



GENERAL INFORMATION

Library System

Winnefox Library System

Describe demographic, economic, and other facts about your system that influenced the development of this and other system plans.

Winnefox provides support to libraries of widely varying size. While the majority of our libraries are located in communities with populations less than 3,000, we also serve several large and medium size libraries. We are challenged to assist our small libraries in providing services normally found only in large communities while providing our larger libraries with services that they find valuable. In order to provide the greatest good to all, Winnefox provides services that are a benefit to any size library such as printing, delivery, electronic infrastructure support, and electronic resources.

The primary economic influence on this plan is the need to deal with continuing restrictions on funding for the system as well as tight funding for member libraries. Local governments continue to be under levy limits and the support libraries receive from their municipalities and counties has not kept up with increased costs. Payments due to libraries in adjacent counties continue to cause budget pressure for counties and for those libraries which cannot bill neighboring counties.

Though the population of our member counties continues to be predominately native-born and Caucasian, all report increasing numbers of immigrants. The growth of new ethnic populations is causing our membership to examine what they are doing to serve those for whom English is a second language, or for whom reading is not a traditional family activity.

Describe significant needs and problems that influenced the development of this and other system plans.

The two most significant factors influencing the development of our service plan are the uncertainties related to the PLSR process and flat funding for most system operations.

Describe the planning environment and process under which this and other system plans were developed. Include how member libraries are involved in plan development and review and whether your system has a formally appointed advisory committee. If an advisory committee is appointed under Wis. Stat. § 43.17(2m), how are appointments made, meetings posted, and how does the committee report to the board? (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

In the ordinary course of events Winnefox would engage in a planning process every three years. We have, however, chosen to postpone most formal planning because of the uncertainty about what will emerge from the PLSR process. But that is not to say that we have ceased to look for new ways to serve our libraries, and their users, and are only “treading water”. We continue to look for opportunities to enhance services.

Although we do not have an advisory committee responsible for planning, libraries are involved in planning and evaluation of services and programs. The library directors in each county meet regularly and discussion of system programs is usually on the agenda. Our technology advisory committee, made up of 10 directors, meets bi-monthly and often discusses enhancements to our ILS and other technology-related services. Six directors, one from each county and one elected at-large, are on the committee evaluating a proposed ILS merger with OWLSnet and they report regularly back to the directors in their respective counties.

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2019**. Indicate, with a check, your system’s intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

- (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.
- A copy of the agreement with a list of all members signing and the dates signed provided to the division by January 15.

ASSURANCES (cont'd.)

Resource Library Agreement

- (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 that library.
- A signed copy of the resource library agreement will be provided to the division by January 15.
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Reference Referral, Interlibrary Loan, and Technology

- Wis. Stat. § 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.

List ongoing activities related to this requirement.

ILL

- Provide ILL service, including an ILL clearinghouse.
- Provide access to Overdrive digital audio, video, music, and ebooks.
- Continued maintenance of shared database of member library bibliographic records and holdings
- Sharing of ILL materials with other OCLC libraries.
- Continued acceptance of ILL requests via OCLC, direct reserve on our ILS, email, fax, phone or mail.
- Continued support of locally produced online genealogical and local history databases.
- Continued participation in the WPLC funding pool for digital media

Technology Support

Technology support is considered by libraries to be among the most important services we offer.

- Continued network maintenance and support of email for member library staff.
- Continued support of the ILS used by 29 of our libraries.
- System staff will continue to provide remote and on-site network and PC support.
- Continue to enhance network security protocols to ensure a stable and dependable network.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

No new activities are planned at this time, however technology staff from several systems are discussing possible closer collaboration and this may result in new or priority activities.

ASSURANCES (cont'd.)

Inservice Training

- Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

List ongoing activities related to this requirement.

