

**Arrowhead Library System
Librarians Meeting
Wednesday, June 19 2019
Beloit Public Library
605 Eclipse Blvd., Beloit
9:30 a.m.**

This meeting is being held at the Beloit Public Library, 605 Eclipse Blvd., Beloit.

1. Call to order 9:30a.m. – Chair – Nick Dimassis
2. Secretary – Tovah Anderson
3. Additions to Agenda
4. Approval of the May 2019 Minutes
5. Unfinished Business
 - a. Shared System
 1. Share update
 - a. May Statistics
 - b. Items for SHARE agenda
 - b. Technology
 1. BadgerNet – Router updates
 - c. Hoopla
 - d. WPLC/Overdrive
 - e. Gale Courses /Lynda.com/Transparent Languages
 - f. Budget 2019/2020
 - g. Youth Services update- Jeni Schomber
 - h. Public Library System Redesign Project
 - i. ALS Board Report – Sarah Strunz
6. New Business
 - a. IT and Network Support Services Agreement with LLS
 - b. 2020 Intersystem Agreement between ALS & LLS
 - c. DPI Digitalization Kits
 - d. Trustee Training Week August 12-16
7. ALS Activities
8. Activities in Member Libraries
9. Adjourn

Dates to Remember:
ALS Board Meeting – July 10th – 6:00 pm @ MPL

Arrowhead Library System
Librarians Meeting Minutes
Wednesday, May 15, 2019 at 9:30 a.m.
Edgerton Public Library, 101 Albion Street, Edgerton, WI

In attendance: Steve Platteter, Tovah Anderson, Jenni Schomber, Sarah Strunz, Michelle Dennis, René Bue, Phil Schomber, Ashlee Kunkel, Kirsten Almo, Michael DeVries, Sarah Gold, Mary Bieber, Nick Dimassis

1. Call to order 9:30a.m. – Chair – Kirsten Almo
2. Secretary – Tovah Anderson
3. Additions to Agenda
 - a. Move new business to start of meeting
4. Approval of the April 2019 Minutes
 - a. Motion: Ashlee Kunkel, Second: Sarah Strunz, Vote: Unanimously in Favor
5. **Unfinished Business**
 - a. Shared System
 - i. SHARE update
 1. 2020 SHARE Budget (tentative)
 - a. Discussed level of interest in Freegal (3-year contract), generally most ALS libraries would be interested if the rest of the group is
 - b. Don't know how state budget is going to play out. Governor has requested an increase in the base, and an additional increase... could go back to 2017 funding level though.
 - c. ALS tentatively planning to cover Lynda.com cost, dependent on state budget
 - d. Talking with Steve Ohs (Lakeshores Library System) about joining a lease collection
 2. April Circulation Statistics (in packet)
 3. Items for SHARE Agenda
 - a. Possibly Great Outdoors website better as SHARE project? What are best ways to update events and schedule programming?
 - b. Technology
 - i. BadgerNet – Router updates
 1. As of last Friday, everyone except BPL (Monday) and HPL (no firm date set) are on Lakeshores WAN
 - c. Hoopla – *Statistics in Packet, including annual report (May 2018 to April 2019)*
 - i. EPL loves Hoopla's budget plan, did it before they reached their selected budget level. Now they meet it.
 - d. WPLC/Overdrive– *Statistics in Packet*

