

Appendix A: System Standards governing WALS members.

This document lays out the specific policies regarding participation in the shared ILS and WALS network and is considered part of the overall Participation Agreement. It refers to, and may include language from, procedural documents that spell out how to meet these policy requirements.

The following policies and standards have been mutually agreed upon over time and disseminated by various methods and in various documents. This document brings them all together.

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1.a. General - Communication:

Talk to us –

- Libraries must notify Winnefox of any significant changes in status, such as unexpected closings or disruption of services.
- Libraries must also notify Winnefox of any significant additions/changes to service that might affect other libraries or system-wide procedures.
- Large projects that might affect other libraries or would require Winnefox staff time should be discussed with Winnefox staff as the project is planned.

We'll talk to you -

- Email and Teams chat are WALs primary methods of communication. Library directors, at a minimum, are expected to check these outlets when working.
- WALs staff will primarily communicate with library directors or, in larger libraries, department heads.

Talk to each other –

- Directors and department heads will pass along essential communication to staff whose duties may be affected.
- If libraries have issues with other libraries, step one should be to talk directly to the other library. WALs will get involved if communication breaks down.

1.b. General - Involvement:

Meetings –

- ALL-WALS - The primary channel for continued education about the ILS and related products. New procedures and new features are presented and discussed at this meeting. Existing procedures and features are reviewed. Library directors or their representatives are expected to attend at least two ALL-WALS meetings each year.
- WTEC - Any library director or their representative may attend WTEC meetings, and directors from smaller libraries are encouraged to run for one of the 3 member-at-large positions.

Education –

- WALs will provide training materials and tutorials for the ILS and related products.
- The primary repository for training documents and tutorials will be the WALs section of the Winnefox website.

- The library director and/or other library staff need to be trained in the use of the ILS and to maintain those skills as the system changes.
- The library director and other library staff also need to be familiar and comfortable with other technology used in their library, including:
 - The public catalog, the Winnefox app, the library's website
 - Email, Teams, OneDrive, SharePoint
 - Logging into PCs and accessing library software
 - Locating and identifying telecom equipment
 - Printers (public and receipt) and related software
 - Hotspots, Rokus, other equipment for checkout
 - Shared databases, including but not limited to Overdrive and the Libby App

2.a. Ethics – Patron equality

All patrons are created equal. This includes staff, directors, trustees, teachers, and general public.

State Statute prohibits special privileges for trustees and governmental employees. These could include perks like extended loan periods, waived bills, prioritized holds, multiple renewals, borrowing new materials before they are entered into the system, etc. Unless these perks are available to all other patrons, it is not legal to offer them to trustees or municipal/governmental employees.

Ethically, staff members and volunteers should not receive special privileges either.

2.b. Ethics – Privacy

State Statute 43.30 prohibits the sharing of library records that identify patrons with a few specific exceptions.

Libraries should have their own privacy policy documents. However, since Winnefox owns all database records, the following WALs Patron Privacy statements are the minimum policy that applies to all WALs member libraries.

- Staff will follow requirements as laid forth in Chapter 43 of Wisconsin State Statute.
- Staff will not look up user records unless necessary for library business and should not talk about patron use of the library outside the scope of library business.
- No personally identifiable patron information or information from the ILS record should be shared with boards, Friends, or the public.
- Patron information may be shared with staff or directors at other libraries the patron uses when necessary for library business.

- Patron reading history (aka “Charge History”) is optional. Staff will not turn it on without explicit patron permission.
- Unless subpoenaed by law enforcement, WALs staff will only provide the minimum necessary amount of previous borrower information when necessary to resolve specific problems (damaged items, missing content, bedbugs, etc).
- Friends of the Library groups may not have access to patron information. They need to develop their own mailing lists.

Volunteers who deal with the public or have access to patron information are subject to the same privacy standards as library staff.

3.a. Circulation – General

- Libraries will discharge items in bookdrops and process red delivery boxes every day the library is open.
- Libraries will diligently search for materials that have been identified as somehow being misplaced— e.g. Claims Returned, MISSHOLD, items long in transit, etc.
- The items received by the library in rotating collections should be handled in a timely manner. Report any damages and/or missing items to WCTS.
- Libraries should not renew items from other libraries more than 2 times.
- More than 2 renewals regardless of owning library should be done infrequently.
- Libraries will treat other libraries’ materials with respect.

