

**Arrowhead Library System  
Librarians Meeting  
Wednesday, September 18, 2019  
Milton Public Library  
430 E High St. Milton  
9:30 a.m.**

**This meeting is being held at the Milton Public Library, 430 E High St., Milton.**

1. Call to order 9:30a.m. – Chair – TBD
  2. Secretary – Tovah Anderson
  3. Additions to Agenda
  4. Approval of the August 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. 2020 ALS System Plan
    - b. Reminder - Inclusive Services Assessment and Guide – Rene Bue
  7. ALS Activities
  8. Activities in Member Libraries
  9. Adjourn
- Dates to Remember:**  
**ALS Board Meeting – October 9 – 6:00 pm @ CPL**

Arrowhead Library System  
**Librarians Meeting Minutes**

Wednesday, August 21, 2019 at 9:30 a.m.  
Clinton Public Library, 214 Mill St., Clinton, WI

**In attendance:** Steve Platteter, Tovah Anderson, Sarah Strunz, Jeni Schomber, Kirsten Almo, Nick Dimassis, Katharine Clark, Ashlee Kunkel, Mary Bieber, Charles Teval, Megan Kloeckner, Jerry Huffman

1. Call to order 9:30a.m. – Chair –Mary Bieber
2. Secretary – Tovah Anderson
3. Additions to Agenda
  - a. US Census Rep
  - b. Freegal
4. Approval of the July 2019 Minutes
  - a. Motion: Kirsten Almo
  - b. Second: Sarah Strunz
  - c. Vote: All in Favor
5. **New Business Addition:** Jerry Huffman, Partner Specialist from the US Census Bureau’s Chicago Office. [Jerry.w.huggman@2020census.gov](mailto:Jerry.w.huggman@2020census.gov)
  - a. The better the local count the better these two things are:
    - i. 1. Apportionment of representation
    - ii. 2. Money \$685 billion in federal aid on the table
  - b. Almost entirely online this year-10 questions, will get a letter with a password and username to go online. Can call for help and answer it over the phone
  - c. **Step One:** Promote Jobs -- Census needs to fill tons of jobs, usually \$14-16/ hour
    - i. Please set up an applicant day, a census rep will come
  - d. **Step Two:** Promote Filling Out the Census -- Invite Community to come in and fill out the census (10 min or less)
6. **Unfinished Business**
  - a. Shared System
    - i. SHARE update
      1. Delivery Update
        - a. Anita’s Reminder: Do not place anything meant for ALS in the green bins. We do not sort them. **Please remind staff.**
      2. July Statistics – In Packet
      3. Items for SHARE Agenda

- a. HPL Mall Branch and Non-Requestable Items – Charles Teval
- b. Technology
  - i. BadgerNet – Router updates: All ALS libraries are now on the Lakeshores WAN, starting to bring Southwest Library System libraries on
  - ii. Still working on a backup solution before libraries can sever TechMax Support
- c. Hoopla–*Statistics are in packet*
- d. WPLC/Overdrive - *–Statistics are in packet*
  - i. WPLC started new ListServe to replace the Google+ Community – *Send Steve email addresses of all staff you’d like to be on the listserve*
- e. Gale Courses/Lynda.com/Transparent Languages – *Statistics in Packet*
  - i. Lynda is pressuring us to convert ASAP
  - ii. Probably can’t get out of 2019/2020 renewed contract
  - iii. Will need to talk about how we’ll handle this after the conversion... DPI confirms it’s against Chapter 43
- f. Budget 2018/2019
  - i. Requesting additional funds for RFID tagging and Strategic Planning for ALS libraries and Strategic Planning with WILS
  - ii. Lakeshores LS sorting hub will be moving to Racine (looking at early 2020).
- g. Youth Services update- Jeni Schomber
  - i. 1,000 BOOKS RELAUNCH – still have prizes left
    - 1. Keeping Rock County Logo
    - 2. Working on new app – will have our logo
    - 3. Refreshing the flyers, bookmarks, etc.
    - 4. Looking at Tracking, Registrations, etc.
  - ii. Family Literacy Training with Headstart with parents and families – observers welcome
    - 1. November 15 or 22<sup>nd</sup>, waiting for confirmation
- h. Public Library System Redesign Project
  - i. Implementation Plan passed out
  - ii. Implementation Summit expected this fall – keep eyes out for call for volunteers
  - iii. ALS’s strategic planning with WILS will take into consideration PLSR recommendations
- i. ALS Board Report – Sarah Strunz
  - i. Approved the resource contract with HPL – removed the WAN support since LLS has taken that over