- Provision of regular workshops at varied locations around the system.
- Provision of one-on-one and small group training to directors and other member library staff as needed.
- Member libraries will be surveyed regarding their training needs.
- Provision of information to member libraries regarding training/education activities available from other providers as this information becomes available.
- Continued publication of Trustee Tales, a quarterly newsletter for library trustees.
- Continue use of the GoTo Meeting software for training and education.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

In 2018 Winnefox, Manitowoc-Calumet, Nicolet, and OWLS systems agreed to cooperatively plan and conduct CE activities beginning in 2019. This plan, named NEWI, is modeled on the successful SEWI collaboration among systems in the southeast part of the state.

List specific staff and resources dedicated to this requirement and/or contract arrangements with other libraries or systems.

Continuing Education/Training Librarian Joy Schwarz will be leading the NEWI program and has already begun planning 2019 programs. It is expected she will continue to work with CE coordinators throughout the state to plan statewide programs.

Assistant Director Mark Arend also presents at workshops and individual training. Our administrative office staff provides support services.

Delivery and Communication

- Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.

- Provision of delivery to all member libraries, and delivery to Oshkosh Public Library deposit sites.
- Continued participation in the statewide delivery service.
- Continued development of the Winnefox Extranet as an information resource for member libraries.
- Continued communication with member directors and trustees of legislative developments that affect libraries.
- Continued assistance to libraries in effective communication with municipal and county boards.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

The number of deliveries each library receives has depended on volume; libraries receive delivery either 3, 4, or 5 days per week depending on how many items they were receiving and sending. As a by-product of our talks with OWLSnet we have learned that there is a strong desire by many of our directors to receive delivery 5 days per week. We have made expanding delivery to all libraries a priority for 2019.

Service Agreements

- Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.
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ASSURANCES (cont'd.)

Other Types of Libraries

- Wis. Stat. § 43.24(2)(L) 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.
 - The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.
 - Other types of libraries in the system area have had an opportunity to review and comment on the plan.
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Library Technology and Resource Sharing Plan

- Wis. Stat. § 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 fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.
- By January 1, 2019, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

Indicate new or priority activities relating to this requirement for the plan year.

No new activities are planned at this time.

ASSURANCES (cont'd.)

Professional Consultation

Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Specifically identify consultants, their service areas, and related activities.

- System staff visits new directors individually to provide a one-on-one orientation to system services and often partner new directors with an experienced director who serves as a mentor
 - When requested, system staff will visit member library directors and trustees to provide consulting regarding budgeting, building expansion, long range planning, personnel issues or other professional concerns.
 - System staff will answer questions by telephone and e-mail as they are received. Staff will consult with outside sources, such as DLTCL or colleagues around the state, whenever necessary.
 - The System Assistant Director will attend each county Library Advisory Committee (LAC) meeting with other staff attending as needed.
 - System staff and resource library staff will visit member libraries and provide training in the use of the automated system as needed.
 - Continue to contract with the CESA 6 GROW (Grant Resources of Wisconsin) office to provide grant-writing services to member libraries.

 - Administrative Coordinator (office manager/bookkeeper position)
 - o Records retention
 - o HR issues, especially FMLA, Workman's Comp, Unemployment, WRS
 - o Financial recordkeeping

 - Assistant Director
 - o Open meetings law, closed sessions
 - o Public records
 - o Personnel/HR matters: hiring, discipline, firing, discrimination, ADA, etc. Salary/wage comparisons. Directors call and I answer questions. Work closely with boards in some hiring processes.
 - o Dealing with difficult patrons
 - o Surveys
 - o Statistics
 - o Advocacy leadership and advice
 - o Helps directors in each county with county funding requests, meeting with county officials, etc.
 - o Handles all paperwork for submitting Act 420 bills
 - o General advice, support, and hand-holding

 - CE/Training Librarian
 - o General tech skills

 - Director
 - o Library administration consultant (HR, board issues, etc)

 - ILL Specialist
 - o Handles all out-of-system ILL requests, both incoming and outgoing. Is very good at finding libraries that don't charge for ILL and are connected to our delivery system.