3.b. Circulation – Holds

Share Freely –

- In demand, traditional, transitable library materials shall be holdable by all libraries except those collections listed in Appendix C.
- Libraries are expected to send items the day they appear on the hold pull list.
- Libraries will not refuse to fill holds of transitable materials.

Follow procedures –

- Use recommended procedures to promptly remove expired and canceled holds from the hold shelf so that items can be used by another patron.
- The on-shelf hold pull list should be processed every day the library is open.
- Items with holds not yet trapped may be checkedout by a browsing patron that finds it on the shelf.

Your patrons are already first in line for your materials –

- Libraries will not manipulate the hold queue.

- Libraries will not keep new items on their shelves for their patrons to browse unless a freely circulating copy is also available. See Lucky Day in Appendix C.

Be respectful of other patrons and other libraries' materials and patrons –

- Items with holds should not be renewed, even if the renewing library is the owning library.
- Libraries will not keep hold shelf items for their patrons beyond the pickup-by date.

3.c. Circulation – Patrons

- Patrons should only have one library card/barcode in the ILS, with the following exceptions:
 - Underage children whose parents live separately may have a card tied to each parent
 - Teachers are required to have a personal card to qualify for a Teacher card
- Libraries will adhere to the WALs standards when registering new patrons, this includes text formats, naming conventions, abbreviations, required fields, etc.
- Libraries using restricted cards for children under the age of 16 will be diligent to run reports to identify patrons that need their profile changed to general public.
- Libraries may have different requirements/criteria regarding proof of address; however, some sort of reliable contact information is required for all patrons.
- Libraries should encourage patrons to provide an email address.
- Manually barring patrons should be done infrequently. The system automatically blocks patrons based on bills and number of overdue.
- Library cards may not be issued to out-of-state residents for the sole purpose of using databases.
- WI record retention requirements only mandate physical registration cards be kept until the patron is entered into the ILS.
- WI record retention requirements only mandate digital patron records be retained until *“the card expires without renewal and all items are returned and fines paid, per library policy.”*
- Inactive WALs patron records with all items returned and fines paid, are only retained 5 years.

3.d. Circulation – Materials

- Libraries will honor the SHORTLOAN loan period for high-demand items and will not renew nor extend due dates for these items.
- Libraries will follow procedures for Problem Items (Claims Returned, MISSHOLD, Damaged, Missing Content, Missing, etc).
- Libraries will not waive fines for ILL materials.
- ILL materials may not be renewed without permission from the ILL Manager.
- Board books and Library of Things may be set as Local Hold or No Hold.
- Library staff will inspect traditional library materials before discharging or sending items.
- Libraries shall follow the Bureau of Libraries' instructions regarding what items count as circulation.

3.e Circulation – Money

- Money collected for Lost, Damaged, or Missing Contents materials will be sent to the owning library to cover material replacements.
- Cash collected at desks for other bill reasons stays at the payment library.
- Credit card payments accepted through the ILS (including the catalog) get dispersed quarterly to member libraries based on bill reasons mentioned above.
- Cash Management credit card transactions for library sales items get dispersed quarterly to the point-of-sale library.
- Libraries will not waive or forgive bills for other libraries' lost/damaged materials.

4.a. Collections – Physical Materials

- Libraries must be consistent in entering and maintaining records. This means standardized call numbers and volumes.
- Special care will be taken to accurately enter data in the required fields as laid out in the procedures for adding items.
- Libraries will purchase their own copies of high-demand titles as determined by local need.
- For high-demand titles, libraries will follow specific procedures for statuses like Lucky Day, SHORTLOAN, Display, Local Hold, and No Hold.
- Whenever possible, libraries will add their copies to an existing bibliographic record instead of creating a new record.
- Libraries will not modify other libraries' items. Exceptions are WCTS and Oshkosh Technical Services whose responsibilities include maintaining records for other libraries.

4.b. Collections – Databases

- WALs libraries must inform WALs staff if subscribing to local-use databases in order to coordinate user authentication required by the vendor.
- Databases licensed by the library or Winnefox are for the use of eligible patrons only.

5.a. Security

- All Library staff and volunteers will complete and abide by the [Responsible Use of Computing Resources policy](#) and procedures.
- Libraries will notify WALs of the departure of any staff member who
 - Has an email account with WALs.
 - Knows the password to log into any part of the ILS. This includes BLUEcloud products such as Analytics, Acquisitions, and Circulation; as well as WorkFlows.
- Passwords must be kept secure.
- The public may not have access to staff computers.
- Libraries using volunteers will have a written policy and guidelines regarding access to WALs and library resources by those volunteers.