- i. Buying pool has been at \$1,150,000 for 2-3 years. WPLC board now wants an increase.
 - 1. Multiple suggestions – *projected numbers for each scenario passed out*
 - a. 1% (ALS would pay less than this year)
 - b. Two different 5% increase suggestions (ALS \$641 more per year)
 - i. One for buying pool
 - ii. One for buying pool/advantage account split
 - c. 50% Increase (ALS \$11,883 more per year)
 - d. Steering Committee Votes first, then the WPLC Board (takes 2/3 of board to overrule steering committee)
 - 2. To completely address the holds issue, it would require double the buying pool
- e. Gale Courses/Lynda.com/Transparent Languages – *stats passed out*
- f. Budget 2018/2019
 - i. \$270,000 in fund balance – \$20,000 is in holding for unexpected budget issues. County Board wants 20% (approx. \$140,000) in fund balance.
 - 1. Looking for a system wide use that isn't content to burn through – asked WILS about strategic planning (looking at PLSR recommendations), RFID tagging and stations (libraries would pay for the labor, any desired sorters), etc.
 - ii. Starting the 2020 budget process May 31, 2019. Budget due July 22 (or possibly 29).
- g. Youth Services update- Jeni Schomber
 - i. Anyone interested in system-wide in-service:
 - 1. Recommends Deb DiSandro “Super Hero Support Service” talk. <https://www.comediansandspeakers.com/speakers/humorists/deb-disandro/>
 - 2. Recommends Angela Meyers from Bridges Library System: Staff Engagement in Children’s Areas
 - ii. Jim Novy is at BPL this Friday for WorkFlows circulation training
 - iii. Anyone interested in early literacy training for parents at head start? (HPL/BPL has been doing this for several years)
 - 1. Train the trainer scenario
 - 2. Looking in to ways to reach families on Headstart waiting list, bring in other libraries, reach groups other than Headstart. Is this something we as a system can write a grant for—we could offer incentives, and include app development?
 - 3. Talking with an app developer who will develop 1,000 books apps just for ALS at a very reduced rate (possibly \$2,500)
 - a. Would expand it to daily check lists for families, incorporate tips into action points
- h. Public Library System Redesign Project
 - i. Last listening session two weeks ago.
 - ii. Waiting to see what DPI does with the recommendations
- i. ALS Board Report – Sarah Strunz – *all news has been covered*

6. New Business

- a. WILS Cooperative Purchasing – Sara Gold gold@wils.org

- i. WiLS Offers 4 Main Service:
 1. Coop purchasing – Offer consolidated billing even for non-coop vendors
 2. consulting service
 3. events
 4. project management (WPLC, WI Schools Digital Consortium, WisPals etc.)
 - ii. Arrowhead's membership in WiLS gives our libraries access to cooperative purchasing from over 100 vendors (databases, AWE Early Literacy Stations, DEMCO, Brodart, Mackin (books), Playaway, ProQuest, Ancestry, etc.
 1. Sometimes being a member of a cooperative purchasing agreement often negates the need to go out to bid
 - iii. Also a CESA Purchasing agreement—paper, computers, software, etc.
 1. New Vendors: NY Times, Create a Bug (arts & crafts owned by Joann Fabrics,
 2. Cannot work with Gale Courses, Lynda.com, Hoopla
 3. If you're interested in a vendor, email Sara Gold at WiLS or the coop
 - iv. First Tuesday of the Month TACO Tuesday webinar series (**T**alk **A**bout **C**oop **O**pportunities). Recorded and linked to vendor website, in newsletter, Facebook page, website and on WiLS newsletters.
 1. Odd months do a Pot Luck webinar highlighting a service.
 - v. **Log into MyWiLS at <https://www.wils.org/?s=myWils> and set your subscription preferences, check your pricing, etc.**
- b. Rock County Jail Outreach – René Bue
- i. ALS/HPL continuing to do collection development for the jail
 - ii. Looking at outreach opportunities with inmates to get ready for life outside the jail
 1. Library cards
 2. Database & resource access – jobs, Gale courses, one-on-one contact/community relationship building,
 - a. Jail is working on a packet of community resources for release including library
 3. Top of mind recognition for finding resources when released
 - a. Helping make connections before release is important – need to find housing, card, job, etc. is usually more pressing right after release
 4. Looking for other libraries to go to the jail & youth center to make connections and do outreach
 5. IDEA: Periodic workshops at the jail for inmates
 6. IDEA: Program to meet with a librarian after release – not social work but a reference interview and have simple checklists from area resources to help them figure out who to contact at area partners.
 7. IDEA: Connecting early literacy with the jail. Inmates can record book and share it with their kids.
 8. IDEA The resource fair for recently released inmates and others is coming back sometime this fall
- c. ALS Technology & Resource Sharing Plan
- i. Current plan expires 1/1/2020

