Arrowhead Library System
Librarians Meeting
Wednesday, August 21, 2019
Clinton Public Library
214 Mill St, Clinton
9:30 a.m.

This meeting is being held at the <u>Clinton Public Library</u>, 214 Mill St. Clinton.

1. Call to order 9:30a.m. – Chair – Mary Bieber

2. Secretary – Tovah Anderson

3. Additions to Agenda

4. Approval of the July 2019 Minutes

5. Unfinished Business
    a. Shared System
        1. Share update
            a. Delivery Update
            b. June Statistics
            c. 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. Homeless in ALS Libraries – Nick Dimassis
    b. Libraries Activating Workforce Development Skills (LAWDS) Project
    c. ALS Technology Plan
    d. DPI Digitalization Kits

7. ALS Activities

8. Activities in Member Libraries

9. Adjourn
 Dates to Remember:
ALS Board Meeting – September 11 – 6:00 pm @ OPL

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Arrowhead Library System

Librarians Meeting Minutes

Wednesday, July 17, 2019 at 9:30 a.m.
Milton Public Library, 430 E High St. Milton

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In attendance: Steve Platteter, Tovah Anderson, Ashlee Kunkel, René Bue, Charles Teval, Mary Bieber, Michael DeVries, Sarah Stunz, Kirsten Almo

1. **Call to order 9:47 a.m. – Chair – Charles Teval**

2. **Secretary –** *Tovah Anderson*

3. **Additions to Agenda**

4. **Approval of the June 2019 Minutes**
   a. Motion: Kirsten Almo
   b. Second: Ashlee Kunkel
   c. Vote: Approved Unanimously

5. **Unfinished Business**
   a. Shared System
      i. SHARE update
         1. Delivery Update: Looking at ways to incorporate more RFID into SHARE, looking at moving LLS hub to Racine PL if larger sorter is purchased. ALS is looking to budget money to assist with ALS library RFID tagging.
         2. June Statistics – *In Packet*
         3. Items for SHARE Agenda – No August Meeting
   b. Technology
      i. BadgerNet – Router updates: HPL is currently moving to the new WAN, not as smooth a transition as hoped
   c. Hoopla – *Statistics In Packet*
      i. 2020 library contributions in packet too
   d. WPLC/Overdrive – no new developments
   e. Gale Courses/Lynda.com/Transparent Languages – *Statistics in Packet*
      i. Learning circles increase Toronto Public Library's completion rate from 13% to 50% – asking TPL employee for more information
   f. Budget 2019/2020
      i. State Budget was signed at 2019 funding level
      ii. Bridges LS, Kenosha County LS, & ALS met with DPI to discuss auditing issue. DPI said for 2020 ALS can keep the current audit procedure in place. It may change for 2021
      iii. 2020 Budget spreadsheets in packet
   g. Youth Services update- *Jeni Schomber not present to report*
   h. Public Library System Redesign Project - nothing new to report

    i.   ALS Board Report – *Sarah Strunz*
        i.   ALS Board approved WiLS proposal to do strategic Planning January -June 2020. Report will be to board in June. ALS Board, ALS Staff, Library Directors, a library board member from each library (since some libraries have a board member on the ALS board)

6. New Business
    a.   2020 ALS Automation Budget – nothing more to add
    b.   Inclusive Services Assessment and Guide – *René Bue* – *Manual in Packet, Inclusive Services Statement Passed out.*
        i.   https://dpi.wi.gov/pld/inclusive-services
       ii.   Manual is meant to be a reflective guide. Start with a weak area and start working on improving inclusive services
      iii.   René will be presenting the importance of Inclusive Services to each Library board. Eventually library staff should be trained.

7. ALS Activities
    a.   Submitted an ALS Marketing and Communication's plan for Steve and Board's approval
    b.   Library Card Month – Does anyone need anything from me, will write press release
    c.   Switch to LinkedIn Learning – Special items needed?
        i.   Don't promote it
    d.   Don't forget September or Fall PR requests are due next month
    e.   Fair shifts still available – will look into Library Day at the fair instead of booth
        i.   Sent out press release about $50 Visa Card giveaway and fair booth
    f.   Consistency for card renewal – discuss at August meeting
        i.   Renewal flyer (service updates, where card is good), update home library, how to verify address, text messaging, emails, change expiration date, etc.
       ii.   Jim can change expiration dates in batches
      iii.   Be sure to do the "Renew Privileges" in the Patron Wizard
      iv.   Add to library websites how to renew library card

8. Activities in Member Libraries
    a.   Edgerton Public Library
        i.   Closed for HVAC replacement and control panels today and tomorrow
       ii.   Trying to fill Teen Library position – up to 30 hours
      iii.   Attending Edgerton's National Night Out August 6
      iv.   School starts August 22, ends May 13th ish
    b.   Clinton Public Library
        i.   Library Board meets tomorrow, will make a decision on new building
           1.   Brought in $16,000 in donations over two weeks for new library
       ii.   Summer Library Program going well
    c.   Orfordville Public Library
        i.   Sign Language Class going on, classes are full with 18-20 people
       ii.   Orfordville has new employees in Head of Public Works and are making awesome changes to care at the library, around town, and in long term planning
      iii.   SLP programming is going well, wish more kids would bring reading logs in

        iv. Golf Outing was last Saturday, had less golfers but made $4,000
- d. Milton Public Library
    - i. Circulation and P-count are up
    - ii. Finalizing fall programming schedule
    - iii. Working with bill Wilson to get friends group up and running
    - iv. Will work on strategic plan after friends group starts
- e. Beloit Public Library
    - i. Started Wednesdays at the Library – food trucks and music outdoors at the library
    - ii. Control Panel blew and needs to be replaced, took power out at the library. Can do temporary fix but needs to be replaced
    - iii. Tree in kids room will be done in the next couple weeks
    - iv. Short staffed currently
- f. Hedberg Public Library
    - i. Transformation project is pretty much on schedule, maybe a week delay
        1. Phase 1 & 2 are open, need some finishing
    - ii. Innovation Library submitted resignation, Aug. 3 is last day. Going back to Louisiana – her home state.
    - iii. Storytimes at Festival Foods, Oak Park Park Place, Job Center, Peace Park, Hill Top Pavilion, etc. Will continue offsite programming in the fall.
    - iv. Exploring express branch at Janesville Mall
    - v. Bookmobile could probably come to community events in other communities. Talk to René. All the different communities co-mingle at these events and use the book mobile.
    - vi. SLP is all ages, one program for all ages, started it last year. It increased adult participation like crazy.
        1. Logged online through Wandoo Reader, can use kiosk in library to log
9. **Adjourned at 11:21 a.m.**

Dates to Remember:
SHARE Directors Council – August meeting has been cancelled
ALS Board Meeting – Wednesday, August 14 – 6:00 pm @ Arrowhead Library System
ALS Librarians Meeting – Wednesday, August 21 – 9:30 am @ Clinton Public Library

Item Library	Station Library								
	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANES_BM	JANESVILLE	MILTON	ORFORDVILL	
All	25037	2849	9012	6565	1147	51317	11487	2032	109446
BELOIT	22290	325	376	444	18	1558	363	156	
BURLINGTON	46	21	34	43		133	54	7	338
CLINTON	124	1707	93	100		324	106	60	
CL-S	52	18	25	24		160	28	8	315
CL-TL	74	13	21	19	2	125	14	9	277
DARIEN	35	11	30	27		80	22	3	208
DELAVAN	95	24	24	51		225	44	10	473
EAST_TROY	15	8	13	12		71	21	6	146
EDGERTON	135	34	7061	100	16	437	115	21	
ELKHORN	103	31	27	60	2	267	81	10	581
EVANSVILLE	108	94	122	4512		309	131	34	
FONTANA	48	14	22	23		89	30	9	235
GENOA_CITY	32	13	27	24		86	23	6	211
JANESV_BKM	1				916	46			
JANESVILLE	827	132	481	407	166	43703	577	139	
KPL-BKM	9	2	10	5		26	14	5	71
KPL-NS	118	28	45	63		252	46	13	565
KPL-SI	25	8	18	13		69	15	3	151
KPL-SW	192	61	85	82		437	105	20	982
KPL-UP	8	3	2	10		20	3	1	47
LAKEGENEVA	62	13	34	48		163	83	19	422
LAKESHORES						1	1		2
MILTON	123	59	185	144	19	1213	9218	21	
ORFORDVILL	92	34	74	72	5	236	78	1359	
RACINE_BKM	9	2	8	2		35	3		59
RACINEMAIN	203	61	81	136	2	664	146	48	1341
ROCHESTER	28	16	17	22	1	91	42	8	225
SHARON	30	10	6	10		74	14	7	151
UNDEFINED		3							3
UNIONGROVE	10	24	11	26		49	11	7	138
WALWORTH	12	28	18	15		61	19	9	162
WATERFORD	87	32	38	57		213	49	20	496
WILLIAMBAY	43	20	24	14		100	31	14	246
WTFORDHS	1								1
								Total Non-AL	7846