Appendix B: WALS Network Use Policies

The libraries participating in WALS (Winnefox Automated Library Services) cooperatively use technology to improve library services. WALS develops and maintains the telecommunications network, servers, software, and the shared automated library system used by its participating libraries. WALS is also responsible for Internet access for member libraries using the WALS network.

As part of the successful sharing of computer resources, WALS users agree to a common set of principles for fair and appropriate use.

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 - a. Communication
 - b. Responsible Use
- 7. Equipment
- 8. Software & Services

1.a. General – Communication

- Libraries will notify WALS when they hire new personnel requiring access to password-protected resources (like Microsoft365 or SirsiDynix ILS products).
- Libraries will notify WALS whenever a staff person leaves so we can disable their access to the network.
 - If a staff member is discharged for cause, WALS must be notified *immediately* and passwords must be changed.
- Libraries will notify WALS *immediately* if they have reason to believe any of their accounts have been compromised.
- WALS will provide security training programs that all email account holders must participate in.

1.b. General – Responsible Use

- The WALS account is owned by Winnefox Library System. Email or Teams messages sent to or from this account may be a public record and, as such, may be requested and released under Wisconsin's Open Records Law.
- The WALS account is for work purposes. Staff are expected to use a separate account for personal use.
- Libraries will ensure that their staff
 - Keep passwords secure. This includes:
 - Will not share passwords.
 - Will not attached passwords to the computer they grant access to.
 - Will meet WALS requirements for password strength and complexity.
 - Not use their accounts for private business purposes.
 - Not use library computers in ways that may damage the image or reputation of Winnefox or any of its member libraries. This includes:
 - inflammatory statements on social media.
 - sending threatening or harassing messages.
 - violating copyright or trademark laws.
 - sending chain letters or petitions.
 - sending mass non-work emails.
 - Will not use the system computing resources in ways that impede others' use of the system. This includes:
 - Intentionally damaging electronic hardware or software.
 - Storing excessively large personal files (mp3 files, photographs, computer programs) on shared servers.
 - Sending large personal files (mp3 files, photographs, computer files) through the email system.
 - Using bandwidth-intensive software and products unless work related.
 - Will not attempt to access privileged system files or programs.
 - Will not physically connect unauthorized equipment to the network.
 - Will not plug in non-library flash drives or similar devices into staff computers.
 - Will not accept files attached to WALS-provided email for the purpose of printing.

2. Equipment

- Only authorized equipment may be connected to the network.
- Public are not allowed to plug devices into the network, unless approved by WALs.
- Library staff must work with WALs staff when adding new equipment such as photocopiers or printers, security systems or HVAC controllers, self-check machines, etc.
- The library must budget for and replace equipment on an ongoing basis.

3. Software and Services

- Software that interacts with network or ILS resources (such as meeting room scheduling, printing solutions, event scheduling software, PC management, etc.) should not be purchased without consulting first with WALs staff.
- WALs supplies and supports appropriate anti-virus and PC protection software. The library must cooperate with WALs and maintain it.
- Libraries will keep their equipment and software up to date at WALs-recommended versions.

Appendix C: WALS Collection Development Standards

This document lays out the specific policies regarding materials added in the shared ILS and is considered part of the overall Participation Agreement. It refers to procedural documents that spell out how to meet these policy requirements.

The following policies and standards have been mutually agreed upon over time and disseminated by various methods and in various documents. This document brings them all together.

General

- Using material from other libraries via the hold system is not a substitute for an adequate local library budget for library material.
- Libraries should be watching reports of items with holds to determine if their patrons are routinely requesting materials not provided by their local library.
- Libraries should have a collection development policy with guidelines clarifying criteria for inclusion/exclusion of materials.

Adding Materials

- Bootleg/pirated materials are not to be added to the WALS database or circulated.
- Known AI-generated materials when added will be noted as such in the bibliographic records.
- Advance Review Copies, or ARCs, are not to be added to the WALS database or circulated.
- New items added to the ILS before publication date should be set to the status "In Process." They may not circulate before the publication date.

Challenges

- All libraries will have a policy and form for materials reconsideration.

Special Collections:

- **Lucky Day**
 - Lucky Day collections are designed to create browsing interest for visitors to library buildings.
 - Lucky Day items are either Non-Holdable(NH) or Local Holdable(LH).
 - Lucky Day items will be clearly identified in the catalog, on the item itself, and with signage in the building.