1. Melody usually asked for current inventory of equipment (eg # of PCs, networking equipment, etc.)
 - a. Steve can help if you need it
2. Would like a potential budget on what you're planning on spending in the coming year
- ii. Would like to add Jim Novy to tech advisory group which also includes Wyatt and Emrick
- d. Libraries Activating Workforce Development Skills (LAWDS) Grant – *map of regions passed out*
 - i. State has written a grant to develop workforce development aids on their website
 1. A lot of it is training librarians to use these resources to help patrons
 2. ALS may host some of the training

7. ALS Activities

- a. Reminder to Tag ALS as Facebook Event cohost
- b. As of May 1 – ALS has 3rd most WI Author Project Submissions in the State (4 of 30)
- c. Library Marketing and Communications Conference
 - i. November 13-14, 2019 in St. Louis – Registration opens soon, fills fast. Hotel reservations available now.
 - ii. Registration at <https://www.librarymarketingconference.org/Registration>
- d. Rock County 4-H Fair Library Booth sign up starts in early June.
 - i. Fair Runs Tuesday-Sunday, July 23- 28, 2019
 - ii. Sign up at <https://www.signupgenius.com/go/60b0945a4a62ea2f94-2019>

8. Activities in Member Libraries

- a. Clinton Public Library
 - i. still talking about BJ Electrics Building
- b. Milton Public Library
 - i. Great food truck rally two weeks ago
 - ii. Introducing Emmie's Early Literacy Kits today (motor skills, colors, numbers, etc.) available for heck out
 - iii. Started a podcast – hoping to do it every week or every other week
 - iv. Two new board members joining. Bill Wilson left and school board rep is leaving.
- c. Beloit Public Library
 - i. Have some new board members coming on as well
 - ii. Children's area tree hopefully being built in June/July – planning some programming around it
 - iii. BPL will be hiring in the Children's specialty areas – looking especially for some Summer Library Help that could hit the ground running temporarily
 - iv. Sara Hem – LS2 Customer Experience new hire and will be in the Youth Services Leadership Development Institute

- d. Hedberg Public Library
 - i. Transformation building project is the main focus now – on schedule, finishing up phase 1 on Friday
 - 1. Contractor is awesome, had construction site storytime
 - ii. Programming happening offsite
 - 1. Summer Reading Program is mostly happening offsite
 - 2. Storytime at local nursing home, Festival Foods, Job Center very popular
 - 3. Building really great connections in the community
 - iii. Circ is down about 10,000 items. Book mobile is at a lot of HPL's offsite events.
- e. Orfordville Public Library
 - i. 3 new board members since March, one is 18 years old
 - ii. May hire local cabinet builder to build browsing bins for children's area
 - iii. July-August free sign language class in cooperation with a teacher at Orfordville schools
 - 1. 4 Parkview students are deaf or hearing impaired & using ASL
 - iv. End of year school visits and party – doing an ocean conservation themed program
 - v. Starting outreach to the Next Inning senior living community in town
 - 1. Pam takes movies and books to the center
 - vi. Looking for volunteers for OPL summer library camp in June 11-14, 2 hours in afternoon
 - 1. Building & shooting rockets, moon stuff, science experiments
 - vii. New Head of public works, and assistant to the head of public works. New board president. Going to mow, weed-eat, and weed the berms at the library.
- f. Edgerton Public Library
 - i. New air conditioning units coming in July. May have to close during replacement depending on the weather.
 - ii. Went Fine-free on children's & youth materials. Nice compliments from people.
 - iii. Lots of school visits coming up
 - iv. 5 new staff computers purchased and installed, added a print manager (PaperCut)-now have wireless printing,
 - v. Teen programmer probably leaving, getting ready to post 20-30 hour/week position
 - vi. Circ, door count, computer use, etc. has been up the last three months
- g. Next Agenda
 - i. Library cards expire in January... should get on same page about checking information when renewing: user cat 1, home library, etc., need mail to verify address?
 - 1. HPL will start phasing expirations beginning in June

9. Adjourn

- a. Motion: Michelle Dennis, Second: Nick Dimassis, Vote: Unanimously all in favor

Dates to Remember:

SHARE Directors Council – Tuesday, June 4 – 11:00 am @ Beloit Public Library

ALS Board Meeting – Wednesday, June 12 – 6:00 pm @ Eager Free Public Library

ALS Librarians Meeting – Wednesday, June 19 – 9:30 am @ Beloit Public Library

2019 May ALS Circ

ALS Circ from all libraries										
Checkouts										
		Station Library								
Item	Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESV_BKM	JANESVILLE	MILTON	ORFORDVILL	
All		21945	2944	8091	5418	51	46450	7849	1951	94699
	BELOIT	18796	251	492	373	1	1681	381	99	
	BURLINGTON	48	10	34	24		128	35	10	289
	CLINTON	149	1789	97	79		346	100	37	
	CL-S	82	23	62	38		163	32	8	408
	CL-TL	58	13	33	21		132	23	4	284
	DARIEN	26	16	31	19		57	19	3	171
	DELAVAN	116	30	48	44		203	43	18	502
	EAST_TROY	21	6	22	7		63	12	3	134
	EDGERTON	108	67	5696	92		391	174	44	
	ELKHORN	92	21	56	41		355	39	21	625
	EVANSVILLE	150	81	128	3553		332	105	36	
	FONTANA	45	8	25	30		68	26	15	217
	GENOA_CITY	49	16	31	19		107	31	10	263
	JANESV_BKM	2		2		43	8			
	JANESVILLE	1015	213	572	384	3	38897	427	146	
	KPL-AD						1			1
	KPL-BKM	15	1	9	7		25	6		63
	KPL-NS	105	32	62	42		225	46	20	532
	KPL-SI	32	13	17	8		56	20	5	151
	KPL-SW	169	33	105	82	1	474	89	23	976
	KPL-UP	11	3	10	4		28	4		60
	LAKEGENEVA	64	17	38	29		122	42	4	316
	LAKESHORES						1	3	1	5
	MILTON	229	80	171	167		1038	5871	26	
	ORFORDVILL	90	56	66	68	1	230	50	1341	
	RACINE_BKM	19	3	5	7		23	10	3	70
	RACINEMAIN	227	61	130	130		686	127	27	1388
	ROCHESTER	25	11	19	21		82	27	11	196
	SHARON	24	15	14	9	2	63	11	6	144
	UNDEFINED								1	1
	UNIONGROVE	12	11	13	14		56	11	5	122
	WALWORTH	22	32	14	8		54	15	5	150
	WATERFORD	80	19	58	62		197	47	13	476
	WILLIAMBAY	48	12	26	30		129	10	6	261
	WTFORDHS	16	1	5	6		29	13		70
									Total Non-ALS	7875

2019 May ALS circ from LLS & KCLS

ALS Circ from LLS & KCLS		Station Library													
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total							
Checkouts															
BURLINGTON	48	10	34	24	128	35	10	289							
CL-S	82	23	62	38	163	32	8	408							
CL-TL	58	13	33	21	132	23	4	284							
DARIEN	26	16	31	19	57	19	3	171							
DELAVAN	116	30	48	44	203	43	18	502							
EAST_TROY	21	6	22	7	63	12	3	134							
ELKHORN	92	21	56	41	355	39	21	625							
FONTANA	45	8	25	30	68	26	15	217							
GENOA_CITY	49	16	31	19	107	31	10	263							
KPL-AD					1			1							
KPL-BKM	15	1	9	7	25	6		63							
KPL-NS	105	32	62	42	225	46	20	532							
KPL-SI	32	13	17	8	56	20	5	151							
KPL-SW	169	33	105	82	474	89	23	975							
KPL-UP	11	3	10	4	28	4		60							
LAKEGENEVA	64	17	38	29	122	42	4	316							
LAKESHORES					1	3	1	5							
RACINE_BKM	19	3	5	7	23	10	3	70							
RACINEMAIN	227	61	130	130	686	127	27	1388							
ROCHESTER	25	11	19	21	82	27	11	196							
SHARON	24	15	14	9	63	11	6	142							
UNDEFINED							1	1							
UNIONGROVE	12	11	13	14	56	11	5	122							
WALWORTH	22	32	14	8	54	15	5	150							
WATERFORD	80	19	58	62	197	47	13	476							
WILLIAMSBAY	48	12	26	30	129	10	6	261							
WTFORDHS	16	1	5	6	29	13		70							
	1406	407	867	702	3527	741	222	7872							

