

**Arrowhead Library System
Librarians Meeting via Zoom
Wednesday, July 15th, 2020
9:30 a.m.**

Join Zoom Meeting: <https://us02web.zoom.us/j/85135953255>

Meeting ID: 851 3595 3255

Dial by your location

+1 312 626 6799 US (Chicago)

1. Call to order 9:30a.m. – Chair – Megan Kloeckner
2. Secretary – Tovah Anderson
3. Approval of the June 2020 Minutes
4. Unfinished Business
 - a. Shared System
 1. Share update
 - a. Delivery Update
 - b. June Statistics
 - c. Items for SHARE agenda
 - b. Technology
 - c. Hoopla
 - d. WPLC/Overdrive
 - e. Gale Courses /Lynda.com/Transparent Languages
 - f. Budget 2020/21
 - g. Youth Services update- Jeni Schomber
 - h. Public Library System Redesign Project
 - i. ALS Board Report – Sarah Strunz
5. New Business
 - a. Covid-19 Updates
 - b. [2020 Trustee Training Week](#) August 24-28
 - c. 2021 Arrowhead Library System Charter
 - d. ALS Strategic Plan
 - e. Annual Report – Summer Programing Update from DPI
6. ALS Activities
7. Activities in Member Libraries
8. Adjourn

Dates to Remember:

ALS Board Meeting – August 12th – 6:00 pm @ HPL or remote

**Arrowhead Library System
Librarians Meeting
Wednesday, June 17, 2020 at 9:30 a.m.**

Join Zoom Meeting: <https://us02web.zoom.us/j/85129075546>

Meeting ID: 851 2907 5546

Dial by your location

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Attendees: Ashlee Kunkel, Tovah Anderson, Steve Platteter, Kirsten Almo, Nick Dimassis, Jeni Schomber, Michael DeVries, Wyatt Ditzler, Jim Novy, Steve Ohs, Mary Bieber, Charles Teval, Sarah Strunz

1. Call to order 9:36 a.m. – Chair – Nick Dimassis
2. Secretary – Tovah Anderson
3. Approval of the May 2020 Minutes
 - a. Motion: Kirsten Almo
 - b. Second: Charles Teval
 - c. Approved unanimously
4. Unfinished Business
 - a. Shared System
 - i. Delivery Update Bins sorted for HPL and BPL at RPL. Everything else can be
 - ii. May Statistics-Statistics in packet.
 - iii. Items for Share Agenda
 - b. Technology
 - i. State is ready to do bandwidth upgrade at headend. Probably July or August. Up to 2 this time, up to 5 in 2021 due to infrastructure issue.
 - ii. Automated holds notices and due notices reinstated.
 - c. Hoopla – Statistics in packet. Up in March & April, down in May.
 - i. Is any organization analyzing digital collection usage during COVID-19 at a statewide level? Could be important information for budget time, PLSR, etc. WPLC has looked at April and May usage prior to their meeting.
 - ii. **Let Steve Platteter know by July 1 how much you plan to spend on Hoopla in 2021. ALS is still intending to cover the \$25,000 as usual.**
 - d. WPLC/OverDrive
 - i. Done with summer meetings until September
 - ii. 5% budget increase over the next five years was approved.
 - iii. Still looking into magazines. We'll get a trial sometime this summer.
 - iv. There's been a technology collaboration among some of the northern libraries and have asked WPLC to form a committee to be a governing body for this collaboration.
 - e. Gale Courses/Lynda.com/Transparent Language
 - i. Uptick in March and April, dropped below last years' levels in May
 - f. Budget 2020/2021

- i. Waiting to see what happens with state and county budgets. Statewide revenues are down. Expecting some type of budget repair bill, probably toward the end of the year after the November election.
 - ii. **If your library's appropriations are lowered this year, let Steve know as soon as possible.**
- g. Youth Services Update – Jeni Schomber
 - i. Sent out to youth staff information from DPI on race and anti-racism resources
- h. Public Library System Redesign Project
 - i. DPI is starting to flesh-out their implementation plans. System Directors just completed a survey about whether or not priorities have changed given the current climate. Looks like a few might be reevaluated.
- i. ALS Board Report – Sarah Strunz
 - i. Nothing new to report

5. New Business

- a. COVID-19 Updates
 - i. Rock County is now in phase 2 which means 50% occupancy for libraries. <https://infogram.com/1pe2yrqyn232dxsm6kdj6dpnyzh9m92mr9?live>
 - ii. Southcentral will be doing some runs to get materials home. WISCAT is still not starting up yet.
 - iii. Round-robin of how reopening is going.
- b. DPI Reopening Guide
 - i. Sent via email from Steve and DPI.
- c. ALS Budget Priorities
 - i. All of 2020 funding has been received. There is a mechanism the state can use to get some of it back if they need to.
 - ii. SHARE & Technology, Delivery, Public Relations are all high priorities. May need to revise what online services we subscribe to (Creativebug and LinkedIn Learning renewal were not in the budget).
- d. Tracking services during pandemic – Kirsten Almo
 - i. No real consensus on what needs to be tracked. DPI has said anything officially specific to COVID-19 era statistics.
- e. COVID-19 related Grants – Jim Novy
 - i. BlueJeans grant for online meeting software was fulfilled.
 - ii. LSTA Communications Grant in the amount of \$6,250 awarded for online meeting software reimbursements and costs associated with extending WI-FI reach.
 - iii. \$10,200 to ALS for the CARES Funding Act for responses to the pandemic. Can decide if it's for a new system resource or reimbursement to libraries for expenses incurred. There is some discomfort with adding a new resource that would only be funded one year.
 - 1. Application will attempt to get reimbursement for Gale, otherwise we asked for money for reimbursements. Can always float in a revision.

6. ALS Activities

- a. Included revised schedule of Librarians meetings in the packet was inaccurate. The September meeting is on the 23rd. There's the possibility of remote meetings through the end of the year.

- b. Publicizing Creativebug.
- c. Day at the fair was cancelled.
- d. ALS Pool party cancelled (was going to be July 26th)

7. Activities in Member Libraries

- a. Clinton Public Library – nothing to add.
- b. Orfordville Public Library – Summer Reading Program Started, onboard with Beanstack. Also have a paper tracker. Will be having 6 activities in the park in July. August cookout at the library with a singer.
- c. Hedberg Public Library – nothing to add.
- d. Milton Public Library – finished RFID tagging the collection. Planted a pollinator garden and some raised garden – using them for virtual programming. Installing ramps to access them. Already have 117 Beanstack registrations.
- e. Edgerton Public Library – Enjoying that other libraries have now tagged their collections.
- f. Beloit Public Library – Lots of construction projects ongoing, see the emailed newsletter. Should be done August 1. The closure has helped construction and RFID projects.
- g. Eager Free Public Library – Not present

8. Adjourn at 11:31

Dates to Remember:

- **SHARE Meeting – July 7 – 9:30 am @ online**
- **ALS Board Meeting – July 8 – 6:00 pm @ online**
- **ALS Librarians Meeting – July 15 – 9:30 am @ online**

