

2012 SYSTEM PLAN

WVLS Board of Trustees Meeting; September 17, 2011

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.

2012 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, 2012.

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.

2012 OBJECTIVE:

1. Provide a signed copy of the WVLS/MCPL agreement for 2012 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.

2012 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. Assist interested member libraries with implementing instant messaging reference services.
6. **Investigate the use of SKYPE for 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. Review and evaluate subscription-based electronic resources provided for member libraries and patrons.
10. Provide authentication services for WVLS databases offered to the public by fully utilizing vendor authentication processes where possible.
11. Encourage member libraries to take full advantage of BadgerLink.
12. Investigate enhancements to the V-CAT online catalog.
13. Select, catalog and add appropriate reference websites to the V-Cat online catalog. Review annually

and delete records as needed.

14. **Provide a reference resources/skills workshop in 2012.**

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.

2012 OBJECTIVES:

1. Monitor new developments in long-distance collaborative environments that would enhance delivery of training and facilitation of group meetings.
2. Conduct workshops for member library personnel and trustees. Focus on sessions explaining how to use (and where to get tech help for) the latest equipment/software.
3. When feasible, work with other public library systems to organize and provide workshops and training opportunities.
4. Maintain calendar of continuing education events.
5. Maintain Wessler Scholarship fund.
6. Obtain and analyze written evaluations of WVLS-sponsored workshops.
7. Attend relevant meetings and share what is learned.
8. 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.
9. Provide grant-writing guidance and support.
10. Continue customized training sessions for area library personnel such as training in the efficient/effective use of V-Cat, online databases, etc. Archive training sessions on WVLS web site.
11. Inform area interloan personnel of changes in state-level ILL procedures and protocols and provide special training sessions as needed.
12. 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.
13. Continue to host annual gathering of public library directors.
14. Continue to develop WVLS and member library technology-related skills.
15. Provide and promote online learning opportunities.
16. Monitor public library directors' progress toward certification and recertification. Provide updates to each director as needed.
17. Investigate trustee training approaches.
18. Assist member libraries in the process of filing annual reports by training libraries, providing forms support, and reviewing completed reports.
19. 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.

2012 OBJECTIVES:

1. Continue to subsidize two courier stops per week to each member public library and V-Cat service site. V-CAT will subsidize a third courier stop at each library service site with an individual location code. Continue to fund two delivery stops per week at each non-V-Cat member library 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, *Digital Lites*, as a blog on the WVLS web site. When each issue post 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 content. Explore methods for editing/revising the 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, databases, workshops, etc.). Hold info sessions in individual member counties upon request.
12. Maintain outreach program to provide onsite or online learning sessions for area library staff on WVLS' products and services upon request.
13. Share 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.

2012 OBJECTIVE:

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

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.

2012 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. 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 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 usage reports for WVLS electronic databases, and NetLibrary/OverDrive collections.
4. Provide links to OverDrive and other database online PR materials.
5. Promote collaborative collection development among member libraries to ensure subject coverage of popular topics.

6. Continue membership in the Wisconsin Public Library Consortium to provide access to e-books/e-audios/e-videos.
7. Convene the WVLS Collection Development Committee on December 13, 2012 to review and make any necessary revisions to the WVLS Collection Development Plan.
8. Subscribe to professional journals and route to interested member libraries.
9. Maintain a collection of materials for loan consisting of professional materials concerning the library and information field.
10. Continue to share reader's advisory/collection development information with area libraries.
11. Continue to use the Novelist Select product, which integrates the Novelist Plus Readers Advisory Database into the V-CAT catalog.
12. Encourage the digitization of local history materials and access via member library web sites.

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, **as well as creating in district opportunities for dialog and engagement with legislators.**
2. Update the WVLS web listing of resources/links that may be helpful to area libraries in their local/regional/state-wide advocacy efforts.
3. **Mentor members of the WVLS library community engaged in local advocacy activities with municipal and county elected officials.**
4. **Encourage members of the WVLS library community to develop a network of citizen library advocates who can be strategically deployed as needed.**
5. Advocate on the state level for public library initiatives.
6. **Provide regular updates to member of the WVLS library community about legislative matters with potential impact upon library funding and services.**

YOUTH SERVICES

1. Continue financial support of the Children's Book Fest to encourage quality collection development in local children's/YA collections.
2. Sponsor annual Summer Library Program workshop to help libraries develop appropriate SLP activities.
3. Partially subsidize a performer at member libraries' summer reading programs.
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.
6. Investigate the need for a system-wide movie licensing agreement to enable public performance movie programming.
7. **Together with the WVLS Wakanheza Project Team, provide opportunities for training on project principles and their implementation within the context of customer service.**