## 7. New Business

- a. Homeless in ALS Libraries – Nick Dimassis
  - i. Came up at Beloit Dept. Head Meeting – determining it’s more of a county issue
  - ii. Janesville has 3 taskforces working on this issue
  - iii. Libraries do want a seat at the table for the discussion
  - iv. Lookup “The Homeless Librarian” on youtube
  - v. Race to Equity – YWCA of Rock County
- b. Libraries Activating Workforce Development Skills (LAWDS) Project
  - i. Training Library Staff on how to direct people to Workforce Development Resources – 3 different modules
  - ii. Timeline TBD
- c. ALS Technology Plan

- i. Steve needs infrastructure related information like # of: public PCs, staff PCs, devices loaned to public, servers, servers running any particular services, OPAC machines
    - ii. If you're planning on spending more money on tech in 2020, give Steve a rough budget – we're talking primarily hardware.
  - d. DPI Digitalization Kits
    - i. We have the kits, Steve went to the training – great for pamphlets, brochures, documents, photos – not for books or newspapers
    - ii. Planning a Project with MPL and Milton College Alumni Association as a pilot project.
    - iii. Each project gets 3 drives – 1 for library, 1 for back up, 1 for Recollection Wisconsin
  - e. Freegal – *pricing break down passed out*
    - i. Not moving forward as a system

## 8. ALS Activities

- a. Agree on Library Card Renewal Process
  - i. Ask Jim and LLS to stagger renewals
- b. Fair recap and plans for next year
  - i. Yes, we are interested in the day at the fair
  - ii. Kirstin is interested in helping write the proposal – Run it by René at HPL
- c. DEMCO coupons
- d. BookMyne not currently in Google Play Store
- e. Marketing plan approved

## 9. Activities in Member Libraries

- a. Eager Free Public Library
  - i. Two staff members resigned and have been replaced, one stayed as a sub
  - ii. SLP is done, one finale to go
  - iii. Working on 2020 budget with city
  - iv. Working on website redesign
- b. Hedberg Public Library
  - i. Working on Mall Branch Shooting for mid-September opening
    - 1. Sending duplicates over there, staff it with book mobile person and rotate salaried staff out there to be a second person. Possibly a coffee shop or corner.
    - 2. Sounding like hours will be Monday-Saturday 10-6
    - 3. Yes, want ALS delivery to branch
  - ii. Posted for an Innovation Librarian – Closes September 1
  - iii. Remodel is going well – may be the end instead of beginning of October... furniture might be November
- c. Orfordville Public Library
  - i. SLP is over, didn't have a whole lot of kids turn in slips
  - ii. OPL cannot host next month's Librarian's meeting.
- d. Beloit Public Library

- i. AED and CPR training for all staff this week – 2-year rotation
  - ii. A lot of interested in tours from other library staff to observe new customer service model
- e. Edgerton Public Library
  - i. Wrapped up SLP with a pool party
  - ii. School is starting and ending early this year (all buildings are getting updated) – will be a long summer so SLP will be interesting
  - iii. HVAC project continues - 2 units installed in July, working on controls now
  - iv. 2 census job fairs scheduled in September
  - v. Patron donation to the library – installed a drinking fountain, new outdoor lighting behind the building, and a bike repair station.
  - vi. Teen staffer left, One staffer added more hours to take teen duties, hired a PT MPL staffer PT at EPL
- f. Milton Public Library
  - i. SLP is done, fall brochure is out
  - ii. Food truck rally 10-2 on Sunday, Aug. 25th, 13 trucks coming
  - iii. TAB Library Lope coming up on Labor Day
  - iv. Going to new director's boot camp in Marshfield
- g. Clinton Public Library
  - i. Last night was board meeting: taking next step on approving new building
  - ii. Board approved 3% raise increase
  - iii. Board approved hire of outside cleaner for the library
  - iv. New employee replaced an employee that resigned