2020 June 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	11800	1789	4746	2224	274	365	34191	3623	1407	60419
BELOIT	9684	344	261	210	9	17	1115	200	61	
BURLINGTON	19	19	16	9		3	99	15	8	188
CLINTON	93	910	78	64	2	4	290	78	29	
CL-S	30	4	18	17		1	74	9	4	157
CL-TL	24	10	27	7			56	6	2	132
DARIEN	18	14	18	20			53	13	1	137
DELAN	49	8	25	14		2	131	26	10	265
EAST_TROY	12	7	13	10			56	3	4	105
EDGERTON	97	64	3198	63		3	389	87	19	
ELKHORN	84	17	45	15		2	217	34	11	425
EVANSVILLE	120	69	90	1231		2	358	77	32	
FONTANA	27	13	15	13			66	16	1	151
GENOA_CITY	22	8	16	13		1	67	10	2	139
JANESV_BKM					99		11			
JANESV_NS	4		4		1	273	51			
JANESVILLE	755	94	473	228	160	37	28724	403	132	
KPL-BKM	7	4	7	2			19	12	1	52
KPL-NS	63	7	21	12		1	133	28	7	272
KPL-SI	19	7	14	4		1	35	8	3	91
KPL-SW	90	14	42	37		3	205	45	9	445
KPL-UP	11	2	10	3			8	4		38
LAKEGENEVA	26	14	21	14			124	19	6	224
MILTON	125	51	118	77	1	5	850	2309	17	
ORFORDVILL	114	28	43	24		1	232	56	1011	
RACINE_BKM	2	1	4	2		1	10	3	2	25
RACINEMAIN	170	30	68	65	1	5	394	95	18	846
ROCHESTER	27	8	25	15			79	19	1	174
SHARON	6		2				16	4	1	29
UNIONGROVE	9	11	13	9			47	6	5	100
WALWORTH	18	5	18	11		1	39	9	7	108
WATERFORD	60	15	19	29	1	2	155	12	2	295
WILLIAMSBAY	15	11	24	6			85	17	1	159
WTFORDHS							3			3
									Total Non-ALS	4560

2020 June ALS items to LLS & KCLS

ALS Items to LLS & KCLS													
Checkouts													
		Item Library											
Station Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total					
BURLINGTON	79	27	9	32	153	14	9	323					
CL-S	48	9	19	9	108	10	4	207					
CL-TL	28	3	3	8	43	6		91					
DARIEN	18		3	1	12	2	1	37					
DELAVAN	49	13	18	6	79	18		183					
EAST_TROY	30	5	10	3	117	1	3	169					
ELKHORN	126	44	51	27	258	33	8	547					
FONTANA	2	1			6	2		11					
GENOA_CITY	31	8	4	1	47	5	2	98					
KPL-AD	1				1			2					
KPL-BKM	5	1			6	4		16					
KPL-NS	136	31	37	26	253	49	10	542					
KPL-SI	5		2		24	3		34					
KPL-SW	315	67	93	73	526	79	25	1178					
KPL-UP					1			1					
LAKEGENEVA	64	17	20	14	144	28	2	289					
LAKESHORES	1	4			1	6	1	13					
RACINE_BKM	17	2	1		33	3	4	60					
RACINEMAIN	402	67	106	78	757	58	20	1488					
ROCHESTER	17		4	3	16	3	5	48					
SHARON	13	2		2	8	4	1	30					
UNIONGROVE	45	8	12	8	59	5	2	139					
WALWORTH	31	5	2	5	52	5	6	106					
WATERFORD	71	15	19	15	155	18	5	298					
WILLIAMSBAY	41	11	11	7	68	4	1	143					
WTFORDHS	1							1					
	1576	340	424	318	2927	360	109	6054					
					Total KCLS	2071	Total LLS	3983					

Arrowhead - hoopla June 2020

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	1251	18	212	\$1,405.68	715	\$8,513.52	4522
Clinton Public Library	215	2	40	\$305.05	140	\$1,562.10	783
Eager Free Public Library	379	8	86	\$504.99	256	\$2,986.11	1680
Edgerton Public Library	539	6	94	\$553.51	298	\$3,071.69	1713
Hedberg Public Library	3304	66	663	\$3,989.50	1951	\$22,858.44	11952
Milton Public Library (WI)	474	7	89	\$587.20	292	\$3,515.30	1837
Orfordville Public Library	161	2	36	\$189.49	124	\$1,154.71	660
Total	6323	109	1220	\$7,535.42	3776	\$43,661.87	23147

2020 June Overdrive Statistics

Library	Ebooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holds (7-1-20)
Clinton Public Library	94	117		211	42	142
Orfordville Public Library	85	79		164	34	121
Milton Public Library	442	249		691	121	421
Eager Free Public Library	410	443		853	146	464
Edgerton Public Library	500	400		900	164	549
Beloit Public Library	1093	788		1881	323	947
Hedberg Public Library	3550	3005	5	6560	1062	2782
Total by type	6174	5081	5	11260	1892	5426

Creativebug Statistics (ALS)
June 2020 (Launched June 16, 2020)

