

**Arrowhead Library System
Librarians Meeting via Zoom
Wednesday, February 17, 2021
9:30 a.m.**

Join GoToMeeting: <https://global.gotomeeting.com/join/710683725>

Meeting ID: 710-683-725

Dial in: [+1 \(872\) 240-3311](tel:+18722403311)

1. Call to order 9:30a.m. – Chair – Sarah Strunz
 2. Secretary – Tovah Anderson
 3. Approval of the January 2021 Minutes
 4. Unfinished Business
 - a. Shared System
 1. Share update
 - a. Delivery Update
 - b. January 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. Covid-19 Updates
 - h. Youth Services update- Jeni Schomber
 - i. Public Library System Redesign Project
 - j. ALS Board Report – Sarah Strunz
 5. New Business
 - a. 2021 ALS & member library annual reports
 - b. 2020 SHARE lost items reconciliation charges
 - c. Current ALS Board
 6. ALS Activities
 7. Activities in Member Libraries
 8. Adjourn
- Dates to Remember:**
ALS Board Meeting – March 10th – 6:00 pm @ remote

**Arrowhead Library System
Librarians Meeting via Zoom
Wednesday, January 20, 2020
9:30 a.m.**

Join GoToMeeting: <https://global.gotomeeting.com/join/710683725>

Meeting ID: 710-683-725 Dial in: [+1 \(872\) 240-3311](tel:+18722403311)

Attendees: Steve Platteter, Tovah Anderson, Sarah Strunz, Kirsten Almo, Charles Teval, Joseph Langer, Megan Kloeckner, Ashlee Kunkel Guests: Jim Novy, Steve Ohs

1. Call to Order 9:32 a.m. – Sarah Strunz
2. Secretary – Tovah Anderson
3. Approval of the December 2020 Minutes
 - a. Motion: Kirsten Almo
 - b. Second: Megan Kloeckner
 - c. Vote: Unanimous
4. Unfinished Business
 - a. Shared System
 - i. SHARE Update: Patron notification changes–1. if emails bounce back their account preference automatically changes from email to phone, and recues the notification. 2. Having emails going to addresses of certain providers flag us as spam. If email address is on the list of troublesome providers they get a link-less email instead of the HTML email.
 1. Delivery Update: Nothing new to report, all is well.
 2. December Statistics: Dec. and annual statistics In packet.
 3. Items for SHARE Agenda:
 - b. Technology: Group PC Purchase numbers due to Jim Novy by the last Friday in February (2/26). EnvisionWare maintenance should only be 10% of cost, let Jim Novy know if you've been charged more.
 - c. Hoopla: Statistics in packet
 - d. WPLC/OverDrive: Next meeting in February. Steering Committee approved magazine package purchased so long as the money does not come from the buying pool–still determining funding.
 - e. Gale Courses/Lynda.com/Transparent Languages: Dec. and annual statistics In packet.
 - f. Budget 2020/21: Nothing out of the ordinary. Reimbursements go out in February.
 - g. COVID-19 Updates:

- i. DPI is looking for libraries to participate in a pilot program for libraries to give out at home test kits.
 - ii. WLA sent out letter trying to get clarification on if library workers fall under 1b of the vaccination plan. No answer yet.
- h. Youth Services Update: no update
- i. Public Library System Redesign Project
 - i. Continuing to work on implantation schedule/plans. Beginning to work on C.E. recommendations.
- j. ALS Board Report – Sarah Strunz: Nothing new to report. Libraries are working on annual plans.

5. New Business

- a. 2021 Annual Reports:
 - i. Finishing prefills, should be sent to state this Friday 1/22.
 - ii. Prefilled forms should be received sometime next week.
 - iii. **Get Steve 2 signed copies by February 24/25.**
 - iv. Steve needs to email them to the state by March 1, 2021.
- b. WLA Library Legislative "Day" February 16-18:
<https://www.wisconsinlibraries.org/library-legislative-day>
 - i. 2/16: Orientation and Briefing
 - ii. 2/17-18: Virtual meetings with legislators
- c. PR/Marketing Collaboration with LLS
 - i. Still in the early stages. We would assist them with some of their marketing needs in trade out for some of there IT services.
- d. Libraries Step Up Toolkit – Tovah Anderson
- e. Patron stories campaign –

6. ALS Activities

- a. LAWDS Project
- b. DPI Speed Test
 - i. Links already on the 6 web sites I manage
 - ii. Social Media graphics shared via email today
 - iii. What other promotional materials would you like
- c. Summer Library Program: Touch Base Deadline is Monday, March 22, 2021
- d. Steve sent out a link for fine free survey. Please take it.
<https://www.surveymonkey.com/r/FSKVXCP>

7. Activities in Member Libraries

- a. EPL: Parking lot pickup. Take and Make projects. Edgerton is doing a wage study as well.
- b. EFPL: Evansville is hiring a city administrator. Also do a municipal wage study. Baker and Tilly is heading both of these projects. Still working with WiLS on library's strategic plan. Planning for spring and summer.
- c. HPL: Soft launching an online readers advisory service. Still doing online programing. Hosting small business startup programs online.

- d. CPL: Nothing to add right now. Just started Monday.
- e. MPL: Officially fine-free on juvenile and YA. Working with Milton House to create a collection of underground railroad books. Part of Project Ready professional development project. Jaymie received a PBS Learning grant for learning at home STEAM activities. Working on Spring and Summer programming. Still doing curbside only until Rock County goes progresses to phase 2.
- f. BPL: Looking at going Juvenile and YA fine free, waiting on a replacement funding stream to come through. Drive thru window is installed and operational, just having some tech issues. Hired a new front desk person.
- g. OPL: Just plugging along. Everyone has been well. Looking ahead to summer and fall.

8. Adjourn

- a. Motion: Charles Teval
- b. Second: Kirsten Almo
- c. Vote: Unanimous

Dates to Remember

SHARE Meeting – February 2 – 9:30 AM @ Remote

ALS Board Meeting – February 10 – 6:00 PM @ Remote

ALS Librarians Meeting – February 17 – 9:30 AM @ Remote

2021 January ALS Circ

ALS Circ from all libraries										
Checkouts										
	Station Library									
Item Library	BELOIT	B_CURB	CLINTON	EDGERTON	EVANSVILLE	J_NS	JANESVILLE	MILTON	ORFORDVILL	Total
All	13518	65	1489	5366	2505	597	37840	3716	2165	67261
BELOIT	11042	34	144	329	335	11	1341	323	122	
BURLINGTON	35		15	38	39	3	129	30	11	300
CLINTON	119	2	705	103	85	2	341	119	61	
CL-S	67		8	30	47	5	186	33	6	382
CL-TL	40		5	16	29		104	29	10	233
DARIEN	14		13	31	29	2	87	14	7	197
DELAVAN	84	1	14	62	43	3	174	38	12	431
EAST_TROY	20		8	2	8		74	28	5	145
EDGERTON	111	1	36	3524	114	5	461	169	33	
ELKHORN	92		19	44	43	4	271	67	11	551
EVANSVILLE	124		60	115	688	8	444	107	60	
FONTANA	23		8	14	9		74	23	7	158
GENOA_CITY	27		12	28	23	1	102	20	13	226
JANESV_NS						453	112			
JANESVILLE	704	15	136	442	392	67	30726	533	156	
KPL-BKM	8		4	5	8		37	12	7	81
KPL-NS	59		23	37	35	1	252	55	25	487
KPL-SI	18	1	9	11	7	1	40	18	7	112
KPL-SW	170	1	50	63	77	9	433	90	29	922
KPL-UP	4		5	2	12		20	6	1	50
LAKEGENEVA	80		16	26	47		153	43	9	374
MILTON	133	4	43	134	142	5	631	1596	59	
ORFORDVILL	96	2	41	63	56	3	273	70	1383	
RACINE_BKM	2			6	2		15		1	26
RACINEMAIN	270	2	42	125	106	10	760	149	83	1547
ROCHESTER	18		11	21	9	1	97	27	8	192
SHARON	26		6	15	13		31	10	1	102
UNDEFINED			1							1
UNIONGROVE	16	2	16	7	15		68	21	11	156
WALWORTH	17		18	18	18		62	15	6	154
WATERFORD	68		12	36	34	2	205	43	13	413
WILLIAMBAY	27		8	15	39		120	25	7	241
WTFORDHS	4		1	4	1	1	17	3	1	32
									Non-ALS Items	7513

2021 January ALS items to LLS & KCLS

[illegible]

Arrowhead - hoopla January 2021

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	1379	24	240	\$1,485.25	764	\$1,485.25	764
Clinton Public Library	225	2	37	\$228.34	106	\$228.34	106
Eager Free Public Library	422	3	82	\$490.87	258	\$490.87	258
Edgerton Public Library	594	8	107	\$599.91	301	\$599.91	301
Hedberg Public Library	3712	90	818	\$4,982.06	2500	\$4,982.06	2500
Milton Public Library (WI)	534	9	91	\$549.74	258	\$549.74	258
Orfordville Public Library	174	4	38	\$229.89	117	\$229.89	117
Total	7040	140	1413	\$8,566.06	4304	\$8,566.06	4304

2021 January Overdrive Statistics

Library	Ebooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holds (1-5-21)
Clinton Public Library	109	94		203	47	118
Orfordville Public Library	151	61		212	34	111
Milton Public Library	403	275		678	138	438
Eager Free Public Library	425	356		781	146	519
Edgerton Public Library	559	440		999	159	545
Beloit Public Library	980	761		1741	321	894
Hedberg Public Library	3610	3025	4	6639	1101	2674
Total by type	6237	5012	4	11253	1946	5299