Arrowhead - hoopla May 2019

Library Name	Total Registered (All Time)	New Patrons (Last Month)	Patrons Served (Last Month)	Sales (Last Month)	Circs (Last Month)	Sales (YTD)	Circs (YTD)
Beloit Public Library	929	24	190	\$ 1330.89	604	\$ 6926.52	3154
Clinton Public Library	154	6	48	\$ 298.46	129	\$ 1342.89	561
Eager Free Public Library	259	4	59	\$ 445.85	204	\$ 2236.88	1061
Edgerton Public Library	402	11	70	\$ 497.02	222	\$ 2479.47	1072
Hedberg Public Library	2375	64	552	\$ 3563.86	1672	\$ 17226.70	8084
Milton Public Library (WI)	354	6	69	\$ 476.42	207	\$ 2556.40	1154
Orfordville Public Library	134	3	35	\$ 261.80	125	\$ 1306.78	630
Total	4607	118	1023	\$ 6874.30	3163	\$ 34075.64	15716

ALS Hoopla for 2019

	Beloit	Clinton	Eager Free	Edgerton	Janesville	Milton	Orfordville	ALS
2019 ALS will cover \$25,000 base cost which will be broken down as below. Libraries may contribute funds for additional content.								
2019 Base	6,236.31	567.52	1,353.83	1,574.05	13,282.55	1,593.74	391.79	24,999.79
2019 Library Contribution	12,000.00	1,500.00	2,000.00	3,000.00	23,800.00	2,000.00	2,000.00	46,300.00
2019 available for Library	18,236.31	2,067.52	3,353.83	4,574.05	37,082.55	3,593.74	2,391.79	71,299.79

2019 May Overdrive Statistics

Library	eBooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holds (5-6-19)
Orfordville Public Library	99	70		169	38	117
Clinton Public Library	105	100		205	37	105
Eager Free Public Library	326	335		661	135	407
Milton Public Library	401	197	1	599	110	348
Edgerton Public Library	402	480	4	886	136	430
Beloit Public Library	1017	894	2	1913	323	1064
Hedberg Public Library	3217	2938	4	6159	1022	3190
Total by type	5567	5014	11	10592	1801	5661

lib	Distinct Users	Distinct courses viewed	Distinct videos viewed	Total views	Hours viewed	Logins
BELOIT	10	9	77	86	5.08	26
BURLINGTON	5	3	33	33	2.03	7
CL-S	4	2	10	10	0.63	5
CL-TL	1	0	0	0	0	1
DARIEN	1	9	103	108	5.89	7
DELAVAN	4	11	86	87	4.12	12
EDGERTON	4	11	95	95	5.55	14
ELKHORN	5	6	79	107	7.94	13
FONTANA	1	2	13	15	0.97	3
GENOA_CITY	1	3	7	7	0.19	1
JANESVILLE	17	28	179	209	16.44	64
KPL-AD	1	1	18	19	0.85	4
KPL-BKM	1	6	18	18	0.89	8
KPL-NS	23	39	425	507	37.21	69
KPL-SI	4	10	60	60	2.98	9
KPL-SW	21	43	256	271	14.32	82
LAKEGENEVA	8	28	205	218	11.91	33
LAKEGENEVA	1	3	3	3	0.03	1
RACINEMAIN	27	34	285	322	21.58	121
RACINE_BKM	2	2	12	12	0.58	2
ROCHESTER	2	0	0	0	0	3
SHARON	1	0	0	0	0	1
UNIONGROVE	3	13	231	239	14.4	22
UNKNOWN	3	1	14	23	1.51	10
WALWORTH	1	1	26	37	3.73	2
WATERFORD	6	2	14	14	0.79	8
WILLIAMSBAY	2	2	20	21	2	8
32	48	351	390	27.07	105	ALSTOTALS