ALS Circ from all libraries
Checkouts

2019 July ALS circ from LLS & KCLS

ALS Circ from LLS								
Checkouts								
	Station Library							
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total
BURLINGTON	46	21	34	43	133	54	7	338
CL-S	52	18	25	24	160	28	8	315
CL-TL	74	13	21	19	125	14	9	275
DARIEN	35	11	30	27	80	22	3	208
DELAVAN	95	24	24	51	225	44	10	473
EAST_TROY	15	8	13	12	71	21	6	146
ELKHORN	103	31	27	60	267	81	10	579
FONTANA	48	14	22	23	89	30	9	235
GENOA_CITY	32	13	27	24	86	23	6	211
KPL-BKM	9	2	10	5	26	14	5	71
KPL-NS	118	28	45	63	252	46	13	565
KPL-SI	25	8	18	13	69	15	3	151
KPL-SW	192	61	85	82	437	105	20	982
KPL-UP	8	3	2	10	20	3	1	47
LAKEGENEVA	62	13	34	48	163	83	19	422
LAKESHORES					1	1		2
RACINE_BKM	9	2	8	2	35	3		59
RACINEMAIN	203	61	81	136	664	146	48	1339
ROCHESTER	28	16	17	22	91	42	8	224
SHARON	30	10	6	10	74	14	7	151
UNDEFINED		3						3
UNIONGROVE	10	24	11	26	49	11	7	138
WALWORTH	12	28	18	15	61	19	9	162
WATERFORD	87	32	38	57	213	49	20	496
WILLIAMBAY	43	20	24	14	100	31	14	246
WTFORDHS	1							1
	1337	464	620	786	3491	899	242	7839

2019 July ALS items to LLS & KCLS

ALS Items to LLS & KCLS								
Checkouts								
Item Library								
Station Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	
BURLINGTON	203	40	43	9	324	36	11	666
CL-S	179	16	39	19	231	36	11	531
CL-TL	72	11	16	14	93	10	5	221
DARIEN	16	3	5	2	28	1	3	58
DELAVAN	136	21	26	12	229	26	11	461
EAST_TROY	42	11	11	6	75	5	5	155
ELKHORN	242	56	47	46	386	48	18	843
FONTANA	34	7	5	5	49	6	1	107
GENOA_CITY	64	8	8	10	75	9	4	178
JANESV_BKM	18		16		166	19	5	224
KPL-AD	11			3	9	2	1	26
KPL-BKM	74	11	12	10	94	8	12	221
KPL-NS	305	39	45	28	421	49	14	901
KPL-SI	81	13	7	3	157	19		280
KPL-SW	522	65	131	68	889	80	35	1790
KPL-UP	22	3	2	2	26	3		58
LAKEGENEVA	136	23	39	16	231	33	9	487
LAKESHORES	1					3		4
RACINE_BKM	157	33	27	20	245	26	18	526
RACINEMAIN	787	109	99	69	1139	95	44	2342
ROCHESTER	17	2	17	3	34	4	2	79
SHARON	26	3	4	5	35	3	1	77
UNIONGROVE	70	8	18	32	116	7	1	252
WALWORTH	64	10	16	8	94	6	1	199
WATERFORD	193	26	31	37	222	31	13	553
WILLIAMBAY	72	10	15	19	132	17	2	267
	3544	528	679	446	5500	582	227	11506

Arrowhead – hoopla July 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	969	18	204	$ 1510.68	702	$ 9873.70	4516
Clinton Public Library	167	10	42	$ 281.64	125	$ 1920.24	820
Eager Free Public Library	269	4	68	$ 479.62	225	$ 3217.90	1525
Edgerton Public Library	419	8	85	$ 497.05	223	$ 3466.39	1523
Hedberg Public Library	2525	87	571	$ 3716.68	1704	$ 24754.93	11532
Milton Public Library (WI)	383	17	95	$ 695.34	312	$ 3844.79	1721
Orfordville Public Library	137	2	33	$ 198.48	108	$ 1737.55	854
Total	4869	146	1098	$ 7379.49	3399	$ 48815.50	22491

2019 July Overdrive Statistics

Library	eBooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holds (8-6-19)
Clinton Public Library	111	108	1	220	41	106
Orfordville Public Library	152	75		227	39	131
Milton Public Library	411	148		559	119	401
Edgerton Public Library	444	391	1	836	147	493
Eager Free Public Library	478	350	1	829	133	426
Beloit Public Library	1051	957	3	2011	313	1070
Hedberg Public Library	3450	2798	8	6256	1059	3401
Total by type	**6097**	**4827**	**14**	**10938**	**1851**	**6028**

Arrowhead Library System
Information Center

June 2018

| Lifetime | Month | Session | Date Range: [MM/DD/YYYY] to [MM/DD/YYYY] |

87

total enrollments

938

total course logins

32,648

total minutes in class

Top 20 Courses

Course	Students
Introduction to Microsoft Excel 2016	4
Personal Finance	3
Start Your Own Edible Garden	3
Discover Sign Language	3
A to Z Grant Writing	2
Speed Spanish	2
Resume Writing Workshop	2
Merrill Ream Speed Reading	2
Speed Spanish II	2
Luscious, Low-Fat, Lightning-Quick Meals	2
Keys to Successful Money Management	2
Certificate in Meditation	2
Introduction to Microsoft Excel 2013	2
Certificate in Stress Management	2
Intermediate Microsoft Excel 2016	2
Certificate in Mindfulness	2
Keyboarding	1
Start and Operate Your Own Home-Based Business	1
The Craft of Magazine Writing	1
Growing Plants for Fun and Profit	1

View Course Activity

New Courses

Course	Date Added
Intermediate QuickBooks 2018	05/15/2018
Introduction to QuickBooks 2018	04/04/2018
Certificate in Music Therapy and Sound Healing	12/05/2017
High Performance Organization	12/05/2017
Talent and Performance Management	12/01/2017
Certificate in Women's Health Issues	09/01/2017
Introduction to QuickBooks 2017	12/06/2016
Intermediate QuickBooks 2017	12/06/2016
Project Management Fundamentals II	10/25/2016
A to Z Grant Writing II - Beyond the Basics	09/27/2016