Arrowhead Library System Information Center

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

December 2020

[Lifetime](#)[Month](#)[Session](#)Date Range: to

49

total enrollments

570

total course logins

44,903

total minutes in class

Top 20 Courses

Course	Students
Introduction to Microsoft Excel 2019/Office 365	4
Write Fiction Like a Pro	3
The Keys to Effective Editing	2
Administrative Assistant Fundamentals	2
Math Refresher	2
Speed Spanish III	2
Marriage and Relationships: Keys to Success	2
Discover Sign Language	2
Introduction to Microsoft Word 2019/Office 365	2
Introduction to PC Troubleshooting	1
Creating Web Pages	1
Write Your Life Story	1
A to Z Grant Writing	1
Introduction to Natural Health and Healing	1
Computer Skills for the Workplace	1
Stocks, Bonds, and Investing: Oh, My!	1
Achieving Success with Difficult People	1
Resume Writing Workshop	1
Effective Selling	1
Effective Business Writing	1

[View Course Activity](#)

New Courses

Course	Date Added
Blockchain Fundamentals	10/12/2020
Certificate in Mindful Relationships	09/14/2020
Explore a Career as a Clinical Medical Assistant	06/02/2020
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

SALE **COURSES**

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Gale Courses
December 2020 Session

Library Card	Zip Code	Course Title	Session	Enrollment Date	Verification	Last Login	Time Spent(minutes)	Completion Status
Beloit Public Library								
1	2.1537E+13	53511 Computer Skills for the Workplace	Dec-20	11/20/20	Verified	1/22/21 13:48	5202	Completed
2	2.1537E+13	53511 Write Your Life Story	Dec-20	12/2/20	Unverified	12/2/20 18:00	0	Incomplete
3	2.1537E+13	53511 A to Z Grant Writing	Dec-20	11/9/20	Unverified	1/14/21 10:08	0	Incomplete
4	2.1537E+13	53512 Beginning Writer's Workshop	Dec-20	12/2/20	Verified	2/4/21 22:50	6578	Completed
5	2.1537E+13	53511 Resume Writing Workshop	Dec-20	12/3/20	Verified	1/29/21 15:40	581	Completed
Hedberg Public Library								
1	2.1828E+13	53548 Write Fiction Like a Pro	Dec-20	12/10/20	Verified	1/30/21 7:08	1629	Completed
2	2.1828E+13	53546 Beginner's Guide to Getting Published	Dec-20	10/28/20	Unverified	10/28/20 18:07	0	Incomplete
3	2.1828E+13	53546 Merrill Ream Speed Reading	Dec-20	11/16/20	Unverified	12/10/20 17:22	129	Incomplete
4	2.1828E+13	53548 Grammar Refresher	Dec-20	12/4/20	Unverified	2/9/21 22:44	0	Incomplete
	2.1828E+13	53548 Grammar Refresher II	Dec-20	12/4/20	Verified	2/8/21 20:37	691	Completed
	2.1828E+13	53548 Romance Writing	Dec-20	12/4/20	Verified	12/15/20 22:31	23	Incomplete
	2.1828E+13	53548 Write Fiction Like a Pro	Dec-20	12/4/20	Verified	12/15/20 22:08	6	Incomplete
	2.1828E+13	53548 Writing Young Adult Fiction	Dec-20	12/4/20	Verified	12/15/20 21:54	7	Incomplete
	2.1828E+13	53548 Writing the Fantasy Novel	Dec-20	12/4/20	Verified	12/15/20 22:42	11	Incomplete
	2.1828E+13	53548 Mystery Writing	Dec-20	12/4/20	Verified	12/15/20 22:01	7	Incomplete
	2.1828E+13	53548 Advanced Fiction Writing	Dec-20	12/4/20	Verified	2/7/21 13:02	21	Incomplete
	2.1828E+13	53548 The Keys to Effective Editing	Dec-20	12/4/20	Verified	2/8/21 23:31	595	Completed
5	2.1828E+13	53545 Speed Spanish III	Dec-20	8/31/20	Unverified	9/20/20 15:01	0	Incomplete
6	2.1828E+13	53563 Creating Web Pages	Dec-20	12/1/20	Unverified	12/13/20 20:51	471	Incomplete
	2.1828E+13	53563 Explore a Career as a Pharmacy Technician	Dec-20	12/9/20	Verified	1/29/21 0:00	3807	Completed
7	2.1828E+13	53548 Marriage and Relationships: Keys to Success	Dec-20	12/8/20	Verified	1/28/21 15:56	884	Completed
8	2.1828E+13	53546 Introduction to SQL	Dec-20	12/1/20	Unverified	12/15/20 11:27	130	Incomplete
9	2.1828E+13	53548-3662 Stocks, Bonds, and Investing: Oh, My!	Dec-20	11/26/20	Verified	1/27/21 21:06	1763	Completed
	2.1828E+13	53548-3662 Drawing for the Absolute Beginner	Dec-20	11/26/20	Verified	1/21/21 22:40	775	Incomplete
10	2.1828E+13	53548 Marriage and Relationships: Keys to Success	Dec-20	12/8/20	Verified	1/26/21 10:08	1907	Completed
11	2.1828E+13	53511 Administrative Assistant Fundamentals	Dec-20	12/1/20	Unverified	12/14/20 4:17	65	Incomplete
12	2.1828E+13	53546 Introduction to Microsoft Word 2019/Office 365	Dec-20	12/4/20	Unverified	1/30/21 3:58	0	Incomplete
	2.1828E+13	53546 Achieving Success with Difficult People	Dec-20	12/4/20	Unverified	1/30/21 3:58	0	Incomplete
	2.1828E+13	53546 Introduction to Microsoft Excel 2019/Office 365	Dec-20	12/8/20	Verified	1/27/21 19:15	1612	Completed
13	2.1828E+13	53545 Introduction to Microsoft Excel 2019/Office 365	Dec-20	11/25/20	Unverified	11/25/20 5:58	0	Incomplete
14	2.1828E+13	53545 Write Fiction Like a Pro	Dec-20	11/29/20	Verified	12/1/20 11:46	632	Incomplete
	2.1828E+13	53545 Math Refresher	Dec-20	11/29/20	Verified	12/17/20 8:56	175	Incomplete
	2.1828E+13	53545 Introduction to PC Troubleshooting	Dec-20	11/29/20	Verified	12/17/20 8:48	217	Incomplete
15	2.1828E+13	53511 The Keys to Effective Editing	Dec-20	12/1/20	Verified	1/28/21 17:33	3329	Completed
16	2.1828E+13	53545-1042 Speed Spanish III	Dec-20	9/24/20	Unverified	11/23/20 15:09	0	Incomplete
	2.1828E+13	53545-1042 Discover Sign Language II	Dec-20	9/24/20	Unverified	11/23/20 15:09	0	Incomplete
17	2.1828E+13	53545 Introduction to Natural Health and Healing	Dec-20	11/28/20	Verified	1/29/21 17:12	818	Incomplete
18	2.1828E+13	53546 Administrative Assistant Applications	Dec-20	12/14/20	Verified	1/29/21 12:10	810	Incomplete
19	2.1828E+13	53511 Effective Business Writing	Dec-20	12/15/20	Verified	12/16/20 15:18	462	Incomplete
Edgerton Public Library								
1	2.4511E+13	53534 Effective Selling	Dec-20	11/29/20	Unverified	12/7/20 3:46	0	Incomplete
2	2.4511E+13	53545 Administrative Assistant Fundamentals	Dec-20	11/19/20	Verified	1/13/21 13:16	484	Incomplete
3	2.4511E+13	53534 Introduction to Microsoft Excel 2019/Office 365	Dec-20	11/30/20	Verified	1/22/21 19:34	3062	Completed
	2.4511E+13	53534 Introduction to Microsoft Word 2019/Office 365	Dec-20	11/30/20	Verified	1/24/21 11:32	3436	Completed
Eager Free Public Library								
1	2.5353E+13	53536 How to Make Money From Your Writing	Dec-20	12/4/20	Verified	12/21/20 19:55	370	Incomplete
2	2.5353E+13	53536 Math Refresher	Dec-20	12/5/20	Unverified	12/12/20 7:48	136	Incomplete
	2.5353E+13	53536 Medical Math	Dec-20	12/12/20	Unverified	12/12/20 9:49	121	Incomplete
3	2EFPL000070288	53502 Introduction to Microsoft Excel 2019/Office 365	Dec-20	12/5/20	Verified	1/29/21 19:26	1997	Completed
Milton Public Library								
1	2.7462E+13	53563 Discover Sign Language	Dec-20	11/20/20	Verified	1/15/21 13:32	1374	Completed
2	2.7462E+13	53548 Discover Sign Language	Dec-20	11/20/20	Verified	1/15/21 13:30	566	Completed

STUDENT COMMENTS

Dec 09 2020 Beginning Writer's Workshop	I appreciated this class. Over the holidays, I fell behind, and to my surprise, I was able to catch up and complete in a timely manner. I plan on taking more courses. Thank You
Dec 09 2020 Discover Sign Language	This was a very difficult course to complete due to the amount of scrolling between video and text. It would have been more useful and easier to learn if each video had its own screen instead of as a scroll.
Dec 09 2020 Explore a Career as a Pharmacy Technician	Thank you for offering your expertise. I found the assignments were not as helpful because they did not offer any more than what was taught. I also noticed the links listed were outdated versus my own research. Again, thank you for sharing your knowledge, this course did help me decide if I wanted to continue in this profession.
Dec 09 2020 Introduction to Microsoft Word 2019/Office 365	I didn't appreciate some of the final exam questions, especially the ones with more than one answer. I could justify some of my selections and be correct. The wording of those questions, and some others, could be argued as the answers provided were so similar.
Dec 09 2020 Resume Writing Workshop	The course was very informative and I appreciate what was offered. It has been a long time since I've had to put together a resume and this is just what I needed to create the right resume with the most flattering layout. Thank you so much for sharing your knowledge, and your time.
Dec 09 2020 The Keys to Effective Editing	Instructor was excellent. I could tell she was both well educated and experienced in the field. She responded well to students' questions in Discussion Area

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
january	3	6	40	41	1.56	5
february						
march						
april						
may						
june						
july						
august						
september						
october						
november						
december						
	3	6	40	41	1.56	5

