2017 budget drafted by WVLS ILS staffs. The budget subsequently was shared with, and approved by, the V-Cat Council and WVLS Board of Trustees.
  - In November, the WVLS Board of Trustees approved a 2017 V-Cat Steering Committee roster which included replacements for one trustee representative and one public library representative.
36. Investigate application of data analytics to the ILS. Results:

- The WVLS ILS Administrator attended a LITA (Library and Information Technology) Forum preconference on using Tableau, a data analysis software product and started to explore how it might be used to convey relevant ILS data.

## **ADMINISTRATION**

### 2016 OBJECTIVES:

1. Get acquainted with area library staff and trustees and make on-site visits to member libraries. Results:
  - Staff visited with member libraries either on their own initiative or at the request of a member library.
  - WVLS sponsored two listening sessions for WVLS and member library administrators, hosted four grassroots discussion opportunities following workshops and meetings, and reported on WVLS activities at library board meetings to enhance in-system communications.
2. Ensure the library system operates in accordance with Chapter 43 of the *Wisconsin Statutes*. Results:
  - Monitored by DLT and WVLS staff and Board of Trustees, the system's operations remained in compliance in with Chapter 43 of the *Wisconsin Statutes* in 2016.
  - No issues of noncompliance were discovered or reported in 2016.
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 effected policies, and WVLS staff implemented procedures, to ensure compliance with other Wisconsin laws.
  - No issues of noncompliance were discovered or reported in 2016.
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 a professional service to keep abreast of any changes to employment laws.
  - Compliance with policies outlined in the WVLS Employee Handbook was routinely monitored, and potential conflicts were addressed when necessary.
5. Ensure that all meeting announcements, agendas and minutes are publically available to all member libraries. Results:
  - All WVLS Board of Trustees meeting agendas and minutes were emailed to all public library directors and made publicly available on the WVLS website.
  - The Director's Report included in the WVLS Board of Trustees meeting packets was shared with all public library directors via email.
  - Agendas for all meetings of the board, Library Advisory Committee, V-Cat Council, and any sub-committee/s of these bodies, were shared with all newspapers in the seven-county 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 reviewed and approved in early 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 2016.
  - Board meetings were held in the WVLS office, a physically accessible location.
  - Participation was 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:
  - WVLS was represented on the Wisconsin Library Associate's Library Development and Legislation which closely monitored any statutory changes and court decisions of potential impact to Wisconsin's libraries and systems.
  - WVLS staffs ensured that local member public libraries were informed about the Return of Library Materials Bill, which passed both houses and signed into law as Act 169 by Governor Walker on February 29.
  - Copies of the WLA Legislative Newsletter were relayed to the "all subscribers" email list.
9. Ensure the director keeps the library system informed of all important issues facing the member libraries. Results:
  - Announcements about system services and programs, along with relevant state and national news, were shared with colleagues from all library types via WVLS.org, WVLS Digital Lites blog, Facebook, Twitter, Google+, emails, and a semi-monthly WVLS Newsletter.
  - Member libraries were encouraged to communicate library-related news, service issues or concerns via the WVLS listservs to create an open/transparent dialogue between and among WVLS colleagues.
  - Updates on the Public Library System Redesign project were routinely shared via the WVLS all-subscribers list.
  - The Director's Reports, which included updates on WVLS services and programs, were shared with member public library directors via email. In 2016, several libraries included that report in their library board meeting information packets.
10. Create a long-range plan that meets the needs of member libraries. Results:
  - Long-range plans for two major system program areas – ILS and technology - were updated and submitted to DLT with a board-approved copy of the 2017 WVLS Plan of Service.
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:
  - A copy of the Trustee Essentials was included in a binder of information shared with a trustee new to the WVLS Board in 2016, and an orientation offered.
  - Copies of the Trustee Essentials were shared with new public library directors during their orientations.
  - New directors were encouraged to allow time to review one or two of the Trustee Essentials during their library board meetings.
12. Provide each WVLS trustee with an I-Pad, as well as an orientation on how to use this technology to access board information that is in digital form. Results:
  - I-pads were issued to WVLS Trustees upon request. One-on-one training was offered to new trustees and for any trustee requesting a refresher or troubleshooting assistance.

13. Provide current financial and statistical reports for review at each library system board meeting. Results:
  - Several financial reports are shared at each meeting of the WVLS Board of Trustees, and statistical reports were shared as needed or requested.
  
14. Ensure that the library system board reviews and approves bills at each library system board meeting, in accordance with applicable laws and policies. Results:
  - The monthly "Bills for Approval" and WVLS/V-Cat/IT Budget Reports were shared with, and approved by, the WVLS Board of Trustees during their regularly scheduled meetings.
  - The WVLS Board Treasurer was responsible for co-signing checks from each bi-weekly bill run.
  - All financial reports/activities were shared with the auditor to complete the annual audit.
  
