

# **2009 SYSTEM PLAN**

*(Approved by the WVLS Board of Trustees; 9/20/08)*

**Note:** New objectives to the 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.

2009 OBJECTIVE:

1. Provide a copy of the agreement WVLS has with each public library and its supporting municipality to DLTCL by at least January 15, 2009.

## **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.

2009 OBJECTIVE:

1. Provide a signed copy of the WVLS/MCPL agreement for 2009 to the DLTCL.

**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.

2009 OBJECTIVES:

1. Provide for reference and interlibrary loan referrals for member libraries.
2. Maintain appropriate reference and interloan statistics.
3. 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.
4. Help member libraries with weeding and/or inventory projects.
5. Set up a link on the WVLS web page enabling area librarians/library users to ask a reference question via email/**meebo or latest technology**.
6. **Investigate and help libraries implement instant messaging reference services.**
7. Continue to monitor statewide OCLC/WISCAT activity in area of ILL and WVLS' role.
8. **Create web bibliographies and tools on a variety of topics useful to WVLS library staff and trustees on the WVLS web site.**
9. **Create a homework site as part of the WVLS web site.**
10. **Add V-Cat records to the state database on a regularly scheduled basis.**
11. **Provide authentication services for WVLS databases offered to the public.**
12. Encourage member libraries to take full advantage of BadgerLink.

## INSERVICE TRAINING & 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.

### 2009 OBJECTIVES:

1. Conduct workshops for member library personnel and trustees. Include special focus on sessions explaining how to use (and where to get tech help for) the latest equipment/software.
2. Maintain calendar of continuing education events.
3. Maintain Wessler Scholarship fund.
4. Obtain and analyze written evaluations of WVLS-sponsored workshops.
5. Attend relevant meetings and share what is learned.
6. Provide consultant services to WVLS libraries of all types in the areas of: public library administration and governance; adult services, youth services, building/remodeling; automation; staff development; planning/evaluation/standards; collection development; legal issues; and special needs.
7. Provide grant-writing guidance and support.
8. Continue customized training sessions for area library personnel such as training in the efficient/effective use of V-Cat, online databases, etc.
9. Inform area interloan personnel of changes in state-level ILL procedures and protocols and provide special training sessions as needed.
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.
11. Set up a meeting of member public library directors ... a forum for the exchange of ideas ... encourage them to suggest items for the agenda.
12. Continue to encourage development of WVLS staff's technology-related skills.
13. **Provide and promote online learning opportunities via OPAL, College of DuPage, SirsiDynix and WebJunction.**
14. **Monitor public library directors' progress toward certification and recertification. Provide annual updates to each director.**
15. **Investigate trustee training approaches.**
16. **Assist member libraries in the process of filing annual reports by training libraries, providing forms support, and reviewing completed reports.**
17. **Meet with new and current directors in the system to orient them to system services.**

## DELIVERY AND COMMUNICATION

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

### 2009 OBJECTIVES:

1. Continue courier contracts with Waltco, Inc. and the South Central Library System. WVLS funds will be used to pay for 2 Waltco stops per week at each member public library and V-Cat service site. V-Cat dollars will be used to pay for a 3<sup>rd</sup> courier stop at each library service site with an individual location code. WVLS will continue to contract with Waltco for 2 delivery stops per week at each non-V-Cat member unless they only want one stop.
2. **Monitor activities of the Statewide Delivery Advisory Committee.**
3. **Review and update delivery schedules, policies and procedures as needed, and post on the WVLS web site.**
4. Publish the WVLS newsletter, *The Lamplighter*, online. When each issue is ready, send email notice via WISPUBLIB and the WVLS-max listservs.
5. Maintain contacts with state and federal legislators.

6. Produce/distribute annual statistical report.
7. Produce/distribute annual county benefit reports.
8. Maintain WVLS web site.
9. Keep web-based *Directory of Libraries* and Librarians updated.
10. Make current employment law information posters available via the WVLS web site and encourage member library personnel to download and post them in their facilities.
11. Promote WVLS' and state-level resources that are available electronically (ebooks, BadgerLink, WVLS web site, electronic databases, workshops, etc.). Hold info sessions in individual member counties.
12. **Develop outreach program to travel to area libraries and offer learning sessions for staff on WVLS' products and services.**
13. **Provide ready-made promotional templates and assistance in utilizing technology to promote library activities.**
14. **Employ technologies/methods that would make communications within the WVLS office and to/from area libraries more efficient and cost-effective. Expand the use of WVLS wiki, blog or ning and encourage member libraries to contribute.**