Clinton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
january	0	0	0	0	0	0
february						
march						
april						
may						
june						
july						
august						
september						
october						
november						
december						
	0	0	0	0	0	0

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
january	2	1	1	1	0.04	2
february						
march						
april						
may						
june						
july						
august						
september						
october						
november						
december						
	2	1	1	1	0.04	2

Edgerton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
january	2	7	54	54	3.41	20
february						
march						
april						
may						
june						
july						
august						
september						
october						
november						
december						
	2	7	54	54	3.41	20

Hedberg	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
january	17	45	447	471	27.44	59
february						
march						
april						
may						
june						
july						

Lynda.com Statistics
2020

august
september
october
november
december

17	45	447	471	27.44	59
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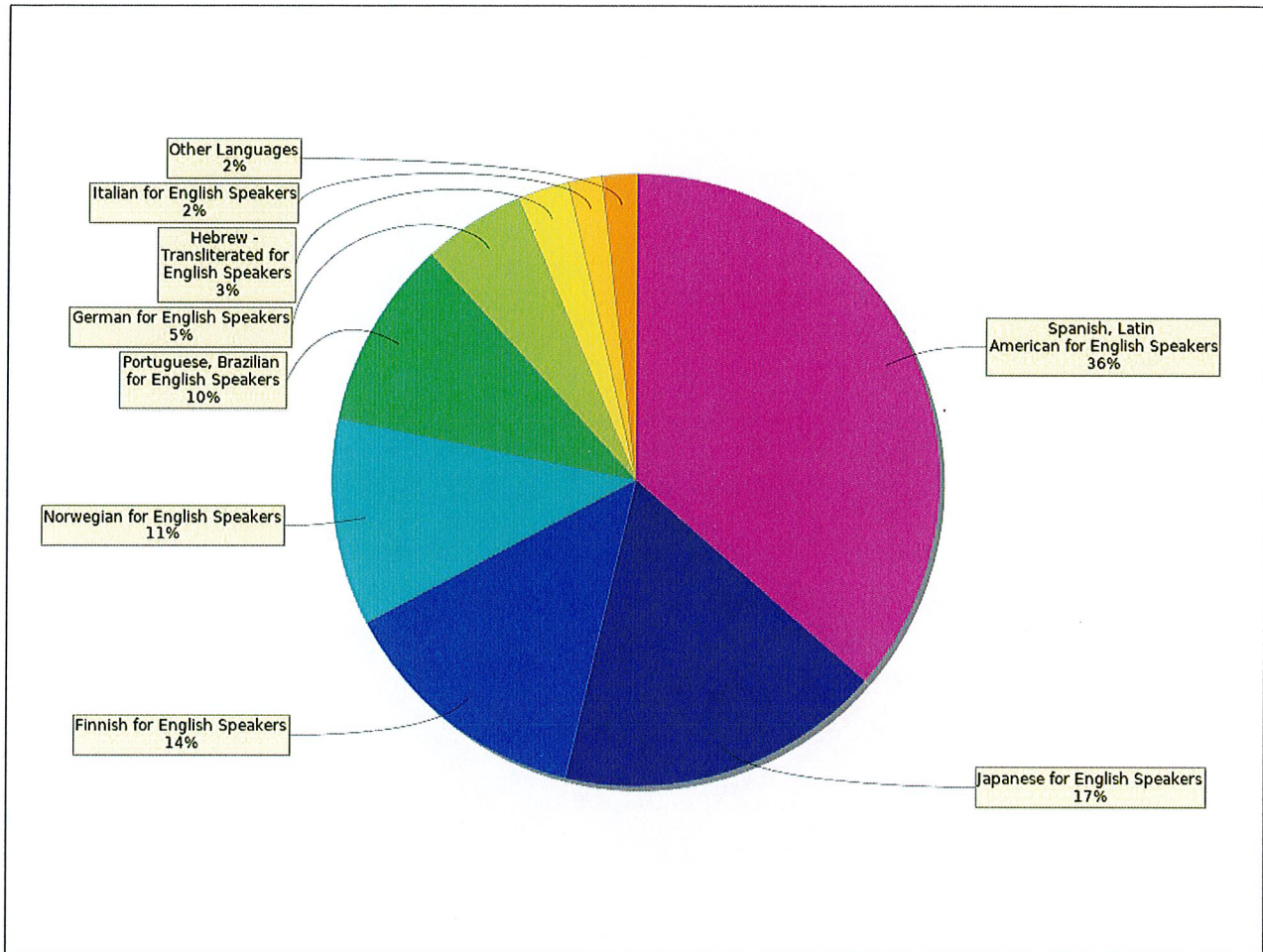
Milton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
august						
september						
october						
november						
december						
january	3	4	58	60	3.52	8
february						
march						
april						
may						
june						
july						
august						
september						
october						
november						
december						
	3	4	58	60	3.52	8

Orfordville	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
august						
september						
october						
november						
december						
january	1	1	3	3	0.04	1
february						
march						
april						
may						
june						
july						
august						
september						
october						
november						
december						
	1	1	3	3	0.04	1

Total	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
	28	64	603	630	36.01	95

Transparent Language: Language Usage Report

Start Date: 01/01/2021
 End Date: 01/31/2021
 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)
 Membership: Group members from reporting period
 Content: All Content



Total Access Count: 110

Language Name	Access Count	Calculated Percentage
Spanish, Latin American for English Speakers	40	36.36%
Japanese for English Speakers	19	17.27%
Finnish for English Speakers	15	13.64%
Norwegian for English Speakers	12	10.91%
Portuguese, Brazilian for English Speakers	11	10.00%
German for English Speakers	6	5.45%
Hebrew - Transliterated for English Speakers	3	2.73%
Italian for English Speakers	2	1.82%
Yoruba for English Speakers	1	0.91%
French for English Speakers	1	0.91%

Transparent Language
January 2021

Group Code	Start Date	End Date	Total Sessions	Total Circulations	Total Unique Users	Total 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 Lesson Downloads	KidSpeak Access Count	KidSpeak Unique Users	Avg. KidSpeak Learning Time	KidSpeak Learning Time
system.admin	1/1/21	1/31/21	2	0	1	0	2	1	0:01:59	0:03:58	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
system.learner	1/1/21	1/31/21	166	255	22	8	93	20	0:18:47	29:07:49	73	5	0:03:43	4:31:20	22	0	5	1	0:09:32	0:47:44
system.all	1/1/21	1/31/21	168	255	23	8	95	21	0:18:26	29:11:47	73	5	0:03:43	4:31:20	22	0	5	1	0:09:32	0:47:44
BeloitPL	1/1/21	1/31/21	3	5	3	3	3	3	0:04:37	0:13:52	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
ClintonPL	1/1/21	1/31/21	0	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	1/1/21	1/31/21	21	40	2	0	21	2	0:13:33	4:44:41	0	0	0:00:00	0:00:00	0	0	5	1	0:09:32	0:47:44
EdgertonPL	1/1/21	1/31/21	30	42	2	0	18	1	0:12:05	3:37:35	12	1	0:05:03	1:00:36	12	0	0	0	0:00:00	0:00:00
HedbergPL	1/1/21	1/31/21	112	182	13	5	60	12	0:24:05	24:05:53	52	3	0:03:46	3:16:28	9	0	0	0	0:00:00	0:00:00
MiltonPL	1/1/21	1/31/21	2	3	1	0	2	1	0:06:40	0:13:21	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
OrfordvillePL	1/1/21	1/31/21	13	15	1	0	13	1	0:09:54	2:08:53	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00

	All Activity	Web Activity	Mobile App Activity	KidSpeak Activity
Sessions	168	95	73	5
Circulations	255	N/A	N/A	N/A
Unique Users	23	21	5	1
User Registrations	8	N/A	N/A	N/A
Average Session Time	N/A	0:18:26	0:03:43	N/A
Total Session Time	33:43:07	29:11:47	4:31:20	N/A
Course Downloads	N/A	N/A	22	N/A
Vocab Lesson Downloads	N/A	N/A	0	N/A
Average Learning Time	N/A	N/A	N/A	0:09:32
Learning Time	N/A	N/A	N/A	0:47:44

Creativebug
January 2021 – All ALS

Date	Class Title	Class Category	Class Duration (min)	Unique Viewers	Average Viewed Duration (min)	Class Completions
2021 January	Landscape Watercolor Painting: Working from Photos		63.9	1	2	0
2021 January	Beginning Watercolor	Art + Design	133.4	1	1.9	0
2021 January	Creative Doodling	Art + Design	120.2	1	23	0
2021 January	Cricut Crafts: Gemstone Favor Boxes	Art + Design	12.6	1	0.6	0
2021 January	Cricut Crafts: Phases of the Moon Wall Hanging	Art + Design	17.1	1	3.1	0
2021 January	Daily Art Journal Challenge: 30 Prompts with Get Messy	Art + Design	221.7	1	5.9	0
2021 January	DIY Room DV©cor: Painted Fabric Wall Art	Art + Design	11.6	1	23.2	1
2021 January	Doodle and Paint an Animal Portrait	Art + Design	56.2	4	79.5	3
2021 January	Illustrate in Procreate	Art + Design	98.3	1	2.5	0
2021 January	Inky Faces with Lisa Congdon: 8/14/18	Art + Design	26.7	1	53.4	1
2021 January	Make a Classic Macram© Plant Hanger	Art + Design	13.1	1	27.1	1
2021 January	Marbled Embroidery	Art + Design	49.2	1	10.1	0
2021 January	Urban Sketching 101	Art + Design	100	1	50.4	0
2021 January	Watercolor Painting in the Garden	Art + Design	47.3	1	36.4	0
2021 January	How to Crochet	Crochet	49.6	1	16.5	0
2021 January	Glassine Cake Topper	Food + Home	25	1	16.6	0
2021 January	Glowforge Projects: Engraved Slate Tray	Food + Home	9.5	1	1.4	0
2021 January	Make Homemade Marshmallows	Food + Home	19.4	1	6.1	0
2021 January	Painted Cookies: 2/9/17	Food + Home	20.4	1	40.7	1
2021 January	The Wilton Method: How to Write on Cakes	Food + Home	8.1	1	8.6	1
2021 January	The Wilton Method: Three Ways to Ice a Cake	Food + Home	9.6	1	10.2	0
2021 January	How to Knit Dishcloths	Knitting	12.7	1	13.6	0
2021 January	Weaving for Beginners	Knitting	45.4	1	5.2	0
2021 January	Bullet Journaling Ideas: 1/5/17	Paper	34	1	67.9	1
2021 January	STEAM: Make a Parachuting Ostrich	Paper	22.1	1	4.5	0
2021 January	Unconventional Book Structures	Paper	51.6	1	1.9	0
2021 January	Valentines with Jealous Curator: 2/14/19	Paper	29.5	1	59	1
2021 January	Daily Embroidery Challenge: Stitch-a-Day Sampler	Sewing	163.1	1	12.1	0
2021 January	Free-form Needlepoint Sampler	Sewing	83	1	31.1	0
2021 January	Kid's Embroidered Pillow	Sewing	39.2	1	8.4	0
				33		10