GALE COURSES

Patrons	Library Card	Course Title	Session	Enrollment Date	Verification	Last Login	Time Spent(minutes)	Completion Status
		Beloit Public Library						**21**
1	2.1537E+13	Where Does All My Money Go?	Jun-19	6/13/19	Verified	7/11/19 1:27	1839	Incomplete
2	2.1537E+13	Start Your Own Online Business	Jun-19	6/14/19	Unverified	6/21/19 9:09	0	Incomplete
	2.1537E+13	Wow, What a Great Event!	Jun-19	6/14/19	Verified	6/21/19 11:28	295	Incomplete
3	2.1537E+13	Achieving Success with Difficult People	Jun-19	5/25/19	Verified	8/4/19 15:55	861	Completed
	2.1537E+13	Building Teams That Work	Jun-19	5/25/19	Verified	8/4/19 15:55	923	Completed
4	2.1537E+13	Certificate in End of Life Care	Jun-19	6/11/19	Unverified	6/13/19 1:16	121	Incomplete
	2.1537E+13	Medical Terminology: A Word Association Approach	Jun-19	6/11/19	Unverified	8/3/19 14:31	0	Incomplete
5	2.1537E+13	Certificate in Food, Nutrition, and Health	Jun-19	6/9/19	Verified	7/10/19 13:47	2736	Incomplete
6	2.1537E+13	Start a Pet Sitting Business	Jun-19	5/18/19	Verified	6/16/19 12:54	149	Incomplete
	2.1537E+13	Certificate in Stress Management	Jun-19	5/18/19	Verified	7/21/19 15:02	179	Incomplete
	2.1537E+13	Understanding the Human Resources Function	Jun-19	5/11/19	Unverified	7/21/19 14:46	0	Incomplete
7	2.1537E+13	Computer Skills for the Workplace	Jun-19	3/2/19	Unverified	5/7/19 14:08	0	Incomplete
	2.1537E+13	Creating a Successful Business Plan	Jun-19	3/2/19	Unverified	5/7/19 14:08	0	Incomplete
	2.1537E+13	Using Social Media in Business	Jun-19	5/7/19	Unverified	5/7/19 14:08	0	Incomplete
8	2.1537E+13	Genealogy Basics	Jun-19	6/14/19	Verified	7/8/19 12:06	446	Incomplete
9	2.1537E+13	Writing Young Adult Fiction	Jun-19	6/9/19	Verified	7/21/19 15:24	1471	Incomplete
10	2.1537E+13	Discover Sign Language	Jun-19	6/1/19	Unverified	6/18/19 13:01	160	Incomplete
	2.1537E+13	Mastering Your Digital SLR Camera	Jun-19	6/1/19	Unverified	6/18/19 10:19	0	Incomplete
	2.1537E+13	Introduction to Lightroom 5	Jun-19	6/1/19	Unverified	6/18/19 10:19	0	Incomplete
11	2.1537E+13	Lose Weight and Keep It Off	Jun-19	6/2/19	Verified	8/12/19 12:45	374	Incomplete
12	2.1537E+13	Medical Terminology: A Word Association Approach	Jun-19	6/13/19	Verified	7/26/19 22:24	891	Incomplete
		Hedberg Public Library						**41**
1	2.1828E+13	Accounting Fundamentals II	Jun-19	6/12/19	Unverified	8/14/19 10:36	0	Incomplete
	2.1828E+13	Introduction to Crystal Reports	Jun-19	6/12/19	Verified	6/26/19 5:46	259	Incomplete
	2.1828E+13	Introduction to Microsoft Access 2016	Jun-19	6/12/19	Unverified	8/14/19 10:36	0	Incomplete
	2.1828E+13	Introduction to Microsoft Access 2019/Office 365	Jun-19	6/12/19	Verified	6/26/19 5:48	590	Incomplete
	2.1828E+13	Advanced Microsoft Excel 2019/Office 365	Jun-19	6/12/19	Unverified	8/14/19 10:36	0	Incomplete
	2.1828E+13	Business Finance for Non-Finance Personnel	Jun-19	6/12/19	Unverified	8/14/19 10:36	0	Incomplete
	2.1828E+13	Introduction to SQL	Jun-19	6/12/19	Verified	6/26/19 5:49	264	Incomplete
	2.1828E+13	Understanding the Human Resources Function	Jun-19	6/12/19	Verified	6/14/19 9:30	243	Incomplete
	2.1828E+13	Workers' Compensation	Jun-19	6/12/19	Verified	7/26/19 14:37	887	Incomplete
2	2.1828E+13	Speed Spanish	Jun-19	5/21/19	Unverified	5/22/19 6:52	0	Incomplete
3	2.1828E+13	Advanced Fiction Writing	Jun-19	6/10/19	Verified	8/9/19 14:30	4632	Completed
4	2.1828E+13	Introduction to Microsoft Excel 2016	Jun-19	5/18/19	Unverified	5/18/19 8:03	0	Incomplete
5	2.1828E+13	Mastering Your Digital SLR Camera	Jun-19	4/24/19	Verified	7/23/19 6:09	653	Completed
	2.1828E+13	Photographing Nature with Your Digital Camera	Jun-19	6/8/19	Verified	7/23/19 6:31	1925	Completed
6	2.1828E+13	Project Management Fundamentals	Jun-19	6/5/19	Unverified	6/6/19 16:19	0	Incomplete
7	2.1828E+13	How to Get Started in Game Development	Jun-19	6/4/19	Verified	7/29/19 16:04	2496	Completed
8	2.1828E+13	Get Grants!	Jun-19	5/21/19	Unverified	5/21/19 17:37	0	Incomplete
9	2.1828E+13	Accounting Fundamentals	Jun-19	5/20/19	Verified	7/21/19 17:27	2680	Completed
10	2.1828E+13	Introduction to XML	Jun-19	5/15/19	Unverified	8/4/19 8:29	0	Incomplete
11	2.1828E+13	Introduction to Programming	Jun-19	6/11/19	Verified	7/20/19 16:51	2880	Incomplete
12	2.1828E+13	Accounting Fundamentals	Jun-19	6/18/19	Verified	6/24/19 8:20	44	Incomplete
13	2.1828E+13	A to Z Grant Writing	Jun-19	6/8/19	Unverified	6/17/19 11:49	208	Incomplete
14	2.1828E+13	Differentiating K-12 Assessments	Jun-19	5/29/19	Unverified	6/10/19 8:35	0	Incomplete
	2.1828E+13	Enhancing Language Development in Childhood	Jun-19	6/10/19	Unverified	6/10/19 8:35	0	Incomplete
	2.1828E+13	Teaching Preschool: A Year of Inspiring Lessons	Jun-19	6/10/19	Unverified	6/10/19 8:35	0	Incomplete
	2.1828E+13	Understanding Adolescents	Jun-19	5/31/19	Unverified	6/10/19 8:35	0	Incomplete
	2.1828E+13	Teaching Smarter With SMART Boards	Jun-19	5/29/19	Unverified	6/10/19 8:35	0	Incomplete
	2.1828E+13	Introduction to Journaling	Jun-19	5/29/19	Unverified	6/10/19 8:35	0	Incomplete
	2.1828E+13	The Keys to Effective Editing	Jun-19	5/29/19	Unverified	6/10/19 8:35	0	Incomplete
15	2.1828E+13	Designing Effective Websites	Jun-19	5/26/19	Unverified	6/5/19 11:17	0	Incomplete
16	2.1828E+13	Teaching Writing: Grades K-3	Jun-19	6/14/19	Verified	7/29/19 21:56	2214	Completed
17	2.1828E+13	Beginning Conversational French	Jun-19	6/17/19	Verified	6/17/19 20:41	190	Incomplete
18	2.1828E+13	Luscious, Low-Fat, Lightning-Quick Meals	Jun-19	5/28/19	Verified	7/19/19 23:27	2808	Completed
19	2.1828E+13	Speed Spanish II	Jun-19	6/5/19	Verified	8/1/19 16:31	1131	Completed
20	2.1828E+13	Certificate in Brain Health	Jun-19	6/4/19	Unverified	7/15/19 6:45	0	Incomplete
	2.1828E+13	Certificate in Holistic and Integrative Health: Foundations 2	Jun-19	6/4/19	Unverified	7/15/19 6:45	0	Incomplete
	2.1828E+13	Certificate in Healing Environments for Body, Mind, and Spirit	Jun-19	6/4/19	Unverified	7/15/19 6:45	0	Incomplete
21	2.1828E+13	Grammar for ESL	Jun-19	6/10/19	Unverified	6/10/19 11:37	0	Incomplete
22	2.1828E+13	Handling Medical Emergencies	Jun-19	4/11/19	Verified	6/14/19 19:48	14	Incomplete
	2.1828E+13	Teaching Students With ADHD	Jun-19	6/6/19	Unverified	6/14/19 22:12	143	Incomplete
23	2.1828E+13	Conversational Japanese	Jun-19	6/13/19	Verified	7/31/19 19:34	2749	Incomplete
		Edgerton Public Library						**9**
1	2.4511E+13	Certificate in Gerontology	Jun-19	6/18/19	Verified	7/9/19 10:29	652	Incomplete
	2.4511E+13	Wow, What a Great Event!	Jun-19	5/28/19	Unverified	7/9/19 8:29	0	Incomplete
2	2.4511E+13	Project Management Fundamentals	Jun-19	5/29/19	Verified	7/30/19 15:10	1009	Incomplete
	2.4511E+13	Speed Spanish	Jun-19	6/18/19	Unverified	6/18/19 13:51	122	Incomplete
3	2.4511E+13	Explore a Career as a Paralegal	Jun-19	6/11/19	Verified	6/17/19 18:04	152	Incomplete
4	2.4511E+13	Publish and Sell Your E-Books	Jun-19	5/25/19	Unverified	5/25/19 16:09	0	Incomplete
5	2.4511E+13	Discover Sign Language	Jun-19	6/11/19	Verified	8/1/19 21:05	2984	Completed
6	2.4511E+13	Teaching Students With Autism: Strategies for Success	Jun-19	6/4/19	Unverified	7/25/19 10:21	0	Incomplete
	2.4511E+13	Discover Sign Language	Jun-19	6/4/19	Verified	7/12/19 22:23	1826	Incomplete
		Evansville Public Library						**14**
1	2.5353E+13	Speed Spanish	Jun-19	5/20/19	Verified	7/22/19 17:33	1362	Completed
	2.5353E+13	Write Fiction Like a Pro	Jun-19	5/20/19	Verified	8/2/19 17:10	2210	Completed
	2.5353E+13	Writing Young Adult Fiction	Jun-19	5/20/19	Verified	7/24/19 14:23	1836	Completed