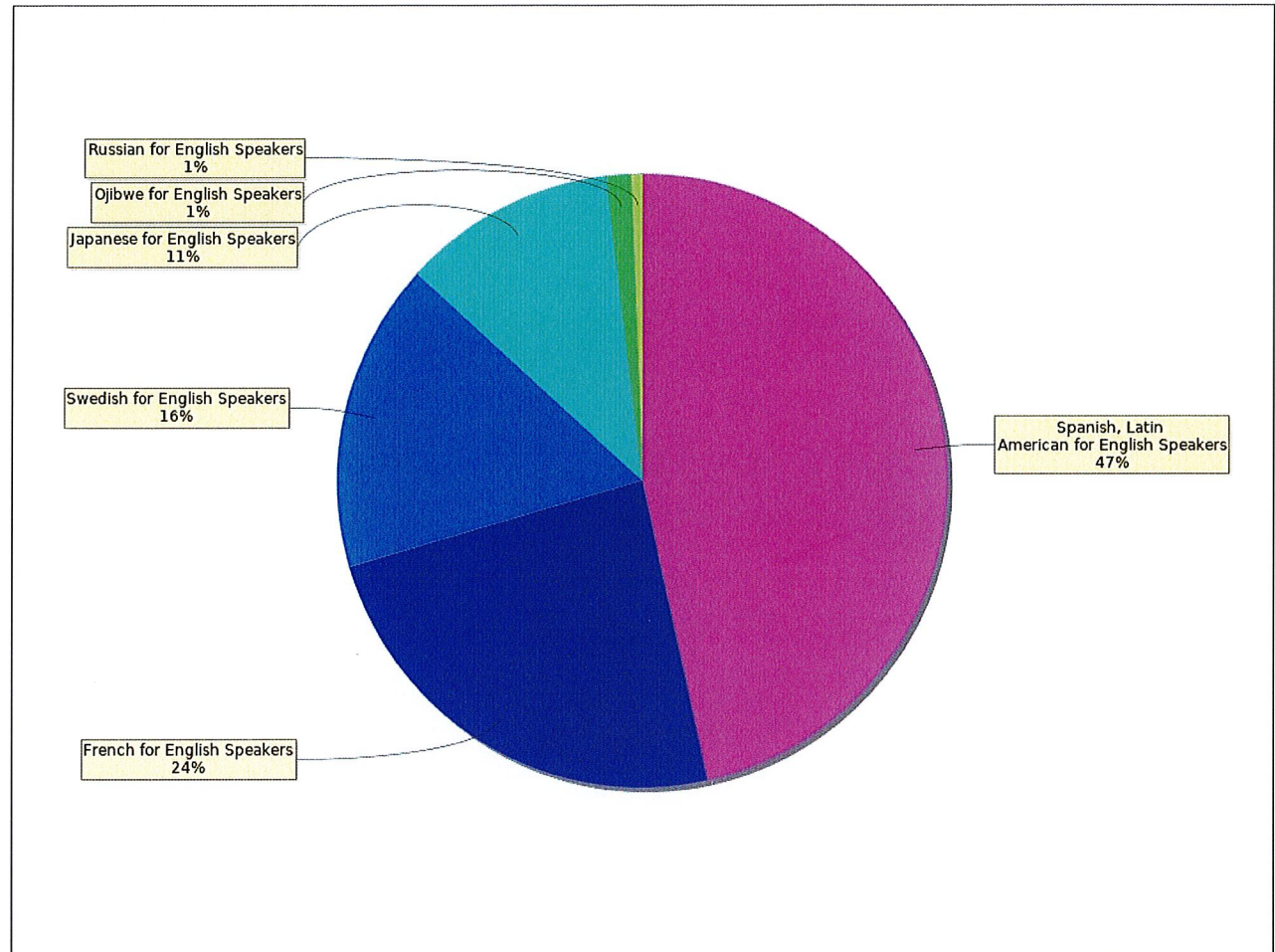
Date	Class Title	Class Category	Class	Unique Viewers	Average	Class Completions
			Duration (min)		Viewed (min)	
2020 June	Happy Little (embroidered) Clouds with Lark Rising: 10/25/19		26	1	51.9	1
2020 June	Punch Needle Coasters: 6/13/19		35.8	1	71.6	1
2020 June	Spooky Transfer Votives: 10/3/19		13.2	1	13.2	1
2020 June	Acrylic Paint Pouring: 5/1/18	Art + Design	27.2	1	54.5	1
2020 June	Acrylic Painting for Beginners	Art + Design	179.5	1	0.7	0
2020 June	Creative Doodling	Art + Design	120.2	2	3.6	0
2020 June	Cricut Crafts: Get to Know Your Machine	Art + Design	17	1	1.3	0
2020 June	Daily Painting Challenge: 31 Animals with August Wren	Art + Design	224.5	1	9.8	0
2020 June	Fashion Illustration with Mood Fabrics	Art + Design	110.2	1	55.7	0
2020 June	Foundational Figure Drawing: Heads	Art + Design	93	2	57.4	0
2020 June	Glowforge Projects: Engrave a Photo	Art + Design	7.9	1	7.9	1
2020 June	Glowforge Projects: Engraved Wooden Sign	Art + Design	10.2	1	10.2	1
2020 June	Holiday Cricut Crafts: 30 Festive Projects	Art + Design	116.2	1	14.2	0
2020 June	Illustrate in Procreate	Art + Design	98.3	1	18.5	0
2020 June	Make a Classic Macramé Plant Hanger	Art + Design	13.1	2	10.7	1
2020 June	Manga Drawing: How to Draw Faces	Art + Design	89.7	1	44.2	0
2020 June	Marbled Embroidery	Art + Design	49.2	1	1.8	0
2020 June	Orizomegami	Art + Design	12.6	1	5.7	0
2020 June	Personal Map Making - A Daily Mixed Media Practice	Art + Design	135.2	1	16.3	0
2020 June	Watercolor Lettering - A Daily Practice	Art + Design	224.7	2	8.1	0
2020 June	Watercolor Painting in the Garden	Art + Design	47.3	1	2.8	0
2020 June	Working In Acrylic Ink: A Daily Sketchbook Practice	Art + Design	304.2	1	1.2	0
2020 June	Hand-Rolled Truffles	Food + Home	13.5	1	10.3	0
2020 June	Make Homemade Marshmallows	Food + Home	19.4	1	9.5	0
2020 June	Mastering Chocolate at Home	Food + Home	15.7	1	10	0
2020 June	Raspberry Chocolate Bars: 2/14/17	Food + Home	12.3	1	49	1
2020 June	Daily Ornament Challenge: 25 Crafts to Trim Your Tree	Holiday + Party	172.5	1	8.6	0
2020 June	Mr. and Mrs. Chair Banners	Holiday + Party	33.3	1	0.6	0
2020 June	Spooky Heads in Jars: 10/31/17	Holiday + Party	13.8	1	13.8	0
2020 June	Fairy Gardens with Littles: 3/7/17	Kids	27.6	1	55.2	1
2020 June	DIY Drop Spindle: 7/17/18	Knitting	22.6	1	45.2	1
2020 June	DIY Yarn Banners	Knitting	11.3	2	1.7	0
2020 June	How to Mend Clothing	Knitting	84.6	2	47.3	0
2020 June	Kids Weaving	Knitting	21.9	1	62.9	1
2020 June	Knitting Techniques: How to Knit Fast	Knitting	1.1	2	2.3	2
2020 June	Knitting Techniques: Keeping Track of Needle Size	Knitting	1.4	1	2.9	1
2020 June	Knitting Techniques: Using Consistent Needles	Knitting	1.4	1	2.8	1
2020 June	Yarn Banner Sampler: 8/16/18	Knitting	20.6	1	41.1	1
2020 June	Artist Trading Cards	Paper	27.1	1	11	0
2020 June	Kids Japanese Side Sewn	Paper	6.9	1	8.7	0
2020 June	Planners 101: Creative Ideas for Choosing and Using a Planner	Paper	44.6	1	11.1	0
2020 June	Color Dive Half-Square Triangle Quilt	Quilting	30.7	1	1.9	0
2020 June	Improv Log Cabin Block: 11/10/16	Quilting	24.9	1	24.9	1
2020 June	Improv Patchwork for Beginners	Quilting	40.2	1	1.1	0
2020 June	Patchwork Improv: Working with Strips	Quilting	75.4	1	2.4	0
2020 June	Perfectly Pixelated Jelly Roll Quilt	Quilting	29.2	1	2	0
2020 June	Beginner Sewing: Market Tote Bag	Sewing	42.3	1	3	0
2020 June	Big Stitch Hand Quilting	Sewing	65.5	1	45.6	1
2020 June	Cozy Sweatshirt Makeover	Sewing	7	1	9	1
2020 June	Cross Stitch Pendant	Sewing	32.2	1	1.5	0
2020 June	Landscape Embroidery	Sewing	63.3	1	1.3	0
2020 June	Make a Leather Key Fob or Wristlet Strap	Sewing	14.6	1	0.4	0
2020 June	Quilt Block Oven Mitt	Sewing	28.3	1	0.7	0
2020 June	Random Ruffle T-Shirt	Sewing	16.1	1	0.9	0
2020 June	Ruler Work for Quilting	Sewing	82.8	1	5	0
2020 June	Sew a Dresden Plate Pillow	Sewing	41.1	2	10.4	0
2020 June	Sew a Linen Bucket Bag	Sewing	49.9	1	12.8	0
2020 June	Sew a Sailor Top	Sewing	46.3	1	59.1	0
2020 June	Simplicity Sewing: Classic Denim Apron	Sewing	34.7	1	13.7	0
2020 June	Woodland Wall Hanging	Sewing	46.2	1	10	19

