

**Arrowhead Library System
Librarians Meeting
Wednesday, January 15, 2020
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 – Mary Bieber
2. Secretary – Tovah Anderson
3. Approval of the November 2019 Minutes
4. Unfinished Business
 - a. Shared System
 1. Share update
 - a. Delivery Update
 - b. November 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
5. New Business
 - a. Reminder - Inclusive Services Assessment and Guide – Rene Bue
 - b. Reminder - Wild Wisconsin Winter Web Conference - January 22-23
 - c. Library Legislative Day – February 11
 - d. Memory Screening Events – Cori Marsh- ADRC of Rock County
 - e. 2019 Annual Reports
6. ALS Activities
7. Activities in Member Libraries
8. Adjourn

Dates to Remember:

ALS Board Meeting – February 12 – 6:00 pm @ ALS

Arrowhead Library System
Librarians Meeting Minutes

Wednesday, December 18, 2019 at 9:30 a.m.
Milton Public Library, 430 E High St. Milton

In attendance: Steve Platteter, Tovah Anderson, Mary Bieber, Jeni Schomber, Kirsten Almo, Charles Teval, Ashlee Kunkel, Megan Kloeckner, Sarah Strunz, Nick Dimassis
Guests: Jim Novy, Steve Ohs

1. Call to order 9:33 a.m. – Chair – Kirsten Almo
2. Secretary – Tovah Anderson
3. Additions to Agenda
4. Approval of the November 2019 Minutes
 - a. Motion: Ashlee Kunkel
 - b. Second: Megan Kloeckner
 - c. Vote: Unanimously
5. **Unfinished Business**
 - a. Shared System
 - i. SHARE update
 1. Delivery Update
 - a. Gordy is retiring, last day driving is December 30th (official date 1/3/20). Steve Fernan will replace Gordy. Will shadow him Monday 12/23.
 2. November Statistics – *In Packet*
 3. Items for SHARE Agenda
 - a. ALS is supposed to have the next SHARE chair beginning January 2020 – Charles is willing
 - b. Gale's new on demand classes announced but not released
 - b. Technology
 - i. BadgerNet – Router updates
 1. ***WARNING*** If you have internet problems don't hit the reset button on the router, just unplug it and plug it in.
 - c. Hoopla – *Statistics in Packet*
 - d. WPLC/Overdrive - *Statistics in Packet*
 - i. Collection Development Committee recommended not buying any new Macmillan ebooks. WPLC will continue to buy audiobooks and old ebooks to fill holds. *WPLC Board voted, results of vote not known at this time.*
 - ii. Holds redelivery coming in early 2020

- e. Gale Courses/Lynda.com/Transparent Languages – *Statistics in Packet*
 - i. Addressing Negative Comment on Course/Instructor: In contact with Gale Courses who is looking into it with Ed2Go—one of them will reach out to patron student for more details.
- f. Budget 2019/2020
 - i. ALS Board officially approved 2020 budget now that the county has approved it – no changes from what was submitted in July.
- g. Youth Services update – Jeni Schomber
 - i. C.E. Youth Services training in spring. Will be at BPL sometime in February. Focus will be on “Stop Collaborate and Listen: Making Collaboration Work for You” tweaked for Summer Library Club.
 - ii. Homeless Librarian coming to BPL Friday, March 6 for two sessions: Registration info coming in January/early 2020. Blender could provide a boxed lunch for purchase.
- h. Public Library System Redesign Project
 - i. PLSR Implementation Plan Webinar Recording: <https://youtu.be/X4vondB-jwU>
- i. ALS Board Report – Sarah Strunz
 - i. Bill Wilson is stepping down from ALS Board, has been elected to city council—still willing to work with ALS strategic planning.

6. New Business

- a. ALS 2020-2024 Technology Plan – *Plan in packet*
 - i. Accepted updates from member libraries at the meeting
 - ii. Action:
 - 1. Motion to approve 2020-2024 Technology Plan with changes: Sarah Strunz
 - 2. Second: Nick Dimassis
 - 3. Vote: Unanimous
- b. RFID Project – Jim Novy
 - i. LLS organizing group purchase of RFID tags
 - ii. ALS has budget to get all ALS libraries tagged
 - iii. Benefits to non-sorter libraries: easier to check in/out, harvest logs from tagging machines to do inventory, easier for sorters and security gates
 - iv. How long does it take to tag items? Once you get rolling it moves very quickly, slap a tag on and set it on the pad.
 - v. Are tags all going in the same spot? There is a recommended location but you should stagger them a bit in case you want to do wand inventory later. You would not want all the tags in exactly the same spot.
 - 1. LLS will develop an instructional card to go with each tagging kit.
 - vi. Maintenance of readers is 11% annually of the hardware and would cover replacement.
 - vii. **Pitch:** ALS has cost of tags and readers covered. Libraries pay staff to tag collection – could include inventory at same time. Quicker to circulate collections. Less staff time tracking down materials. Easier to inventory. Ongoing cost of tags is much less with this group buy. Maintenance is optional ongoing cost to libraries. Tags after initial group purchase would be purchased by libraries (about 14¢/piece when bought one roll at a time – 9¢ in this huge group buy).

- viii. **Timeline:** Late spring-ish for the sorter delivery – all conditions to move forward have been met – takes a long time to build, program, and tweak. Intersystem delivery – just renewed contract with LLS driver with added condition of larger vehicle (been done). RFID component – Tag purchase order submitting in February – available hopefully in March or April – prioritize immediately circulating popular stuff tagged first followed by rest of circulating collection. Flexible multi-year thing for Lakeshores/Kenosha but ALS has upfront funding that makes this project more pressing.
- c. ALS Strategic Planning
 - i. WILS has a Strategic Planning Cohort for smaller libraries to develop a strategic plan at a low cost than traditional other processes. ALS will supplement cost for up to interested libraries beginning in 2020.
 - ii. Date to start ALS strategic planning: Week of March 23. It's spring break though. ***Steve will talk to Bruce at WILS to see what he can do to move it.***
- d. Wild Wisconsin Winter Web Conference January 22-23: www.wildwiscwinterweb.com

7. ALS Activities

- a. Marketing Plan Materials Developed for Libraries by WI Library System Marketing Cohort
 - i. Webinar coming February 13 at 1:00, registration not yet available
 - ii. Can begin early if you like with my help. Materials are in revision and finalization stage.
- b. A local electrical engineer/Maker/board gamer has expressed interested in lending his skills to libraries for STEM programming. He's planning on putting together a list of what he can offer like 3D Printing, Laser Burning, Arduinos, and more. His wife is a Literacy Coach here in Milton.
- c. Library Legislative Day registration is now open. Tuesday, February 11, 2020
<http://wla.wisconsinlibraries.org/legislative/legislative-day>
- d. Interviews for Facebook – one per month
- e. Kirsten has ordered the seeds for the seed library – \$23 for small libraries, \$46 for larger libraries – directly to Kirsten.

8. Activities in Member Libraries

- a. Beloit Public Library
 - i. Construction of two classrooms, GED testing Center, and offices for Blackhawk Technical college starts in June – opens in August. Building two library classrooms and office space for Stateline Literacy Council at same time.
 - ii. Phase 1c focusing on children's room, care givers room, STEM area ongoing
- b. Orfordville Public Library
 - i. Started a strategic planning survey
 - ii. Had 135 people at holiday party last weekend
 - iii. Thinking about building a pavilion outside the library
- c. Eager Free Public Library
 - i. Doing strategic planning with WILS beginning in the Spring

- ii. Friends met last night. Whole board turned over, haven't done any donations for the book sale yet, what to do with their space at the library. Looking at starting in February
 - iii. End of year budget stuff
- d. Milton Public Live
 - i. Scoopie night tonight at Culvers on Milton Ave.
 - ii. Restarting Friends group, have an executive board to meet in January
 - iii. Ashlee and School District presenting at the International Society of Technology in Education conference in Anaheim, CA
 - iv. Started strategic planning with a survey
- e. Hedberg Public Library
 - i. Hired a new innovation librarian
 - ii. Remodel is mostly done. Construction is done except a few trailing issues. Still awaiting furniture – most should come in in early January.
 - iii. Branch is starting to pick up a bit. Maybe about 70 people/day. Assigning a main person to the branch, assigning a secondary person for 4 days/week, and another 20 hour person.
- f. Edgerton Public Library
 - i. HVAC project is finally done.
 - ii. New carpeting in stairways.
 - iii. Winter reading challenge during season of winter.
 - iv. School district has 4-months off for summer.