10. Adjourn

**Dates to Remember:**

**SHARE Directors Council** – Tuesday, September 3 – 11:00 am @ Matheson Memorial Library

**ALS Board Meeting** – Wednesday, September 11 – 6:00 pm @ OPL

**ALS Librarians Meeting** – Wednesday, September 18 – 9:30 am @ TBA

2019 August ALS Circ

ALS Circ from all libraries									
Checkouts									
	Station Library								
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANES_BM	JANESVILLE	MILTON	ORFORDVILL	
All	<b>23073</b>	<b>2571</b>	<b>8056</b>	<b>5981</b>	<b>738</b>	<b>50706</b>	<b>9924</b>	<b>2144</b>	<b>103193</b>
BELOIT	<b>20138</b>	225	289	412		1560	396	171	
BURLINGTON	55	10	30	26		104	59	11	295
CLINTON	135	<b>1675</b>	78	93		300	107	46	
CL-S	49	8	29	27		167	38	6	324
CL-TL	40	7	15	17		105	35	10	229
DARIEN	21	5	11	19		64	22	7	149
DELAVAN	103	17	25	44		242	57	11	499
EAST_TROY	32	11	15	21		67	16	10	172
EDGERTON	168	29	<b>6338</b>	93		349	147	15	
ELKHORN	121	22	30	51		280	71	14	589
EVANSVILLE	123	66	147	<b>4040</b>		310	128	57	
FONTANA	35	16	22	23		97	31	4	228
GENOA_CITY	43	15	22	30		77	24	8	219
JANESV_BKM	1	1	10		<b>661</b>	<b>61</b>			
JANESV_NS						<b>1</b>			
JANESVILLE	858	135	437	362	75	<b>43407</b>	573	154	
KPL-BKM	14	6	6			41	9	2	78
KPL-NS	133	22	27	51		226	58	14	531
KPL-SI	24	5	11	14		61	10	2	127
KPL-SW	234	44	74	88		440	120	23	1023
KPL-UP	7		2	10		23	14	1	57
LAKEGENEVA	63	20	28	50	1	168	52	16	398
LAKESHORES						2	1		3
MILTON	122	46	197	162		995	<b>7576</b>	39	
ORFORDVILL	88	20	51	66	1	250	78	<b>1423</b>	
RACINE_BKM	13	9	4	8		45	6	1	86
RACINEMAIN	229	56	79	124		671	143	42	1344
ROCHESTER	20	10	18	22		91	32	3	196
SHARON	33	13	9	11		65	12	6	149
UNIONGROVE	14	29	6	14		48	14	8	133
WALWORTH	31	6	5	18		68	12	8	148
WATERFORD	94	21	24	56		192	46	12	445
WILLIAMBAY	31	22	17	28		129	34	20	281
WTFORDHS	1			1			3		5
								<b>Total Non-ALS</b>	<b>7708</b>







Arrowhead - hoopla August 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	988	20	207	\$ 1502.86	701	\$ 11376.56	5217
Clinton Public Library	172	10	31	\$ 207.97	98	\$ 2128.21	918
Eager Free Public Library	275	7	75	\$ 539.44	251	\$ 3757.34	1776
Edgerton Public Library	431	12	80	\$ 482.57	221	\$ 3948.96	1744
Hedberg Public Library	2597	71	582	\$ 3424.31	1625	\$ 28179.24	13157
Milton Public Library (WI)	394	9	88	\$ 672.21	299	\$ 4517.00	2020
Orfordville Public Library	136	1	31	\$ 198.15	95	\$ 1935.70	949
<b>Total</b>	<b>4993</b>	<b>130</b>	<b>1094</b>	<b>\$ 7027.51</b>	<b>3290</b>	<b>\$ 55843.01</b>	<b>25781</b>