15. Maintain awareness of available grant and other outside funding sources. Results:
  - Wisconsin and National public library listservs were monitored for new and available grants.
  - System/State/National/Community grants and scholarships were promoted to all library types via WVLS.org, WVLS Digital Lites blog, Facebook, Twitter, Google+, emails, and a semi-monthly WVLS Newsletter.
  - WVLS was represented on DPI's LSTA Advisory Committee whose charge is to budget and allocate federal funding for DPI, library and system programs and services.
  
16. Apply for and implement grants from LSTA and other grant sources that benefit the system and its member libraries. Results:
  - Two LSTA grants were received in 2016 – a System Technology Block Grant (\$26,900) and DPI's Youth and Special Services System CE Support Grant (\$1,500 for WVLS; \$1,500 for Northern Waters Library System).
  - Four 2017 LSTA grant proposals, approved by the WVLS Board of Trustees in August, and submitted to DPI in October were:
    - Library System Technology Grant - \$26,900 – noncompetitive
    - Content Creation Grant – \$20,000 - competitive
    - Digitization of Library Historical Material Grant - \$10,000 – competitive
    - Outcome Measurement Support - \$5,000 - noncompetitive
  
17. Maintain compliance records. Results:
  - A file structure for all WVLS director certification records was created in December.
  - A WVLS Google Director Certification Calendar was created to track and schedule updates to each director nearing certification renewal.
  - An annual Director Continuing Education Update letter was mailed to each public library director in December.
  - There were no issues of noncompliance at the end of 2016.
  
18. Maintain required statistics for system planning and reports to WVLS Board and DLT. Results:
  - This activity was ongoing as evidenced by the information shared in WVLS Board of Trustees meeting packets and in the appendices at the end of this report.
  - WVLS worked with its partner, Indianhead Federated Library System, to establish an automated mechanism for WiFi statistics collection in December 2015, which allowed for more accurate and detailed statistics this year.
  
19. Provide for staff and trustee participation in appropriate continuing education activities. Results:



- The 2016 WVLS budget supported opportunities for staff and trustees to participate in several continuing education opportunities.
  - Staff members were invited to attend WLA's annual Library Legislative Day, and spring and fall conferences; national conferences; regional/state/national training opportunities; and regional/state workshops.
  - WVLS trustees were encouraged to attend WLA-sponsored functions, and WVLS-sponsored workshops and webinars.
  - "Trustee Training Week webinars were promoted via WVLS.org, WVLS Digital Lites Blog, Facebook, Twitter, Google+, emails, and a semi-monthly WVLS Newsletter.
20. The library system board shall ensure the library system director maintains the appropriate level of certification under the provisions of the *Wisconsin Administrative Code*. Results:
- The Director attended the 2016 Public Library Association Virtual Conference, WAPL Conference, WLA Conference, and several workshops/webinars sponsored or co-sponsored by WVLS.
  - The Director acquired 33 CEUs in 2016. 100 CEUs are required every five years.
  - The activities of all WVLS staff are detailed in Appendix I at the end of this report.
21. Ensure the library system board adopts a set of personnel policies outlining the conditions and requirements for employment of system staff, which are consistent with state and federal regulations and relevant court decisions. Ensure the library system board reviews personnel policies on a regular schedule, including after any significant change in employment law. Results:
- The WVLS Board of Trustees did a thorough review of the WVLS Employee Handbook in 2013.
  - In 2015, portions of the Handbook were revised to align with changes in the Fair Labor Standards Act.
  - A comprehensive review did not occur in 2016, but is planned for 2017.
22. The library system director shall be responsible for personnel administration, including hiring, supervising, evaluating, and dismissing library system employees. Results:
- With the resignation of the V-Cat/Database Trainor and Website Developer in 2015, funds from that position were used to outsource projects.
  - In 2016, funds from that position were used to hire a Communications Coordinator to develop and implement plans for improved and communications between WVLS and member libraries and timely marketing WVLS services and programs.
23. Monitor system property, liability and health insurance needs. Results:
- Insurance needs/costs were monitored month, and studied during the July-September budget development process.
  - Property and liability insurance policies were reviewed during the 2015 audit process.
  - A cyber-security insurance policy was investigated in December, and a discussion with an insurance company planned for January 2017.
24. 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 during their May meeting and a copy of the accepted audit was filed with DLT.
25. Participate in SRLAAW and SOMBAAW. Results:

- WVLS was represented at all scheduled meetings of SOMBAW and three of four meetings of SRLAAW in 2016.
  - WVLS participated on a SRLAAW Government Relations Committee charged with drafting a SRLAAW/WLA Lobbyist Agreement.
26. **Continue to** participate on a WPLC subcommittee to investigate data analytics tools and ways in which to market the data and provide a proposal for WPLC board consideration. Results:
- The WPLC analytics subcommittee met in January to view two product presentations. The subcommittee's final report and recommendation was presented to and approved by the WPLC Board in February.  
(<http://www.wplc.info/sites/wplc.info/files/Recommendation%20of%20WPLC%20Analytics%20Workgroup.pdf>)
  - The User/Non User Survey Workgroup referenced the work of the Analytics subcommittee in a recommendation to the WPLC Board presented in October.  
(<http://www.wplc.info/sites/wplc.info/files/User%20Non-User%20Survey%20Work%20Group%20Recommendation,%20Sept%202016.pdf>)
27. Maintain and monitor use of reserve funds. Results:
- In January 2016, the WVLS Board of Trustees adjusted 2016 reserve accounts to match 2014-15 levels – the Resource Development Fund increased to \$155,000 and the Reserve Fund to \$169,000.
  - Reserve funds may not be used without Board approval and, in 2016, no funds were requested/expended.
28. Review status/storage of 'old' records in context of the WVLS records retention policy and/or as mandated by applicable legislation. Results:
- WVLS records were stored/archived in accordance with the WVLS Records Retention Policy which aligns with the *Schedule for Wisconsin's Public Libraries and Public Library Systems* adopted by the Wisconsin Public Records Board in 2006.
  - As paper records having historical or legal significance were scanned, the digitized documents were reviewed for accuracy. If accurate, paper records were shredded.
29. Maintain WVLS inventory of office equipment and supplies. Results:
- The WVLS list of fixed assets was updated as outlay items were acquired.
  - A detailed record of almost all technology asses, regardless of original purchase price also was maintained.
  - The 2015 WVLS list of fixed assets was shared with Krause, Howard and Co., S.C. in April to complete the 2015 audit.
30. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions. Results:
- WVLS continued to define and develop its role in the LEAN WI partnership in 2016. The partnership allowed for significant cost savings in capital maintenance and replacement.
  - WVLS contracted with courier vendor Waltco, Inc. to do the sort for all materials needing to be delivered to/from all WVLS public libraries. Outsourcing this responsibility generated considerable cost savings for WVLS and member library courier staffs.
31. Pursue opportunities to collaborate within, between, and/or among systems in order to maximize efficiencies. Results:

- The WVLS /IFLS partnership (LEAN WI) created cost-savings in information technology capital and human resources.
  - The contract with the NFLS for planning and promoting webinars created savings in workshop speaker costs and in human resources.
  - The contract with the Bridges Library System to develop and promote the “1,000 Books before Kindergarten” app afforded WVLS valuable expertise and the availability of a wonderful resource for our member libraries and their patrons.
  - See responses to nos. 18, 30 and 35 in this section. See responses to nos. 5, 10, 12 and 15 in the Technology/Network subsection of the LIBRARY TECHNOLOGY AND RESOURCE section (L).
32. Facilitate meetings within, between, and/or among like-minded staff from multiple systems in order to discuss and implement collaborative services. Results:
- WVLS used a combination tools for regular communication with LEAN WI partners including GotoMeeting, Slack for instant messaging and Skype for Business for biweekly video conference meetings.
  - WVLS networked with continuing education staffs from several systems to plan and provide continuing education opportunities for WVLS member colleagues throughout the year.
33. Facilitate group purchasing (e.g., library applications, supplies, equipment, downloadable e-resources) within, between, and/or among library systems. Results:
- See response to Objective no. 31 in this section.
34. Plan continuing education activities with other systems in the region or within the state. Results:
- WVLS contracted with the Nicolet Federated Library System to provide a series of webinars throughout the year.
  - WVLS collaborated with the Northern Waters Library Service to provide “Digital Citizenship & Cyber Security” workshop September 19.
  - WVLS partnered with IFLS to provide a “Mobile Maker Space” workshop in four locations in September and October.
  - WVLS collaborated with IFLS and T.B. Scott Library to present a WLA conference session on digitization.
35. Encourage and promote collaborative exchanges with other systems in the same region or within the state that use the same ILS vendor. Results:
- WVLS participated on the WILIUG (Wisconsin – Illinois Libraries’ Innovative User Group) Steering Committee to plan the spring conference in Racine.
  - The LEAN WI partnership allowed for collaboratively sharing information technology capital, expertise and technology support.
36. Report collaborative service developments on the public library system annual report. Results:
- WVLS continued its collaborations with the Indianhead, Nicolet Federated and Northern Waters systems to enhance programs and services to our member libraries. Our collaborative efforts were outlined in the 2015 annual report and will be included in the 2016 report as well.
37. **Implement a grant opportunity for member libraries which supports innovative and collaborative ventures.** Results:
- Funds for the WVLS Innovation and Collaboration Grant were included in the 2016 budget.

- The initial grant, awarded in November, funded the Crandon Public Library's project to work with the local school district's art department to develop and sustain an art club for middle and high school aged youth.

## **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 DLTC to provide access to electronic databases for all Wisconsin residents. <http://www.badgerlink.net/>

BCN: Badgernet Converged Network

BLS: Bridges Library System

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 DLTC 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, DLTC (see below) changed its name to DLT.

DLTC: 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.

LEAN WI: Wisconsin Valley Library Service/Indianhead Federated Library System IT partnership.

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.

PLSR: Public Library System Redesign – a DPI sponsored community-based project to consider how to best provide public library system services in Wisconsin.

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/wlrf/>

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

[YSIE: Youth Services Information Exchange.](#)