lib	Distinct Users	Distinct courses viewed	Distinct videos viewed	Total views	Hours viewed	Logins
BELOIT	6	14	154	159	10.57	20
BURLINGTON	2	1	58	68	6.38	16
CL-S	7	3	42	52	3.86	15
CL-TL	2	0	0	0	0	4
DARIEN	4	4	73	74	3.95	11
DELAVAN	7	5	36	38	1.88	29
EAST_TROY	3	4	9	9	0.52	7
EDGERTON	5	1	17	17	1.15	6
ELKHORN	5	7	78	129	11.76	16
EVANSVILLE	1	0	0	0	0	1
FONTANA	1	1	1	1	0.09	1
GENOA_CITY	1	1	7	7	0.19	1
JANESVILLE	16	20	119	121	7.4	47
KPL-AD	4	1	4	4	0.1	5
KPL-BKM	3	5	37	37	2.04	9
KPL-NS	13	30	384	437	30.56	63
KPL-SI	7	9	62	71	6.79	23
KPL-SW	21	28	187	202	13.75	74
KPL-UP	2	7	27	27	1.64	6
LAKEGENEVA	6	21	223	226	11.06	33
LAKESHORES	1	1	11	11	0.68	1
WATSON	1	2	7	7	0.54	1
OREFORDVILLE	1	1	11	11	0.7	1
RACINEMAIN	22	44	580	621	38.8	143
ROCHESTER	2	0	0	0	0	2
UNIONGROVE	5	12	209	219	11.8	22
WALWORTH	2	1	5	5	0.49	3
WATERFORD	4	0	0	0	0	4
WILLIAMSBAY	4	4	72	73	3.32	9
29	38	308	315	20.36	75	ALS TOTALS

Agreement Between Lakeshores Library System (LLS) and Arrowhead Library System for IT and Network Support Services

Introduction:

This document outlines a service agreement between Arrowhead Library System (ALS) and Lakeshores Library System (LLS). Under this agreement, LLS will provide network services to ALS and may provide local IT services to certain ALS member libraries on an opt-in basis.

General Outline of the Service Program:

Wide Area Network Relocation Component

The goals of this program area are:

1. To transfer the ALS head-end network equipment to the LLS network facility;
2. To achieve general head-end network stability through upgrading equipment, wiring, and other appropriate physical network infrastructure relating to the wide area network;
3. To implement a network monitoring service on the ALS wide area network.

LLS staff will first assess the existing wide area network. LLS staff will then conduct a process to disassemble, transfer, reassemble, and restart the ALS head-end network equipment at the same facility as the LLS head-end. LLS will coordinate with ALS administration throughout this process, making and implementing recommendations concerning replacement of equipment, software policies, procedures and budgeting. LLS will then test and deploy an appropriate network monitoring service across the ALS wide area network. Finally, LLS staff will preconfigure and maintain appropriate "hot swappable" backup equipment at the LLS headquarters. During this process, the ALS headquarters will be set up similar to a library site on the ALS wide area network.

Wide Area Network Ongoing Management Component

Once the Wide Area Network has been moved, work will then focus on achieving an ongoing general stability of the service program, refocusing the general service program on handling day-to-day management. The goals of this phase shall be:

1. Provide ongoing monitoring, troubleshooting, and proactive management of the network;
2. To resolve any remaining challenges to long-term viability of the service;
3. To develop an effective means for LLS to evaluate the success of the venture in meeting the needs of ALS;
4. To hone the effectiveness and efficiency of the service program through ALS feedback and ongoing partnership.

Member Library Local IT Component

Through its general local library IT program, LLS may offer local IT services to ALS member libraries on a library-by-library basis. Through this program, LLS staff may provide certain IT services in exchange for an hourly rate, plus mileage. Elements of this program component include:

1. Implementing the LLS help desk as the primary method by which technical issues are reported by ALS member libraries and system administration;
2. Assessing, upgrading, and maintaining staff computers, patron computers, software needs, patron time management, and local area network needs at participating ALS member libraries;
3. Facilitating participation in the annual group purchase program administered by LLS, or working with the libraries to otherwise ensure appropriate basic warranty coverage on library PC's managed by LLS through the program; and
4. Otherwise transitioning participating ALS member libraries to the general IT support framework in use for LLS member libraries.

Timing of Project Components:

While the components of this project may be addressed sequentially, it is probable that they may overlap at varying points. The amount of time required to complete each component will depend on LLS staff hours available, ALS member library capacities, and ALS system capacities. Physical aspects of the project such as transit times, winter road conditions, or other unforeseen challenges may also affect the project.