SHARE Consortium, WI (Lakeshores Library System)

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SHARE Consortium, WI (Lakeshores Library System)**Report Period: January 2021**

USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	152
Database Usage	147
Homework Help, Skills Building, Writing Lab, and Test Prep Sessions	5
Homework Help/ Skills Building Sessions	5
Average Length of Tutoring Session (minutes)	35
Test Center Visits	0
Writing Lab Submissions	0
App Visits	2
Unique Visits	33
ALC Visits	8
DATABASE USAGE	
App Usage	23%
Adult Learning Center	53%
Skill Surfer	17%
Flashbulb	7%
SESSIONS BY LOCATION	
Community Public Library	5
AVERAGE NUMBER OF SESSIONS PER HOUR OF THE DAY (MILITARY TIME)	
13	0.03
14	0.03
15	0.03
16	0.03
17	0.03
Average:	0.03
AVERAGE NUMBER OF SESSIONS PER DAY OF THE WEEK	
Wednesday	1
Average:	1
TUTORING SUBJECTS REQUESTED %	

Biology	100.0%
DATABASE USAGE BY LOCATION	
SHARE Consortium, WI	11
Beloit Public Library	11
Community Public Library	35
Genoa City Public Library	2
Janesville Public Library	10
Kenosha Public Library	27
Lake Geneva Public Library	3
Racine Public Library	48
TUTORING SERVICES BREAKDOWN	
Homework Help	100.0%
SKILLSURFER USAGE	
College	
Statistics	100% 40%
Upper Elementary School	
Grade 3 Math	100% 40%
Middle School	
U.S. History	100% 20%
POST-SESSION SURVEY	
*Boldfaced numbers represent yearly totals. Numbers in parentheses represent results for the current month.	
	No
Were you satisfied with this session?	0% (0%)
	Yes No
Would you recommend this service to a friend?	100% (100%) 0% (0%)
Are you glad your organization offers this service?	100% (100%) 0% (0%)
For Students: Is this service helping you improve your grades?	100% (100%) 0% (0%)
For Students: Is HelpNow helping you be more confident about your schoolwork?	100% (100%) 0% (0%)

Beloit Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	11
Database Usage	11
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0
Unique Visits	5

Burlington Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Clinton Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Community Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	40
Database Usage	35
Homework Help, Skills Building, Writing Lab, and Test Prep Sessions	5
Homework Help/ Skills Building Sessions	5
Average Length of Tutoring Session (minutes)	35
Test Center Visits	0
Writing Lab Submissions	0
ALC Visits	1
Unique Visits	9
DATABASE USAGE	
Adult Learning Center	33%
Skill Surfer	67%
SESSIONS BY LOCATION	
Community Public Library	5
AVERAGE NUMBER OF SESSIONS PER HOUR OF THE DAY (MILITARY TIME)	
13	0.03
14	0.03
15	0.03
16	0.03
17	0.03
Average:	0.03
AVERAGE NUMBER OF SESSIONS PER DAY OF THE WEEK	
Wednesday	1
Average:	1
TUTORING SUBJECTS REQUESTED %	
Biology	100.0%
TUTORING SERVICES BREAKDOWN	

Homework Help		100.0%
SKILLSURFER USAGE		
College		
Statistics	100%	100%
POST-SESSION SURVEY		
*Boldfaced numbers represent yearly totals. Numbers in parentheses represent results for the current month.		
	No	
Were you satisfied with this session?	0% (0%)	
	Yes	No
Would you recommend this service to a friend?	100% (100%)	0% (0%)
Are you glad your organization offers this service?	100% (100%)	0% (0%)
For Students: Is this service helping you improve your grades?	100% (100%)	0% (0%)
For Students: Is HelpNow helping you be more confident about your schoolwork?	100% (100%)	0% (0%)

Darien Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Delavan Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

East Troy Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Edgerton Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Elkhorn Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Evansville Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Fontana Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Genoa City Public (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY			
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)		2	
Database Usage		2	
Homework Help/ Skills Building Sessions		0	
Test Center Visits		0	
Writing Lab Submissions		0	
Unique Visits		1	
DATABASE USAGE			
Skill Surfer		100%	
SKILLSURFER USAGE			
Middle School			
U.S. History		100%	100%

Janesville Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	10
Database Usage	10
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0
Unique Visits	3

Kenosha Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY		
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	27	
Database Usage	27	
Homework Help/ Skills Building Sessions	0	
Test Center Visits	0	
Writing Lab Submissions	0	
ALC Visits	4	
Unique Visits	4	
DATABASE USAGE		
Adult Learning Center	82%	
Skill Surfer	18%	
SKILLSURFER USAGE		
Upper Elementary School		
Grade 3 Math	100%	100%

Lake Geneva Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	3
Database Usage	3
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0
Unique Visits	1

Milton Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Orfordville Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Racine Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	48
Database Usage	48
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0
ALC Visits	3
Unique Visits	6
DATABASE USAGE	
Adult Learning Center	75%
Flashbulb	25%

Rochester Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Sharon Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Union Grove Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Walworth Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Waterford Public Library (Lakeshores Library System)

Report Period: January 2021

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

Williams Bay Public Library (Lakeshores Library System)

Report Period: December 2020

USAGE SUMMARY	
Homework Help/ Skills Building Sessions	0
Test Center Visits	0
Writing Lab Submissions	0

2020 ALS Budget Actual with fund balance

Revenue		2018 Request	2018 Actual	2019 Request	2019 Actual	2020 Request	2020 Actual	2021 Request
42200	State Aid	453,212	453,212	467,820	467,820	467,820	467,820.00	467,820
44120	Misc Fees	6,103	6,103	6,103	6,103	6,103	6,103.25	3,052
45504	Intergovt-Other libraries	212,764	213,564	240,765	240,765	250,654	252,644.68	260,892
46000	Contributions	2,000	2,000	2,000	2,000	2,000	2,000.00	2,000
46400	Funds Forwarded from prior Yr.	20,000		20,000		86,050	15,407.36	60,000
46900	Refund of prior years expense						743,975.29	
47000	Transfers in							
	Total Revenue*	694,079	674,879	736,688	716,688	812,627	743,975.29	793,763
	Total Fund Balance				271,212	292,361	276,953.64	216,954
	Trust Accounts were terminated in 2015, associated funds were moved to the general fund balance.							
Expense								
61100	Regular Wages	174,669	176,888	184,972	179,480	182,860	178,008.72	183,982
61300	Per Diems	1,500	1,665	1,500	1,840	1,800	1,354.46	1,800
61400	FICA	13,363	13,623	14,149	13,821	13,989	13,313.25	14,075
61510	Retirement-Employers	11,703	10,600	12,116	10,556	11,977	10,338.53	12,051
61610	Heath Insurance	41,000	41,000	41,000	49,097	51,048	51,176.36	47,752
61620	Dental Insurance	1,513	1,556	1,513	1,556	1,556	1,556.16	1,373
61630	Life Insurance	180	109	180	114	180	120.30	180
62119	Other contracted services	150,158	117,839	183,893	159,720	258,933	218,372.94	237,515
62130	Audit Fees	1,200	1,200	1,200	1,500	2,000	0.00	2000
62210	Telephone	2,000	1,322	2,000	1,351	2,000	1,270.54	2000
62410	R&M-Vehicles	9,000	9,645	10,000	6,138	10,000	6,160.92	10,000
62420	R&M-Machinery&Equip.	100	0	100	0	100	0.00	100
63100	Office Supplies&Expenses	1,500	975	1,500	1,011	1,500	1,053.68	1,500
63101	Postage	1,000	274	1,000	230	1,000	190.20	1,000
63104	Printing & Duplication	5,000	3,678	5,000	3,503	5,000	4,560.23	5,000
63108	Public Information	5,000	2,065	5,000	2,556	5,000	911.30	5,000
63200	Publications/Subscriptions/Dues	1,500	1,062	1,500	1,060	1,500	1,277.88	1,200
63300	Travel	3,000	2,089	3,000	1,808	3,000	519.89	3,000
64200	Training Expense	4,000	1,859	4,000	1,990	4,000	3,069.15	4,000
64201	Convention Expense	4,000	2,327	4,000	2,939	4,000	499.58	4,000
64214	ILS Costs	194,393	191,147	193,265	193,007	185,684	185,692.16	191,735
64303	Extension Materials	3,000	3,799	4,000	3,785	4,000	3,753.32	4,000
64306	Resource Library	40,000	40,000	40,000	40,000	40,000	40,000.00	40,000
64307	Participating Libraries	1,001,938	1,001,938	1,025,967	1,025,967	1,113,408	1,113,408.15	1,162,844
64309	Intersystem Agreement	65,771	65,771	72,691	72,691	73,534	73,534.16	83,040
64904	Sundry Expense	1,000	270	1,000	308	1,000	50.60	1,000
64918	Advertising	300	0	300	0	300	0.00	300
65101	Insurance on Building	5,000	4,964	5,000	5,340	5,000	5,416.00	6,000
65321	Building/office Lease	14,000	14,000	14,000	14,000	14,000	14,000.04	14,000
67199	Misc. Equipment	6,500	97	3,000	668	3,000	2,663.54	1,000
	Total Expenses	1,763,288	1,711,763	1,836,846	1,796,037	2,001,369	1,932,272.06	2,041,447
	Expenses minus County funds	694,079	642,389	736,688	695,539	812,627	743,975.29	793,763
					21,149		0.00	0