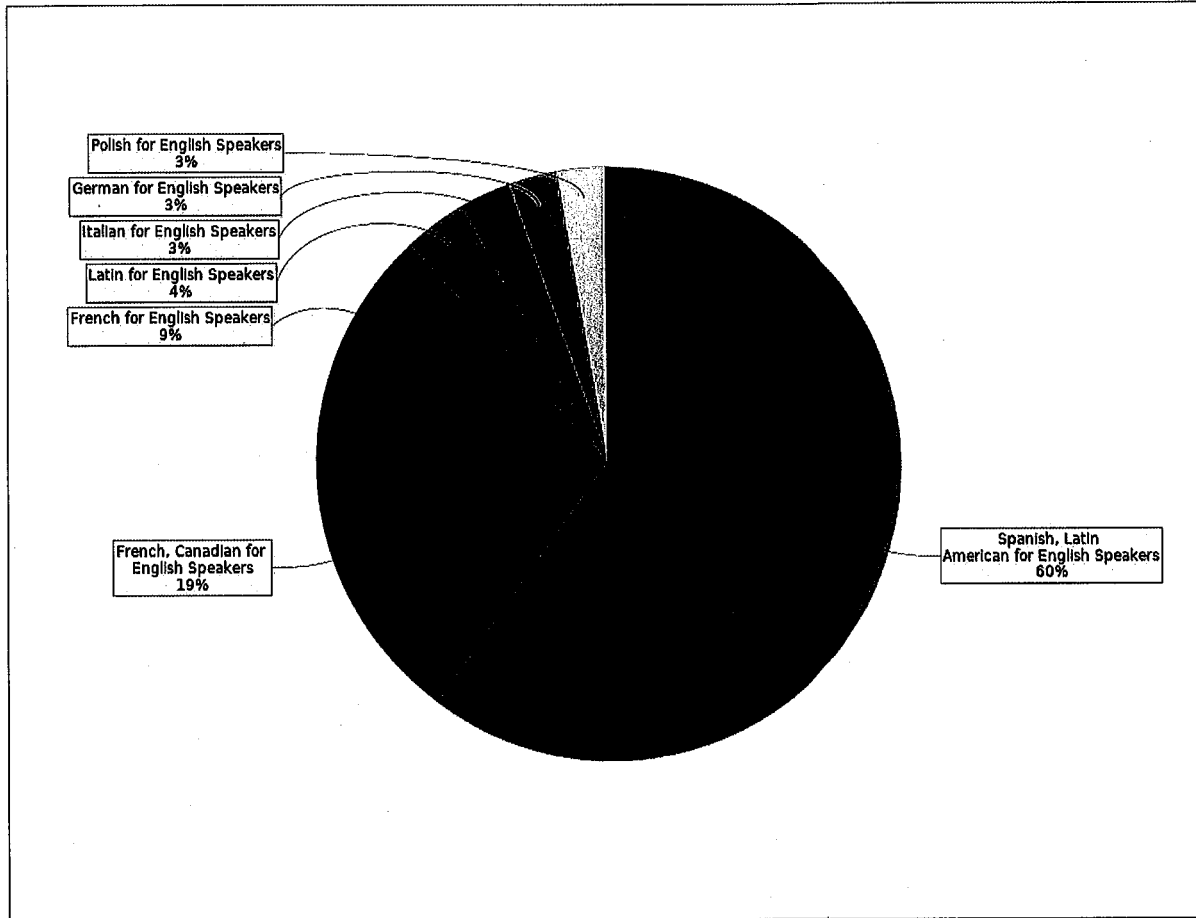
2019 August Overdrive Statistics

Library	eBooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holdings (9-4-19)
Clinton Public Library	99	100		199	37	109
Orfordville Public Library	111	93		204	42	117
Milton Public Library	385	172		557	125	418
Eager Free Public Library	439	330		769	142	412
Edgerton Public Library	471	443		914	153	502
Beloit Public Library	995	909		1904	333	1014
Hedberg Public Library	3375	2837	2	6214	1057	3311
<b>Total by type</b>	<b>5875</b>	<b>4884</b>	<b>2</b>	<b>10761</b>	<b>1889</b>	<b>5883</b>

