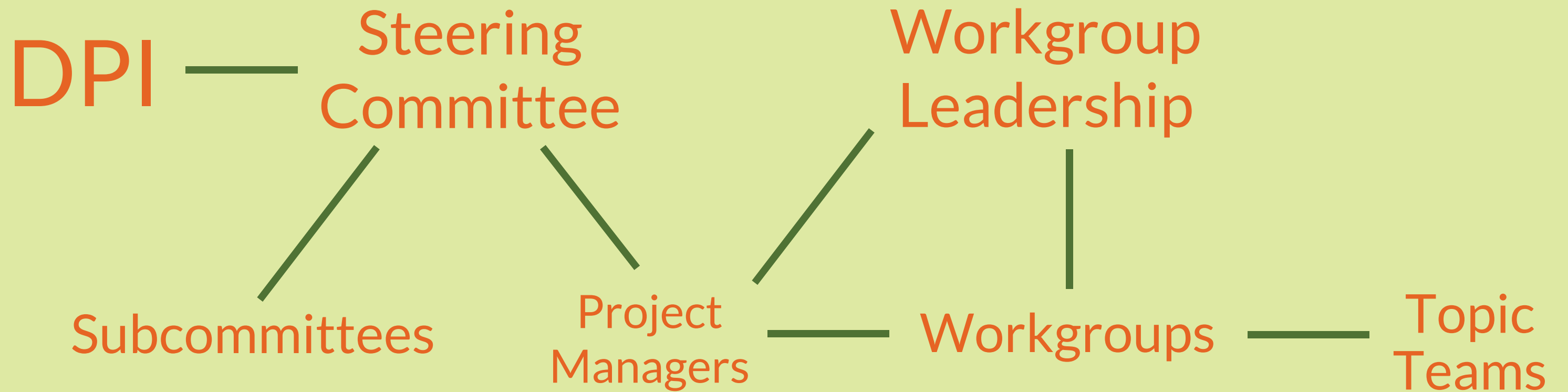


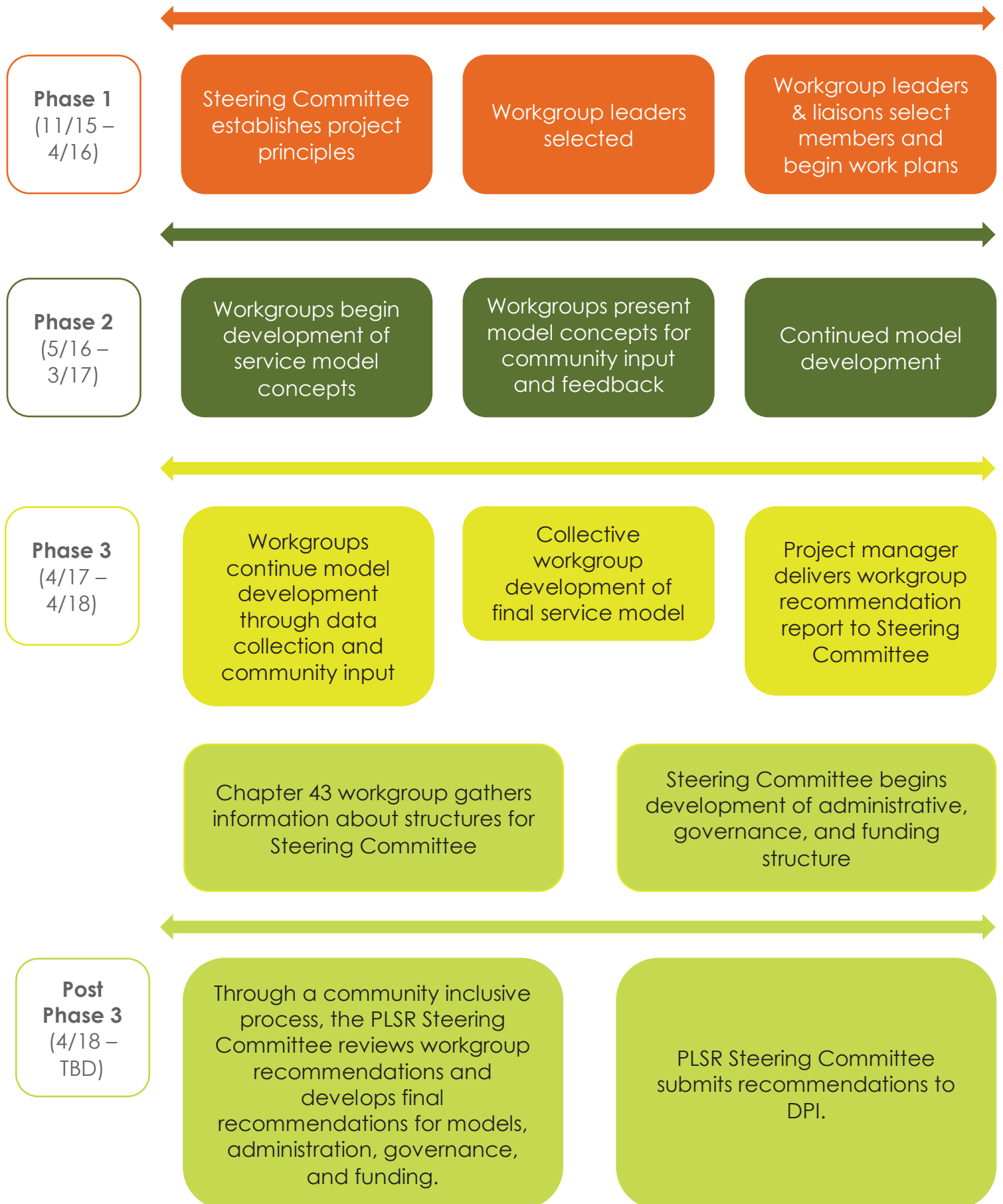


WISCONSIN PUBLIC LIBRARY SYSTEM
PLSR REDESIGN PROJECT



COMMUNITY

PLSR Timeline



Topic Teams

These Topic Teams were formed to meet for a short period of time to make decisions on specific needs affecting multiple service areas to help the workgroups develop cohesive service models. This document describes the responsibilities of the workgroups as determined by the Topic Teams.

Defining the Help Center

- The **Technology workgroup** will be responsible for determining staffing for construction and maintenance of the help center structure.
- **Each workgroup** will need to clarify in their model what content and tools they would need maintained on the central portal.
- **Each service workgroup** should consider in their models an estimated time that creation and maintenance of content will take, rather than the number of dedicated staff.

Refining and Defining Consulting and Continuing Education

- The **Technology workgroup** is responsible for providing training to library staff for using and troubleshooting the basic software and hardware that the technology service area will provide to library staff to do their jobs. The **Technology workgroup** will account for the following consulting in their models: technology infrastructure recommendations and expert planning assistance for new building/renovations, technology purchase and upgrade information and recommendations, technology planning and budgeting assistance for current and future library technology needs and investigating new technologies.
- The **Consulting and Continuing Education workgroup** is responsible for training to library staff to provide assistance with patrons' personal technology needs (devices, software, etc.) related to new tools, tips and tricks and training to staff for advanced software. This workgroup will account in their model for staff providing learning platform and methodology expertise, training and assistance to the other service areas as requested.
- The **ILL / ILS workgroup** is responsible for training and documentation to library staff for using ILS / ILL software and will account for consulting in their model for information about and recommendations for equipment needs and upgrades (RFID, self-check, AMH) and for software / subscriptions specification requirements (Hoopla, etc.) that connect with the ILS, ILS material processing and material handling workflows and ILL workflow assistance.
- The **Collections workgroup** should plan to assist Continuing Education with content and presentation of trainings related to databases and digital content.
- **All workgroups** developing and providing trainings that are broadly available for library staff (i.e. group trainings, not one to one) need to coordinate scheduling and communications about the trainings with the CE team.

Regions

- Most workgroups are still determining what services or levels of service will be coordinated or provided centrally or regionally from a field office or service hub. In order to make these decisions and finalize their recommendations, they need to have an understanding of where service hubs or field offices might be located.
- Regional field office / service hub locations have the biggest logistical and model design impact on *Delivery*; therefore, this team decided that the **Delivery workgroup** should create an initial map of where hubs would best be located and what service areas might be served by the different delivery service hubs.
- **Each service workgroup** will use the initial delivery map as a starting point for determining how they will develop their map. They may determine the delivery service map framework is something that works for their needs or that they need to develop a different service map based upon the factors articulated for their service areas.