Specific Service Provisions:

Technical Support Contact for the ALS Staff and Member Libraries. LLS staff will be available to the ALS Director or designated individuals via phone, email and the helpdesk when technical questions arise beginning immediately. LLS staff will be available to participating member libraries of ALS on a library-by-library basis via the helpdesk beginning immediately.

Wide Area Network. LLS staff will inspect, disassemble, transport, reassemble and reconfigure the ALS head-end network equipment as necessary. Ongoing support will be provided for the wide area network in the form of active network monitoring, remote and in-person configuration work, helpdesk, email and telephone. Backup network equipment will be configured and available for redundancy. Library-end upgrades will occur beginning as-needed.

PC Purchasing, Deployment and Management. LLS staff will work with participating ALS member libraries to use the annual LLS group purchase (or other procurement strategy) to procure PC's with sufficient manufacturer support agreements. LLS staff will deploy PC's at participating ALS member libraries. In order to provide a sustainable service, it is important that any PC's managed by LLS shall have the following basic characteristics:

1. Capable of running Windows 10 (or current version supported by LLS);
2. Three-year service plan coverage (Dell "5 x 8" plan or equivalent - "next day" parts & technician response) or better.

Everyday Coordination of Repairs and Warranties. LLS staff will coordinate repairs to PC equipment with participating ALS member libraries as-needed. The LLS tech team currently maintain a list of recommended hardware and peripheral equipment that we are able to support on the system website. This list is available for any partnering system or member library who receives local IT service from LLS.

Software and Software Updates. LLS will work with the ALS Director and member libraries to determine the most effective process for the licensing and management of any essential software on library pc's.

Email. LLS staff will not provide administration of email accounts on behalf of ALS at this time.

Help Desk. LLS staff maintain an online helpdesk service for LLS member libraries, the SHARE Consortium, and other system partners. As recipients of IT and network services from LLS, participating ALS member libraries and system staff will have access to this tool. In order to ensure prompt responses and appropriate follow-up to all partners, ALS system and member library staff shall utilize the helpdesk to report problems and make requests. The exceptions to this are a few "critical" support scenarios where "all hands on deck" type responses are necessary. In such a scenario, a critical support phone number is available. Critical support scenarios are defined in the LLS support policy and below.

After Hours Emergency Support: LLS staff will assist the ALS member libraries in an after hours emergency capacity (1) if the ALS wide area network is down, or (2) if a participating ALS member library local area network is down. All other support situations must be reported via the helpdesk.

Support Fees:

LLS will assess a base annual support fee in January in the amount of \$1,500.00. This amount shall cover up to fifteen hours of staff work. Any staff work in excess of fifteen hours shall be billed at an hourly rate of \$150.00. The support fee shall be prorated for the remainder of 2019 or in a cancellation year, if necessary. Support fees in this agreement are intended to cover support activities associated with the ALS Wide Area Network. Fees for local IT work performed at ALS member libraries will be assessed on an hourly basis, plus mileage, per standard practices of LLS.

Renewal, Termination, Modification of Support Agreement:

This agreement shall become effective fifteen days after being signed by both system boards. It shall renew automatically each year unless terminated by either party for any reason. Either party may terminate the agreement by giving six months' notice to the other party in written form. The agreement will then terminate 180 days after the receipt of the written notice. This agreement may be modified only by mutual written instrument signed by both parties.

Affirmations:

The following parties agree to the terms set forth in this agreement:

Jane Brossard (Board President, LLS)

Date

Richard Bostwick (Board President, ALS)

Date

2020 INTERSYSTEM AGREEMENT
between
Arrowhead Library System
and
Lakeshores Library System

Whereas, it is to the advantage of the people of the Arrowhead Library System and the Lakeshores Library System that library materials be accessible to them; and

Whereas, library systems have been developed to promote access to materials available in organized collections in locally supported public libraries;

Therefore, the parties to this agreement, in order to fulfill their obligations and purposes in accordance with Sec. 43.17(6) and Sec. 43.24 of the Wisconsin Statutes,