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	3	2	3	3	0.03	3
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>46</b>	<b>58</b>	<b>537</b>	<b>578</b>	<b>36.39</b>	<b>113</b>
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	2	1	14	20	1.91	8
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>7</b>	<b>4</b>	<b>22</b>	<b>28</b>	<b>2.25</b>	<b>15</b>
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	2	4	9	9	0.36	3
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>9</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>0.49</b>	<b>10</b>
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	0	0	0	0	0	0
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>23</b>	<b>27</b>	<b>304</b>	<b>305</b>	<b>17.3</b>	<b>43</b>
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
Aug-19	20	20	194	210	11.24	51
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>145</b>	<b>172</b>	<b>1283</b>	<b>1357</b>	<b>83.14</b>	<b>367</b>
Milton	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	0	0	0	0	2
Feb-19	1	0	0	0	0	1
Mar-19	4	1	4	4	0.12	7
Apr-19	1	0	0	0	0	1
May-19	1	2	7	7	0.54	1
Jun-19	1	0	0	0	0	1
Jul-19	5	9	19	20	0.89	16
Aug-19	1	0	0	0	0	1
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>16</b>	<b>12</b>	<b>30</b>	<b>31</b>	<b>1.55</b>	<b>30</b>
Orfordville	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	1	1	7	7	0.45	1
Apr-19	0	0	0	0	0	0
May-19	1	1	11	11	0.7	1
Jun-19	0	0	0	0	0	0
Jul-19	1	0	0	0	0	1
Aug-19	0	0	0	0	0	0
Sep-19						
Oct-19						
Nov-19						
Dec-19						
<b>Total</b>	<b>4</b>	<b>2</b>	<b>18</b>	<b>18</b>	<b>1.15</b>	<b>4</b>
Total	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
<b>Total</b>	<b>250</b>	<b>280</b>	<b>2176</b>	<b>2329</b>	<b>142.27</b>	<b>582</b>

# Transparent Language Usage Report: August 2019

Start Date: 08/01/2019  
 End Date: 08/31/2019  
 Languages: All Languages for All Languages  
 Reporting Group(s): All Admins (system.admin), All Learners (system.learner), All Users (system.all), Beloit Public Library (BeloitPL), Clinton Public Library (ClintonPL), Eager Free Public Library (EagerFreePL), Edgerton Public Library (EdgertonPL), Hedberg Public Library (HedbergPL), Milton Public Library (MiltonPL), Orfordville Public Library (OrfordvillePL)  
 Content: All Content



Total Access Count: 110

Language Name	Access Count	Calculated Percentage
Spanish, Latin American for English Speakers	66	60.00%
French, Canadian for English Speakers	21	19.09%
French for English Speakers	10	9.09%
Latin for English Speakers	4	3.64%
Italian for English Speakers	3	2.73%
German for English Speakers	3	2.73%
Polish for English Speakers	3	2.73%





Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

**GENERAL INFORMATION**

Library System

Arrowhead Library System

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

Going into 2020, the greatest challenge facing the Arrowhead Library System (ALS) is staffing. Through office reorganization and relocation, ALS was able to reverse the funding shortfalls the system faced earlier in the decade. While in 2012 ALS was running in the red, by 2017 Arrowhead had been able to restore a fund balance. Much of this was accomplished by office reorganization, however, this has come at a cost. Currently staffing is down to 3.85 FTEs which includes three part time delivery drivers. At the current level of State funding ALS has had to rely on contract work to provide certain services. For 2020, ILS support in SHARE will be handled with a support agreement with Lakeshores Library System (LLS). Besides ILS administration, the Arrowhead member libraries have been moved on to the LLS Wide Area Network with network administration and IT support that is also provided through an agreement with Lakeshores. Since 2016, Arrowhead has also relied on a contract consultant for youth services consulting. Currently, ALS is contracting with the Beloit Public Library to provide youth services consulting to ALS member libraries.

Did the library system consult member libraries in the development of this plan?

- No, the library system did not include member libraries in the development of this plan.
- Yes, the library system included member libraries in the development of this plan.