Wisconsin Department of Public Instruction
**2020 PUBLIC LIBRARY SYSTEM
 ANNUAL REPORT**
 PI-2404-A (Rev. 2-21)

INSTRUCTIONS: Complete and return a signed, scanned copy of the original board-approved system annual report by **MARCH 1, 2021**, to:
LibraryReport@dpi.wi.gov

Required by Wis. Stat. §§ 43.05(4) and 43.58(6)

I. GENERAL INFORMATION					
1. System Name Arrowhead Library System		2. System Director Name Steven T. Platteter		3. Certification Grade Grade 1	4. Date Certification Expires 2022-06-30
5. Street Address 430 E. High St., Suite 200			6. Phone Area/No. (608) 868-2872	7. Fax Number Area/No. (608) 868-2875	
8. Mailing Address PO Box	9. System Website URL als.lib.wi.us		10. Director System Email Address platteter.steve@als.lib.wi.us		
11. City / Village / Town Milton		12. County Rock		13. ZIP Code 53563-1579	
14. Number of Public Libraries Participating in the System 7	15. Does System Operate a Books-by-Mail Program No	16. Number of Book-mobiles Owned 0	17. Estimated System Area Public Library Registered Borrowers 125,500	18. DUNS Number 078376758	

II. SYSTEM COLLECTION					
	No. Owned / Leased	Number Added		No. Owned / Leased	No. Owned / Leased
1. Books in Print	2,064	105	4. Electronic Collections <i>Number available to members</i>	6	7. Licensed Electronic Video Materials <i>Units (copies) available to members</i> 573
2. Audio Materials	0	0	5. Licensed E-books <i>Units (copies) available to members</i>	152,957	8. Subscriptions <i>Exclude those in electronic format</i> 4
3. Video Materials	25	0	6. Licensed Electronic Audio Materials <i>Units (copies) available to members</i>	58,318	

III. SYSTEM SERVICES			
Circulation Transactions <i>Circulation includes items checked out by the system directly to the users. Count one for each item loaned directly to users from the system or any program administered by the system; e.g., bookmobiles, books-by-mail, etc. Do not count direct circulation from the system resource library or system member libraries.</i>		1. Total Circulation 31	2. Interlibrary Loans <i>System interlibrary loan transactions</i>
			a. Items Loaned 1 b. Items Received 0
3. System Electronic Resources Use <i>Number of uses of system licensed electronic resources</i>			
a. E-book 86,677	b. E-audio 84,571	c. E-video 5,180	d. Electronic Collection Retrievals 10,291

IV. SYSTEM BOARD AND ORGANIZATION

List the members of the system board as of the date of this report. List the president first. Indicate vacancies. Report changes to the Division for Libraries and Technology as they occur. When reporting changes, indicate departing board members.

First Name	Last Name	Street Address	City	ZIP Code	Email Address
1. President Adam	Dinnes	1438 Lafayette St.	Janesville	53546	adamdinnes@gmail.com
2. Annette	Smith	1044 Sunset Drive	Milton	53563	arsmith14@gmail.com
3. William	Wilson	417 E. High Street	Milton	53563	william.wilson@co.rock.wi.us
4. Eloise	Eager	43 N Second St	Evansville	53536	eloiseeager@charter.net
5. Stephanie	Aegerter	526 Laurel Ave.	Janesville	53548	tephanie.Aegerter@co.rock.wi.us
6. Jose	Carrillo	125 Winesap Dr.	Janesville	53548	jojolatino@aol.com
7. Sherry	Blakeley	745 Milwaukee Rd #2	Beloit	53511	blakeleys@beloitwi.gov
8.					
9.					
10.					
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15.					
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22.					
23.					

V. PUBLIC LIBRARY SYSTEM INCOME

1. County Government

a. System Member County Appropriations Received by Library System				b. Other County Payments Received	
County Name	Amount	County Name	Amount	County Name	Amount
Rock	\$1,188,742			Walworth	\$26,693
Subtotal 1a			\$1,188,742	Subtotal 1b	\$26,693

2. State Aid to Public Library Systems

\$467,820

3. Other State Funded Programs *List individually. Attach listing if necessary.*

a.	
b.	
c.	
Subtotal 3	

4. Federal Aid *Program name and project number. List each program individually. Attach listing if necessary.*

a. Cares16 Collaborative CARES Act grant LLS 1 fiscal agent	\$10,200	f.	
b.		g.	
c.		h.	
d.		i.	
e.		j.	
Subtotal 4			\$10,200

5. Contract Income from Other Governmental Units, Libraries, Library Agencies, Library Systems, etc. *List names individually. Attach listing if necessary.*

a. Rock County Sheriff's Department	\$2,000	f.	
b. Affiliate members (Delivery)	\$6,103	g.	
c. Member Library Automation	\$252,645	h.	
d.		i.	
e.		j.	
Subtotal 5			\$260,748

6. Other Income

Unexpended State Aid from Previous Year(s)	Interest Earned from State Aid Funds Investments	All Other Unexpended Funds from Previous Year(s)	Interest Earned from Other Fund Investments	Gifts and Endowments to the System	All Other Sources	Subtotal 6
\$276,954	\$0	\$0	\$0	\$0	\$0	\$276,954

7. Total Income *Add 1 through 6*

\$2,231,157

VI. PUBLIC LIBRARY SYSTEM EXPENDITURES Report system expenditures from all sources.				
	System State Aid**	Other State and Federal Aid*	All Other***	Annual Total
1. Salaries and Wages	\$178,009	\$0	\$0	\$178,009
2. Employee Benefits	\$76,505	\$0	\$0	\$76,505
3. System Collection Expenditures				
a. Printed Material	\$2,122	\$0	\$2,000	
b. Electronic Material	\$49,872	\$10,200	\$96,182	
c. Audiovisual Material	\$0	\$0	\$0	
d. All Other Material	\$0	\$0	\$0	
Subtotal Collection Expenditures	\$51,994	\$10,200	\$98,182	\$160,376
4. System Contract Expenditures Attach a brief description of contracts; i.e., recipient, amount, and purpose.	\$62,853	\$0	\$156,534	\$219,387
5. System Payments to Member Libraries Attach lists of individual payments.	\$5,806	\$0	\$1,113,408	\$1,119,214
6. All Other Operating Expenditures	\$108,060	\$0	\$70,721	\$178,781
7. Total Operating Expenditures	\$483,227	\$10,200	\$1,438,845	\$1,932,272
8. System Capital Expenditures	\$0	\$0	\$0	\$0

* Report expenditures from federal grant funds and state funded programs other than state aid to public library systems.

** Report expenditures from report year public library system state aid, state aid funds carried forward to report year, and any interest earned from those funds.

*** Report expenditures from county appropriations, contract income, gifts and endowments, and any carryover from those sources. Also include expenditures from interest earned from those sources.

VII. SYSTEM MEMBER COUNTY APPROPRIATIONS FOR LIBRARY SERVICE					
Report the total amount appropriated for public library service for each county in your system. Include all funding, including those paid to a library system or another county's public libraries. Report the amounts for the report year. Attach the page(s) of each county budget that show the amounts below.					
County Name	Amount	County Name	Amount	County Name	Amount
1. Rock	\$1,186,942	5.		8.	
2.		6.		9.	
3.		7.		10.	
4.					

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE					
---	--	--	--	--	--

The following statement certifies that your public library system complied with all statutory requirements for public library systems for the report year. Indicate your system's compliance with each of the system requirements.

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

Membership Agreements

- ☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.
- ☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Resource Library Agreement

- ☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ Signed copies of the report year and current year resource library agreements have been filed with the division.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Reference Referral and Interlibrary Loan

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

- | | |
|---|---|
| <input checked="" type="checkbox"/> Reimbursed member libraries for ILL | <input checked="" type="checkbox"/> Maintained a shared database of member library bibliographic records and holdings |
| <input checked="" type="checkbox"/> Maintained ILL Clearinghouse | <input checked="" type="checkbox"/> Utilized WISCAT to promote interlibrary loan |
| <input type="checkbox"/> Contracted for ILL Clearinghouse | <input checked="" type="checkbox"/> Maintained a system interlibrary loan plan |

Inservice Training

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

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conducted workshops for member library staff and trustees | <input checked="" type="checkbox"/> Provided scholarships and grants for member library staffs |
| <input checked="" type="checkbox"/> Maintained a calendar of CE events | <input checked="" type="checkbox"/> Maintained a professional collection for system and member library staffs. |

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

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Public library administration and governance | <input checked="" type="checkbox"/> Technical services | <input checked="" type="checkbox"/> Legal issues |
| <input checked="" type="checkbox"/> Adult services | <input checked="" type="checkbox"/> Interlibrary loan and resource sharing | <input checked="" type="checkbox"/> Public relations |
| <input checked="" type="checkbox"/> Youth services | <input checked="" type="checkbox"/> Staff development (certification, CE, etc.) | <input checked="" type="checkbox"/> Reference and information services |
| <input checked="" type="checkbox"/> Library automation | <input checked="" type="checkbox"/> Planning and evaluation, standards | <input checked="" type="checkbox"/> Inclusive services |
| <input type="checkbox"/> Building and remodeling | <input checked="" type="checkbox"/> Collection development | |

Delivery and Communication

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

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Had regular courier or van delivery service | <input checked="" type="checkbox"/> Used fax for document delivery/communication |
| <input type="checkbox"/> Provided an 800 number, phone credit card, or accepted collect calls | <input type="checkbox"/> Used mail as primary delivery system |
| ILL transactions sent by: | <input checked="" type="checkbox"/> Published a newsletter |
| <input checked="" type="checkbox"/> Email | <input type="checkbox"/> OCLC |
| <input checked="" type="checkbox"/> Regional automated system | <input checked="" type="checkbox"/> WISCAT |

Service Agreements

- ☒ **Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.**

- ☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate with a check those services provided for in the adjacent library system agreements for the report year.