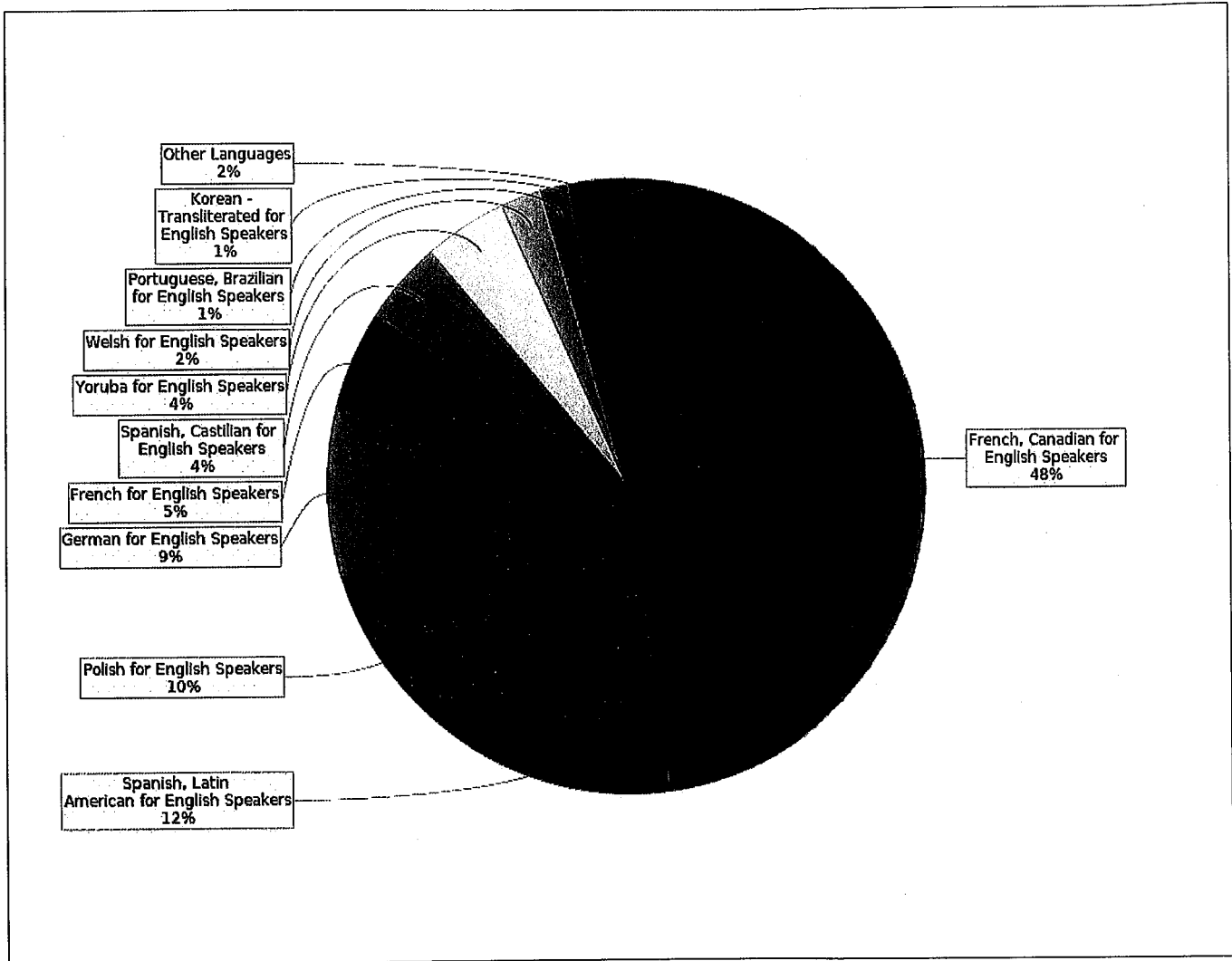# Transparent Language Usage Report - July 2019

Other Languages 2%
Korean - Transliterated for English Speakers 1%
Portuguese, Brazilian for English Speakers 1%
Welsh for English Speakers 2%
Yoruba for English Speakers 4%
Spanish, Castilian for English Speakers 4%
French for English Speakers 5%
German for English Speakers 9%
Polish for English Speakers 10%
Spanish, Latin American for English Speakers 12%
French, Canadian for English Speakers 48%

Total Access Count: 134

Language Name	Access Count	Calculated Percentage
French, Canadian for English Speakers	64	47.76%
Spanish, Latin American for English Speakers	16	11.94%
Polish for English Speakers	14	10.45%
German for English Speakers	12	8.96%
French for English Speakers	7	5.22%
Spanish, Castilian for English Speakers	6	4.48%
Yoruba for English Speakers	6	4.48%
Welsh for English Speakers	3	2.24%
Portuguese, Brazilian for English Speakers	2	1.49%
Korean - Transliterated for English Speakers	2	1.49%
Irish for English Speakers	1	0.75%
Chinese, Mandarin - Simplified for English Speakers	1	0.75%

Transparent Language - July 2019

Group Code	Group Name	Start Date	End Date	Total Sessions	Total Unique Users	Total User Registrations	Web Sessions	Web Unique Users	Avg. Web Session Time	Total Web Session Time
system.admin	All Admins	7/1/19	7/31/19	6	1	0	6	1	0:01:57	0:11:46
system.learner	All Learners	7/1/19	7/31/19	84	17	12	44	15	0:20:51	15:17:57
system.all	All Users	7/1/19	7/31/19	90	18	12	50	16	0:18:35	15:29:43
BeloitPL	Beloit Public Library	7/1/19	7/31/19	32	5	5	13	5	0:10:37	2:18:07
ClintonPL	Clinton Public Library	7/1/19	7/31/19	0	0	0	0	0	0:00:00	0:00:00
EagerFreePL	Eager Free Public Library	7/1/19	7/31/19	2	1	1	2	1	0:10:02	0:20:05
EdgertonPL	Edgerton Public Library	7/1/19	7/31/19	0	0	0	0	0	0:00:00	0:00:00
HedbergPL	Hedberg Public Library	7/1/19	7/31/19	15	9	5	8	7	0:12:43	1:41:47
MiltonPL	Milton Public Library	7/1/19	7/31/19	0	0	0	0	0	0:00:00	0:00:00
OrfordvillePL	Orfordville Public Library	7/1/19	7/31/19	35	2	1	21	2	0:31:19	10:57:58

Group Code	Group Name	Start Date	End Date	Mobile App Sessions	Mobile App Unique Users	Avg. Mobile App Session Time	Total Mobile App Session Time	Total Course Downloads	Total Vocab Lesson Downloads	KidSpeak Access Count	KidSpeak Unique Users	Avg. KidSpeak Learning Time	KidSpeak Learning Time
system.admin	All Admins	7/1/19	7/31/19	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
system.learner	All Learners	7/1/19	7/31/19	40	4	0:08:57	5:58:11	17	12	2	2	0:00:50	0:01:40
system.all	All Users	7/1/19	7/31/19	40	4	0:08:57	5:58:11	17	12	2	2	0:00:50	0:01:40
BeloitPL	Beloit Public Library	7/1/19	7/31/19	19	1	0:08:55	2:49:34	11	3	0	0	0:00:00	0:00:00
ClintonPL	Clinton Public Library	7/1/19	7/31/19	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
EagerFreePL	Eager Free Public Library	7/1/19	7/31/19	0	0	0:00:00	0:00:00	0	0	1	1	0:01:20	0:01:20
EdgertonPL	Edgerton Public Library	7/1/19	7/31/19	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
HedbergPL	Hedberg Public Library	7/1/19	7/31/19	7	2	0:07:15	0:50:51	6	3	1	1	0:00:20	0:00:20
MiltonPL	Milton Public Library	7/1/19	7/31/19	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
OrfordvillePL	Orfordville Public Library	7/1/19	7/31/19	14	1	0:09:50	2:17:46	0	6	0	0	0:00:00	0:00:00