Group Code	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	Mobile App Sessions	Mobile App Unique Users	Avg. Mobile App Session Time	Total Mobile App Session Time	Total Course Downloads	Total Vocab Lesson Downloads	KidSpeak Access Count	KidSpeak Unique Users	Avg. KidSpeak Learning Time	KidSpeak Learning Time	
system.admin	6/1/20	6/30/20	2	1	1	0	2	1	0:00:08	0:00:16	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
system.learner	6/1/20	6/30/20	141	14	6	86	13	0:22:13	31:51:09	55	4	0:03:40	3:22:25	5	20	2	1	0:00:10	0:00:20	
system.all	6/1/20	6/30/20	143	15	6	88	14	0:21:43	31:51:25	55	4	0:03:40	3:22:25	5	20	2	1	0:00:10	0:00:20	
BeloitPL	6/1/20	6/30/20	21	2	0	20	1	0:27:46	9:15:38	1	1	0:00:15	0:00:15	0	0	0	0	0:00:00	0:00:00	
ClintonPL	6/1/20	6/30/20	0	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	
EagerFreePL	6/1/20	6/30/20	19	2	1	19	2	0:18:00	5:42:16	0	0	0:00:00	0:00:00	0	0	2	1	0:00:10	0:00:20	
FedgertonPL	6/1/20	6/30/20	39	3	1	20	3	0:17:58	5:59:27	19	1	0:02:35	0:49:05	5	0	2	1	0:00:10	0:00:20	
HedbergPL	6/1/20	6/30/20	56	8	4	21	8	0:17:10	6:00:38	35	2	0:04:22	2:33:05	0	20	2	1	0:00:10	0:00:20	
MiltonPL	6/1/20	6/30/20	0	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	
OrfordvillePL	6/1/20	6/30/20	28	1	0	28	1	0:24:26	11:24:35	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00	

	All Activity	Web Activity	App Activity	KidSpeak Activity
Sessions	143	88	55	2
Unique Users	15	14	4	1
User Registrations	6	N/A	N/A	N/A
Average Session Time	N/A	0:21:43	0:03:40	N/A
Total Session Time	N/A	31:51:25	3:22:25	N/A
Course Downloads	N/A	N/A	5	N/A
Vocab Lesson Downloads	N/A	N/A	20	N/A
Average Learning Time	N/A	N/A	N/A	0:00:10
Learning Time	N/A	N/A	N/A	0:00:20

Transparent Language: Language Usage Report

Start Date: 06/01/2020
 End Date: 06/30/2020
 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: 159

Language Name	Access Count	Calculated Percentage
Spanish, Latin American for English Speakers	74	46.54%
French for English Speakers	38	23.90%
Swedish for English Speakers	26	16.35%
Japanese for English Speakers	18	11.32%
Ojibwe for English Speakers	2	1.26%
Russian for English Speakers	1	0.63%

Lynda.com Statistics
2020

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	6	6	79	84	5.48	13
Feb-19	3	1	2	2	0.2	4
Mar-19	17	14	133	138	7.19	37
Apr-19	11	6	109	138	7.28	24
May-19	7	8	42	42	1.85	13
Jun-19	7	5	81	90	5.81	21
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	51	40	446	494	27.81	112

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	2	0	0	0	0	3
Feb-19	1	0	0	0	0	1
Mar-19	1	3	9	9	0.49	7
Apr-19	2	0	0	0	0	3
May-19	2	11	80	81	3.53	11
Jun-19	1	0	0	0	0	1
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	9	14	89	90	4.02	26

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	0	0	0	0	0	0
Feb-19	2	0	0	0	0	2
Mar-19	2	3	19	19	0.97	4
Apr-19	0	0	0	0	0	0
May-19	1	0	0	0	0	1
Jun-19	1	0	0	0	0	1
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	6	3	19	19	0.97	8

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	6	4	22	23	1.62	9
Feb-19	3	7	145	149	6.84	21
Mar-19	3	4	49	50	2.9	11
Apr-19	3	1	2	2	0.03	4
May-19	6	6	68	70	3.73	20
Jun-19	2	1	26	27	1.26	5
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	23	23	312	321	16.38	70

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	19	32	242	264	17.29	63
Feb-19	18	27	266	287	16.88	65
Mar-19	30	42	429	453	30.89	86
Apr-19	24	39	383	399	22.08	77
May-19	14	37	426	459	25.91	53
Jun-19	20	23	317	339	18.75	66
Jul-19						

Lynda.com Statistics
2020

Aug-19
Sep-19
Oct-19
Nov-19
Dec-19

	125	200	2063	2201	131.8	410
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	22	235	239	12.06	18
Feb-19	2	4	40	41	2.82	8
Mar-19	4	0	0	0	0	5
Apr-19	3	4	39	39	2.16	6
May-19	2	5	75	76	5.48	5
Jun-19	1	2	12	12	0.77	3
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	14	37	401	407	23.29	45
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	0	0	0	0	0	0
Feb-19	0	0	0	0	0	0
Mar-19	2	7	149	179	9.13	17
Apr-19	2	32	576	587	32.93	34
May-19	2	11	208	220	11.93	18
Jun-19	0	0	0	0	0	0
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	6	50	933	986	53.99	69
Total	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
	234	367	4263	4518	258.26	740