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Reciprocal borrowing between systems | <input checked="" type="checkbox"/> Delivery | <input type="checkbox"/> Audiovisual services |
| <input checked="" type="checkbox"/> Cash payments in cross-system lending | <input checked="" type="checkbox"/> Newsletter exchange | <input checked="" type="checkbox"/> Cooperative purchasing |
| <input checked="" type="checkbox"/> Continuing education | <input checked="" type="checkbox"/> Cooperative planning/information exchange | |

Inclusive Services

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

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

Briefly summarize the most significant specific inclusive services initiatives carried out by your system in the report year. Describe the system effort in terms of the way in which the initiative is conducted by the system. Some systems provide direct services, others provide services to support library efforts.

The system receives \$2000 from the Rock County Sheriff's department to purchase paperback books for the Rock County Jail. ALS maintains a collection of large type and special interest books for nursing, assisted living and senior centers through out Rock County. These, and similar materials from Hedberg Public Library, are delivered through the ALS delivery system. This service was limited in 2020 due to COVID-19 lockdowns. All seven of the ALS member libraries have service desk hearing loops installed at their circulation desks. Hedberg, Beloit and Edgerton Public Libraries also have meeting/program room hearing loop systems. Both hearing loop projects were funded by LSTA grants in 2014 and 2015. The Wisconsin Center for the Blind and Visually Impaired is an ALS affiliate member and receives materials through the ALS delivery system. Arrowhead also contracts with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Inclusive Services (cont'd.)

Identify the agency(ies) with which the system had the most contact in terms of a planning effort or project collaboration, or with which member libraries worked. Indicate system services or types of materials involved with, or purchased for, the project. Were any accessibility issues involved? Identify any significant marketing done by the system to support inclusive library service efforts.

Rock County Senior Services, Rock County Sheriff's Department, Rock County ADRC, Rock-Walworth Head Start and the WI Center for the Blind and Visually Impaired.

If the system provided any inclusive services continuing education programs in the report year, identify the topic(s) and speaker(s). Arrowhead sponsored two sessions of the Homeless Training Institute, LLC, "Librarian's Guide to Homelessness" workshop. The sessions were held on March 6, 2020 at the Beloit PL. Joe Dutra of the Homeless Training Institute, LLC, was the presenter. there was widespread attendance from throughout Southeastern Wisconsin.

Other Types of Libraries

- ☒ **Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.**
- ☒ An advisory committee or planning group including representatives from other types of libraries met and established objectives relating to this requirement for the plan year.
- ☒ The system has agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate system services provided to other types of libraries in the report year.

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Consultation | <input type="checkbox"/> Union list of serials | <input type="checkbox"/> Back-up reference services |
| <input checked="" type="checkbox"/> Continuing education / workshops | <input checked="" type="checkbox"/> Directory of libraries | <input checked="" type="checkbox"/> Newsletter |
| <input checked="" type="checkbox"/> ILL (Direct) | <input checked="" type="checkbox"/> Delivery services | <input type="checkbox"/> Technical services |

Library Technology and Resource Sharing Plan

- ☒ **Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.**
- ☒ Member public libraries and other types of libraries in the system area had an opportunity to review and comment on the plan.
- ☒ The public library system's current technology and resource sharing plan has been filed with the Division for Libraries and Technology.

Other Service Programs

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

List and evaluate each service program carried out under this statute in the report year. Do not lump miscellaneous activities under a single "other" program.

Arrowhead maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, SHARE, computer classes and other activities in the libraries. The promotions included a radio announcements about library programs and services, news releases to local media, bookmarks, posters, brochures, and a booth at the Rock County Fair. This position provides service to all seven ALS member libraries and also included website design for five of the member libraries. In late 2020, ALS began talks with Lakeshores LS in regards to a collaborative PR/Marketing service with plans to have a signed agreement by the end of 1st quarter 2021.

Administration

- ☒ The system did not expend more than 20 percent of the state aid received in the report year for administration.

IX. COLLABORATIVE ACTIVITIES

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

2020 marks the the third year of the Arrowhead Library System's largest collaboration to date, becoming a member of the SHARE Consortium. SHARE is a partnership of the Arrowhead, Lakeshores and Kenosha County Library Systems providing a shared catalog and ILS to 24 public libraries and one school district library. The new combined SHARE catalog features approximately 1,875,245 items and provides improved functionality, for both patrons and library staff, over Arrowhead's previous ILS, RockCat. Joining SHARE also opened up other collaborative possibilities, ILS support and Network/IT support agreements with the Lakeshores Library System facilitates ILS and technology support and enables IT cooperative purchasing. Currently both ALS and LLS are on the same Wide Area Network (WAN) which is administered by LLS. Also in 2020 Arrowhead and Lakeshores continue to collaborate with a RFID project. To facilitate SHARE delivery, the two systems are also sharing the cost of the delivery run between the ALS delivery hub in Milton to the LLS hub in Racine. In late 2020, the two systems began talks on a collaborative PR/Marketing Service and hope to have a signed agreement by the end of first quarter 2021. The Arrowhead Library System is part of the WPLC E-Content buying pool collaboration. The amount each system funds as part of the WPLC buying pool collaboration shares the cost of a digital library platform, provides access to the entire multi-million dollar collection already in the digital library and will purchase more than \$1,207,500 worth of new content in 2020. In regards to Continuing Education, Arrowhead LS intends three collaborations. First ALS intends to continue its contractual collaboration with the South Central Library System (SCLS). Second ALS intends to continue its membership in the SEWI CE consortium. Finally The Arrowhead LS will remain a cosponsor for the Wild Wisconsin Winter Conference and Trustee Training Week. These collaborations makes available to ALS member library directors and staff a wealth of CE opportunities. These opportunities include face to face programs, webinars and in the case with SCLS, customized crisis prevention programming. As part of its early literacy/1000 Books before Kindergarten projects, Arrowhead continues two collaborations. The first collaboration, with Bridges Library System, developed out of the LSTA project "Accessible Early Literacy" in 2016. ALS was looking for a 1000 Books before Kindergarten App at the same time as Bridges was looking to develop their 1000 Books App Version 2, which would incorporate many of the feature ALS was looking for. The collaboration was natural and the ALS project funded the incorporation of Spanish into the App. When Arrowhead began its 1000 Books before Kindergarten project in 2014, it found many potential community partners in western Walworth County. This led to discussions with the Lakeshores Library System. Lakeshores helped ALS automate its MailChimp based notification system which works with the 1000 Books patron database that ALS had developed.

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

Activity	Amount
1. SHARE Consortium with Lakeshores & Kenosha County Library Systems	50,000
2. ILS/network/IT support agreements with Lakeshores Library System	60,000
3. RFID project with Lakeshores Library System	20,000
4. SHARE Delivery	5,000
5. WPLC/Econtent Buying Pool	1,178,278
6. Continuing Ed agreement with South Central Library System	1,000
7. SEWI CE Consortium	11,835
8. Wild Winter Web Conference/Trustee Week	4,500
9. 1000 Books before Kindergarten App with Bridges Library System	7,850
10. 1000 Books before Kindergarten MailChimp automation with Lakeshores Library System	2,500
Cost Benefit Total	1,340,963

X. PUBLIC LIBRARY SYSTEM ANNUAL PROGRAM EXPENDITURES

Program Expenditures Provide a summary of your public library system expenditures by system service program and fund source for the report year.

Program	System Aid, Carryover, and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference and Interlibrary Loan See note				
1. ALS Technology	14,797	0	0	14,797
2. SHARE ILS & Support	57,715	0	146,264	203,979
3. Resource Contract (minus Overdrive)	35,000	0	0	35,000
4.				
5. Electronic Resources	49,872	10,200	96,182	156,254
Subprogram Total	157,384	10,200	242,446	410,030
Continuing Education and Consulting Service See note				
1. Continuing Education	17,828	0	0	17,828
2. Consulting Services	14,760	0	0	14,760
Subprogram Total	32,588	0	0	32,588
Delivery	75,671	0	6,103	81,774
Inclusive Services	16,677	0	2,000	18,677
Library Collection Development	15,128	0	0	15,128
Direct Payment to Members for Nonresident Access	14,760	0	1,113,408	1,128,168
Direct Nonresident Access Payments Across System Borders	14,760	0	73,534	88,294
Library Services to Youth	24,760	0	0	24,760
Public Information	102,227	0	0	102,227
Administration	29,272	0	1,354	30,626
Other System Programs				
1.				
2.				
3.				
4.				
Grand Totals	483,227	10,200	1,438,845	1,932,272
Estimated Expenditures for Technology-Related Services Provided by the System	106,977	10,200	242,446	359,623

NOTE: Technology, Reference and Interlibrary Loan, and Continuing Education and Consulting Service Program areas may be divided into subprograms at the discretion of the system.