 - Database-Application Developer
 - o Has helped with database access authentication issues, Overdrive access and issues, etc. We are moving this type of support to Oshkosh PL and other large libraries reference staff.
 - o Collects statistics for all online resource use
 - o Designs databases and other programs for libraries (SLP signup, local history, etc).

 - WCTS Program Coordinator
 - o Materials selection
 - o Weeding
 - o Does "workdays" in libraries—helps with whatever needs doing.
 - o Other purchasing help (example: a library was doing an extensive remodeling and she helped select new furniture and handled the ordering, etc).
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ASSURANCES (cont'd.)

- PC support, network management, and web design positions (2)
 - o Orders & configures computers (basically our libraries don't have to do anything more complicated than flipping a switch or plugging something in)
 - o Designs and maintains library web sites. Some libraries are involved in updating their sites, others just tell us what they want done.

Indicate new or priority activities relating to this requirement for the plan year.

No new activities are planned at this time.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

Most consulting is by email or phone. A director or trustee will call or email with a question or concern and are generally responded to in the same manner. Occasionally contact will be initiated in person at a meeting or workshop. For some consulting situations the Winnefox director or assistant director will meet personally with a library director or trustee.

Inclusive Services

- Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

List ongoing activities related to this requirement.

- Continued promotion of electronic information delivery from member libraries as a means to extend traditional library service to those with special needs.
- Continued provision of workshops and individual consulting to member libraries on topics related to services to users with special needs.
- Continued networking with others throughout the state to exchange ideas and information regarding services to those with special needs.

Indicate new or priority activities relating to this requirement for the plan year.

Beginning in September 2018 Winnefox will have a part-time Inclusive Services Coordinator available for member libraries. This person will assist libraries to make services and buildings more welcoming and accessible and improve collections. He will also work with our CE/Training Librarian to plan workshops and other training in these areas.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

Communication with member libraries is done through email, monthly or quarterly meetings of directors in each county, special presentations through GoTo Meeting, and presentations at other meetings or workshops.

ASSURANCES (cont'd.)

Other Service Programs

Wis. Stat. § 43.24(2)(i) Any other service programs 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.

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Winnefox Cooperative Technical Services (WCTS)

Ongoing Activities:

Because WCTS funding is provided on behalf of the libraries directly from Green Lake, Waushara, and Marquette Counties, WCTS primarily serves libraries in those counties. Winnefox member libraries outside of these counties may contract for services from WCTS at cost.

WCTS provides cooperative book selection and processing for member libraries and sponsors several workshops on materials selection each year. WCTS staff provides "work days" consisting of on-site help and consultation for special projects such as weeding.

New or Priority Activities

No new activities are planned at this time.

Administration

- The system will not expend more than 20 percent of the state aid projected to be received in the plan year for administration.
 - The 2018 system audit will be submitted to the division no later than September 30, 2019.
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Budget

- A copy of your public library system budget by service program category and fund source for the plan year is attached (see guidelines).
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COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2019 resource library contract.*

Winnefox has several longstanding collaborative relationships:

Administrative secretarial staff: Winnefox and Oshkosh Public Library jointly staff the administrative office for both organizations. At one time each organization operated separate offices, each with two full-time persons; the combined office has three full-time persons. The current FTE split is Winnefox: 1.8/Oshkosh: 1.2. By operating a combined office both organizations are also saving costs on office supplies and equipment.

Another shared position with Oshkosh Public Library is the Database-Application Developer. This position is three-fourths funded by Winnefox and one-fourth by Oshkosh. This benefits Oshkosh Public Library in that they would not be able to fund a full-time position at this level; a half-time position would likely cost about \$12,000 more than they are currently paying.

FoxNet is a collaborative program between Winnebago County, the Cities of Menasha, Neenah, and Oshkosh, several school districts, and Winnefox to provide a fiber connection between these organizations' facilities. This program costs only minimal maintenance and saves Winnefox and the libraries internet access fees.