9. Adjourn 11:12 – Lunch to Follow

- a. Motion: Sarah Strunz
- b. Second: Charles Teval
- c. Vote: Unanimous

Dates to Remember:

SHARE Directors Council – Tuesday, January 7 – 9:30 am @ Matheson Memorial Library

ALS Board Meeting – Wednesday, January 8– 6:00 pm @ Arrowhead Library System

ALS Librarians Meeting – Wednesday, January 15 – 9:30 am @ Arrowhead Library System

2019 December ALS Circ

ALS Circ from all libraries									
Checkouts									
	Station Library								
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	J_NS	JANESVILLE	MILTON	ORFORDVILL	total
All	18240	1758	6846	4727	464	45319	6309	1646	85309
BELOIT	15472	139	345	378	6	1309	291	87	
BURLINGTON	48	12	20	47	2	112	26	8	275
CLINTON	124	1056	85	111	2	260	78	43	
CL-S	67	7	42	50	3	133	23	16	341
CL-TL	49	12	31	26	2	118	25	7	270
DARIEN	26	12	40	16	1	85	20	11	211
DELAVAN	109	10	55	44	1	154	40	12	425
EAST_TROY	32	14	10	13		77	22	7	175
EDGERTON	92	30	4688	124	4	379	116	37	
ELKHORN	114	19	62	43	2	228	28	20	516
EVANSVILLE	121	47	100	2785	4	345	101	54	
FONTANA	41	8	22	24	2	98	18	8	221
GENOA_CITY	48	8	24	16	3	86	35	8	228
JANESV_BKM						14			
JANESV_NS	11		3		347	82	6		
JANESVILLE	790	136	631	329	51	38666	416	162	
KPL-BKM	13	3	7	3	1	42	6	7	82
KPL-NS	77	8	48	62	2	187	34	16	434
KPL-SI	11	7	21	14		40	17	2	112
KPL-SW	216	28	93	93	5	442	84	24	985
KPL-UP	9	2	7	6		19	4	2	49
LAKEGENEVA	54	11	48	37	6	147	51	9	363
MILTON	141	51	143	156		938	4564	36	
ORFORDVILL	118	22	49	45	2	203	40	962	
RACINE_BKM	18		7	6	3	28	4	3	69
RACINEMAIN	201	54	125	140	3	568	116	41	1248
ROCHESTER	38	17	13	25	2	63	21	10	189
SHARON	37	1	7	11		67	20	7	150
UNIONGROVE	18	7	17	15	2	46	12	11	128
WALWORTH	22	14	14	20	2	58	14	5	149
WATERFORD	66	13	54	52	3	185	45	16	434
WILLIAMBAY	45	8	31	27	2	113	23	15	264
WTFORDHS	12	2	4	9	1	27	9		64
								Total Non-ALS	7382

2019 ALS Circ

ALS Circ from all libraries										
Checkouts										
	Station Library									
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	J_BKM	J_NS	JANESVILLE	MILTON	ORFORDVILL	Total
All	262326	30589	98459	68498	3155	1872	622446	103429	23202	1213976
BELOIT	227287	2756	5062	5027	23	46	18808	4465	1414	
BURLINGTON	594	186	454	459		5	1526	500	136	3860
CLINTON	1567	18596	1178	1120		17	4058	1092	604	
CL-S	785	184	568	419		5	1886	412	133	4392
CL-TL	629	143	398	260	2	4	1487	306	103	3332
DARIEN	342	137	411	263		3	924	264	83	2427
DELAVAN	1164	226	673	568	1	8	2700	640	153	6133
EAST_TROY	326	95	240	161		2	854	226	86	1990
EDGERTON	1467	497	69321	1266	16	21	5033	1810	427	
ELKHORN	1246	276	691	607	2	8	3533	686	197	7246
EVANSVILLE	1606	771	1625	44249	1	16	4196	1302	556	
FONTANA	474	106	359	300		7	1168	315	111	2840
GENOA_CITY	445	139	365	301		7	1217	316	84	2874
JANESV_BKM	4	1	17		2674	1	222	11		
JANESV_NS	12	2	6	1		1436	335	43		
JANESVILLE	10585	2335	7583	4746	400	174	532526	6340	1688	
KPL-AD							1			1
KPL-BKM	144	29	110	74		3	418	84	36	898
KPL-NS	1235	277	646	655		4	2811	657	203	6488
KPL-SI	284	83	224	166		2	714	193	50	1716
KPL-SW	2528	410	1171	1131	2	16	5709	1141	298	12406
KPL-UP	119	37	73	74			273	70	15	661
LAKEGENEVA	756	161	515	442	1	10	1818	586	132	4421
LAKESHORES	9	1	3	4		1	36	17	5	76
MILTON	2109	789	2234	1822	19	17	11525	77880	479	
ORFORDVILL	1190	456	796	763	7	4	2960	687	15100	
RACINE_BKM	174	47	118	64		3	385	84	21	896
RACINEMAIN	2543	729	1593	1694	4	19	7776	1547	457	16362
ROCHESTER	346	133	278	282	1	3	1096	333	104	2576
SHARON	377	103	162	171	2	4	837	157	73	1886
UNDEFINED		9		1					3	13
UNIONGROVE	185	234	252	200		3	644	144	75	1737
WALWORTH	258	202	217	178		6	757	203	72	1893
WATERFORD	943	252	704	636		10	2515	557	171	5788
WILLIAMBAY	500	151	348	333		6	1490	292	123	3243
WTFORDHS	93	36	64	61		1	208	69	10	542
									Total Non-ALS	96697

2019 December ALS circ from LLS & KCLS

ALS Circ from LLS					
Checkouts					
		Station Library			
Item Library	BELoit	CLINTON	EDGERTON	EVANSVILLE	J_NS
BURLINGTON	48	12	20	47	2
CL-S	67	7	42	50	3
CL-TL	49	12	31	26	2
DARIEN	26	12	40	16	1
DELAVAN	109	10	55	44	1
EAST_TROY	32	14	10	13	
ELKHORN	114	19	62	43	2
FONTANA	41	8	22	24	2
GENOA_CITY	48	8	24	16	3
KPL-BKM	13	3	7	3	1
KPL-NS	77	8	48	62	2
KPL-SI	11	7	21	14	
KPL-SW	216	28	93	93	5
KPL-UP	9	2	7	6	
LAKENEVA	54	11	48	37	6
RACINE_BKM	18		7	6	3
RACINEMAIN	201	54	125	140	3
ROCHESTER	38	17	13	25	2
SHARON	37	1	7	11	
UNIONGROVE	18	7	17	15	2
WALWORTH	22	14	14	20	2
WATERFORD	66	13	54	52	3
WILLIAMBAY	45	8	31	27	2
WTFORDHS	12	2	4	9	1
	1371	277	802	799	48
Total KCLS	Total KCLS			Total LLS	
	2273			7382	
	5109				

2019 ALS circ from LLS & KCLS

ALS Circ from LLS & KCLS									
Checkouts									
Station Library									
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	J_NS	JANESVILLE	MILTON	ORFORDVILL	Total
BURLINGTON	594	186	454	459	5	1526	500	136	3860
CL-S	785	184	568	419	5	1886	412	133	4392
CL-TL	629	143	398	260	4	1487	306	103	3330
DARIEN	342	137	411	263	3	924	264	83	2427
DELAVAN	1164	226	673	568	8	2700	640	153	6132
EAST_TROY	326	95	240	161	2	854	226	86	1990
ELKHORN	1246	276	691	607	8	3533	686	197	7244
FONTANA	474	106	359	300	7	1168	315	111	2840
GENOA_CITY	445	139	365	301	7	1217	316	84	2874
KPL-AD						1			1
KPL-BKM	144	29	110	74	3	418	84	36	898
KPL-NS	1235	277	646	655	4	2811	657	203	6488
KPL-SI	284	83	224	166	2	714	193	50	1716
KPL-SW	2528	410	1171	1131	16	5709	1141	298	12404
KPL-UP	119	37	73	74		273	70	15	661
LAKEGENEVA	756	161	515	442	10	1818	586	132	4420
LAKESHORES	9	1	3	4	1	36	17	5	76
RACINE_BKM	174	47	118	64	3	385	84	21	896
RACINEMAIN	2543	729	1593	1694	19	7776	1547	457	16358
ROCHESTER	346	133	278	282	3	1096	333	104	2575
SHARON	377	103	162	171	4	837	157	73	1884
UNDEFINED		9		1				3	13
UNIONGROVE	185	234	252	200	3	644	144	75	1737
WALWORTH	258	202	217	178	6	757	203	72	1893
WATERFORD	943	252	704	636	10	2515	557	171	5788
WILLIAMSBAY	500	151	348	333	6	1490	292	123	3243
WTFORDHS	93	36	64	61	1	208	69	10	542
	16499	4386	10637	9504	140	42783	9799	2934	96682
						Total KCLS	29890	Total LLS	66792