	XI. SYSTEM STAFF	
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1. Personnel Listing

a. Employees Holding the Title of Librarian as of December 31 of the report year. *Include vacancies if they will be filled within one year*

First Name	Last Name	Position	MLS (ALA)	Annual Salary	Hrs. Worked per Week
Steven	Platteter	Director	<input checked="" type="checkbox"/>	\$65,260	40.00
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

b. Other Paid Staff *Include plant operation, maintenance, and security.*

Position	Total Annual Wages	Hrs. Worked per Week	Position	Total Annual Wages	Hrs. Worked per Week
Public Information Coordinator	\$48,754	40.00			
Office & ILL Manager	\$40,289	36.00			
Driver	\$9,838	15.00			
Driver	\$9,663	15.00			
Driver	\$4,203	8.00			

2. System Staff Full-Time Equivalents (FTEs) *Divide the total hours worked per week for each category by 40 to determine full-time equivalents.*

a. Persons Holding the Title of Librarian

i. Master's Degree from an ALA Accredited Program FTE

1.00

ii. Other Persons Holding the Title of Librarian FTE

0.00

Subtotal

1.00

b. All Other Paid Staff FTE *incl. maintenance, plant operation, and security*

2.85

c. Total Library Staff Full Time Equivalents *Add Subtotal 2a and 2b*

3.85

XII. SYSTEM MEMBERSHIP*Attach a listing of all current public library and county members of the system.*

Indicate whether your public library system members have indicated compliance with the following membership requirements. If any of these conditions have not been met, attach a written explanation of the circumstances resulting in noncompliance and a description of actions to be taken to achieve compliance (include timelines). *A check indicates that all members have indicated compliance with the requirement.*

- ☒ The public library members are established under the provisions of Chapter 43 of the Wisconsin Statutes. [Wis. Stat. § 43.15(4)(c)1]
- ☒ The public library members are authorized by the municipal governing board to participate in the public library system. [Wis. Stat. § 43.15(4)(c)3]
- ☒ The public library members have entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program or from providing remote access to a library's online resources only to residents. [Wis. Stat. § 43.15(4)(c)4]
- ☒ The member public library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction and is present in the library for at least 10 hours of each week that the library is open, less leave time. [Wis. Stat. § 43.15(4)(c)6 and Administrative Code Rules PI 6.03]
- ☒ All counties participating in the system have entered into written agreements with the system as required under [Wis. Stat. § 43.15(4)(b)3]
- ☒ All counties participating in the system have adopted and maintained the plan of library service submitted and approved under Wis. Stat. § 43.11(3) and Wis. Stat. § 43.13(1). [Wis. Stat. § 43.15(4)(b)1]. *On the attached membership listing, indicate the year of the last plan revision.*
- ☒ Each public library member, beginning in 2008, annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer. [Wis. Stat. § 43.15(4)(c)7]
- ☒ Each public library member, beginning in 2008, annually spends at least \$2,500 on library materials. [Wis. Stat. § 43.15(4)(c)8]

XIII. CERTIFICATION OF STATUTORY COMPLIANCE

As of the date of this report, indicate whether the following statutory requirements are being met by the system. If any of these requirements were not met, attach a written explanation of the circumstances resulting in noncompliance and a description of the actions to be taken to achieve compliance (include timelines). Any current written contracts or agreements not previously filed with the division providing evidence of compliance must be enclosed with this report. This report is for compliance as of the date of this report. If compliance is later not maintained in any area reported as being in compliance, notify the Division for Libraries and Technology.

Indicate compliance with the requirements below with a checkmark. Unchecked statutes indicate noncompliance.

- ☒ Library system board is constituted and operated in compliance with Wis. Stat. § 43.17(1) and (2) and Wis. Stat. § 43.19(1)(a) and (b).
- ☒ Library system board has appointed a head librarian who is responsible for administration of the public library system. [Wis. Stat. § 43.17(4)]
- ☒ Library system is organized and operated in compliance with Wis. Stat. § 43.15 Standards for public library systems.

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

- ☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)(4). with all member libraries.
- ☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ (d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.
- ☒ (e) Inservice training for participating public library personnel and trustees.
- ☒ (fm) Electronic delivery of information and physical delivery of library materials to participating libraries.
- ☒ (g) Service agreements with all adjacent library systems.
- ☒ (h) Professional consultant services to participating public libraries.
- ☒ (i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.
- ☒ (k) Promotion and facilitation of library service to users with special needs.
- ☒ (L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- ☒ (m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to the library technology and the sharing of resources. By January 1, 2000, and every 5th January thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- ☒ (n) That, if the system reimburses a participating public library for the costs of providing interlibrary borrowing services to an individual who holds a valid borrower's card of another participating public library, the reimbursement shall not exceed the actual costs incurred by the public library in providing such services. The department shall promulgate rules defining "actual costs" for the purposes of this paragraph.

CERTIFICATION

I CERTIFY that to the best of my knowledge the information provided in this annual report and any attachments are true and accurate.

Signature of Public Library System Director ➤	Name of Public Library System Director Steven T. Platteter	Date Signed
Signature of Public Library System Board President ➤	Name of Public Library System Board President Adam Dinnes	Date Signed

	COMMENTS	
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3. Video Materials

No additions or deletions.--2021-01-29

1. Total Annual Circulation

local patron was granted access to system large print collection.--2021-01-29

The Arrowhead Library System book collection is mainly large print materials for nursing home outreach. While only 31 items "circulated" in 2020, 996 items were loaned out, in bulk collections, to Rock County nursing homes.--2021-01-29

2a. Items Loaned (provided to)

Apart from its book and video collections, ALS loaned 95 stand-ups, 3 huge stuffed bear and 20 makerspace items to member libraries. ALS also handled 1071 clearinghouse requests; 1057 from member libraries, 68 from affiliate members and 14 from non-ALS members.--2021-01-29

System Collection - Print: System State Aid

Subscriptions, nursing home outreach, jail outreach.--2021-01-28

System Collection - Print: All Other

Funds from the Rock County Sheriff's Department for jail books.--2021-01-28

System Collection - Electronic: System State Aid

\$5,000 from Resource Contract to cover ALS Overdrive Advantage account. \$25,000 toward HOOPLA content. Also includes subscriptions to Gale Courses and Transparent Languages.--2021-01-28

System Collection - Electronic: Other State and Federal Aid

CARES grant collaboration with LLS as fiscal agent, subscriptions to LinkedIn Learning and CreativeBug.--2021-01-28

System Collection - Electronic: All Other

\$29,222 - ALS member libraries' contribution to Digital Buying pool. \$66,961 - ALS member libraries contribution for HOOPLA content, ALS provides an additional \$25,000.--2021-01-28

System Contracts: System State Aid

Resource contract with Hedberg PL \$40,000 minus \$5000 for ALS Overdrive Advantage program in 3b System Collection Electronic Materials. 10,000 for YS consulting contract with Beloit PL. \$17,653 Koene Courier Services - delivery run from ALS sorting hub to LLS sorting hub in Racine PL. \$200 to LLS for web hosting.--2021-01-28

System Contracts: All Other

Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707. \$83,000 to LLS for SHARE/IT support agreement from member libraries automation fees.--2021-01-28

System Payments to Libraries: System State Aid

\$5306 to Edgerton PL for RFID reimbursement. \$500 to Eager Free PL toward Strategic Planning Cohort membership.--2021-01-28

System Payments to Libraries: All Other

Rock County Payment to ALS member libraries for reimbursable township circulation.--2021-01-28

Other Operating: All Other

Funds from affiliate members for delivery related expenditures. Funds from non-e-collection/contract automation expenditures and Rock County funds for ALS Board per diems.--2021-01-28

Total Operating Expenditures: System State Aid

Reflects \$467,820 system aid funds for 2020 and \$15,407 system aid carryover funds.--2021-01-28

Program 2 System Aid

Funds were used for RFID tagging the major collections of the ALS member libraries, includes \$15,407 of ALS carryover funds.--2021-01-29

Program 3 System Aid

Resource Contract with Hedberg Public Library, \$40,000 minus \$5,000 reported in Electronic Resources: \$35,000.--2021-01-29

Program 5 System Aid

\$5,000 from Resource Library Contract with Hedberg Public Library for ALS Overdrive advantage program. \$25,000 ALS contribution toward Hoopla content. Also includes subscriptions to Gale Courses and Transparent Languages.--2021-01-29

Program 5 Funds

Collaborative CARES grant with Lakeshores LS, funds for subscriptions to CreativeBug and LinkedIn Learning.--2021-01-29

Program 5 Other Income

\$29,222 - ALS member libraries' contribution to Digital Buying pool. \$65,273 - ALS member libraries contribution for HOOPLA content, member libraries may have separately added additional Hoopla content through direct invoicing from Midwest Tape.--2021-01-29

Delivery Other Income

\$6,103 from affiliate members for delivery service.--2021-01-29

Inclusive Services Other Income

The Rock County Sheriff's department provides \$2000 for books for the Rock County Jail.--2021-01-29

Direct Payment to Members for Nonresident Access Other Income

Beloit \$350,504. Clinton \$47,521. Edgerton \$78,246. Evansville \$65,811. Janesville \$445,225. Milton \$93,312. Orfordville \$32,790.--2021-01-29

Direct Nonresident Access Payments Across System Borders Other Income

Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707.--2021-01-29

Library Services to Youth System Aid

2020 Public Library System Annual Report Addenda

Section VIII. Library System Evaluation and Certification of Compliance

System

Arrowhead Library System

Resource Library Agreement

Other agreements

Reference Referral and Interlibrary Loan

Other reference referral and interlibrary loan services

Comments

Joining the SHARE Consortium has changed the dynamics of interlibrary loan for the Arrowhead Library System. While the amount of WISCAT generated ILL has decreased, the amount of hold generated loans has increased considerably. In 2020 167,000 items passed through the ALS sorting hub either coming from LLS & KCLS to ALS member libraries or heading to LLS & KCLS from ALS member libraries to fill holds. While this is down from 2019, it is still considerable considering the COVID-19 pandemic.

Inservice Training

Other inservice training or professional consultant services

Comments

ALS contracts with the Beloit Public Library for youth services consulting and also contracts with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting.

Delivery and Communication

Other delivery and communication services

Comments

Five day delivery is provided for all ALS member libraries. In addition the delivery van goes to Beloit College, Beloit Schools, Evansville Schools, Parkview Schools and the WI Center for the Blind and Visually Impaired. ALS pays for state-wide delivery service 4 days per week. To facilitate SHARE-wide delivery. ALS also contracts with Koene Courier Service, Madison, to provide a five day a week delivery run between the ALS sorting hub in Milton and the LLS sorting hub at Racine PL. ALS delivery was shut down during the COVID-19 "safer at home" order but ramped back up to full service by July. The Arrowhead Newsletter, now "The Monthly Memo", is highly regarded, both locally and statewide. Beside the newsletter, the ALS public information coordinator also prepared radio announcements, newspaper and shopper news releases about programs in the member libraries, brochures, flyers, newsletters, and other promotional materials.