**If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:**

The monthly librarian meetings are the principal place that the seven libraries have input into the system plan and services. Regularly on the agenda are the shared system, technology, budgets, ALS Board report and reports of activities in the member libraries. The Arrowhead Library System Board also meets monthly and participates in planning and reviewing programs offered by the system. Ex-officio members of the Board include the director of the Hedberg Public Library; the director of the Beloit Public library; and the director of one of the other five public libraries, who is elected by the librarians. As ex-officio Board members they are directly involved with the approval of the system plan.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

- No, the library system does not have a formally appointed advisory committee.
- Yes, the library system has a formally appointed advisory committee.

**If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:**

A committee of the ALS member library directors serves as the advisory committee for the Arrowhead Library System Board. Besides physical postings, meeting packets are also posted on the ALS website, <https://test.als.lib.wi.us/site/services-for-libraries-boards/library-directors-meeting/>. A member of the Librarians' Committee is elected to serve as an ex-officio member of the ALS Board and as part of the Board agenda reports to the Board monthly. Two other members of the Librarians' committee, the directors of the Hedberg Public Library and the Beloit Public Library also serve as ex-officio members of system Board. Beginning in January of 2020, ALS will resume the strategic planning process with WiLS facilitating.

## ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year 2020. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

### Membership Agreements

- Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

**If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:**

### Resource Library Agreement

- Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- The system will provide a signed copy of the resource library agreement to the Division by January 15.

**If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:**

### Reference Referral, Interlibrary Loan, and Technology

- Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

#### List ongoing activities related to this requirement:

The system maintains an Office & Interlibrary Loan Manager to assist member libraries with difficult interlibrary loan requests.

The Resource Library also provides staff to assist with reference questions and maintains records of these requests. Reports are made to the Arrowhead Library System on an annual basis by the resource library of these reference request statistics.

ALS, along with the Lakeshores and Kenosha County library systems, is a member of the SHARE consortium. SHARE provides a shared catalog and ILS to its members which facilitates the exchange of materials between the member libraries.

ALS also has both ILS support and Network/IT support agreements with the Lakeshores Library System (LLS) which facilitates ILS and technology support and enables IT cooperative purchasing. Currently both ALS and LLS member libraries are on the same Wide Area Network (WAN) which is administered by LLS.

#### Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

In order to increase efficiency for resource sharing and delivery within SHARE, ALS is planning on initiating an RFID tagging project in 2020. The goal is to RFID tag as many member library collections as possible.

### Inservice Training

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

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

#### List ongoing activities related to this requirement.

Arrowhead has set aside funding for inservice training. With only seven member libraries ALS has found collaborating with other systems to be a more efficient way to utilize budgeted funds. Currently ALS collaborates with the South Central Library System (SCLS) and is a member of the Southeastern Wisconsin Continuing Education (SEWI CE) consortium. Arrowhead is also a cosponsor of the "Wild Wisconsin Winter Web Conference" and "Trustee Training Week." In 2016, Arrowhead started offering scholarships to help library staff attend distant CE training activities

#### Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

Homeless populations in the Library

#### Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

Arrowhead Library System Director, Steven Platteter (platteter.steve@als.lib.wi.us) is the inservice training/CE coordinator for ALS. ALS Youth Services consultant Jeni Schomber (jschomber@beloitlibrary.org) coordinates youth services related

	<b>ASSURANCES (cont'd)</b>	
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continuing education opportunities.

**If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:**

Arrowhead contracts with the South Central Library system in regard to CE activities which includes in library crisis prevention training. ALS is also a member of the Southeastern Wisconsin Continuing Education (SEWI CE) consortium and a cosponsor of the "Wild Wisconsin Winter Web Conference" and "Trustee Training Week." ALS has entered into a ILS support agreement with the Lakeshores Library System which facilitates SHARE related ILS training.

#### Delivery and Communication

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

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

ALS provides five day a week delivery to each of its member public libraries. For this service Arrowhead employs three part time drivers: Gordon Odegaard, Ron Oberle and Mike Willger. ALS pays for state-wide delivery service, through SCLS, 4 days per week. To facilitate resource sharing with other SHARE members, ALS provides a five day a week delivery run to the Lakeshores Library System delivery hub in Elkhorn through a contract with Koene Courier Service. In addition ALS provides delivery service to Beloit College, Blackhawk Technical College, Beloit Schools, Janesville Schools, Evansville Schools and Parkview Schools as well as the Wisconsin School for the Blind and Visually Impaired.