ALS Items to LLS & KCLS																	
Checkouts																	
	Item Library																
Station Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	J_BKM	J_NS	JANESVILLE	MILTON	ORFORDVILL	Total							
BURLINGTON	157	21	26	37			236	32	6	515							
CL-S	88	10	18	16			140	21	8	301							
CL-TL	46	5	9	12			69	8	2	151							
DARIEN	15	4	6	5			15	2	1	48							
DELAVAN	121	15	17	20	1		195	14	4	387							
EAST_TROY	43	6	7	2			64	17	3	142							
ELKHORN	473	72	115	86			542	104	16	1408							
FONTANA	29	7	7	3			49	3		98							
GENOA_CITY	42	5	14	9			79	9	4	162							
KPL-AD	5		2				6			13							
KPL-BKM	75	13	14	10			73	15	5	205							
KPL-NS	230	18	44	29			330	36	12	699							
KPL-SI	88	6	20	8			147	10	1	280							
KPL-SW	509	64	91	67			768	70	24	1593							
KPL-UP	12	1	3				21		1	38							
LAKEGENEVA	147	27	17	11			232	24	19	477							
LAKESHORES			2					1		3							
RACINE_BKM	110	19	24	17			180	32	2	384							
RACINEMAIN	581	73	99	88		13	991	71	23	1939							
ROCHESTER	26	3	5	2			31	4	3	74							
SHARON	25	5		1		4	22	9		66							
UNIONGROVE	53	7	8	6			90	8	3	175							
WALSWORTH	61	14	6	8			90	4	2	185							
WATERFORD	183	36	24	16			242	30	8	539							
WILLIAMSBAY	73	18	10	8			99	14	1	223							
WTFORDHS	3		1				3	2		9							
	3195	449	589	461	1	17	4714	540	148	10114							
							Total KCLS	3280	Total LLS	6834							

ALS Items to LLS & KCLS										
Checkouts										
Item Library										
Station Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	J_BKM	J_NS	JANESVILLE	MILTON	ORFORDVILL	Total
BURLINGTON	2053	356	460	308	3		3148	386	109	6823
CL-S	1737	192	352	213			2358	351	96	5299
CL-TL	738	90	161	113			1017	107	53	2279
DARIEN	221	29	51	41			299	44	21	706
DELAVAN	1422	221	316	208	4		2485	316	62	5034
EAST_TROY	488	76	137	74			787	95	36	1693
ELKHORN	4006	562	912	613	14		5428	798	158	12491
FONTANA	301	49	65	40			490	63	21	1029
GENOA_CITY	702	79	93	131			935	136	41	2117
KPL-AD	87	10	6	17			121	15	2	258
KPL-BKM	739	106	165	95			955	133	51	2244
KPL-NS	3536	375	666	388			4764	551	144	10424
KPL-SI	1053	118	198	94			1566	118	33	3180
KPL-SW	7395	904	1368	860			10607	1200	333	22667
KPL-UP	198	29	34	17			254	23	11	566
LAKEGENEVA	1931	326	361	222	5		2973	313	124	6255
LAKESHORES	5		4				2	6		17
RACINE_BKM	1805	285	355	239			2565	364	127	5740
RACINEMAIN	9230	1074	1644	1171		13	13966	1265	484	28847
ROCHESTER	326	41	89	35			427	59	27	1004
SHARON	470	60	121	56		26	478	82	17	1310
UNIONGROVE	910	109	153	175			1314	126	46	2833
WALWORTH	746	136	126	107	4		1154	105	38	2416
WATERFORD	2164	328	390	300			3127	390	141	6840
WILLIAMSBAY	889	245	224	176			1580	256	34	3404
WTFORDHS	33	11	15	3			42	13	1	118
	43185	5811	8466	5696	30	39	62842	7315	2210	135594
							Total KCLS	46917	Total LLS	88677

Arrowhead - hoopla December 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	1067	17	200	\$1,355.07	659	\$16,836.65	7850
Clinton Public Library	188	5	36	\$259.99	120	\$3,071.53	1365
Eager Free Public Library	313	9	90	\$593.23	291	\$5,920.52	2846
Edgerton Public Library	459	9	79	\$483.37	236	\$5,883.11	2676
Hedberg Public Library	2851	64	570	\$3,452.60	1632	\$41,823.34	19767
Milton Public Library (WI)	425	7	82	\$541.48	243	\$6,757.63	3131
Orfordville Public Library	142	3	35	\$256.39	126	\$3,008.21	1449
Total	5445	114	1092	\$6,942.13	3307	\$83,300.99	39084

ALS Hoopla for 2020

	Beloit	Clinton	Eager Free	Edgerton	Janesville	Milton	Orfordville
2020 ALS will cover \$25,000 base cost which will be broken down as below. Libraries may contribute funds for additional cost							
2020 Base	\$ 6,149.96	\$ 557.60	\$ 1,312.25	\$ 1,589.08	\$ 13,339.94	\$ 1,629.34	\$ 421.82
2020 Contribution	\$ 12,000.00	\$ 2,302.00	\$ 4,687.75	\$ 4,410.92	\$ 37,060.00	\$ 4,000.00	\$ 2,500.00
2020 available for Library	\$ 18,149.96	\$ 2,859.60	\$ 6,000.00	\$ 6,000.00	\$ 50,399.94	\$ 5,629.34	\$ 2,921.82

ALS Hoopla for 2020

Total
ntent.
\$ 24,999.99
\$ 66,960.67
\$ 91,960.66

2019 December Overdrive Statistics

Library	eBooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holds (1-3-20)
Clinton Public Library	98	153	1	252	40	126
Orfordville Public Library	122	81		203	41	113
Milton Public Library	387	229		616	119	324
Eager Free Public Library	441	313		754	143	455
Edgerton Public Library	457	495		952	170	522
Beloit Public Library	713	758	1	1472	299	900
Hedberg Public Library	3086	2894	3	5983	1028	3361
Total by type	5304	4923	5	10232	1840	5801

Arrowhead Library System Information Center

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January 1, 2019 - December 31, 2019

Lifetime	Month	Session	Date Range: <input type="text" value="01/01/2019"/> to <input type="text" value="12/31/2019"/>	<input type="button" value="GO"/>
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Top 20 Courses

Course	Students
Speed Spanish	35
Introduction to Microsoft Excel 2016	25
Accounting Fundamentals	24
Discover Sign Language	21
Medical Terminology: A Word Association Approach	11
Mastering Your Digital SLR Camera	11
Accounting Fundamentals II	10
Math Refresher	10
Teaching Students With Autism: Strategies for Success	10
Creating WordPress Websites	10
Introduction to Microsoft Excel 2019/Office 365	10
Keyboarding	9
Grammar Refresher	9
Project Management Fundamentals	9
Start Your Own Small Business	9
Certificate in Food, Nutrition, and Health	9
Introduction to QuickBooks Online	9
Leadership	8
Become a Veterinary Assistant	8
Beginning Conversational French	8

[View Course Activity](#)

New Courses

Course	Date Added
Beginning Writer's Workshop	08/13/2019
TEAS Prep 1	03/26/2019
Certificate in Wellness and the Environment	02/26/2019
Intermediate Microsoft Word 2019/Office 365	02/12/2019
Advanced Microsoft Excel 2019/Office 365	02/12/2019
Introduction to QuickBooks 2019	02/12/2019
Intermediate QuickBooks 2019	02/12/2019
Introduction to Microsoft Excel 2019/Office 365	12/04/2018
Intermediate Microsoft Excel 2019/Office 365	12/04/2018
Introduction to Microsoft Project 2019/Office 365	12/04/2018



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Gale Courses Student Activity

2019 Annual (Jan 1 - Dec 31)

Arrowhead Library System							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
254		235 Different Courses	548	717744	11962.4	222	706
	77.62%	Verified					
	31.44%	Completed					
	40.51%	Verified Completed					

Beloit Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
50		92 Different Courses	83	87527	1458.78	26	131
	63.36%	Verified					
	19.85%	Completed					
	31.33%	Verified Completed					

Hedberg Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
154		186 Different Courses	323	453928	7565.47	132	403
	80.15%	Verified					
	32.75%	Completed					
	40.87%	Verified Completed					

Edgerton Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
15		31 Different Courses	28	48838	813.97	9	36
	77.78%	Verified					
	25.00%	Completed					
	32.14%	Verified Completed					

Eager Free Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
12		43 Different Courses	38	64960	1082.67	20	52
	73.08%	Verified					
	38.46%	Completed					
	52.63%	Verified Completed					

Clinton Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
3		4 Different Courses	4	5242	87.37	2	5

Gale Courses Student Activity

2019 Annual (Jan 1 - Dec 31)

80.00%	Verified
40.00%	Completed
50.00%	Verified Completed

Milton Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
16		66 Different Courses	68	48409	806.82	30	74
	91.89%	Verified					
	40.54%	Completed					
	44.12%	Verified Completed					

Orfordville Public Library							
Unique Patrons	Library Card	Course Title	Verification	Time Spent (minutes)	Time Spent (hours)	Completion Status	Total Enrollments
4		5 Different Courses	4	8840	147.33	3	5
	80.00%	Verified					
	60.00%	Completed					
	75.00%	Verified Completed					

Gale Courses Demographics 2019 Annual

Do you plan to take another online course form us?