SERVICES TO USERS WITH SPECIAL NEEDS

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

2012 OBJECTIVES:

1. Involve the WVLS Library Advisory Committee in annual discussion of system activities related to special needs.
2. Provide consultant service to assist member libraries in identifying needs, goals, and objectives for

- creating accessible libraries and services for persons with special needs.
3. 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.
 4. Purchase and provide large print books and audiobooks for inclusion in deposit collections to interested public libraries, nursing homes and apartments for seniors.
 5. Encourage member library cooperation/partnerships with schools, county agencies and community organizations serving persons with special needs.
 6. Apply for and administer awarded grants which help libraries develop and support the provision of services and materials for users with special needs.
 7. 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.
 8. Enhance and strengthen public library services to adolescents most at risk of illiteracy.
 9. Assist member libraries in creating and maintaining ADA accessible public computer workstations and in exploring new technologies to serve users with special needs.

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.

2012 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 online newsletter.
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.
9. Partner with all types of libraries in the WVLS area to provide workshop, training and resource sharing opportunities for area libraries.

LIBRARY TECHNOLOGY AND RESOURCE SHARING

(M). Wis. Stats. 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000 and every 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources. NOTE: E-rate requires a three-year plan so this technology plan is actually reviewed more often than the state law requires.

2012 OBJECTIVES:

1. Continue to offer consultant services in the areas of technology and resource sharing.
2. Be alert to and apply for grant funds that would help WVLS and/or member libraries to purchase/install/implement new technologies.

3. Support the development of CANs (Community Area Networks)
4. Annually apply for and administer the LSTA technology grants.
5. 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.
6. Help member libraries make the Internet available to the general public.
7. Continue to improve the infrastructure supporting WVLS Information Technology.
8. Continue to evaluate and improve the WVLS web site to provide an effective means of communication within WVLS.
9. **Offer web site hosting services to member libraries and research the feasibility of offering web development services to member libraries.**
10. **Investigate converting interested member library web sites hosted by WVLS to the (Drupal) content management platform used by WVLS.**
11. Investigate and experiment with online video applications to enhance communication and delivery of training.
12. Continue to work with the V-Cat Migration Committee to **implement and develop features of the new ILS.**
12. 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; providing appropriate ILS circulation and interloan statistics; and hosting V-Cat Council meetings (ongoing).
13. Continue to investigate and implement enhancements to the automated system that benefit area library staff and patrons (ongoing).
14. Continue to investigate the organizational structure and funding mechanisms of other ILS consortia in the state for practices and optimized governance.
15. Work with V-Cat committees to standardize V-Cat policies, procedures and practices among member libraries.
16. Continue to assess cost benefit of WVLS membership in WiLS.
17. Remain alert to the impact of V-Cat as it relates to members' collection development policies and practices.
18. Continue to attend relevant ILS training and continuing education opportunities.
19. Encourage libraries to consider RFID, self-checks and other new technologies. Investigate group pricing options.
20. Offer training opportunities for area library personnel whenever new technologies are implemented, and/or when staff changes require training or review.
21. Continue to monitor unmediated interloan between V-Cat participants.
22. Continue to transfer requests electronically via V-Cat, WISCAT and OCLC.
23. **Maintain** a digitalization workflow and offer services to member libraries to help implement this workflow.
24. Expand the use of online meeting software.
25. Work to expand V-Cat membership and encourage cooperative development through V-Cat.
26. Continue to review and update the 2010-2012 Technology Plan required by DLTCL to respond to new technological developments and opportunities.
27. **Develop services which help member libraries purchase appropriate computers, network hardware and software.**
28. Develop technical support services for computers and computer related hardware, software and networks.
29. Explore and experiment with new directions in technology of probable value to the ongoing and future operations and missions of WVLS member libraries.

ADMINISTRATION

2012 OBJECTIVES:

1. Get acquainted with area library staff and trustees and make on-site visits to member libraries.
2. Monitor expenditures to ensure that 2012 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 and/or as mandated by applicable legislation.
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.
21. Investigate and implement opportunities for reducing costs/staff time needed for materials handling, resource sharing, technology support and office functions.
22. **Consider 2011 survey information when planning and developing future services and programs offered by WVLS.**