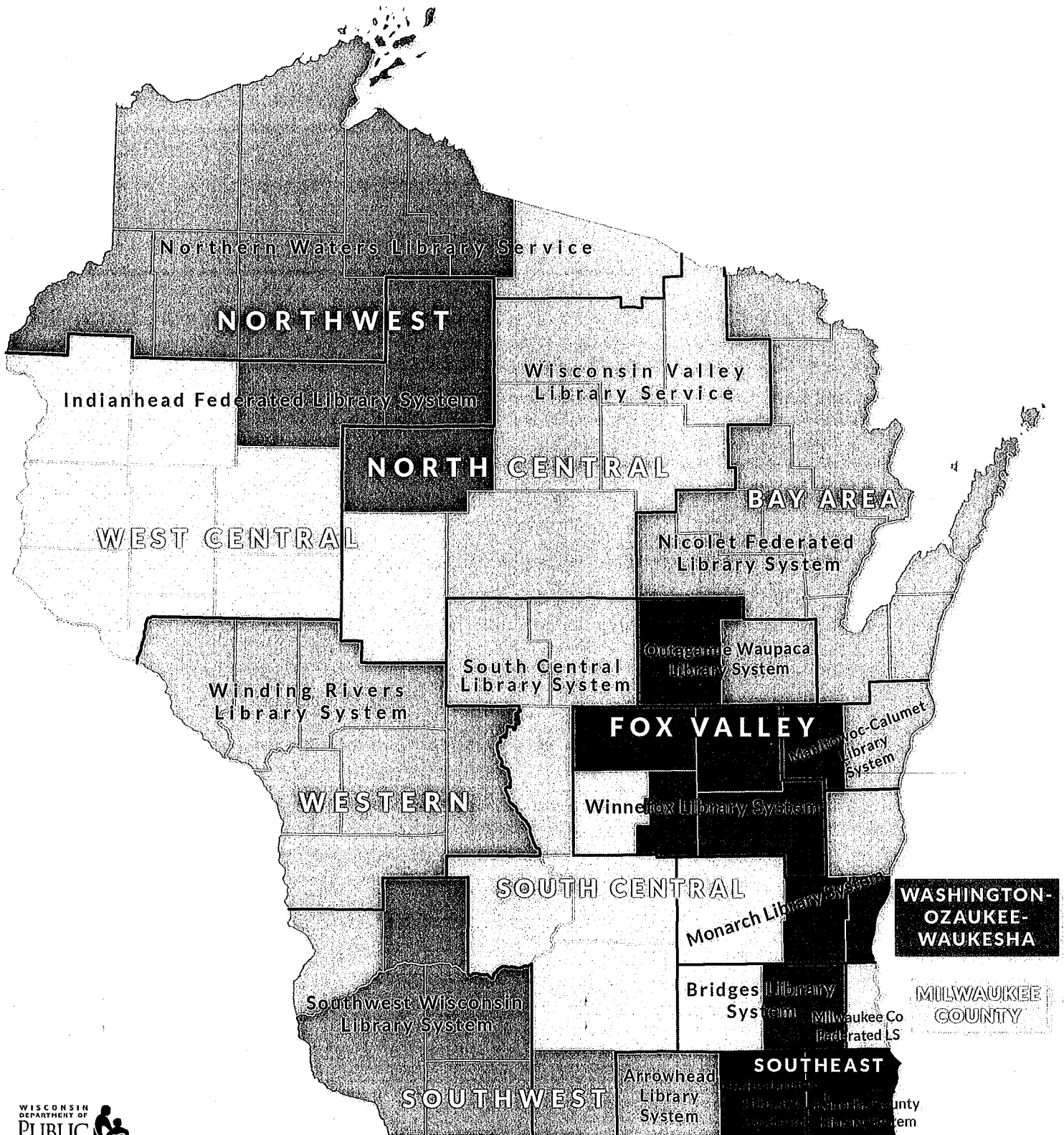|	All Activity	Web Activity	Mobile App Activity	KidSpeak Activity
Sessions	90	50	40	2
Unique Users	18	16	4	2
User Registrations	12	N/A	N/A	N/A
Average Session Time	N/A	0:18:35	0:08:57	N/A
Total Session Time	N/A	15:29:43	5:58:11	N/A
Course Downloads	N/A	N/A	17	N/A
Vocab Lesson Downloads	N/A	N/A	12	N/A
Average Learning Time	N/A	N/A	N/A	0:00:50
Learning Time	N/A	N/A	N/A	0:01:40

Beloit	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	8	13	119	131	7.82	16
Feb-19	4	7	73	80	4.6	13
Mar-19	5	1	24	26	1.21	10
Apr-19	10	9	77	86	5.08	26
May-19	6	14	154	159	10.57	20
Jun-19	6	9	62	68	5.5	16
Jul-19	4	3	25	25	1.58	9
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	43	56	534	575	36.36	110

Clinton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	1	0	0	0	0	1
Feb-19	0	0	0	0	0	0
Mar-19	2	2	5	5	0.14	3
Apr-19	0	0	0	0	0	0
May-19	0	0	0	0	0	0
Jun-19	1	0	0	0	0	1
Jul-19	1	1	3	3	0.2	2
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	5	3	8	8	0.34	7

Eager Free	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	3	0	0	0	0	3
Feb-19	1	0	0	0	0	1
Mar-19	1	0	0	0	0	1
Apr-19	0	0	0	0	0	0
May-19	1	0	0	0	0	1
Jun-19	1	1	3	3	0.13	1
Jul-19	0	0	0	0	0	0
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	7	1	3	3	0.13	7

Edgerton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	2	1	13	13	0.58	5
Feb-19	5	1	1	1	0.07	8
Mar-19	3	10	159	160	8.59	6
Apr-19	4	11	95	95	5.55	14
May-19	5	1	17	17	1.15	6
Jun-19	2	3	19	19	1.36	2
Jul-19	2	0	0	0	0	2
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	23	27	304	305	17.3	43

Hedberg	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	28	29	253	263	16.06	66
Feb-19	16	13	105	115	7.76	27
Mar-19	18	18	143	153	8.61	43
Apr-19	17	28	179	209	16.44	64
May-19	16	20	119	121	7.4	47
Jun-19	14	21	95	97	5.21	26
Jul-19	16	23	165	189	10.42	43

Revenue		2017	2017 Actual	2018 Request	2018 Actual	2019 Request	2019 estimate	2020 Request
42200	State Aid	438,605	438,605	453,212	453,212	467,820	467,820	467,820
44120	Misc Fees	6,103	6,103	6,103	6,103	6,103	6,103	6,103
45504	Intergovt-Other libraries	230,649	223,360	212,764	213,564	240,765	240,765	250,654
46000	Contributions	2,000	2,000	2,000	2,000	2,000	2,000	2,000
46400	Funds Forwarded from prior Yr.	85,000		20,000		20,000		86,050
46900	Refund of prior years expense							
47000	Transfers in							
	Total Revenue*	762,357	670,068	694,079	674,879	736,688	716,688	812,627
	Total Fund Balance	119,313	238,887	218,887	271,212			
	Trust Accounts were terminated in 2015, associated funds were moved to the general fund balance.							
Expense								
61100	Regular Wages	197,668	176,603	174,669	176,888	184,972	180,500	182,860
61300	Per Diems	1,500	1,316	1,500	1,665	1,500	1,800	1,800
61400	FICA	17,417	13,580	13,363	13,623	14,149	12,500	13,989
61510	Retirement-Employers	15,482	10,613	11,703	10,600	12,116	12,116	11,977
61610	Heath Insurance	56,868	39,012	41,000	41,000	41,000	49,000	51,048
61620	Dental Insurance	2,160	1,556	1,513	1,556	1,513	1,556	1,556
61630	Life Insurance	135	126	180	109	180	130	180
62119	Other contracted services	99,035	85,180	150,158	117,839	183,893	164,041	258,933
62130	Audit Fees	1,200	1,200	1,200	1,200	1,200	1,500	2,000
62210	Telephone	2,000	1,334	2,000	1,322	2,000	1,300	2,000
62410	R&M-Vehicles	6,500	7,466	9,000	9,645	10,000	10,000	10,000
62420	R&M-Machinery&Equip.	100	0	100	0	100	0	100
63100	Office Supplies&Expenses	1,500	1,407	1,500	975	1,500	1,000	1,500
63101	Postage	1,000	402	1,000	274	1,000	300	1,000
63104	Printing & Duplication	5,000	3,859	5,000	3,678	5,000	3,500	5,000
63108	Public Information	4,000	2,466	5,000	2,065	5,000	3,000	5,000
63200	Publications/Subscriptions/Dues	1,500	1,341	1,500	1,062	1,500	1,062	1,500
63300	Travel	3,600	1,689	3,000	2,089	3,000	2,100	3,000
64200	Training Expense	4,000	1,864	4,000	1,859	4,000	3,500	4,000
64201	Convention Expense	4,000	2,116	4,000	2,327	4,000	3,000	4,000
64214	ILS Costs	218,892	173,845	194,393	191,147	193,265	193,265	185,684
64303	Extension Materials	3,000	2,925	3,000	3,799	4,000	4,000	4,000
64306	Resource Library	85,000	85,000	40,000	40,000	40,000	40,000	40,000
64307	Participating Libraries	953,539	953,539	1,001,938	1,001,938	1,025,967	1,025,967	1,113,408
64309	Intersystem Agreement	76,402	76,402	65,771	65,771	72,691	72,691	73,534
64904	Sundry Expense	1,000	852	1,000	270	1,000	350	1,000
64918	Advertising	300	0	300	0	300	0	300
65101	Insurance on Building	4,500	4,441	5,000	4,964	5,000	5,000	5,000
65321	Building/office Lease	14,000	14,000	14,000	14,000	14,000	14,000	14,000
67199	Misc. Equipment	12,500	2,803	6,500	97	3,000	600	3,000
	Total Expenses	1,793,798	1,666,937	1,763,288	1,711,763	1836846	1,807,778	2,001,369
	Expenses minus County funds	762,357	635,680	694,079	642,389	736,688	707,320	812,627
			34,388					