99.15% yes

Why Gale Courses instead of on-campus classes?

26.54% more convenient

23.50% better fit my schedule

20.81% more affordable

Why Take this class?

51% develop new or existing skills

36% It looked interesting or fun

How did you learn about this online course?

17.5% Online Instruction Center/ed2go.com

14.1% Followed link from another website

10.3% Found it while taking another course

9.4% Catalog, flyer or brochure

8.12% Referred by someone they know

7.26% Referred by a person/organization

5.13% Referred by an employer/coworker

.85% Newspaper or magazine article

27.3 % Other

Who is using Gale Courses?

84% female

16% male

12-17 3.11%

18-23 0.44%

24-29 7.11%

30-35 11.11%

36-41 16.44%

42-47 17.78%

48-53 19.11%

54-59 16.44%

60-65 2.67%

66-71 4.00%

72-77 0.017800

Gale Courses Student Comments
2019 ANNUAL

Session	Course	Comment
Apr 17 2019	Accounting Fundamentals	I really enjoyed this course and the hands on practice worksheet.
Apr 17 2019	Enhancing Language Development in Childhood	Friendly, informative and encouraging instructor! Fully engaged with classmates and genuinely interested in and supportive of their progress. Great course!
Apr 17 2019	Introduction to Journaling	An update in resources recommended would be helpful, I think.
Apr 17 2019	Introduction to Microsoft Excel 2016	This was my first online course. I was impressed and with the class instruction and confident that I will continue through another course. Thank you for this opportunity to further my knowledge of a subject I use every day.
Apr 17 2019	Speed Spanish	I enjoyed this course. This course is really good for beginners and the instructor is very helpful with answering our questions.
Apr 17 2019	Writeriffic: Creativity Training for Writers	The resources were excellent. I felt there was a little too much emphasis on writing essays. My interests are more in the short story area. This essay assignment was too personal. I didn't feel comfortable writing about personal revelation online. One last comment. One or more students were PhD level. Different aptitudes different skill levels. It was a one size fits all kind of class.
Apr 17 2019	Writing Essentials	I really appreciated this course, and the expertise of the instructor. I do have one suggestion--that resource materials be updated a bit. Thank you!
Aug 14 2019	Certificate in Infectious Diseases and Infection Control	Thank you
Aug 14 2019	Certificate in Wellness and the Environment	this course was helpful.
Aug 14 2019	Introduction to C# Programming	Mike Orsega taught C# much better than any traditional classroom I've been a part in. I have a much better understanding of C# and programming in general thanks to his indepth, yet concise explanations of programming concepts.
Feb 13 2019	Accounting Fundamentals	The instructor did a great job of explaining the course.
Feb 13 2019	Certificate in Music Therapy and Sound Healing	N/A
Feb 13 2019	Conversational Japanese	Each lesson was easy to follow despite having a lot of information. The pronunciations in each lesson showed that Ririko-sensei cares about the lessons she writes. Additionally, the English translation for dialogue were helpful in reinforcing vocabulary, grammar, and sentence structure that is covered in the current lesson, or a previous ones. Additionally, Ririko-sensei responded promptly to any discussion board question with good explanation. Overall this was a well executed course. My only gripe with it is that some of the links in the supplementary material expired.
Feb 13 2019	Creating WordPress Websites	Some parts of this course were confusing and took extra time to figure out. Overall good course
Feb 13 2019	Listen to Your Heart, and Success Will Follow	I loved the course!
Feb 13 2019	Stocks, Bonds, and Investing: Oh, My!	Overall an excellent course and I learned a new skill that I previously thought was unattainable for me. Good life lessons scattered around as well. My only nitpick is that in the Retirement Programs Lesson (Lesson 9), the contribution limits only went up to 2017. While they're not hard to figure out, I think it'd be great if it was updated to go as far as 2021.
Feb 13 2019	Writeriffic: Creativity Training for Writers	Thank you so much for this opportunity! I loved having Eva Shaw as my instructor; it felt like she really gave this topic such good consideration, and she was so friendly, helpful, and respectful of everyone and their work!
Jan 16 2019	Employment Law Fundamentals	I had a hard time with the final exam as for a bunch of them, 2 choices could technically be the answer. I felt that you had to pick what you thought was the best answer and hope that's what the 'correct' answer would be. I know it shouldn't be worded exactly in the lessons as it is on the test, but some of the questions could match more words in the lessons to help evaluate which would be the best answer.
Jan 16 2019	How to Make Money From Your Writing	I think some of the more technical content about the publishing industry and writing could use auditory input. I think it would be helpful to hear the content from a speaker. I think it would be helpful to know the Index in the front matter--maybe place it twice.
Jan 16 2019	Introduction to QuickBooks 2016	Great course. Great instructor. Very easy to follow and complete all work.
Jan 16 2019	Keys to Effective Communication	This was my first time trying out a Gale course. I was pleased with the content and pace of the course.
Jan 16 2019	Mystery Writing	I am very pleased with this instructor and the course materials. This course exceeded my expectations.
Jan 16 2019	Write Fiction Like a Pro	Very thorough and succinct. Appreciate the
Jul 17 2019	Certificate in Gerontology	Thank you for offering classical health care treatments and preventative care, read here as "complementary/alternative."
Jul 17 2019	Creating WordPress Websites	I thought the lessons were presented in a way that was easy-to-understand (especially the technical parts). I would definitely take another class with this teacher and format.
Jul 17 2019	Drawing for the Absolute Beginner	I enjoyed this course a lot! I have already recommended it to others and I hope that they enroll and enjoy this course as much as I did. Thank you!
Jul 17 2019	Introduction to Natural Health and Healing	This course was all that I hoped it would be and more. I feel that I have learned so much and not only that I now have even more passion to continue researching, learning, and practicing the lesson materials we have discussed in this course. Thank you so much for making this course available. I enjoyed every lesson.
Jun 12 2019	Accounting Fundamentals II	I enjoyed the course and the instructor. The instructor answered the questions in the discussion area and he seemed to be very knowledgeable about the course.