ALS also provides email services for five of its seven member libraries. ALS also provides five email lists for use by member library staff. The Hedberg (Janesville) and Beloit Public Libraries maintain their own mail servers. The ALS electronic Newsletter, the "Monthly Memo," is not only highly regarded locally but also statewide.

**Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):**

The SHARE sorting hub will most likely be moving from Elkhorn to Racine sometime in 2020 and Arrowhead will make arrangements in kind. ALS still intends to contract with Koene Courier Service for this delivery run.

#### Service Agreements

- Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

**If the system is providing the service agreements through a publicly available webpage, provide the URL here:**

**If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:**



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**ASSURANCES (cont'd)**


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**Other Types of Libraries**

- Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

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**Library Technology and Resource Sharing Plan**

- Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2020. See [the Library System Technology and Resource Sharing plan webpage](#) for more information.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

- Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
- No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

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

Arrowhead intends to continue and expand its technology collaborations with LLS in 2020.

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**Professional Consultation**

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

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

The Arrowhead Library System provides consulting in inclusive services, administration, public information and promotional materials, and certification. ALS Director, Steven Platteter, handles administration, inclusive services, continuing education, certification and some technology consulting. Public Information Coordinator, Tovah Anderson is responsible for public relations consulting, the ALS newsletter "the Monthly Memo", some outreach and the creation of promotional materials. Office & ILL Manager, Anita Schultz specializes in interlibrary loan, jail and nursing home outreach, and the ALS delivery network. Youth Services consulting is handled by contract with the Beloit P L, currently BPL Head of Library Services, Jeni Schomber serves as the ALS Youth Services Consultant. General technology consulting is currently handled under an agreement with Lakeshores Library System.

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

Youth Services consulting will continue through contract with Beloit Public Library.

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**ASSURANCES (cont'd)**

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**Inclusive Services**

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

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

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

A major focus will be made at educating member libraries and their boards in regards to DPI's "The Inclusive Services Assessment and Guide For Wisconsin Public Libraries". In addition ALS intends to host a "Homeless Populations in the Library" workshop for member library staff.

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**Other Service Programs**

Wis. Stat. § 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

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

Arrowhead maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, website design, SHARE, computer classes and other activities in the libraries. The promotions include a 5-day-a-week radio announcement about library programs and services, news releases to local media, bookmarks, posters, brochures, and a booth at the Rock County Fair. This position provides service to all seven ALS member libraries. Budget for this program is included in the Public Information line of the Annual Program Budget.

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**Administration**

- The system will not expend more than 20 percent of state aid received in the plan year for administration.
- The system will submit the 2019 system audit to the Division no later than September 30, 2020.
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**Budget**

- The system completed and included the budget by service program category and fund source for the plan year ([see guidelines](#)).
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## COLLABORATIVE ACTIVITIES

*Summary of Activities Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2020 resource library contract.*

2020 marks the third year of the Arrowhead Library System's largest collaboration to date, becoming a member of the SHARE Consortium. SHARE is a partnership of the Arrowhead, Lakeshores and Kenosha County Library Systems providing a shared catalog and ILS to 24 public libraries and one school district library. The new combined SHARE catalog features approximately 2,150,000 items and provides improved functionality, for both patrons and library staff, over Arrowhead's previous ILS, RockCat.

Joining SHARE also opened up other collaborative possibilities, ILS support and Network/IT support agreements with the Lakeshores Library System which facilitates ILS and technology support and enables IT cooperative purchasing. Currently both ALS and LLS are on the same Wide Area Network (WAN) which is administered by LLS. In 2020 Arrowhead and Lakeshores plan on collaborating in a RFID project. There may also be collaboration between the two systems in regard to SHARE delivery.

The Arrowhead Library System is part of the WPLC E-Content buying pool collaboration. The amount each system funds as part of the WPLC buying pool collaboration shares the cost of a digital library platform, provides access to the entire multi-million dollar collection already in the digital library and will purchase more than \$1,207,500 worth of new content in 2020.