Winnefox Cooperative Technical Services (WCTS) is in itself a collaborative program. By centralizing library materials selection, ordering, and processing we are saving 19 libraries both staff time, allowing libraries to operate with less staff or focus staff on direct public service, and direct costs on materials and supplies, by ordering in quantity for better discounts.

For several years Winnefox has provided accounting services to Southwest Library System, saving them a considerable amount of money.

The NEWI CE program is a collaboration with three other systems.

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

Activity	Amount
1. Oshkosh Public Library administration	\$79,454
2. Oshkosh Public Library Database-Application Developer position	\$24,000
3. FoxNet	\$2,500
4. Winnefox Cooperative Technical Services	\$199,968
5. Southwest Library System accounting contract	\$29,000
6. NEWI CE Cooperative	\$1,300
7. CESA 6 GROW grant office	\$1,500
8.	
9.	
10.	
Cost Benefit Total	\$337,722

2019 BUDGET INCREASE ACTIVITIES

Summary of Activities *Identify any specific activities and allocations supporting broadband access, workforce development, and lifelong learning.*

We are focusing our efforts on workforce development and lifelong learning. Although “unemployment” is not the problem it was a few years ago, there is a significant “Underemployment” problem: people who are working but have trouble meeting basic household expenses. According to the United Way’s ALICE report <https://www.unitedwayfoxcities.org/resources/alice/> between 31% & 41% of households in Winnefox counties earn above the federal poverty level, but do not earn enough to afford a basic household budget.

We are therefore focusing our efforts on helping people improve their skills in order to qualify for better-paying jobs.

We are planning several activities under this program.

First, we will be continuing our subscription to the Gale Courses.

Second, we will be setting up a grant program for member libraries to address problems in their communities. We feel that local library staff know their community’s needs best and are best situated to develop programs to meet those needs.

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

Activity	Amount
1. Gale Courses	\$34,000
2. Library grant program	\$25,007
3.	
4.	
5.	
6.	
Cost Benefit Total	\$59,007

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2019**.

Name of System Director	Signature of System Director ➤	Date Signed <i>Mo./Day/Yr.</i>
Name of System Board President	Signature of System Board President ➤	Date Signed <i>Mo./Day/Yr.</i>

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature ➤	Date Signed <i>Mo./Day/Yr.</i>
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Comments

PUBLIC LIBRARY SYSTEM 2019 ANNUAL PROGRAM BUDGET					
Program	2019 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1. WALIS	\$88,694	\$3,200		\$743,925	
2. Technology Support	\$195,001	\$2,500			
3. ILL/Reference	\$110,276	\$1,500			
4. Electronic Resources	\$1,800	\$200		\$131,867	
Program Total	\$395,771	\$7,400	\$0	\$875,792	\$1,278,963
Continuing Education and Consulting Service*					
1. CE	\$80,413	\$2,500	\$13,000		
2. Consulting	\$52,229				
Program Total	\$132,642	\$2,500	\$13,000	\$0	\$148,142
Delivery Services	\$126,943	\$4,500		\$4,054	\$135,497
Library Services to Special Users	\$59,007	\$1,500			\$60,507
Library Collection Development					\$0
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Library Services to Youth	\$2,136	\$600			\$2,736
Public Information	\$8,135	\$1,500		\$6,500	\$16,135
Administration	\$181,000	\$5,500	\$5,730	\$136,477	\$328,707
Subtotal	\$377,221	\$13,600	\$5,730	\$147,031	\$543,582
Other System Programs					
1. County Planning	\$34,206				\$34,206
2. WCTS	\$5,052	\$1,500		\$199,518	\$206,070
Program Total	\$39,258	\$1,500	\$0	\$199,518	\$240,276
Grand Totals	\$944,892	\$25,000	\$18,730	\$1,222,341	\$2,210,963

*These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1. Line 4 is reserved for the amounts budgeted for electronic resources (see Program Budget Guidelines).