Gale Courses Student Comments

2019 ANNUAL

Jun 12 2019	Advanced Fiction Writing	<p>This class was great and assisted my writing very much. While my goal wasn't to make a novel, I'll be sure to use the writing techniques in my endeavors.</p> <p>My only issue (which is definitely a nitpick) with the class was when passages from books were being used. Sometimes, the image would mess up the formatting making it a bit jarring on whether the passage had begun or ended. I think to improve this it would help to use lines at the start and end of the passage to make it more clear, because indenting with images to the side makes it look messy.</p>
Jun 12 2019	How to Get Started in Game Development	<p>The instructor mentioned that the lessons were written by a previous instructor and had not been updated yet, but this evaluation is for the lessons as written.</p> <p>Thank you for offering this!</p>
Jun 12 2019	Speed Spanish II	<p>This course was exactly what I was looking. I found it very useful and enjoyable.</p>
Mar 13 2019	Introduction to SQL	<p>Thank you so much. This was an exceptional course. Extremely thorough. Very interesting and engaging. A plethora of extra info is available to students.</p>
Mar 13 2019	Writing Young Adult Fiction	<p>Why wouldn't ANY writer choose to use your techniques for preparing, outlining, drafting and writing? They are spot-on!</p>
May 15 2019	Advanced Fiction Writing	<p>I can't say enough positive things about this class and instructor. I have learned so much through this writing course. I highly recommend this class to all aspiring fiction writers! Thank you.</p>
May 15 2019	How to Get Started in Game Development	<p>There were a few out of date console systems being used in some of the previous lessons. Aside from that, this course was great and helped me get a better start on some game ideas I've had in the past. It helped me realize what options were available to me, and how to make my dreams into a reality. Going over the elements of fun, various IDE, the testing phases of games, getting a bug test report format, and game design outline are a great help for me.</p>
May 15 2019	Leadership	<p>I understand that with the final exam, you do want to just give the answers - you want the student to be able to apply what they learned to the answers. However, many questions were too vague and had tidbits of the answer in another choice you could make, which really tripped me up. I struggled with this final more than any other course taken on here. It took me over 3 hours to complete the final. No bueno.</p>
May 15 2019	Listen to Your Heart, and Success Will Follow	<p>It would be helpful to have resources updated.</p>
May 15 2019	Secrets of Better Photography	<p>This course really helped me understand my camera a lot better. Before I was just taking pictures and hoping for good results. I have recommended this course to others already! I am excited for the next courses to continue to learn more about photography.</p>
May 15 2019	Solving Classroom Discipline Problems	<p>As a counselor I felt this was a great way to explain behavior and children! I can't wait to help other teachers to understand it.</p>
May 15 2019	Solving Classroom Discipline Problems	<p>This was very useful! Thank you!</p>
May 15 2019	Solving Classroom Discipline Problems	<p>This was very useful! Thank you!</p>
May 15 2019	Understanding Adolescents	<p>It would be great if this instructor could teach a class on trauma!</p>
Nov 13 2019	Introduction to QuickBooks 2018	<p>Excellent information, especially for beginners. Great step by step instructions!</p>
Oct 16 2019	Intermediate Microsoft Excel 2016	<p>This was an interesting, useful course that was clearly presented.</p>
Oct 16 2019	Introduction to Microsoft Access 2019/Office 365	<p>Assignments were vague and without sufficient information to understand what the result should look like or do. When a student asked for help or to see what the result should look like, teacher says "Reread the lesson material. In life you won't get answers." Teacher fails to understand that it is her job to TEACH, not provide life lessons. Providing necessary information so that student can learn is part of teaching. Final exam questions also were too vague and could be interpreted in a number of different ways which would result in different responses, so it was an impossible job to guess what the instructor had in mind rather than what the question actually asked. Also, the lesson material had several typos. I would avoid another course by this teacher.</p>
Oct 16 2019	Introduction to Statistics	<p>I only completed half the assignments and it still took me approximately 3 hours a lesson. This course took much more time than the estimated 24 hours.</p>
Oct 16 2019	Teaching Preschool: A Year of Inspiring Lessons	<p>It would be nice to have resources for this course updated.</p>
Sep 11 2019	Intermediate C# Programming	<p>Excellent continuation of intro to C#, but I would have liked to learn more advanced concepts than simply using a GUI.</p>
Sep 11 2019	Speed Spanish	<p>I learned more in these short few weeks than years of Spanish in high school!</p>

Mobile App Sessions	Mobile App Unique	Avg. Mobile App Session	Total Mobile App Session Time	Total Course Downlo	Total Lesson Downloads	Total Vocab	KidSpeak Access Count	KidSpeak Unique Users	Avg. KidSpeak Learning Time	KidSpeak Learning Time
0	0	0:00:00	0:00:00	0	0	0	0	0	0:00:00	0:00:00
362	21	0:04:47	28:56:01	77	17	17	38	21	0:01:23	0:52:59
362	21	0:04:47	28:56:01	77	17	17	38	21	0:01:23	0:52:59
59	6	0:04:16	4:12:07	27	1	1	4	2	0:02:12	0:08:49
0	0	0:00:00	0:00:00	0	0	0	0	0	0:00:00	0:00:00
17	2	0:03:16	0:55:45	7	0	0	1	1	0:01:20	0:01:20
38	4	0:04:02	2:33:32	16	1	1	13	4	0:00:44	0:09:33
175	5	0:04:17	12:31:02	12	7	7	13	9	0:01:53	0:24:29
29	2	0:04:54	2:22:09	15	8	8	3	1	0:01:25	0:04:17
42	1	0:09:02	6:19:27	0	0	0	1	1	0:00:00	0:00:00

Lynda.com Statistics
2019

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	4	1	4	4	0.36	5
Oct-19	7	4	27	27	1.87	13
Nov-19	3	1	1	1	0.04	3
Dec-19	5	1	4	4	0.25	5
	65	65	573	614	38.91	139

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	1	1	5	6	0.63	3
Oct-19	0	0	0	0	0	0
Nov-19	0	0	0	0	0	0
Dec-19	0	0	0	0	0	0
	8	5	27	34	2.88	18

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	0	0	0	0	0	0
Oct-19	2	0	0	0	0	2
Nov-19	1	0	0	0	0	1
Dec-19	1	0	0	0	0	1
	13	5	12	12	0.49	14

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	3	1	1	1	0.03	5
Oct-19	12	16	193	228	15.96	45
Nov-19	5	6	28	29	1.43	13
Dec-19	3	2	30	30	0.85	10
	46	52	556	593	35.57	116

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

Lynda.com Statistics
2019

Aug-19	20	20	194	210	11.24	51
Sep-19	19	10	43	43	3.37	33
Oct-19	12	16	193	228	15.96	45
Nov-19	15	31	328	353	23.85	62
Dec-19	19	23	125	129	5.87	37
	210	252	1942	2110	132.19	544

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	3	1	3	3	0.14	4
Oct-19	1	1	7	7	0.38	2
Nov-19	4	4	13	13	0.88	8
Dec-19	2	10	80	81	4.25	11
	26	28	133	135	7.2	55

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	1	2	26	26	1.21	4
Oct-19	1	1	7	7	0.38	2
Nov-19	0	0	0	0	0	0
Dec-19	0	0	0	0	0	0
	6	5	51	51	2.74	10

Total	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
	374	412	3294	3549	219.98	896

Arrowhead Library System Information Center

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November 2019

Library	Branch	Region	Date Range: <input type="text" value="MM/DD/YYYY"/> to <input type="text" value="MM/DD/YYYY"/>
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77
Total enrollment

394
Total course logins

46,515
Total minutes in class

Top 20 Courses

Course	Students
Start and Operate Your Own Home-Based Business	3
Spanish for Medical Professionals	3
Speed Spanish	2
Introduction to Natural Health and Healing	2
Accounting Fundamentals	2
Keys to Effective Communication	2
Introduction to C# Programming	2
Introduction to PC Troubleshooting	1
Creating Web Pages	1
Explore a Career as a Paralegal	1
A to Z Grant Writing	1
Medical Terminology: A Word Association Approach	1
Genealogy Basics	1
Understanding the Human Resources Function	1
The Keys to Effective Editing	1
Computer Skills for the Workplace	1
Helping Elderly Parents	1
Introduction to Internet Writing Markets	1
Introduction to SQL	1
Administrative Assistant Fundamentals	1

[View Course Activity](#)

New Courses

Course	Date Added
Beginning Writer's Workshop	08/13/2019
TEAS Prep 1	03/26/2019
Certificate in Wellness and the Environment	02/26/2019
Intermediate Microsoft Word 2019/Office 365	02/12/2019
Advanced Microsoft Excel 2019/Office 365	02/12/2019
Introduction to QuickBooks 2019	02/12/2019
Intermediate QuickBooks 2019	02/12/2019
Introduction to Microsoft Excel 2019/Office 365	12/04/2018
Intermediate Microsoft Excel 2019/Office 365	12/04/2018
Introduction to Microsoft Project 2019/Office 365	12/04/2018