Wisconsin Library Systems & WORKFORCE DEVELOPMENT Regions

Northern Waters Library Service

NORTHWEST

Wisconsin Valley Library Service

Indianhead Federated Library System

NORTH CENTRAL

BAY AREA

WEST CENTRAL

Nicolet Federated Library System

Outagamie Waupaca Library System

South Central Library System

Winding Rivers Library System

FOX VALLEY

Manitowoc-Calumet Library System

WESTERN

Winnefox Library System

SOUTH CENTRAL

Monarch Library System

WASHINGTON-OZAUKEE-WAUKESHA

Bridges Library System

Milwaukee Co Federated LS

MILWAUKEE COUNTY

Southwest Wisconsin Library System

Arrowhead Library System

SOUTHEAST

SOUTHWEST

Kenosha County Library System

**Full Proposal
Outline**

Statement of Broad Need The 21st Century Librarian is required to wear many hats, including acting as front-line support for the unemployed and underemployed as they seek to advance their personal goals. As community anchors, libraries are important partners, serving all population segments in familiar hometown locations. The training provided by this grant will empower librarians to supplement the services provided by job centers for residents not requiring in-depth counseling or coaching by professional workforce development staff.

The Director of the Institute of Museum and Library Services (IMLS) wrote in 2014 that "Ninety-six percent of libraries offer online job and employment resources and 78 percent offer programs to help people apply for jobs." This Community Anchors project will ensure that library services are aligned with the workforce system and quickly changing tools.

Improving collaboration and empowering librarians on how to deliberately create a mentor network that formally connects them with local workforce contacts will advance the library practice in Wisconsin. At the height of the recession, a report by the U.S. Impact Study showed that more than 30 million Americans reported using library computers for workforce related needs.

Wisconsin's well-positioned libraries are convenient access points for job seekers, particularly in rural communities. In Wisconsin, there are more than 380 public libraries and more than 80 additional branch locations. Public libraries are organized into 16 public library systems which deliver services and training to libraries. The largest public library in each system is currently designated as a Resource Library. The Directors of the Systems and Resource Libraries comprise the Systems and Resource Libraries Association of Wisconsin (SRLAAW). An approach coordinated through SRLAAW, the Department of Public Instruction (DPI), and the Wisconsin Department of Workforce Development (DWD) will allow local public libraries to supplement the access and expertise of fifty-four (54) Wisconsin Job Centers. Job centers can be large distances from more rural populations and may be difficult for people with transportation challenges to access, while 80% of Wisconsin libraries are in communities with less than 10,000 people. The process will train librarian son how to develop effective mentorship relationships with the 11 regional Workforce Development Boards (WDBs).

The U.S. Employment and Training Administration cited the U.S. Impact Study's usage figure in a May 2016 memorandum that encouraged deeper collaboration between public libraries and the workforce investment system. This grant project will institute a customized training program designed to improve local and regional economic vitality by increasing access to workforce resources through a collaborative library and workforce system model.

The project will educate librarians across the state through training delivered by local workforce professionals, connect librarians with workforce expertise through deeper partnerships, and implement a shared online portal to disseminate a common workforce services curriculum while tracking outcomes for the effort through a transparent metrics dashboard.

Wisconsin Department of Public
Instruction

The continuing education of public library staff in the broad field of workforce development requires the exploration and awareness of the new tools, information, and services that are available to our residents through the regional workforce boards, educational institutions and the DWD. This project will advance librarian's knowledge of basic workforce development services that align with career opportunities in Wisconsin companies and for entrepreneurs.

Our communities and educational institutions are challenged with limited budgets and staffing level limits. This project will develop curriculum that is designed to inform library staff of the tools available to the public to reduce barriers to career or job achievement goals of our residents. This educational opportunity is needed although Wisconsin is experiencing record low unemployment rates because issues remain with the alignment of the existing skills in the workforce and employment opportunities in specific regions that can produce high wage career opportunities, job security and higher individual and family self-sufficiency.

In addition, Wisconsin will be recruiting and training statewide to fill the labor needs of a new company that will be creating over 10,000 jobs in the next five years. Wisconsin residents from across Wisconsin will have the opportunity to participate in the employment demand of this economic development project and the multiple suppliers that will be needed as part of this development project.

The Workforce training modules will be available to all libraries. The Project Manager and the Project Advisory Council will collaborate to determine locations for in-person training and the roles of the Wisconsin Library Association (WLA) and SRLAAW in implementing the project. The expertise and experience of the contractor hired to educate librarians on the roles of WDBs, and the WDBs themselves, will be vital in prioritizing outreach to libraries located in underserved, low to moderate income regions and rural markets to ensure that the library has full access to information and materials developed as part of this mentoring and continuing education program.

The project will benefit the 380 libraries, the 80 additional branches located in Wisconsin and the 16 public library systems that support the work of public libraries. While Wisconsin is beginning to invest

in mobile job centers, these mobile job centers will be in high demand and rotating throughout the state and beyond our state's borders. These centers may work in concert with libraries to provide greater access to workforce services, but will not have the ability to be an ongoing community center.

Through the partnership with the workforce development system, the libraries will be a potential location for workforce development meetings and for dislocated workers to convene. The workforce system would bring in intensive services to support local librarians, which will then allow them to utilize the training from the project modules to support the increased number of library patrons during a very sensitive time in their lives. This collaborative approach will provide a locally-based support system which will be respectful of the sensitivities of residents who may have never needed services of the workforce development system and maybe unaware of the service options available to them.

PROJECT DESIGN

Goals
:

1. Improve Wisconsin's librarians' skills and access to workforce services and systems

Wisconsin Department of Public Instruction

2. Through collaboration, ensure residents of Wisconsin have full access to basic workforce
development services regardless of location. 3. Ensure that library systems are a full partner in the workforce development model being
implemented in Wisconsin.

Objective 1: Offer continuing education programs in which librarians learn the basics of:
- Workforce development system and the roles of the various workforce partners
- Career exploration tools and systems for youth and adults.
- Unemployment Insurance in Wisconsin.
- Job Center of Wisconsin services and the data tools available to residents, businesses
and
entrepreneurs.

Objective 2: Create a mentor network to enable true collaboration between librarians and the workforce professionals to support and expand outreach of workforce services at their local library. Continued engagement of public libraries with DWD and regional One Stop Centers, and Workforce Development Boards to ensure that the full resources of all service providers are known and used and robust collaboration continues to achieve the project's objectives.

Outcomes: The success of the Library Workforce Development Training Modules will be determined by the following:

Outcome 1: Develop a strategy for forming partnerships between the library systems and the Workforce Development system to enhance services at local libraries.