## **SERVICE AGREEMENTS**

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

2009 OBJECTIVE:

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

## **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.

2009 OBJECTIVES:

## COLLECTION DEVELOPMENT

1. Purchase print and electronic resources to meet the needs and demands of area library users and to back up the collections of member libraries. NOTE: Purchase of materials for patrons with special needs is included under the 'special needs' sub-program S.43.24(2)(k).
2. Continue to budget for and provide deposit collections of large print books and audiobooks (books on CD and Playaways) to area libraries, nursing homes and apartments for the elderly. Use part of the large print book budget to purchase bestsellers to help fill V-Cat reserves. When interest wanes, put these titles into the deposit collections.
3. Provide area library directors with a quarterly usage report for each WVLS electronic database.
4. Provide library directors with OverDrive statistics (to help librarians explain the possible drop in use of audiobooks because of OverDrive).
5. Provide member libraries with OverDrive PR materials.
6. **Promote collaborative collection development among member libraries to ensure subject coverage of popular topics.**
7. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos.
8. Continue to evaluate use of Bi-folkal and other programming kits. Advertise them and their potential uses, discarding worn items, possibly breaking down kits into smaller units, etc.

9. Convene the WVLS Collection Development Committee to review and make any necessary revisions to the 2009/10 WVLS Collection Development Plan. Members would like this meeting to take place on the afternoon of the June 2008 WVLS Executive Committee meeting.
10. Subscribe to professional journals and route to interested member libraries.
11. **Maintain a collection of materials for loan consisting of professional materials concerning the library and information field.**
12. **Create a WVLS Reader's Advisory service and toolkit that supports reader's advisory activities of area libraries.**

#### LIBRARY ADVOCACY

1. Encourage members of the WVLS library community to attend WLA's Library Legislative Day to visit legislators who have constituents in WVLS territory.
2. **Create a bibliography of resources/links that may be helpful to area libraries in their local/regional/state-wide advocacy efforts on the WVLS web site.**
3. **Advocate on the state level for public library initiatives.**

#### YOUTH SERVICES

1. Continue financial support of the Children's Book Fest.
2. Sponsor annual Summer Library Program workshop.
3. Set schedule of live performances at member libraries' summer reading programs and partially subsidize performances.
4. **Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects.**
5. **Maintain a collection of youth services program support materials.**

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

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

#### 2009 OBJECTIVES:

1. Involve the WVLS Library Advisory Committee in annual discussion of system activities related to special needs.
2. Provide consultant service in area of special needs.
3. Maintain collection of professional materials on special needs topics.
4. Purchase and provide deposit collection of large print books and audiobooks to interested public libraries, nursing homes and apartments for the elderly.
5. Include articles on special needs topics in the WVLS newsletter, *The Lamplighter*.
6. Encourage and assist area librarians in the extension of special needs programs/services.
7. Apply for and administer awarded grants in the area of special needs.
8. Support the initiation and/or improvement of library services and materials for seniors with special needs and persons with disabilities.
9. Support initiation and improvement of library services and materials for children with special needs (autism, learning disabilities, sensory disabilities, etc.), their parents, caregivers and teachers.
10. **Enhance and strengthen public library services to adolescents most at risk of having literacy issues.**

## 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.

### 2009 OBJECTIVES:

1. Continue to sponsor the WVLS Library Advisory Committee (LAC).
2. Consider all types of libraries whenever proposals for grants and other special system projects are developed.
3. Provide consultant services to all types of libraries in the WVLS area - reported under requirement S43.24(2)(e).
4. Provide reference and interloan services to all types of libraries in the WVLS area.
5. Invite libraries of various types to attend and host WVLS continuing education events.
6. Include libraries of all types in the WVLS area on the WVLS newsletter mailing list.
7. Announce available grants for area libraries of all types to consider in the WVLS newsletter.
8. Continue membership in the Central Wisconsin Digital Project.
9. **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.**

## 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. NOTE: E-rate requires a three-year plan so this technology plan is actually reviewed more often than the state law requires.

### 2009/2010 OBJECTIVES:

1. Provide consultant services in the area of technology and sharing of resources (ongoing).
2. Be alert to and apply for grant funds that would help WVLS and/or member libraries to purchase/install/implement new technologies (ongoing).
3. Annually apply for and administer the LSTA technology grants as long as they remain available (ongoing). **For 2009, the primary use of the noncompetitive technology grant will be allocated for the V-Cat migration which is planned for late 2009. A portion of that grant might also be used for the purchase/installation/maintenance of a network appliance that the Network Committee is looking at which helps prioritize traffic passing through the Internet gateway to WiscNet.**
4. Work with those public libraries that participate in the 2009 LSTA Wireless Implementation Grant to establish wireless accessibility in their facilities (2009).
5. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to WVLS area libraries (ongoing).
6. Help members make the Internet available to the general public (ongoing).
7. Continue to monitor the WVLS wide area network (WAN). This includes working with the network engineer and the WVLS Network Committee to ensure that the network design meets the needs of the WAN members (ongoing).
8. Encourage the two public libraries which have not taken advantage of the TEACH T1 line to do so (ongoing).
9. Facilitate e-rate application for telecommunication discounts. WVLS and its participating libraries will not observe the CIPA restrictions and will not apply for e-rate discounts which require CIPA compliance (ongoing).

10. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS as well as beyond (ongoing).
11. Assist member libraries with web site development (ongoing).
12. **Investigate and experiment with online video applications to enhance communication and delivery of training** (ongoing).
13. **Provide server space for area libraries' web pages via Concentric.com** (ongoing).
14. **Maintain the WVLS-related distribution lists which are on Concentric.com** (ongoing).
15. **Invite vendors chosen by the V-Cat Migration Committee to demonstrate their ILS software onsite as a part of the V-Cat migration to the next generation software (2009).**
16. Administer the V-Cat program. This includes developing and monitoring V-Cat budget; providing training opportunities and resources; managing the database; customizing HIP profiles for V-Cat libraries; providing appropriate Horizon circulation and interloan statistics; and arranging for, attending, and maintaining a written record of bimonthly V-Cat Council meetings (ongoing).
17. Continue to monitor the relationship between WVLS and WILS as it relates to V-Cat and OCLC (ongoing).
18. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices (ongoing).
19. The WVLS SirsiDynix system administrative staff will continue to attend SirsiDynix training sessions to remain current with the Horizon software (ongoing).
20. Continue to provide training opportunities for area library personnel whenever new technologies are implemented, and/or when staff changes require training or review (ongoing).
21. Monitor the anticipated increase in unmediated interloan between V-Cat participants (ongoing).
22. Continue to transfer requests electronically via V-Cat, WISCAT and OCLC. V-Cat members will use V-Cat as their first source of ILL. WVLS will seek to fill WISCAT requests from holdings of non-V-Cat members before turning to V-Cat members and create ILL requests using OCLC when appropriate (ongoing).
23. Work with member libraries on digitization projects (ongoing).
24. Continue to develop and make use of the V-Cat/WVLS Tech Team (ongoing).
25. Provide technology-related workshops (ongoing).
26. Promote and expand the use of OPAL (ongoing).
27. Consider creation of screen casts to be posted on the web for WVLS library personnel (ongoing).
28. Continue to monitor Library 2.0 activities and developments and share with area libraries (ongoing).
29. Continue to monitor the other (non-V-Cat) library automation system that is being used by a WVLS member library (ongoing).
30. Continue to encourage WVLS area public libraries to join V-Cat (ongoing).
31. File long-range plan technology plans as required by DLTCL (ongoing).
32. **Assist member libraries in determining what computer hardware and software to purchase** (ongoing).
33. **Provide technical support for computers and other computer hardware, software and networks** (ongoing).
34. **Explore and experiment with new directions in technology of probable value to the ongoing and future operations and missions of WVLS member libraries** (ongoing).

NOTE: This technology plan covers the five criteria that are core elements of successful library technology initiatives as established by the DLTCL. Several of the objectives require the use of telecommunications to be accomplished. Training of WVLS staff and staff in area libraries is also included in the above objectives. Administering and monitoring the V-Cat program and the WVLS central site Internet connection includes assessment of those services. This is done as the grants are administered; as equipment is identified for purchase; by working with the network engineer, etc. The 2009 WVLS budget includes funds for implementing this plan. Funding for technology is a high priority in annual WVLS budgets.

Progress on the specific objectives of the plan is reported on and evaluated three times a year. Based on the results of those activities, the plan is reviewed annually to respond to new developments and opportunities.

## **ADMINISTRATION**

### 2009 OBJECTIVES:

1. Get acquainted with area library staff and trustees and make on-site visits to member libraries.
2. Monitor expenditures to ensure that 2009 programs operate within overall budget projections.
3. Monitor WVLS participation in grant programs.
4. Maintain compliance records.
5. Maintain required statistics for system planning and reports to WVLS Board and DLTCL.
6. Provide for staff and trustee participation in appropriate continuing education activities.
7. Review WVLS Personnel Policy/Staff Handbook and recommend changes as needed.
8. Advertise for, interview and select new system personnel as needed.
9. Ensure compliance with federal and state laws which apply to libraries/systems.
10. Monitor system property, liability and health insurance needs.
11. Provide for independent audit of WVLS' financial statements and file copy with DLTCL.
12. Conduct formal/informal staff evaluations as needed.
13. Participate in SRLAAW and SOMBAW.
14. Provide for orientation of new trustees.
15. Maintain and monitor use of reserve funds.
16. Review status/storage of 'old' records in context of the WVLS records retention policy.
17. Work to improve the political and funding climate for public library systems in Wisconsin.
18. Explore ways to work collaboratively with other systems and agencies to enhance services to area libraries.
19. Explore sources for additional revenue to develop/improve services to member libraries.
20. **Maintain WVLS inventory of office equipment and supplies.**