GALE COURSES

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Gale Courses
November 2019

Patrons	Library Card	Zip Code	Course Title	Session	Enrollment Date	Verification	Time Spent(minutes)	Completion Status
8	Beloit Public Library							12
1	2.1537E+13	53511	Introduction to PC Security	Nov-19	10/28/19	Unverified	0	Incomplete
2	2.1537E+13	53546	Writing for Children	Nov-19	9/2/19	Unverified	0	Incomplete
3	2.1537E+13	53718	Introduction to SQL	Nov-19	10/27/19	Unverified	0	Incomplete
	2.1537E+13	53718	Introduction to Python 2.5 Programming	Nov-19	10/27/19	Unverified	499	Incomplete
4	2.1537E+13	53718	Spanish for Medical Professionals	Nov-19	10/27/19	Unverified	0	Incomplete
	2.1537E+13	53718	Get Assertivel	Nov-19	10/27/19	Unverified	0	Incomplete
5	2.1537E+13	53525	Intermediate Microsoft Excel 2019/Office 365	Nov-19	10/16/19	Verified	139	Completed
6	2.1537E+13	53511	The Keys to Effective Editing	Nov-19	11/3/19	Unverified	0	Incomplete
7	2.1537E+13	53511	Spanish for Medical Professionals	Nov-19	11/12/19	Unverified	375	Incomplete
	2.1537E+13	53511	Introduction to Biology	Nov-19	11/12/19	Unverified	0	Incomplete
	2.1537E+13	53511	Medical Terminology: A Word Association Approach	Nov-19	11/12/19	Unverified	0	Incomplete
8	2.1537E+13	61080	Introduction to Statistics	Nov-19	10/24/19	Unverified	0	Incomplete
28	Hedberg Public Library							48
1	2.1828E+13	53545	Introduction to PC Troubleshooting	Nov-19	10/30/19	Unverified	0	Incomplete
	2.1828E+13	53545	Accounting Fundamentals	Nov-19	10/30/19	Unverified	0	Incomplete
	2.1828E+13	53545	Accounting Fundamentals II	Nov-19	10/30/19	Unverified	0	Incomplete
	2.1828E+13	53545	Understanding the Human Resources Function	Nov-19	10/30/19	Unverified	0	Incomplete
	2.1828E+13	53545	Workers' Compensation	Nov-19	10/30/19	Unverified	0	Incomplete
2	2.1828E+13	53548	Introduction to Microsoft Excel 2019/Office 365	Nov-19	11/12/19	Verified	2611	Completed
	2.1828E+13	53548	Introduction to Microsoft Access 2016	Nov-19	11/12/19	Verified	2484	Completed
3	2.1828E+13	53511	Genealogy Basics	Nov-19	10/26/19	Unverified	0	Incomplete
4	2.1828E+13	53546	Speed Spanish	Nov-19	8/28/19	Unverified	0	Incomplete
5	2.1828E+13	53548	Introduction to InDesign CC	Nov-19	11/3/19	Verified	4605	Completed
	2.1828E+13	53548	Introduction to Illustrator CS6	Nov-19	11/3/19	Verified	7401	Incomplete
	2.1828E+13	53548	Introduction to Photoshop CC	Nov-19	11/3/19	Verified	655	Incomplete
6	2.1828E+13	53545	Spanish for Medical Professionals	Nov-19	11/16/19	Unverified	0	Incomplete
7	2.1828E+13	53545	Keys to Effective Communication	Nov-19	11/16/19	Unverified	0	Incomplete
	2.1828E+13	53545	Twelve Steps to a Successful Job Search	Nov-19	11/16/19	Unverified	0	Incomplete
	2.1828E+13	53545	Individual Excellence	Nov-19	11/16/19	Unverified	0	Incomplete
8	2.1828E+13	53547-2331	Project Management Professional (PMP) Prep I	Nov-19	9/4/19	Unverified	0	Incomplete
	2.1828E+13	53547-2331	Project Management Fundamentals II	Nov-19	10/17/19	Unverified	0	Incomplete
9	2.1828E+13	53548	Creating Web Pages	Nov-19	9/25/19	Unverified	15	Incomplete
	2.1828E+13	53548	Introduction to Internet Writing Markets	Nov-19	9/25/19	Unverified	7	Incomplete
10	2.1828E+13	53545	A to Z Grant Writing	Nov-19	11/7/19	Verified	1759	Incomplete
	2.1828E+13	53545	Explore a Career as a Paralegal	Nov-19	11/7/19	Unverified	0	Incomplete
	2.1828E+13	53545	Introduction to Interior Design	Nov-19	11/7/19	Unverified	0	Incomplete
	2.1828E+13	53545	Drawing for the Absolute Beginner	Nov-19	11/21/19	Verified	243	Incomplete
	2.1828E+13	53545	Starting a Nonprofit	Nov-19	11/21/19	Verified	885	Incomplete
11	2.1828E+13	53545	Introduction to QuickBooks 2018	Nov-19	10/30/19	Verified	1617	Completed
12	2.1828E+13	53545	Start and Operate Your Own Home-Based Business	Nov-19	11/18/19	Verified	2906	Completed
13	2.1828E+13	53546	Become a Veterinary Assistant III: Practical Skills	Nov-19	8/25/19	Verified	4273	Completed
14	2.1828E+13	53548	Blogging and Podcasting for Beginners	Nov-19	10/24/19	Unverified	0	Incomplete
15	2.1828E+13	53546	Speed Spanish	Nov-19	11/20/19	Verified	1734	Incomplete
16	2.1828E+13	53550	Keys to Effective Communication	Nov-19	9/25/19	Unverified	0	Incomplete
17	2.1828E+13	53563	Discover Sign Language	Nov-19	11/15/19	Verified	2420	Completed
	2.1828E+13	53563	Introduction to Natural Health and Healing	Nov-19	11/15/19	Verified	505	Incomplete
	2.1828E+13	53563	Teaching Students With Autism: Strategies for Success	Nov-19	11/15/19	Verified	468	Incomplete
18	2.1828E+13	53545	Introduction to C# Programming	Nov-19	11/13/19	Verified	3487	Completed
19	2.1828E+13	53546	Certificate in Stress Management	Nov-19	11/6/19	Unverified	206	Incomplete
	2.1828E+13	53546	Helping Elderly Parents	Nov-19	10/25/19	Unverified	0	Incomplete
20	2.1828E+13	53545	Introduction to C# Programming	Nov-19	11/12/19	Verified	3790	Completed
21	2.1828E+13	53563	Introduction to Journaling	Nov-19	11/17/19	Unverified	188	Incomplete
22	2.1828E+13	53546	Accounting Fundamentals	Nov-19	10/15/19	Unverified	0	Incomplete
	2.1828E+13	53546	Administrative Assistant Fundamentals	Nov-19	10/15/19	Unverified	0	Incomplete
23	2.1828E+13	53511	Explore a Career as a Pharmacy Technician	Nov-19	11/11/19	Unverified	0	Incomplete
	2.1828E+13	53511	Introduction to Nonprofit Management	Nov-19	11/1/19	Unverified	128	Incomplete
24	2.1828E+13	53545	Certificate in Violence Prevention and Awareness	Nov-19	11/15/19	Unverified	281	Incomplete
25	2.1828E+13	33918	High Performance Organization	Nov-19	10/25/19	Unverified	0	Incomplete
26	2.1828E+13	53546	Introduction to Microsoft Excel 2016	Nov-19	10/28/19	Unverified	0	Incomplete
27	2.1828E+13	53548	Grammar Refresher	Nov-19	11/7/19	Unverified	152	Incomplete
28	2.1828E+13	53545	Computer Skills for the Workplace	Nov-19	11/11/19	Verified	426	Incomplete
2	Edgerton Public Library							2
1	2.4511E+13	53534	Intermediate Microsoft Excel 2013	Nov-19	11/7/19	Verified	245	Incomplete
2	2.4511E+13	53534	Introduction to QuickBooks 2019	Nov-19	11/7/19	Unverified	0	Incomplete
2	Eager Free Public Library							2
1	2.5353E+13	53536	Start and Operate Your Own Home-Based Business	Nov-19	10/17/19	Verified	166	Incomplete
2	2.5353E+13	53536	Become a Veterinary Assistant	Nov-19	11/1/19	Verified	937	Completed
5	Milton Public Library							7
1	2.7462E+13	53563	Introduction to Microsoft Excel 2010	Nov-19	11/24/19	Verified	612	Incomplete
2	2.7462E+13	53563	Introduction to Natural Health and Healing	Nov-19	9/30/19	Unverified	0	Incomplete
	2.7462E+13	53563	Certificate in Energy Medicine	Nov-19	9/30/19	Unverified	0	Incomplete
	2.7462E+13	53563	Certificate in Spirituality, Health, and Healing	Nov-19	9/30/19	Unverified	0	Incomplete

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November 2019

3	2.7462E+13	53534 Certificate in Healthy Aging	Nov-19	10/19/19 Verified	278 Incomplete
4	2.7462E+13	53546 Start and Operate Your Own Home-Based Business	Nov-19	10/4/19 Unverified	0 Incomplete
5	2.7462E+13	53190 Certificate in Starting Your Own Business in Health and Healing	Nov-19	10/31/19 Unverified	0 Incomplete