Patrons	Library Card	Course Title	Session	Enrollment Date	Verification	Last Login	Time Spent (minutes)	Completion Status	Enrolled
Beloit Public Library									17
1	2.1537E+13	Total Quality Fundamentals	May-20	5/24/20	Verified	6/9/20 15:07	655	Incomplete	
	2.1537E+13	Basic CompTIA A+ Certification Prep	May-20	5/15/20	Verified	6/6/20 13:03	1635	Incomplete	
2	2.1537E+13	Writerific: Creativity Training for Writers	May-20	5/18/20	Verified	5/18/20 17:04	208	Incomplete	
3	2.1537E+13	Introduction to Microsoft Excel 2016	May-20	4/22/20	Unverified	4/22/20 6:14	0	Incomplete	
	2.1537E+13	Beginning Conversational French	May-20	4/22/20	Unverified	4/22/20 6:14	0	Incomplete	
4	2.1537E+13	Growing Plants for Fun and Profit	May-20	4/16/20	Unverified	4/20/20 8:06	0	Incomplete	
	2.1537E+13	Start Your Own Small Business	May-20	4/16/20	Unverified	4/20/20 8:06	0	Incomplete	
5	2.1537E+13	Introduction to Lightroom Classic CC	May-20	4/2/20	Unverified	4/2/20 7:32	0	Incomplete	
6	2.1537E+13	Introduction to PC Troubleshooting	May-20	5/4/20	Verified	6/23/20 5:44	666	Completed	
7	2.1537E+13	Solving Classroom Discipline Problems II	May-20	4/30/20	Verified	6/24/20 9:14	1672	Completed	
	2.1537E+13	Differentiating K-12 Assessments	May-20	4/30/20	Verified	6/23/20 11:26	930	Incomplete	
	2.1537E+13	Certificate in Meditation	May-20	4/30/20	Verified	6/26/20 10:24	250	Incomplete	
8	2.1537E+13	Discover Sign Language	May-20	5/17/20	Verified	5/18/20 13:47	316	Incomplete	
9	2.1537E+13	Spanish for Medical Professionals	May-20	5/20/20	Unverified	5/20/20 11:29	151	Incomplete	
10	2.1537E+13	Become an Optical Assistant	May-20	2/17/20	Unverified	3/10/20 14:50	0	Incomplete	
11	2.1537E+13	Nonprofit Fundraising Essentials	May-20	5/8/20	Unverified	6/19/20 6:46	0	Incomplete	
12	2.1537E+13	How to Get Started in Game Development	May-20	5/14/20	Unverified	5/14/20 13:54	142	Incomplete	
Hedberg Public Library									48
1	2.1828E+13	Accounting Fundamentals	May-20	4/27/20	Verified	5/18/20 18:00	1393	Incomplete	
2	2.1828E+13	Discover Sign Language	May-20	5/11/20	Verified	6/17/20 17:24	2539	Incomplete	
3	2.1828E+13	Creating Mobile Apps with HTML5	May-20	4/9/20	Unverified	5/17/20 9:05	257	Incomplete	
	2.1828E+13	Enhancing Language Development in Childhood	May-20	4/9/20	Unverified	7/1/20 23:18	0	Incomplete	
4	2.1828E+13	Introduction to PC Security	May-20	5/22/20	Verified	6/22/20 12:55	3746	Completed	
5	2.1828E+13	Introduction to Microsoft Outlook 2010	May-20	5/1/20	Unverified	5/19/20 19:43	132	Incomplete	
	2.1828E+13	Keys to Effective Communication	May-20	5/1/20	Verified	6/20/20 18:40	680	Incomplete	
6	2.1828E+13	CompTIA Security+ Certification Prep 1	May-20	3/29/20	Verified	6/27/20 0:01	6572	Incomplete	
7	2.1828E+13	Get Grants!	May-20	4/13/20	Verified	7/3/20 19:04	668	Completed	
8	2.1828E+13	Creating WordPress Websites	May-20	5/19/20	Verified	5/21/20 15:57	310	Incomplete	
	2.1828E+13	Merrill Ream Speed Reading	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Get Assertive!	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Listen to Your Heart, and Success Will Follow	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Introduction to Chemistry	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Start Your Own Edible Garden	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Real Estate Law	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Discover Sign Language	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Beginning Conversational French	May-20	5/19/20	Verified	5/21/20 10:46	178	Incomplete	
	2.1828E+13	Romance Writing	May-20	5/19/20	Verified	5/21/20 23:33	179	Incomplete	
	2.1828E+13	Drawing for the Absolute Beginner	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Certificate in Food, Nutrition, and Health	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Introduction to Biology	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
	2.1828E+13	Medical Terminology II: A Focus on Human Disease	May-20	5/19/20	Unverified	6/19/20 10:51	0	Incomplete	
9	2.1828E+13	Keys to Effective Communication	May-20	5/12/20	Verified	6/22/20 19:00	1546	Completed	
10	2.1828E+13	Certificate in Perinatal Issues (Self-Paced Tutorial)	May-20	5/23/20	Unverified	5/24/20 6:41	0	Incomplete	
11	2.1828E+13	Discover Sign Language	May-20	5/12/20	Unverified	5/17/20 10:56	51	Incomplete	
12	2.1828E+13	Certificate in Energy Medicine	May-20	4/29/20	Unverified	4/29/20 14:25	0	Incomplete	
	2.1828E+13	Speed Spanish III	May-20	4/29/20	Unverified	4/29/20 14:25	0	Incomplete	
	2.1828E+13	Get Grants!	May-20	4/29/20	Unverified	4/29/20 14:25	0	Incomplete	
	2.1828E+13	Introduction to Microsoft Excel 2016	May-20	4/29/20	Unverified	4/29/20 14:25	0	Incomplete	
13	2.1828E+13	Introduction to Internet Writing Markets	May-20	4/24/20	Verified	6/24/20 10:06	648	Completed	
14	2.1828E+13	Discover Sign Language II	May-20	5/8/20	Unverified	6/29/20 20:21	0	Incomplete	
15	2.1828E+13	Nonprofit Fundraising Essentials (Self-Paced Tutorial)	May-20	5/20/20	Unverified	5/20/20 15:26	0	Incomplete	
	2.1828E+13	Introduction to Microsoft Excel 2019/Office 365	May-20	5/20/20	Unverified	5/20/20 15:26	0	Incomplete	
	2.1828E+13	Beginning Writer's Workshop	May-20	5/20/20	Unverified	5/20/20 15:26	0	Incomplete	
	2.1828E+13	Microsoft Excel - Pivot Tables (Self-Paced Tutorial)	May-20	5/20/20	Unverified	5/20/20 15:26	0	Incomplete	
	2.1828E+13	Introduction to Microsoft Excel 2013 (Self-Paced Tutorial)	May-20	5/20/20	Unverified	5/20/20 15:26	0	Incomplete	
	2.1828E+13	Introduction to Microsoft Excel 2016 (Self-Paced Tutorial)	May-20	5/20/20	Unverified	5/20/20 15:26	0	Incomplete	
16	2.1828E+13	Speed Spanish II	May-20	5/13/20	Verified	5/15/20 11:29	331	Incomplete	
17	2.1828E+13	Empowering Students With Disabilities	May-20	4/28/20	Unverified	4/28/20 10:55	0	Incomplete	
	2.1828E+13	Teaching Students With Learning Disabilities	May-20	4/28/20	Unverified	4/28/20 10:55	0	Incomplete	
	2.1828E+13	Teaching Students With ADHD	May-20	4/28/20	Unverified	4/28/20 10:55	0	Incomplete	
18	2.1828E+13	Luscious, Low-Fat, Lightning-Quick Meals	May-20	4/29/20	Verified	6/16/20 12:34	328	Incomplete	
	2.1828E+13	Music Made Easy	May-20	4/29/20	Unverified	5/24/20 7:03	7	Incomplete	
	2.1828E+13	Speed Spanish	May-20	4/29/20	Verified	7/3/20 14:40	4102	Completed	
19	2.1828E+13	Integrating Technology in the Classroom	May-20	5/13/20	Verified	6/23/20 13:18	1222	Completed	
20	2.1828E+13	Certificate in Food, Nutrition, and Health	May-20	4/30/20	Unverified	5/18/20 15:24	753	Incomplete	

2.1828E+13	Certificate in Wellness and the Environment	May-20	4/30/20	Unverified	5/18/20 8:33	0	Incomplete
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Edgerton Public Library

5

1	2.4511E+13	Introduction to Microsoft Project 2016	May-20	5/20/20	Unverified	5/21/20 5:15	139	Incomplete
	2.4511E+13	Introduction to Microsoft Word 2016	May-20	5/20/20	Verified	6/22/20 14:25	1733	Completed
	2.4511E+13	Introduction to Microsoft Excel 2016	May-20	5/11/20	Verified	6/22/20 10:48	1801	Completed
2	2.4511E+13	Discover Sign Language	May-20	4/29/20	Verified	6/18/20 22:34	1650	Incomplete
3	2.4511E+13	Certificate in Infectious Diseases and Infection Control	May-20	5/12/20	Verified	5/15/20 14:17	565	Incomplete

Eager Free Public Library

5

1	2.5353E+13	Real Estate Law	May-20	5/8/20	Verified	7/3/20 22:24	2607	Completed
2	2.5353E+13	Helping Elderly Parents	May-20	4/22/20	Verified	6/19/20 8:25	336	Completed
	2.5353E+13	Keys to Effective Communication	May-20	4/22/20	Verified	6/19/20 20:00	699	Completed
3	2.5353E+13	Keys to Effective Communication	May-20	5/4/20	Unverified	6/18/20 4:19	0	Incomplete
4	2.5353E+13	Drawing for the Absolute Beginner	May-20	4/24/20	Verified	7/3/20 20:39	5072	Completed

Orfordville Public Library

7

1	2.9229E+13	Introduction to Natural Health and Healing	May-20	5/13/20	Verified	6/2/20 17:41	199	Incomplete
	2.9229E+13	Get Assertive!	May-20	5/13/20	Verified	6/19/20 13:40	230	Incomplete
	2.9229E+13	Interpersonal Communication	May-20	5/13/20	Unverified	5/13/20 10:07	138	Incomplete
	2.9229E+13	Photographing People With Your Digital Camera	May-20	5/13/20	Verified	6/2/20 20:11	228	Incomplete
3	2.9229E+13	Mystery Writing	May-20	4/3/20	Verified	6/22/20 12:44	910	Completed
	2.9229E+13	Romance Writing	May-20	2/9/20	Verified	6/22/20 13:22	968	Completed
	2.9229E+13	Small Business Marketing on a Shoestring	May-20	2/9/20	Verified	6/22/20 15:32	1533	Completed

STUDENT COMMENTS

May-20 CompTIA Security+ Certification Prep 1

The assignments were difficult to figure out.