Resource Sharing

- **ILL / ILS workgroup** should not be limited to scoping discovery to a “home” ILS first before moving to outside ILS; should develop recommendations for required standards around willingness to share in order to participate in a larger discovery layer; should think about the question, “When we are talking about ILL in these models, are we talking about libraries or individuals being responsible for loans?”; and should account for a vision of patron experience in the future.
- The **Delivery workgroup** and **ILL/ILS workgroup** should consider non-public libraries and how they fit into resource sharing (expanding out after searching public libraries first) and the issue that discovery does not necessarily equal availability.
- The **Delivery workgroup** needs to consider the readiness of their model for future locations for repository/storage facilities.
- **All workgroups** that were part of this topic team should consider and, if appropriate, include data that shows how lending patterns and payments might be impacted by a larger sharing area.
- The **Chapter 43 workgroup** should analyze and make recommendations in regards to the existing lending barriers that exist in state statute.

Service Model Summaries

In May 2016, nine workgroups began work toward creating a new vision of better and more equitable cooperative public library services. Workgroups shared and answered questions about their service models at the 2016 WLA conference in October. The following are summaries of the models:

Consulting and Continuing Education

Consulting: In this model, each library in the state would be assigned to a regional consulting team and each team will have minimally a consultant expert in Facilities (Building projects, ADA compliance, Technology infrastructure, Security, etc.), Organization (Strategic planning, Human resources, Board training, Policy development, etc.), and Services (Youth services, Technology services, Community engagement, public programming, etc.). This model ensures that *all* public libraries have equitable and consistent access to consulting services.

Continuing Education: This service model proposes the creation of a centralized team dedicated to professional development and growth of library staff and volunteers. The team will develop continuing education opportunities that can be available to everyone in the state and will also account for local needs, whether regional or based on size of library. The service model imagines an online portal that will include a calendar of events, recordings/take-aways, a place to submit ideas, program evaluations, registration capabilities, and director certification tracking and information.

Delivery

With this model, new delivery regions would be created to provide quicker delivery times. The regions have not yet been determined, but will depend upon a 100-mile delivery radius. The model would accommodate 5-day delivery (if the library is open) and seeks to have transit time be next day for most libraries in the state.

Collections

The collections workgroup is considering electronic resources and digitization. In order to provide equitable access to electronic resources (in particular databases), this model proposes centralized coordination of purchases and trials and access to a baseline level of resources for every library, which should result in a savings of time and effort by avoiding duplication and more competitive pricing by leveraging statewide buying power. The group has also crafted a vision for statewide digitization efforts that includes consultation services, centralized specialized tasks (regional digitization stations), traveling digitization kits, promotion and outreach, and a statewide digital preservation model.

ILL and ILS

For Phase 3, the ILL and ILS workgroups have merged, and they are currently working on a unified model. The focus of the workgroup is to provide quick and easy access for patrons to the materials they need and simplify materials handling and processes for staff to gain efficiencies. The model includes:

- Regional ILS services
- Linkage between the regional ILS services to allow patrons to check out materials from other libraries and libraries to be assured of their standing as a library patron, along with improved capabilities for pick up and return to any library.

- A statewide discovery layer to provide a single access point for patrons to all libraries, simplifying the experience for patrons and making processes more efficient by reducing duplication of effort.
- Consistent ILL policies and a set of guidelines for regional ILS services to achieve a basic level of parity.
- A mechanism for ILL to work beyond public libraries.
- When feasible, shared training for ILL and ILS services.

Technology

The Technology workgroup envisions a single high-speed library network for all libraries across the state. Other technology services such as purchasing, technology help desk support, and the development of staff technology training would be coordinated on a statewide basis with frontline assistance provided by regional locations.

Chapter 43

This workgroup is reviewing Chapter 43, the Wisconsin State law that provides funding for coordinated regional library services, along with library law and structure from other states, and will make recommendations for changes in conjunction with workgroup recommendations, along with providing needed information for the Steering Committee.

Resource Libraries

Members of this workgroup will work with the other workgroups to understand what a resource library might look like in a newly imagined world of cooperative library services. They will offer information and guidance to the Steering Committee as the other workgroups finalize their service models.