Transparent Language: Language Usage Report

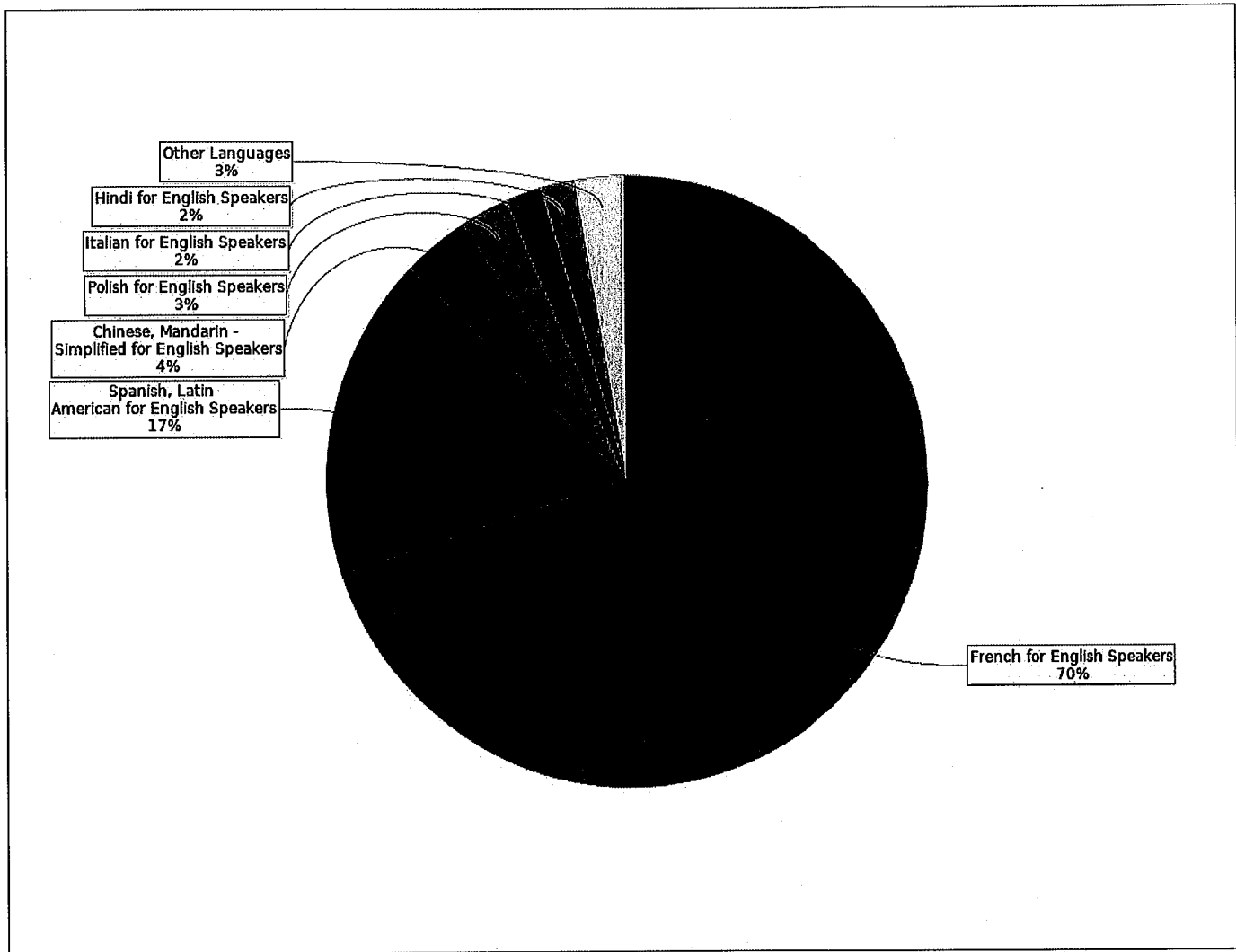
Start Date: 12/01/2019

End Date: 12/31/2019

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
French for English Speakers	77	70.00%
Spanish, Latin American for English Speakers	19	17.27%
Chinese, Mandarin - Simplified for English Speakers	4	3.64%
Polish for English Speakers	3	2.73%
Italian for English Speakers	2	1.82%
Hindi for English Speakers	2	1.82%
Russian for English Speakers	1	0.91%
Irish for English Speakers	1	0.91%
English for Spanish, Latin American Speakers	1	0.91%

Transparent

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
All Admins	12/1/19	12/31/19	0	0	0	0	0	0:00:00	0:00:00
All Learners	12/1/19	12/31/19	60	19	11	46	15	0:20:03	15:22:29
All Users	12/1/19	12/31/19	60	19	11	46	15	0:20:03	15:22:29
Beloit Public Library	12/1/19	12/31/19	42	11	9	40	10	0:22:10	14:46:46
Clinton Public Library	12/1/19	12/31/19	0	0	0	0	0	0:00:00	0:00:00
Eager Free Public Library	12/1/19	12/31/19	0	0	0	0	0	0:00:00	0:00:00
Edgerton Public Library	12/1/19	12/31/19	12	5	1	4	3	0:04:55	0:19:41
Hedberg Public Library	12/1/19	12/31/19	8	4	1	4	3	0:07:52	0:31:29
Milton Public Library	12/1/19	12/31/19	0	0	0	0	0	0:00:00	0:00:00
Orfordville Public Library	12/1/19	12/31/19	0	0	0	0	0	0:00:00	0:00:00

	All Activity	Web Activity	Mobile App Activity	KidSpeak Activity
Sessions	60	46	14	5
Unique Users	19	15	5	3
User Registrations	11	N/A	N/A	N/A
Average Session Time	N/A	0:20:03	0:01:18	N/A
Total Session Time	N/A	15:22:29	0:18:24	N/A
Course Downloads	N/A	N/A	4	N/A
Vocab Lesson Downloads	N/A	N/A	0	N/A
Average Learning Time	N/A	N/A	N/A	0:01:42
Learning Time	N/A	N/A	N/A	0:08:31

Transparent

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
0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
14	5	0:01:18	0:18:24	4	0	5	3	0:01:42	0:08:31
14	5	0:01:18	0:18:24	4	0	5	3	0:01:42	0:08:31
2	1	0:02:39	0:05:18	0	0	3	2	0:02:30	0:07:31
0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
8	3	0:01:16	0:10:15	4	0	2	1	0:00:30	0:01:00
4	1	0:00:42	0:02:51	0	0	0	0	0:00:00	0:00:00
0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00

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Wednesday, January 22

9 a.m.

**Developing Motivated Cultures: Six Simple Factors That Shape Your Organization
(Opening Session)**

Presented by: Doug Crane, Director
Palm Beach County Library System

Every good organization has a strategic plan. However, the success of that plan is highly dependent on your organization's culture. A strong culture motivates employees to work harder and find ways past obstacles. So how can culture be developed and shaped to increase everyone's motivation? In this webinar, you will learn:

- A specific definition of culture and how it shapes an organization
- The six direct and indirect factors that determine motivation
- How a group of cultural firewatchers can shape your culture
- Strategies to grow a strong culture and keep it thriving



10:30 a.m.

Adult Services 101 (Adult Services Track)

Presented by: Holly Hibner, Adult and Teen Services Coordinator
Plymouth District Library

This program provides a general overview of adult services in public libraries. We will cover traditional services like reference, reader's advisory, and programming as well as modern services like serving new Americans, emerging adults, and those with low vision needs. Participants will be inspired to look at the services they are currently offering to adults with fresh eyes, and come away with new ideas as well.



10:30 a.m.

Help Your Patrons Cut the Cable Cord (Tech Trends Track)

Presented by: Leah Gentry, Cataloger and Reference Librarian
Menomonee Falls Public Library

Cable Cutting continues to be a big trend as many consumers face ever-increasing charges to have cable TV in their homes. Many of our patrons may need guidance on this issue, and we can help! Learn how to help them find answers to questions like: How do I get Netflix, Hulu or another streaming service on my TV? What about live events like sports and news? What exactly is Sling TV? You could use this info to construct your own Cut the Cable Cord class, or to inform yourself for when you get these questions at your service desks.

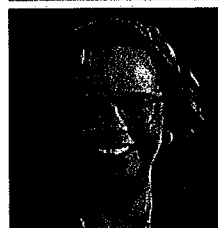


1 p.m.

#OwnVoices for All Readers: Incorporating EDI Values into Readers' Advisory Service (Adult Services Track)

Presented by: Becky Spratford, Reader's Advisor

Providing robust readers' advisory service that values equity, diversity and inclusion (EDI) principles is essential to all library service. Join Readers' Advisory specialist Becky Spratford as she provides the information you need to diversify your suggestions, identify resources, and include more staff input in order to confidently promote and place more #OwnVoices titles into adult patrons' hands. You'll come away with an understanding for how easy it is to incorporate EDI values into your normal RA practices. All you need is a little nudge in the right direction.



1 p.m.