May-20 Drawing for the Absolute Beginner

My goal was to keep up with this class, and I did. It was a lot of reading and video watching but well worth the knowledge I gained. I do feel for a drawing class I would have been more focused if this was held face to face. That's me though. Nothing to do with the instructor or class.

May-20 Helping Elderly Parents

Thank you for this opportunity!

May-20 Introduction to PC Troubleshooting

I think the course should be updated from Windows 7 or vista.

May-20 Keys to Effective Communication

Thank you for this very helpful course! I look forward to incorporating the knowledge gained here in my interactions with people!

Arrowhead Library System Information Center

[Dashboard](#)[Student Search](#)[Reports](#)[Resources](#)

May 2020

Lifetime

Month

Session

Date Range: MM/DD/YYYY to MM/DD/YYYY

82

total enrollments

642

total course logins

51,094

total minutes in class

Top 20 Courses

Course	Students
Discover Sign Language	5
Keys to Effective Communication	4
Introduction to Microsoft Excel 2016	3
Get Assertive!	2
Drawing for the Absolute Beginner	2
Beginning Conversational French	2
Get Grants!	2
Real Estate Law	2
Romance Writing	2
Certificate in Food, Nutrition, and Health	2
Introduction to PC Troubleshooting	1
Basic CompTIA A+ Certification Prep	1
Writeriffic: Creativity Training for Writers	1
Speed Spanish	1
Introduction to Natural Health and Healing	1
Growing Plants for Fun and Profit	1
Accounting Fundamentals	1
Helping Elderly Parents	1
Introduction to Internet Writing Markets	1
Merrill Ream Speed Reading	1

[View Course Activity](#)

New Courses

Course	Date Added
Intermediate QuickBooks Online	05/12/2020
Discover Sign Language II	04/07/2020
Veterinary Medical Terminology	03/17/2020
Introduction to the Medical Laboratory	02/26/2020
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



Trustee Training Week 2020

Registration is open for Trustee Training Week 2020, August 24 - 28. Webinars will be held each day from 12:00 noon - 1 p.m. Register for one or all of the webinars. If you're not able to attend live, the webinars will be recorded for later viewing.

Trustee Training Week 2020 Presentations

Core Values of Librarianship

Monday, August 24

Presenter: [Jessamyn West](#)

Librarianship as a profession has a set of core values. But where do they come from, and what do they mean? Library technologist Jessamyn West will talk about the things that make up the core values of librarianship and discuss the tensions that exist between some of them.

<https://register.gotowebinar.com/register/2990529096090229505>

Recruiting and Engaging Friends and Trustees Under Age 40

Tuesday, August 25

Presenter: [Madeline Jarvis](#) and [Tess Wilson](#)

Millennials are more likely than other adults to have visited the library recently. However, most Friends and Trustee boards do not have even a single Millennial member (Pew 2016, ALA 2018). What accounts for this discrepancy, and how can we rectify it? Learn how to attract Millennials to your Friends group and Board of Trustees, and turn the largest generation of library users into your best advocates.

<https://register.gotowebinar.com/register/8534386570104265217>

Public Library System Redesign (PLSR) Implementation Update

Wednesday, August 26

Presenter: [Bruce Smith](#)

Throughout the response to the public health event, the Department of Public Instruction Division for Libraries and Technology, Public Library Systems, Public Libraries and other partners have been extraordinarily collaborative in our efforts to support the Wisconsin library community. These efforts have allowed us to see new ways for how libraries and systems can be connected and work together in the spirit of [PLSR](#). Through this lens of cooperation and continuous improvement as libraries bounce back from the impact of the pandemic, we

continue to move our efforts forward to implement the recommendations of the [PLSR Steering Committee](#). This presentation will include an overview of the PLSR process and an update on the progress of implementing the seven recommendations including information about specific activities and timelines. There also will be time for questions, comments, and input from attendees.

<https://register.gotowebinar.com/register/2954467313722456321>

Equity, Diversity, Inclusion: What Library Trustees Need to Know

Thursday, August 27

Presenter: [Anne Phibbs](#)

Equity, diversity, and inclusion (EDI) impacts all communities and all aspects of librarianship. Library Boards of Trustees have an important role in supporting EDI and related initiatives. This webinar will help trustees and library directors understand how to incorporate EDI into policy development, strategic planning, funding initiatives, board development, and more. Anne will present a variety of interactive scenarios in which EDI issues are a factor, with time for Q&A and discussion. In this webinar, Anne Phibbs, PhD, Founder and President of Strategic Diversity Initiatives, will give a basic introduction to EDI and discuss what library trustees and boards need to know about EDI.

<https://register.gotowebinar.com/register/1208287817674667009>

Walk the Line: How Trustees Can Best Lead Their Libraries Without Overstepping Their Authority

Friday, August 28

Presenter: [Becky Spratford](#)

Being a Trustee is an important job. You are part of a team that represents the tax payers, oversees the Library Director, and advocates for libraries. However, where exactly do your duties end and the Library staff's begin? This line, while very clear from a legal standpoint, can become a bit fuzzy in practice. Join Becky Spratford, a 20+ years librarian and 5 term library trustee as she helps you understand how to walk the fine line between being a leader and being in the way. She will go over how you as a Trustee can best help the Library thrive, noting when you should step in but also when you should back off, strengthening all of Wisconsin's Libraries in the process.

<https://register.gotowebinar.com/register/5542530768530457857>

Wisconsin Trustee Training Week (TTW) was developed in 2014 by Jamie Matczak at the Nicolet Federated Library System with the goal of providing high-quality webinars to public library boards, friends, and trustees in Wisconsin. Since 2015, TTW has been coordinated by Jean Anderson at the South Central Library System.

CHARTER

ARROWHEAD LIBRARY SYSTEM

2021

Objectives and Standards

The key objective of the Arrowhead Library System (ALS) is to facilitate equitable access to information and improve library operations to provide cost-effective and responsive services for all users. It will be accomplished by satisfying the following commitments:

- A. Public Service Commitment - To provide open access to information and library service to all Rock County residents as effectively and cost efficiently as possible.
- B. Intergovernmental Commitment - To work with local, county, state and federal agencies to coordinate and provide library services in ALS in compliance with state mandates.
- C. Management Commitment - To be accountable to the Arrowhead Library System Board, County Board, and the Division for Libraries and Technology (DLT) for managing the programs of the ALS in an effective, efficient, and professional manner. To be responsible for performing functions required of the ALS under Wisconsin Statutes.