- Libraries must add enough copies (at least one copy in smaller libraries) that are freely circulating before they may add non-holdable or local-holdable copies for a Lucky Day collection.
- Library of Things(LoT)
 - Libraries will add LoT records according to WALs templates and procedures.
 - LoT items should be clearly labeled with all the contents.
 - Whether or not LoT items transit is up to the owning library.
- High Demand Materials
 - In addition to bestsellers, high demand materials may include seasonal/holiday titles or previously released titles that are experiencing renewed interest.
 - High demand materials should be purchased and processed in manner that gets them to as many patrons as quickly as possible.
 - High demand materials should be set to SHORTLOAN when the number of holds exceeds the number of copies by more than five.
 - Additional copies of High demand materials may qualify for Lucky Day collections.
- Reference/Local History
 - Do not circulate to patrons without special permission.
 - Should be clearly identified in the catalog, on the item itself, and with signage in the building.

Weeding:

- Libraries should weed their collections on a regular and continuous basis.
- At a minimum, libraries should use the "MUSTIE/WORST" standards as laid out in the Weeding Cheat Sheet available on the Extranet.

Appendix D – WALS Fees

Winnefox Automated Library Services (WALS) fees are based on a formula which strives to quantify a member library's usage of WALS resources. This formula calculates a library's percentage of use based on their 3-year average circulation, number of items, and number of users. The formula applies that percentage to the total costs thus generating a usage fee. There is also a base fee which represents the least amount a library could pay and still receive services. If the library's calculated usage fee is below the base fee, they are charged the base fee. The remaining costs are divided among the remaining libraries. Because the fee for the remaining libraries is a percentage, each library's fee is relative to that of the other remaining libraries. For non-base libraries, this means that, even if a library's usage remained completely static from year-to-year, the fee would vary because of changes in usage by other libraries. The base rate increases slightly each year to reflect inflation and the annual increase in the maintenance fees of the automation software.

In 2024, WTEC approved holding libraries to a "no decrease" model so that each year a library's fees will either stay flat or go up. The request came from libraries because of the difficulty justifying requests to their municipalities when one year the WALS fees go down, and the next year they go up. The dollars generated by not decreasing fees will be put toward the Winnefox Overdrive Advantage Account.

While not an exhaustive list, here are some things that WALS Members receive that Winnefox does not provide to non-WALS members:

- Library-specific, shared automation services (aka "ILS"). These include:
 - Hardware and ongoing software from SirsiDynix and other vendors (SirsiDynix Symphony, Syndetics Unbound content enhancement, Shoutbomb SMS notices, OCLC for catalog records, data modifications to enhance Google results with library holdings).
 - A current, accurate database so people can easily find what they are looking for. This is provided by a contract with Oshkosh Public Library Technical Services.
 - A shared catalog for patrons to find and obtain materials from all other 29 WALS libraries.
 - Notifications to patrons that their holds are in and items will soon be due (or overdue) via email and/or text.
 - A Mobile App for patrons to search the database and manage their accounts.

- Telecommunication and network services. These include:
 - Internet access and equipment.
 - Premium Microsoft365 products.
 - WiscNet & Spectrum telecommunication infrastructure and “thelibrary.org” identity.
 - Wireless access in every library.
 - File sharing, storage and backup.
 - Remote access software for library support.
 - Security software, insurance, and services to protect the library’s data.
- People: Competent, well-trained staff who can address library needs on-site or remotely.
The fees cover:
 - Salaries for 2 FTE automation librarians. They maintain and keep the ILS functioning properly. They set up new products, change settings, and provide statistics and maintenance reports for each member library.
 - Salaries for a portion of Winnefox IT staff. They maintain and keep member libraries’ PCs and network equipment functioning properly.
 - Mileage for staff to go to a library for on-site support.
 - Continuing education on the latest updates to WALS technology
- Training:
 - Regular system-wide in-person meetings and workshops for member library directors and staff to keep skills current on the ILS
 - One-on-one training as needed or requested by libraries or their staff
 - Documentation for ILS and network procedures and best practices
- System stability through regular replacement of WALS hardware & software.
WALS Fees cover:
 - Capital improvement costs.
 - Contributions to the WALS reserve account for
 - emergency replacement costs.
 - ILS contract buyout costs in case of migration.