Hereby, do agree on behalf of the people in their areas and the public libraries that constitute their systems to allow any person holding a valid borrower's card from any library belonging to either system to have access to all of the libraries belonging to either system. This arrangement, generally referred to as reciprocal borrowing, will be subject to the following conditions:

1. Patrons who borrow materials under this agreement are required to:
 - a) conform to the rules and regulations of the library from which they borrow;
 - b) present a valid borrower's card issued by their local library or by their library system as evidence of their eligibility for this service;
 - c) pay promptly all delinquency charges which may accrue against them.
2. The systems agree to assist each other, if necessary and upon request, in recovering materials.
3. Participating libraries may limit reciprocal borrowing to specific classes of materials at their discretion, but are encouraged to provide unlimited access to materials that are available locally.
4. The systems agree to replace materials which are borrowed by their participating member libraries and are lost or destroyed as a result of intersystem borrowing in accordance with this agreement. They further agree that reasonable efforts will be made to reclaim such material or its value from the patron or library responsible for such loss or destruction.
5. Materials may be returned to any member library of either system; it will be the system's responsibility to return the materials to the originating library.
6. Should the circulation of materials from any member library to residents of the other system exceed five hundred (500), the member library may request remuneration according to Wisconsin Statutes 43.17(11), and may refuse to honor valid borrowers' cards if the request is denied by the other system.
7. Beginning in 2009, reimbursement to libraries for use of those libraries by residents of counties residing in areas not served by a public library will be increased or decreased by 5 percentage points per year until the 70% reimbursement level is met. The library systems involved will extend their financial services to disburse funds as provided for with local formulas.

This agreement shall become effective January 1, 2020, and remain in force until the end of the calendar year. This agreement shall be subject to such modification as may be mutually agreeable. Should either party wish to terminate this agreement, notice must be received by August 1.

<https://www.wistrusteetraining.com/>

Trustee Training Week 2019

Registration is open! Please join us for one or more of the webinars.

Trustee Training Week 2019 Presentations

Governing Libraries that Inspire Investment

Monday, August 12

Presenter: Rebekkah Smith Aldrich

A primary role of the board is to secure adequate funding for the library. Making the case for funding and inspiring stakeholders to invest in your library has never been more critical. With fierce competition for public and private funds and changing perceptions about what a library actually does, it has never been more important to talk about the essential nature of your library to those you serve to those who make funding decisions about your library. During this webinar you will receive an introduction to the basic building blocks that need to be in place to inspire investment of funding and good will into your library and get a front row seat to some of the latest thinking in the profession on how to ensure your library's future in an uncertain world.

Free is Key: Ensuring Your Library is Meeting its Mission

Tuesday, August 13

Presenter: Dawn Wacek

Join Dawn Wacek for a discussion of your library's mission and how fine policies may be working against you! Learn the ins and outs of going fine free and what library research and best practice recommendations show about the benefits of making your collection more accessible.

Effective Library Advocacy

Wednesday, August 14

Presenter: Connie Meyer and Kathy Pletcher

We are excited to share some advice for effective library advocacy with Library Development & Legislation Committee (LD&L) Co-Chairs Connie Meyer and Kathy Pletcher. Covering everyday advocacy to decision-makers and stakeholders as well as Library Legislative Day, hear tips on who to talk to, when, and how from our presenters.

What Does Inclusivity Look Like at Your Library?

Thursday, August 15

Presenter: Shauna Koszegi

What does inclusive mean to your library and its daily operations? Is your library inclusive? Join Shauna Koszegi, Adult Services Librarian from the Sun Prairie Public Library, as she gives you an overview of the newly released Inclusive Services Assessment and Guide. This guide will help you reflect on how your library can be a place where everyone feels safe, welcome and respected.

Recruiting and Retaining Library Directors and Staff

Friday, August 16

Presenter: Pat Wagner

Expectations are changing when it comes to how long library directors (and other library employees) stay at one job. How can library boards attract and retain quality leadership and personnel in a competitive market? What is the New Normal in terms of director recruitment? Topics include improving board-director relations, reviewing finances and job descriptions, investing in support for better salaries and benefits, setting realistic goals, and being better talent scouts for future hires.