Service Statements and Tasks

- A. Provide open access to quality library service to the 35,000 county residents of Rock County who do not maintain their own library.
 - 1. Equitably reimburse the public libraries in Beloit, Clinton, Edgerton, Evansville, Janesville, Milton and Orfordville for providing library service to residents outside these municipalities. 43.12
 - 2. Maintain and monitor reimbursement program to the public libraries in adjacent counties for serving Rock County residents. 43.12

- B. Provide Rock County residents with access to materials in school, academic and special library collections in Rock County, and to libraries in the rest of the State.
1. Maintain area-wide interlibrary loan program and participation in statewide interlibrary loan network. 43.24(2)(d)
 2. Promote and monitor the Infopass Program.
 3. Provide Rock County residents walk-in access to public libraries throughout the state by means of agreements with 14 other Wisconsin library systems. 43.24(2)g
 4. Provide a shared Rock County Catalog – SHARE for the 7 member libraries
 5. Integrate SHARE into the WISCAT Z-Catalog to ensure the accuracy of Rock County's WISCAT records.
 6. Continue multitype library system services through a "fee for service" program for non-public libraries in the system area. 43.24(2)(L)
 7. Provide delivery service five days a week to all Arrowhead Library System public libraries. 43.24(2)(fm)
 8. Participate in the State-wide Delivery Network.
 9. Maintain contract with Hedberg Public Library, Janesville to provide back-up reference services to member libraries. 43.24(2)(b)
- C. Expand and coordinate the cost-effective use of computer and communication technologies by ALS and system libraries.
1. Assist ALS libraries in the use of technology to provide better and more efficient library services.
 2. Assist area librarians in becoming knowledgeable about and taking advantage of, developing technologies to provide improved reference and resource sharing in Rock County.
 3. Provide shared access to fee-based reference products via the Internet.
 4. Provide ALS libraries access to and assist them in the use of the Internet for information and communication.
 5. Assist residents of Rock County in effective use and evaluation of electronic resources.
- D. Enhance and improve the knowledge and skills of library directors, staff, and trustees. 43.24(2)(e)
1. Support the continuing education needs of library staff. 43.24(2)(e)
 2. Select books and journals for the professional collection in coordination with area libraries in order to minimize duplication.
 3. Consult with libraries on problems and areas of concern on a regular basis and by special request. 43.24(2)(h)

E. Together with area libraries and other service institutions, provide inclusive services to library users. Inclusive services reflect equity and accessibility for all members of the community. 43.24(2)(k)

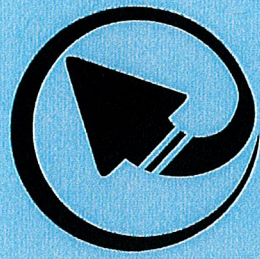
1. Provide deposit collections of books and other library materials in Rock County's nursing homes, health care and correctional institutions.
2. Continue to encourage and assist libraries in providing materials and services to combat illiteracy and unemployment, and to respond to the special needs of the elderly and visually and hearing-impaired persons.
3. Work with member libraries to implement provisions of the Americans with Disabilities Act.

F. Increase awareness about library services by Rock County residents.

1. Distribute public service announcements to radio and television stations in the area.
2. Send out regular news releases to area newspapers.
3. Produce flyers, brochures, bookmarks, and other materials.
4. Work with libraries in developing and implementing their own public information programs.
5. Coordinate countywide library special events and observances.
6. Provide a newsletter, the Monthly Memo, to all member libraries.

G. Provide special programs and services for children and adults, which supplement individual library programs and services.

1. Coordinate special activities during the Summer Reading Program.
2. Coordinate activities, which foster reading readiness for preschoolers.



Arrowhead Library System



Strategic Plan 2020-2023

The mission of ALS is to facilitate equitable access to information and improved library operations to provide cost-effective and responsive services for all users. In support of this collaborative effort, the system is defined as its member libraries, System Staff and the System Board. ALS is not a substitute for local and county planning and financial support.

Introduction and Overview

Arrowhead Library System was established in 1974 to coordinate and expand Rock County's public library services. All Rock County residents benefit from enhanced, cost-effective library services through the continued cooperation of ALS and its member libraries. ALS provides members with delivery services, access to consulting and continuing education resources, interlibrary loan support, contracts with Lakeshores Library System to provide full support of the shared integrated library system (ILS) that all ALS member libraries use, and provides outreach and marketing expertise.

In order to guide decisions and priorities for the next years, the Arrowhead Library System staff and Board undertook a strategic planning process that brought together representatives from all member libraries. Building a strategic plan with the membership as part of the process guarantees the work of the system is always centered around those it serves. This has always been the case, but the context in which this plan was written makes this even more important.

This plan, especially the goal to develop an exploration process for system merger, leaves both the system and its member libraries both prepared and empowered. ALS has limited resources and may face funding decreases in the wake of COVID-19, library closures, and the resulting economic challenges. It is critically important that decisions made allow for both a continuation of existing successful services and additional services identified in the planning process. One way to meet member needs is to merge with another system, thus increasing capacity and resources. However, that process must be done carefully and thoughtfully and it must critically consider the benefits and disadvantages for the system and its members.

Fortunately, the system has a strong foundation and recently went through an instructive and ultimately successful process to identify and review possible ILS upgrade options for the Arrowhead Library System that resulted in an ILS merger with the Lakeshores Library System's SHARE. The ILS merger process had representation from member libraries and any merger exploration process must have the same. It must also be based upon data, a shared and articulated vision of the process and its outcomes, and must rely upon consensus. Just like all aspects of system operations, the work accomplished is for the greater good of all the libraries and the communities they represent. Therefore, consensus is critical even in the creation of the exploration process.

When this strategic planning process was begun, library and system operations were occurring as expected. Doors were open, books were delivered amongst members, meetings took place in shared spaces. Nobody expected a global pandemic to interrupt those operations, but it did and the system and member libraries responded to it with flexibility and composure and saw the unique conditions as an opportunity to think about system needs when faced crisis, whether a pandemic, catastrophic flood, power outage, or some other large scale disaster.

This plan articulates the important directions for our library system during this time of historic change and acts as guide for us we work to continually improve services to our members so they in turn can continue to provide the very best service to the communities they serve. Because of the nature of the plan's objectives, this plan is in effect 2020-2023.

Process

The process and timeline originally conceived was modified in light of the COVID-19 pandemic and the Safer at Home orders that closed libraries and limited travel. However, through flexibility and creativity, the goals of the process were met through planning team surveys and a virtual meeting to determine the goals and objectives of the plan.

Information gathering and understanding of member needs were critical. Two surveys were administered to ALS Trustees, Staff, and Member Library Directors during the process. The initial survey was made up of two sections, the first asking for input to determine what support and leadership roles the system could fulfill or enhance, if any, and the second exploring bigger picture strategic options. The survey was completed by 21 people, 10 ALS Trustees, 7 member library directors, and 4 system staff persons. The results made the following clear:

- Overwhelmingly, respondents indicated the primary support roles for the system were related to education, coordination and collaboration, and making connections in areas such as developing partnerships, marketing and communication, and programming support, and
- There was wide support for the development of an exploration process for system merger, though the process, and any possible merger, would need to be inclusive and carefully constructed.

With these results in mind, a second survey was administered to more fully understand what a merger process might look like. It was at this point that the Safer at Home order was put in place and libraries faced massive and sudden change. Therefore, the survey asked about immediate needs related to the pandemic and needs that might have been exposed that should be considered in longer term planning. This survey was completed by 12 respondents, 5 library directors, 4 board members, and 3 ALS staff members. The survey results indicated:

- Support for a merger exploration process that is inclusive, data informed and will examine both the benefits and the costs of a potential system merger,
- Need for system guidance, advocacy, and priority support for priority services during a time of crisis; and
- A need to find new and strengthen existing collaborations to improve services and build upon each other's expertise, especially related to consulting and continuing education.

With the survey results as its basis, the library system director and consultants at WiLS drafted a framework of strategic goals and objectives, along with potential activities to accomplish the objectives. This framework was reviewed and improved at a virtual meeting held on May 11 and attended by system staff, trustees, and member library directors. A revised draft was then shared with system library directors at a monthly meeting.

Approved [DATE]

Goals and Objectives

Strategically Supporting Member Libraries Through Crisis

The COVID-19 health crisis has made clear that ALS members have unique needs during a pandemic, however, the System can support members through this crisis and future crises, from flooding to power outages, by sharing guidance, providing advocacy and advocacy tools, and supporting critical services and the missions of the member libraries.