Outcome 2: 100% of the Workforce Development Training Modules will be provided to the 16 library systems in Wisconsin that will document improved partnerships, collaboration with the workforce system.

Outcome 3: 80% of the training participants will indicate an increase in skills and confidence that they will apply the skills at their local libraries.

Outcome 4: Partners which may include the organization contracted to train librarians on effective interactions with the WDBs, DWD or other assigned workforce partners, will connect with 100% of the libraries in their region to monitor and measure the interaction with the library network at a minimum of two times annually upon the formation of the Library Mentor Network.

The project has built a partnership with vital partners of the workforce development system in Wisconsin. These partnerships will be expanded as the project curriculum is designed and the Project Advisory Team and project staff design content to fully consider the opportunities and level of services that libraries can effectively implement as a community anchor in the diverse regions of Wisconsin.

By working with the lead state agencies, the regional workforce boards and the library systems, the project risk is minimized. The grant investment will leverage previous investments of federal, state and private dollars to support the library role as community anchors. In fact, the Wisconsin Department of Workforce Development assisted rural libraries in receiving access to internet through an agreement and infrastructure investment in 2015.

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Wisconsin Department of Public
Instruction

The project will be designed to take into consideration the high degree of turnover and retirements that are being experienced within Wisconsin's Library System. The project will be sustainable due to

the programming being connected to:
- Regional mentorships with the local workforce boards
- Expanded relationships with State Workforce Development professionals.

The library systems will be supported through local personnel changes, by retaining access to a web portal with the training modules available for training as required to support local library staff. Relationships with regional workforce boards and with DWD will ensure new librarians will also have access to job center materials that are designed to support targeted populations of the workforce system. This local connection is to provide immediate access to support services that may be required in between scheduled training opportunities of the workforce development modules. DPI's cloud-based content repository and learning system platform are available to all public library systems, and can be used in implementing the grant activities.

A Project Coordinator will be hired by DPI to be responsible for primary project implementation. The project coordinator will be the person responsible for implementation, but a Project Advisory Council will support the Project Coordinator and monitor the efforts to ensure successful delivery of the project in the timeframe outlined in the grant. The curriculum development will be coordinated with the Project Advisory Council and will combine the expertise of library, workforce development experts with a curriculum consultant to design an impactful series of workforce development training modules.

An organization will be hired by the DPI to educate librarians on understanding how to develop effective relationships with Wisconsin's 11 Workforce Development Boards.

The Project Advisory Council role will be to plan, monitor, and modify project implementation efforts, when barriers are met during the implementation of the project. The members of the Project Advisory Council will include representatives from: DPI, DWD, Wisconsin Workforce Development Association, Wisconsin Library Association, the System and Resource Library Administrator's Association of Wisconsin, University of Wisconsin System, Wisconsin Technical College System, and the Great Lakes Education and Training Association.

Each of the training modules developed through this grant will be designed to address common questions and services a potential library patron may have, based on data collected through the workforce development system. In addition, special examples or case studies will be incorporated for community populations, such as veterans, unemployed, English as a Second Language and individuals with disabilities to ensure that librarian staff feel confident with their ability to serve as a reference resource.

- **Training Module One – Workforce Development Boards Roles and Responsibilities** This program will be delivered by an organization contracted to educate librarians on the roles, responsibilities and resources available through the regional WDBs to ensure the formation of

mentor relationships between the libraries and the WDBs located in the same region of the state.

Wisconsin Department of Public
Instruction

This module will be designed to allow for distribution of the curriculum to other library systems, regions and states. This curriculum will incorporate handouts and tools to help the library staff deal with special populations and common workforce development requests.

• **Training Module Two - Career Planning and Resume Development** and will be provided by the Department of Workforce Development (DWD). The resume development component will ensure library staff understand and can navigate the resume builder features within the Job Center of Wisconsin (JCW) web site. This module will be focused on exploring and explaining the different tools from the educational institutions that are related in the Inspire, Career Cruising, Internship and other tools available to libraries for skill advancement and career planning. This module will have two on demand video instruction versions, one developed for librarians to send patrons and one specifically for library staff.

• **Training Module Three - The Basics of Wisconsin's Unemployment Insurance System** The Wisconsin DWD will serve as the trainer of this curriculum. The DWD has existing on- demand video explaining the unemployment insurance process for their workforce partners. The curriculum will be modified for library staff to provide more general guidance to existing and new unemployment insurance participants. This training module will be customized to the State of Wisconsin and the content is unlikely to have transferability to other states. However, the system delivery will be a model that can be replicated. The module will be developed for on- demand delivery to provide access and refresher information to library staff. Based on feedback during the pilot of this session, a webinar format maybe developed to address specific questions.

• **Training Module Four – Job Center of Wisconsin and Labor Market Research Tools** This training module will assist library staff in navigating the various tools available to job seekers, entrepreneurs and business owners in locating data to help make informed decisions. The session will focus on mastering the basic features of the JCW portal, while also expanding the depth of research in data collection and the appropriate tools for gathering specific information. This session will develop a "How-To" reference guide to assist in the locating common data sought by potential library patrons. This session will be a webinar format with a portion of the content being developed into common data search videos to show new patrons the functions and features of JCW tools. This module will empower library staff to conduct regional and locally-focused research that will aid community members seeking job opportunities and entrepreneurs and business owners seeking data to explore business opportunities.

Prior to the implementation of each training module, an assessment method will be developed to document staff proficiencies in the training. The goal of these assessments will be to ensure that the librarian staff are meeting the Performance Measures from the IMLS:

1. My understanding has increased as a result of this training/program 2. My interest in this subject has increased as a result of the training 3. I am confident I can apply what I learned in this program/training.

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The training modules will be piloted in year two of the grant for refinement. Based on the results of the proficiency tests, the training modules will be modified prior to launching the curriculum to all of libraries in Wisconsin. Upon completion of this stage of the project, the digital learning objects developed will be shared with IMLS and COSLA sponsored Continuing Education Connectors network.

The Workforce Development project will be implemented over a three-year period to ensure that the design and alignment of the curriculum is connected to goals of SRLAAW and the changing workforce development tools in Wisconsin. The project budget is $245,000 to incorporate all aspects of program development and the implementation of training and the development of a mentoring network between the regional workforce development organizations and libraries.

In Year One, DPI, the grant recipient, will convene the Project Advisory Council. This Project Advisory Team will be involved in the recruitment and selection of the Project Coordinator and the organization to be contracted to educate libraries on effective interactions with the WDBs. The Project Advisory Council will formalize an outline of the course content, so that during the selection of the Project Coordinator, the background needed for a successful project is more clearly defined.

In Year Two, the grant will focus on training librarians on strategies for developing effective relationships with the WDBs and participating in creation of the Workforce Development/Librarian Mentor Network in concert with the development of the curriculum for the four modules. These two tasks will be developed simultaneously to ensure that the library and workforce development staff will have interactions aligned to ensure the Mentor Network will be a valuable tool on the specific topics being of a librarian patron are beyond the scope of the community anchor training modules. Mentor relationships will be managed by the regional workforce organization or the Job Center staff based on capacity of the organizations in each region.

During the curriculum development process, the Project Coordinator will collaborate with the Project Advisory Council to implement a "Train the Trainer" strategy for Modules One, Two and Four. These sessions are developed to support the Library System efforts in advancing consistent training and local support of their staff. Since the sixteen library systems and the eleven workforce areas do not have common borders, it is important that the curriculum provides flexibility in development, due to different service providers and workforce structures existing in each workforce region.

The Project Advisory Council will develop a dashboard tied to the goals, objectives and outcomes of the grant. This dashboard will also include project timelines and key performance measurements. Upon implementation of the training, the proficiency tests will be reviewed by the Project Advisory Council to ensure that the outcomes are consistent with the intent of the project. If the training modules are not meeting expected outcomes, the training modules will be modified.

The Project Advisory Council includes the Great Lakes Education and Training Association, which will be the organization to share results with Midwest organizations. In addition, the Wisconsin Library Association and DPI will share the results of the training and the web site portal with their partners across the nation.

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The ability to have field-wide reach and impact will be possible by documenting the skills and the reference information that are being incorporated into the Training Modules. Training Modules will require customization by each state, due to the differences in workforce development systems and services.

The Project Advisory Council formation of partners will be formed to build consensus on the content and the appropriate level. The project coordinator will incorporate topic experts and local librarians in curriculum design and to ensure it is effective for patrons of the library. The topic experts in concert with the project coordinator will develop needed support materials to ensure the local librarians will have reference tools necessary for high library patron satisfaction.