Introduction to Website Accessibility (Tech Trends Track)

Presented by: Laura Solomon, Library Services Manager
Ohio Public Library Information Network

Are you concerned that your library's website isn't meeting accessibility standards? If not, you should be--lawsuits concerning website accessibility failures are increasing, and libraries do not have immunity. Gain an understanding of which guidelines are used to measure website accessibility in the United States, and how to begin to evaluate your own library's site for potential issues. We'll also discuss some common pitfalls and things to avoid. Topics for this webinar include: what accessibility means in a web context, legal issues surrounding web accessibility and how these can affect libraries, national and international standards commonly used for accessibility evaluations, and more!

Note: Basic knowledge of HTML code will be helpful before viewing this webinar.



2:30 p.m.

Planting Seeds and Anticipating Blossoms: A Community Engagement Model (Adult Services Track)

Presented by: Adriana McCleer, Community Partnerships Supervisor
Appleton Public Library

Community engagement is not formulaic or an exact science, yet it is necessary to act with intention. The seeds planted today will certainly produce blossoms tomorrow, so a strategic approach will benefit the library and the community. This program will present a Community Partnerships framework as a foundational tool for community engagement planning and evaluation. Specific stories of community engagement will illustrate actual and aspirational strategies for building relationships, prioritizing initiatives and opportunities, and interacting effectively with community.



2:30 p.m.

Level Up On Your Social: Social Media Trends 2020 (Tech Trends Track)

Presented by: Kim Crowder, CEO
Kim Crowder Consulting

Social media can feel like scary digital stratosphere. And it seems there's some new platform or trend every day. Learn the top trends for 2020, and how you can easily implement them into your social strategy. And it doesn't have to be complicated. Whether you're looking to grow your audience, target your customers better, build messaging, and/or incorporate diversity, equity, and inclusion, this presentation will give you the tools you need to upgrade your social media strategy today!

Thursday, January 23

9 a.m.

How To Put Emotional Intelligence into Practice: Best Practices of a First-Time Manager (Library Management Track)

Presented by: Tammy Mays, Ph.D., Library Branch Manager
Milwaukee Public Library, Center Street Branch

Using Emotional Intelligence as a practical framework, Dr. Mays will focus on the foundational pillars of emotional intelligence to share her best practices on how collaborative teamwork among staff reduced the number of security incidents at Center Street Branch by 50% within one year. Knowing your staff, mentorship, when is it time to hit the reset button and employing a solid service philosophy are just a few successful strategies for building healthy relationships with staff and patrons. At the end of this session, participants will immediately be able to apply best practices, concepts and techniques to their libraries and communities.



9 a.m.

Making the Most of the Space You Have (Small and Mighty Track)

Presented by: Lauren Stara, Library Building Specialist
Massachusetts Board of Library Commissioners

Do you have underused or poorly configured spaces in your library? Are your services evolving, but your building is stuck in the past? This session will help librarians assess their physical space and offer ideas and tips to alter existing space for better functionality in the 21st century.



10:30 a.m.

Programming With Purpose (Library Management Track)

Presented by: Kelsey Johnson-Kaiser, Youth Services Manager
St. Paul Public Library

We all want our libraries to have strong programming. But how do you know if your library is producing meaningful, intentional programs that support your mission, or simply falling into the “more is more” trap? This presentation will lead participants through theoretical and practical perspectives on creating and implementing a mission-driven programming schedule. Discussion points include defining strong programming; creating shared expectations among staff members; implementing tools and resources; and change management. Participants will learn about specific planning tools and how they can help you streamline programs, meet community needs while avoiding overburdening library resources, and help staff create programs that align with their library’s mission, vision, and values.



10:30 a.m.

Small Libraries and the LGBT+ Experience (Small and Mighty Track)

Presented by: Jennifer Stickles (Library Manager) and Tina Dalton (Director)
Salamanca Public Library, Cuba Circulating Library (New York)

Learn how your small library can be more welcoming and inclusive through the experiences of the Olean Public and Cuba Circulating Libraries. These libraries in small communities are creating a more welcoming environment for the LGBTQIA community with programs, resources, and staff training.



1 p.m.

From “Participation Trophies” to “Retire Already!” : Best Practices in Managing a Multigenerational Library Staff (Library Management Track)

Presented by: Vanessa Christman, Assistant Director
Riverside Public Library System

This presentation will provide a brief and entertaining overview of the debates and memes regarding generations in the workforce and, most importantly, provide “boots on the ground” perspective on the pitfalls and opportunities inherent in managing a multigenerational library staff from a library administrator who is best described as an “elder stateswoman of the Millennial generation.”



1 p.m.

Displays On a Dime (Small and Mighty Track)

Presented by: Kacee Garner, Library Clerk
Earlville Free Public Library

Small library collections may feel too small or limited to build themed displays but it can be done with a little work and creativity. This session will include a visual presentation and a facilitated discussion to generate enthusiasm and ideas about library displays. Topics include sourcing free/inexpensive décor to support chosen themes, utilizing a variety of material types, showcasing materials available via small in-house collections, and encouraging check-outs of materials that haven't circulated recently.



2:30 p.m.

Take a Break From Your Smartphone (Closing Session)

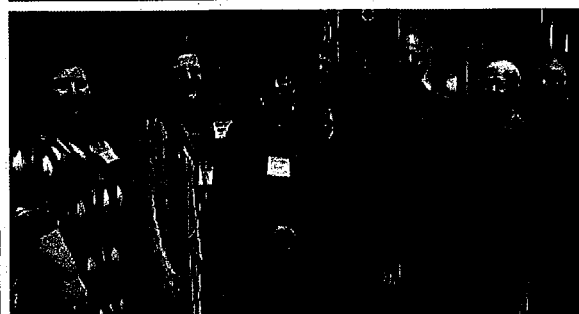
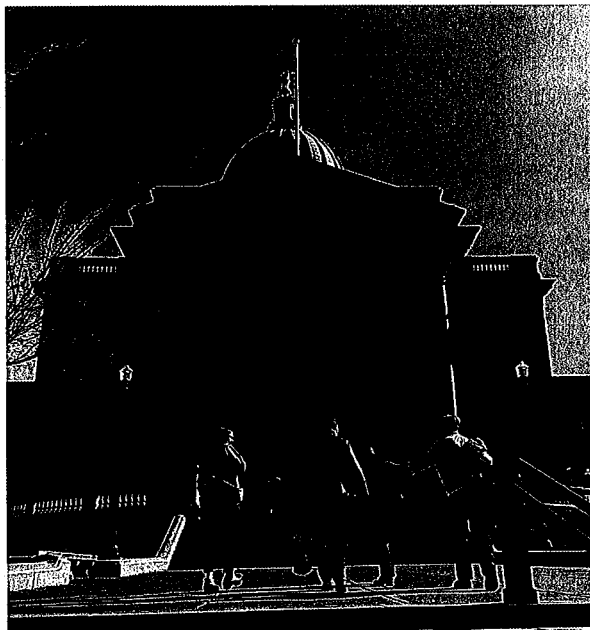
Presented by: Amy Rauman, Teacher and Trainer
NorthCentral Technical College

On average, a person spends 3 hours per day on their smartphone, and picks up their phone more than 50 times in a day. While Smartphones are necessary to function in today's world, are we overusing them? Are we using them in situations when we shouldn't be?

Based on ideas from the book, "How to Break Up With Your Phone" by Catherine Price, this closing session will have participants take a closer look at Smartphone usage. How are they designed to affect us? Taking purposeful breaks, including changing habits, setting boundaries, and discussing phone etiquette, will also be discussed.



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My Checklist for Library Legislative Day

Thank you for registering for Library Legislative Day. Here's how to prepare for the day:

1. Meet at the Madison Concourse Hotel for the morning briefing session.
2. Give yourself extra time to find paid parking.
3. WLA will arrange your individual appointments in the afternoon. We'll publish the appointment schedule in late January.
4. Staying at the hotel? [Book a reservation under the WLA block.](#)
5. Consider your talking points. We put together a few examples of how to share your library's story. [Check them out!](#)

Library Legislative Day Schedule

Tuesday, February 11, 2020 at the Madison Concourse Hotel

8:30 AM – 9:00 AM | Registration & Continental Breakfast

9:00 AM – 10:30 AM | Briefing Session

11:00 AM – Noon | Morning Appointments, Two half-hour slots
12:00 PM – 1:30 PM | Lunch on your own
1:30 PM – 3:30 PM | Afternoon Appointments, Four half-hour slots

Related Resources

- [Find my representatives](#)
- [Hotel reservations under the WLA block](#)

Wisconsin Library Association | 4610 S. Biltmore Ln Ste 100, Madison, WI, 53718 | 608.245.3640

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