Objectives

- Develop or share guidance and best practices by working with experts and partners across the state to ensure safe work environments, best meet community needs, and reduce duplication of efforts.
- Library advocacy is always a critical need, but even more so during a time of crisis. ALS will help member libraries tell their stories to stakeholders, with action and tools, to ensure libraries have resources to continue offering critical community services.
- Resource sharing, library material delivery, technology support, and the literacy mission of libraries are critical services, especially when communities are faced with crisis. ALS will continue to support critical services in critical times.

Develop a System Merger Exploration Process

ALS is made up of member libraries that are highly collaborative and has a system staff with incredible talents. There is a high level of satisfaction with current system services, but member libraries are interested in developing and coordinating connections and increasing their access to consulting and learning opportunities. A system merger could increase partnerships and access to resources, but any merger would need to be accomplished through a careful process of learning and planning. ALS will work with stakeholders to develop an inclusive, data informed process to examine both the benefits and the costs of a potential system merger.

Objectives:

- Create an exploration process that is inclusive of and responsive to the different needs of participants, including system staff, member libraries and the communities they serve.
- Articulate and document the objectives that should be met for a successful merger to occur, with a clear and shared understanding of the criteria that should be considered in the exploration process.
- Perform an analysis of past library system merger examples to learn from the processes and outcomes.
- Consult experts to understand and form the best merger process possible.

Supporting Member Libraries Continuing Education and Consulting Needs

Even as the System forms an exploratory process for a system merger, member library needs must be supported. ALS will find new and strengthen existing collaborations to improve services and build upon each other's expertise.

Objective:

- Facilitate coordination of group efforts and collaborations among member libraries and with other libraries or partners to provide access to consulting services and continuing education.

Implementation and Communication

The ALS Director and staff will work in conjunction with the ALS Board of Trustees to prioritize, identify service goals, and coordinate activities from this plan. The System will consider available resources, including funding and staff time; changing conditions locally, regionally and statewide; and opportunities that arise to innovate during the implementation of the plan.

The ongoing planning process for the library will include project management, assessment, communication and re-prioritization activities to ensure the goals of the plan are realized with flexibility to adapt as needed. The System will regularly communicate progress made on the goals laid out in this plan to both the Board of Trustees and System members.

Steve Platteter

From: noreply+feedproxy@google.com on behalf of Latest WI Libraries for Everyone Stories
<noreply+feedproxy@google.com>
Sent: Tuesday, July 7, 2020 7:59 AM
To: Steve Platteter
Subject: WI Libraries For Everyone: Annual Report Summer Programming Update

WI Libraries For Everyone: Annual Report Summer Programming Update



Annual Report Summer Programming Update

Posted: 06 Jul 2020 12:06 PM PDT

Monday, July 6, 2020

The Wisconsin public library annual report is currently being evaluated through the lens of the pandemic. There will be updates to the programming stats (especially virtual), and many other areas as well. In the meantime, continue to keep track of what you are doing, who you are reaching, and how you know.

Local Data Counts

It is important to communicate in a meaningful way to your library board how you have served the community during this public health crisis by adapting services. This includes virtual storytimes, grab and go bags, interactive social media posts, phone calls to patrons, newspaper articles, community partnerships for meal and book delivery....the list goes on and on. The numerous ways in which you serve your community have never, and will never, be captured in totality on the public library annual report; there are simply too many locally specific and creative means of providing library service. Use local data to tell your library's story *year round*. This is the essence of everyday advocacy--the best insurance policy to invest in.

Definitions and Tracking

We have made extensive resources available in the [Wisconsin Public Library Annual Report Instructions](#) "Library Programs" section to help you determine what counts as a program or self-directed activity, and what does not. If your library offers programs or self-directed activities as defined by state and federal reporting, being uniform and consistent with your data is critical. If your library offers something that does not fit the state and federal definitions (which is highly likely), make it count for your local library. The new [Programming and Activity Count tracker workbook](#) (downloads an Excel file) and corresponding [video tutorial](#) demonstrate ways to maximize local, state, and federal data points. You can now also find the [Programming and Activity Count tracker workbook in Google Sheets](#) for enhanced collaboration - just sign in to your Google account and make a copy.

Virtual Efforts

When thinking about quantifying your library's efforts to provide programming virtually - whether that be livestreaming on social media, recording programs and posting the recording to a video sharing website, or some other method for connecting with your library users - be sure you are tracking that attendance in a way that is meaningful to your library.

For the Wisconsin Public Library Annual Report, it is important to remember if you are providing virtual programming for your users you may only include **livestreaming views and live interactions with programs** in the Programs and Program Attendance Annual Count portion of the annual report. Views of program recordings (after the fact) are not counted on the annual report, though you are encouraged to share those numbers with your library board if you track them.

Grab and Go Efforts

When thinking about grab and go bags, or similar packaged independent activities, consider keeping track of how many were distributed, where, when, etc. Depending on the details of your grab and go bag structure, it could potentially count as a self-directed activity *if* the grab and go bags have a report-back feature. For example, an independent reading log activity is a classic self-directed activity. With an independent reading log activity, libraries distribute a number of reading logs, and participants usually turn their sheets in at the end as a means of reporting back to the library. With grab and go bags, consider how you will know how many grab and go bags were distributed versus actually used.

While self-directed activity numbers are counted on the state level, the importance really matters on a local level, and your counting practices reflect this. If you, or someone else, were to do grab and go bags, or something similar, next year or 5 years from now, the means of tracking should stay consistent to get the best data.

Managing Expectations

Every metric we are conditioned to use in our libraries has limited value right now. Statistics cannot accurately convey the ways we are responding to our communities through service, especially when one of those ways is to give everyone space (social distance and emotional distance). Regarding statistics, it comes down to managing expectations and letting go of certain numbers. We are used to reporting on the quantity, but this is an opportunity to focus on the quality.

Telling Your Story

We anticipate seeing a decline in hours and weeks open to the public, program numbers and program attendance, circulation of traditional materials, and public computer use in Wisconsin public libraries. Rather than focus on what is out of your control, communicate what you are doing and the impact it is having. *Be specific and share examples of patron interactions and patron feedback.* Whether it was helping someone get a printed document in the nick of time or providing hand-selected titles for an avid reader stuck at home, or the thank you notes from your virtual storytime fans or the caregivers grateful for your grab and go kits, you are making a difference. **Telling your story to your community and being available to serve them is the most important thing you can do right now.**

Written by:

Tessa Michaelson Schmidt

Public Library Consultant

Image [source](#)

Tags

- Administration & Data
- Services & Programs

*For questions about this information, contact **Tessa Michaelson Schmidt** (608) 267-5077*

- **[Read more about Annual Report Summer Programming Update](#)**

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ALS Librarians Meetings 2020

9:30 a.m.

Meeting Date	Location	Chair
Wednesday, January 15	ALS	Mary Bieber
Wednesday, February 19	ALS	Sarah Strunz
Wednesday, March 18	Remote	Kirsten Almo
Wednesday, April 15	Remote	Ashlee Kunkel
Wednesday, May 20	Remote	Bryan McCormick
Wednesday, June 17	Remote	Nick Dimassis
Wednesday, July 15	EFPL or Remote	Megan Kloeckner
Wednesday, August 19	CPL or Remote	Mary Bieber
Wednesday, September 23	OPL or Remote	Sarah Strunz
Wednesday, October 21	ALS or Remote	Ashlee Kunkel
Wednesday, November 18	ALS	Bryan McCormick
Wednesday, December 16	ALS	Nick Dimassis