Library staff are often looked to as part of the community's leadership structure. Their experience with elected leaders, community businesses and organizations, educational institutions and a wide familiarity with community members will bring critical connections to the workforce system. Library staff will be able to promote the collaborations to answer unfilled service needs within their community.

Access to Workforce Development Information and Materials will be made available through the training modules. The public libraries will be able to provide information resources equitably to all library users regardless of format, technology or delivery methods. This access insures that community members, no matter their financial means, share access to the wealth of resources available to and through the workforce system. While all services won't be available through the library, the patron with special requirements will be served through the mentor relationship and referrals to appropriate workforce partners.

Libraries work with educators, government officials, organizations, businesses and agencies in partnerships to ensure that all library users have the information needed to make informed decisions. By connecting community members with the right resources and reliable information, made possible through this project's curriculum, libraries will expand their strong web of services for underserved populations.

Diversity and Inclusion Plan: Wisconsin public libraries are community anchors that serve the role of making their residents full participants in the local, regional and national economy. The project will consciously take on efforts that enhance opportunities of underserved urban and rural populations. It is the role of the workforce development system to advance efforts in aligning workforce training efforts with the needs of the future needs of the economy.

The Wisconsin Workforce Development system tracks interactions with the residents that need assistance with various workforce resources. This effort shows the demand by area residents that can access the Job Centers of Wisconsin. Through the curriculum of this collaborative project, several target populations will be more effectively served by the libraries across Wisconsin. These are not the only populations that will benefit but have been summarized due to the potential traffic to the library and making it the destination for life-long learners.

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Youth The regional Workforce Development Boards/Job Centers and public libraries provide valuable services to their local regions and communities. When it comes to serving middle school and high school youth, however, their services are not readily seen. In fact, they are more necessary now than ever before, due to the high demand on career counselors within the school districts.

In Wisconsin, Academic and Career Planning (ACP), known nationally as Individual Learning Plans, are now required of all students in grades 6-12. Specifically, the ACP mandate requires that students have access to school programming and activities, as well as, an electronic platform, to do career exploration and planning for personal postsecondary goals. The funding was made available

for students to access and use a software system and provide a platform for tracking life-long learning. With an average school counselor to student ratio of 1 to 425 in Wisconsin, schools need support from their local communities (libraries) to help realize the promise and intent of well-developed and delivered career development to in-school youth.

The connection of the school to local public libraries, often the centers of many small, rural communities, in partnership with the expertise provided by workforce staff, can be leveraged to support not only overburdened public schools, but also adults for more integrated and seamless career development support. These linkages aligned with Workforce Investment Opportunity Act (WIOA) Career Pathways State Plan and the state's K12 ACP requirements can provide the additional expertise required to continue to build programming for life-long planning and learning for both students and adults.

Wisconsin is also implementing specific web sites tied to internships that are connected to a variety of educational institutions. It is critical that the youth are fully aware of the opportunities that match their interests regardless of location. This effort will be addressed in Training Module Two focused on Career Exploration and Resume Development. Unemployed and the Underserved in Rural and Urban Communities The Job Center of Wisconsin web site (JCW) is the lifeblood of the providing access to assistance for the unemployed across Wisconsin. This demand is seen across Wisconsin with unemployment insurance assistance sought by over 41,000 residents in 2017. In the most rural portions of Wisconsin, where the access to job centers are more remote, the number of requests were 7,873. The individuals are seeking assistance in the filing of their claims or documenting their weekly job searches.

The Job Center Network and the Workforce Boards provide more comprehensive services but building awareness of the services is often a challenge. In 2017, the total number of users at job centers seeking access to the Job Center Resource Room activities was 243,217. The services offered by the room are diverse, but can include the following activities that libraries and librarians can support in their role as a community anchor: access to internet for job searching and employment applications, photo copier, printing of job search materials; cover letters, resumes, applications, assistance with JCW registration, assistance with basic unemployment questions and work searches, referrals to community partners for specific assistance individuals may need – travel assistance, food banks, and emergency housing.

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Due to the rural nature of Wisconsin, the local library with its internet connection and computers

are serving as local job centers.

English as Second Language The Wisconsin population is becoming more diverse and the number of non-English speaking residents living and working in rural and underserved regions of urban communities is in-demand. The rural community's need for migrant workers to serve the agriculture related industries, from the vegetable fields of central Wisconsin to the statewide dairy industry, has been documented through the current national immigration policy discussion. In 2017, the Job Centers of Wisconsin provided bilingual services to 4,868 individuals. As a community anchor, the libraries will not be expected to provide these services but will be a location for distribution of materials to assist this population in finding the services that are required. This effort will help leverage the equal opportunity requirements that each of the regional workforce boards manage as part of being recipients of federal funds.

Veterans Wisconsin is dedicated to advancing veterans employment options and have specific programs to assist in the training of these individuals. Building awareness of these programs and options is critical to ensuring that services are quickly aligned with the needs of the veteran.

Since the Job Centers will remain the primary location of customer service, the needs of the customer populations will be monitored through the various agencies dedicated to serving these populations. The Project Coordinator will work closely with agency and workforce staff to ensure that customer feedback from the job center locations are incorporated into the librarian training modules. If a clear consensus is not gained from the customer feedback, the Project Coordinator will enlist the help of the workforce boards to conduct focus groups of select populations to understand any regional differences to the services or information sought by the patrons of the statewide workforce system.

After the development and implementation of the Workforce Development Training Modules, the library systems, in their role as community anchors, will help ensure that individuals are not left out of economic opportunities that maybe viable based on their skills and their ability to relocate. The library staff are already a critical community partner by providing access to statewide job opportunities promoted through the Job Center of Wisconsin web site and the potential training resources of the regional educational institutions and their local workforce boards. This training will ensure that the library patron will be effectively served and referred to appropriate services that are being developed to address barriers that impact the limited economic opportunities of Wisconsin residents.

Broad Impact Through the partnerships formed in the project, the local librarians will have a greater awareness and become a greater resource to the patrons of the library system and the workforce system. Their expertise will assist library patron's ability to navigate the sometime confusing services available to them and their community. The changing services are also difficult for community members to monitor and track. With the implementation of the career counseling platform by

Wisconsin, it is critical that the local librarian be fully informed and engaged in the efforts for effective career planning.

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The skills of the library staff will be able to assist in referrals to workforce agencies
by:
- Mentors with the Workforce Boards will ensure that the librarians will have a point of contact for their questions.
- Awareness of and access to new tools and data that can assist residents, businesses and elected officials in planning. The library will also have access to a mentor, a point of contact, when an in-depth question is asked by the patron.

The librarians will now have access to better reference materials to help library patrons navigate the workforce tools. If a patron seeks specific services, the Mentor Network will allow the librarian to refer the patron to an experienced workforce professional to help address the specific needs of the individual in the community. This level of partnership and collaboration will help expand the confidence of the library staff. The curriculum will be designed to have librarians serve as a workforce resource, with access to a mentor for difficult questions or for patron referrals

The skills of the librarian will expand to better support and provide leadership to support the needs of the unemployed and other populations. The curriculum modules can be distributed regionally and nationally to share as a foundation for customization by each state to their specific system. The baseline information in modules will be consistent, but the tools will need to be customized by each state. The local library system will be able to share the best practices with each of their partners.

The development of the curriculum for each training module will involve entities that are part of federal and or state programs and understand the common program regulations. This will be a vital part of ensuring that the programming design will allow customization of the common federal and state rules. During the development of the curriculum, the project coordinator will contact key partners with progress updates and for feedback on adaptability of content to other regions, populations and audiences.

There will be notations in the curriculum of sections that will require customization by other entities. For example, the common features of the American Job Center will be incorporated, while the unique tools of the internship portal in which Wisconsin is an early entrant will be outlined for the benefit of future adaptability by other institutions. An instructor's guide will be developed for the

"Train the Trainers" which will allow other entities to customize the curriculum for their purposes.

Assessments of each training module will be conducted using either a simple survey or a more detailed test developed with input from the Project Advisory Council. Performance measurements will be tied to each of the modules and the common questions of the library patron. The project curriculum will be retained by DPI on their web site portal with the curriculum.

The members of the Project Advisory Council will bring resources to sustain the collaboration beyond the scope of the grant. These results will be sorted by Library system to monitor if the priorities for geographic (rural) and special populations are being advanced.