In regards to Continuing Education, Arrowhead LS intends three collaborations. First ALS intends to continue its contractual collaboration with the South Central Library System (SCLS). Second ALS intends to continue its membership in the SEWI CE consortium. Finally The Arrowhead LS will remain a cosponsor for the Wild Wisconsin Winter Conference and Trustee Training Week. These collaborations makes available to ALS member library directors and staff a wealth of CE opportunities. These opportunities include face to face programs, webinars and in the case with SCLS, customized crisis prevention programming.

As part of its early literacy/1000 Books before Kindergarten projects, Arrowhead continues two collaborations. The first collaboration, with Bridges Library System, developed out of the LSTA project "Accessible Early Literacy" in 2016. ALS was looking for a 1000 Books before Kindergarten App at the sametime as Bridges was looking to develop their 1000 Books App Version 2, which would incorporate many of the feature ALS was looking for. The collaboration was natural and the ALS project funded the incorporation of Spanish into the App. When Arrowhead began its 1000 Books before Kindergarten project in 2014, it found many potential community partners in western Walworth County. This led to discussions with the Lakeshores Library System. Lakeshores helped ALS automate its MailChimp based notification system which works with the 1000 Books patron database that ALS had developed.

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

Activity	Amount
1. Share Consortium with Lakeshores & Kenosha County library systems	\$50,000
2. ILS/network/IT support agreements with Lakeshores Library System	\$60,000
3. RFID project with Lakeshores Library System	\$20,000
4. WPLC/Econtent Buying Pool	\$1,178,278
5. Continuing Ed agreement with South Central Library System	\$1,000
6. SEWI CE Consortium	\$11,835
7. Wild Winter Web Conference/Trustee Week	\$4,500
8. 1000 Books before Kindergarten App with Bridges Library System	\$7,850

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

Activity	Amount
9. 1000 Books before Kindergarten MailChimp automation with Lakeshores Library System	\$2,500
10.	
<b>Cost Benefit Total</b>	<b>\$1,335,963</b>

**CERTIFICATION**

**WE, THE UNDERSIGNED, CERTIFY** that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2020**.

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

**FOR DPI USE  
LIBRARY SYSTEM PLAN APPROVAL**

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

**PUBLIC LIBRARY SYSTEM 2020  
ANNUAL PROGRAM BUDGET**

Program	2020 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
<b>Technology, Reference, and Interlibrary Loan*</b>					
1. ALS Technology	\$55,792	\$60,000			
2. SHARE ILS & Support				\$156,461	
3. Resource Contract (no OD)	\$35,000				
4.					
5. Electronic Resources	\$30,000			\$94,193	
<b>Program Total</b>	\$120,792	\$60,000	\$0	\$250,654	\$431,446
<b>Continuing Education and Consulting Service*</b>					
1. Continuing Education	\$18,875				
2. Consulting	\$14,876				
<b>Program Total</b>	\$33,751	\$0	\$0	\$0	\$33,751
<b>Delivery Services</b>	\$88,383	\$20,000		\$6,103	\$114,486
<b>Library Services to Special Users</b>	\$16,876			\$2,000	\$18,876
<b>Library Collection Development</b>	\$15,244				\$15,244
<b>Direct Payment to Members for Nonresident Access</b>	\$14,876			\$1,113,408	\$1,128,284
<b>Direct Nonresident Access Payments Across System Borders</b>	\$14,876			\$73,534	\$88,410
<b>Library Services to Youth</b>	\$24,876				\$24,876
<b>Public Information</b>	\$110,839				\$110,839
<b>Administration</b>	\$27,307	\$6,050		\$1,800	\$35,157
<b>Subtotal</b>	\$313,277	\$26,050	\$0	\$1,196,845	\$1,536,172
<b>Other System Programs</b>					
1.					\$0
2.					\$0
<b>Program Total</b>	\$0	\$0	\$0	\$0	\$0
<b>Grand Totals</b>	\$467,820	\$86,050	\$0	\$1,447,499	\$2,001,369

\*These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1. Line 5 is reserved for the amounts budgeted for electronic resources (see program budget guidelines).