Service Agreements

Other service agreements

Comments

Inclusive Services

Summary of significant specific services or inclusive services initiatives

The system receives \$2000 from the Rock County Sheriff's department to purchase paperback books for the Rock County Jail. ALS maintains a collection of large type and special interest books for nursing, assisted living and senior centers through out Rock County. These, and similar materials from Hedberg Public Library, are delivered through the ALS delivery system. This service was limited in 2020 due to COVID-19 lockdowns. All seven of the ALS member libraries have service desk hearing loops installed at their circulation desks. Hedberg, Beloit and Edgerton Public Libraries also have meeting/program room hearing loop systems. Both hearing loop projects were funded by LSTA grants in 2014 and 2015. The Wisconsin Center for the Blind and Visually Impaired is an ALS affiliate member and receives materials through the ALS delivery system. Arrowhead also contracts with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting.

Agency(ies) with which the system had the most contact

Rock County Senior Services, Rock County Sheriff's Department, Rock County ADRC, Rock-Walworth Head Start and the WI Center for the Blind and Visually Impaired.

Continuing education about inclusive services *Topics and speakers*

Arrowhead sponsored two sessions of the Homeless Training Institute, LLC, "Librarian's Guide to Homelessness" workshop. The sessions were held on March 6, 2020 at the Beloit PL. Joe Dutra of the Homeless Training Institute, LLC, was the presenter. there was widespread attendance from throughout Southeastern Wisconsin.

Comments

Starting in 2018 ALS provided a \$1000 match to the funds already provided by the Rock County Sheriff's Department for books to the Rock County Jail. The additional funds were used to purchase Alcoholics and Narcotics Anonymous materials for inmates. In 2019, ALS started to contract with Inclusive Services Institute Cohort member Rene Bue for inclusive services consulting and continues to do so through 2020.

Other Types of Libraries

Other system services to other types of libraries

Other Comments

Other Service Programs

Other service programs List and evaluate

Arrowhead maintains a public information coordinator to produce promotional information about library services, special programs, youth and adult ongoing programs, brochures, SHARE, computer classes and other activities in the libraries. The promotions included a radio announcements about library programs and services, news releases to local media, bookmarks, posters, brochures, and a booth at the Rock County Fair. This position provides service to all seven ALS member libraries and also included website design for five of the member libraries. In late 2020, ALS began talks with Lakeshores LS in regards to a collaborative PR/Marketing service with plans to have a signed agreement by the end of 1st quarter 2021.

2020 Public Library System Annual Report Addenda

Section VIII. Library System Evaluation and Certification of Compliance

System

Arrowhead Library System

Resource Library Agreement

Other agreements

Reference Referral and Interlibrary Loan

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¹, No additions or deletions. (0-2021-01-29)

², local patron was granted access to system large print collection. (0-2021-01-29)

², The Arrowhead Library System book collection is mainly large print materials for nursing home outreach. While only 31 items "circulated" in 2020, 996 items were loaned out, in bulk collections, to Rock County nursing homes. (0-2021-01-29)

³, Apart from its book and video collections, ALS loaned 95 stand-ups, 3 huge stuffed bear and 20 makerspace items to member libraries. ALS also handled 1071 clearinghouse requests; 1057 from member libraries, 68 from affiliate members and 14 from non-ALS members. (0-2021-01-29)

⁴, Subscriptions, nursing home outreach, jail outreach. (0-2021-01-28)

⁵, Funds from the Rock County Sheriff's Department for jail books. (0-2021-01-28)

⁶, \$5,000 from Resource Contract to cover ALS Overdrive Advantage account. \$25,000 toward HOOPLA content. Also includes subscriptions to Gale Courses and Transparent Languages. (0-2021-01-28)

⁷, CARES grant collaboration with LLS as fiscal agent, subscriptions to LinkedIn Learning and CreativeBug. (0-2021-01-28)

⁸, \$29,222 - ALS member libraries' contribution to Digital Buying pool. \$66,961 - ALS member libraries contribution for HOOPLA content, ALS provides an additional \$25,000. (0-2021-01-28)

⁹, Resource contract with Hedberg PL \$40,000 minus \$5,000 for ALS Overdrive Advantage program in 3b System Collection Electronic Materials. 10,000 for YS consulting contract with Beloit PL. \$17,653 Koene Courier Services - delivery run from ALS sorting hub to LLS sorting hub in Racine PL. \$200 to LLS for web hosting. (0-2021-01-28)

¹⁰, Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707. \$83,000 to LLS for SHARE/IT support agreement from member libraries automation fees. (0-2021-01-28)

¹¹, \$5306 to Edgerton PL for RFID reimbursement. \$500 to Eager Free PL toward Strategic Planning Cohort membership. (0-2021-01-28)

¹², Rock County Payment to ALS member libraries for reimbursable township circulation. (0-2021-01-28)

¹³, Funds from affiliate members for delivery related expenditures. Funds from non-e-collection/contract automation expenditures and Rock County funds for ALS Board per diems. (0-2021-01-28)

¹⁴, Reflects \$467,820 system aid funds for 2020 and \$15,407 system aid carryover funds. (0-2021-01-28)

¹⁵, Funds were used for RFID tagging the major collections of the ALS member libraries, includes \$15,407 of ALS carryover funds. (0-2021-01-29)

¹⁶, Resource Contract with Hedberg Public Library, \$40,000 minus \$5,000 reported in Electronic Resources: \$35,000. (0-2021-01-29)

¹⁷, \$5,000 from Resource Library Contract with Hedberg Public Library for ALS Overdrive advantage program. \$25000 ALS contribution toward Hoopla content. Also includes subscriptions to Gale Courses and Transparent Languages. (0-2021-01-29)

¹⁸, Collaborative CARES grant with Lakeshores LS, funds for subscriptions to CreativeBug and Linkin Learning. (0-2021-01-29)

¹⁹, \$29,222 - ALS member libraries' contribution to Digital Buying pool. \$65,273 - ALS member libraries contribution for HOOPLA content, member libraries may have separately added additional Hoopla content through direct invoicing from Midwest Tape. (0-2021-01-29)

²⁰, \$6,103 from affiliate members for delivery service. (0-2021-01-29)

²¹, The Rock County Sheriffs department provides \$2000 for books for the Rock County Jail. (0-2021-01-29)

²², Beloit \$350,504. Clinton \$47,521. Edgerton \$78,246. Evansville \$65,811. Janesville \$445,225. Milton \$93,312. Orfordville \$32,790. (0-2021-01-29)

²³, Intersystem agreement payments from Rock County to adjacent counties for nonresident use: Jefferson County \$29,299, Green County \$24,261, Dane County \$15,267 and Walworth County \$4,707. (0-2021-01-29)

²⁴, Includes \$10,000 to Beloit Public Library per Youth Services Consulting Contract. (0-2021-01-29)

²⁵, Includes both Public Information consulting and Public Information Services listed under VIII - Other Service Programs. (0-2021-01-29)

²⁶, ALS Board per Diem. (0-2021-01-29)

2021 SHARE Lost Items Reconciliation Charges

	Owes	Owed
Beloit		\$390.91
Clinton		\$20.43
Eager Free	\$26.01	
Edgerton	\$128.32	
Hedberg		\$338.31
Hedberg BK		\$60.97
Hedberg NS		\$19.99
Milton	\$4.44	
Orfordville	\$58.06	

ALS Board 2021

<u>Appointed Members</u>	<u>Term Expires</u>	<u>Ex-Officio Members</u>
Annette Smith-Vice President	Reappointed 2/11/21	Richard Bostwick, Chair
1044 Sunset Drive	Expires 12/31/23	Rock County Board of Super
Milton, WI 53563	arsmith14@gmail.com	Rock County Courthouse
Phone: 346-3673		Janesville, WI 53545
Milton Library Board Member		Phone: 757-5540(courthouse
Bill Wilson		Steve Platteter, Director
417 East High Street	Expires 12/31/22	Arrowhead Library System
Milton, WI 53563	william.wilson@co.rock.wi.us	430 E. High St, Suite 200
Phone: 868-9180 or 718-0571(cell)	billwilsonretired@gmail.com	Milton, WI 53563
Rock County Supervisor	(serves remainder of Bostwick term)	Phone:868-2872 (work)
		Phone: 262-689-9179 (cell)
Adam Dinnes-President	Reappointed 1/3/19	Bryan McCormick Director
1438 Lafayette Street	Expires 12/31/21	Hedberg Public Library
Janesville, WI 53546	adamdinnes@gmail.com	316 S. Main Street
Phone: 608-295-9219		Janesville, WI 53545
Hedberg Library Board Member		Phone: 758-6594(work)
Eloise Paula Eager	Reappointed 1/1/19	Nick Dimassis
43 N Second St.	Expires 12/31/21	Beloit Public Library
Evansville, WI 53536	eloiseeager@charter.net	605Eclipse Street
Phone: 608—490-0591		Beloit, WI 53511
Eager Free Library Board Member		Phone: 364-2917(work)
Stephane Aegerter	Reappointed 2/11/21	Sarah Strunz
526 Laurel Avenue	Expires 12-31-23	Orfordville Public Library
Janesville, WI 53548	stephanie.aegerter@co.rock.wi.us	519 E. Beloit St.
Phone: 608-295-9274	(serves remainder of Davis term)	Orfordville, WI 53576
Rock County Supervisor		Phone: 879-9229
Jose Carrillo	Reappointed 1/9/20	Board Committees:
125 Winesap Drive	Expires 12/31/22	Budget
Janesville, WI 53548	jojolatino@aol.com (home)	Carrillo, Dinnes
Phone: 322-8986 (cell)		Platteter (Ex-Officio Member)
At Large Board Member		
Sherry Blakeley		Personnel:
745 Milwaukee Rd. #2	Expires 12/31/21	Carrillo, Dinnes
Beloit, WI 53511	blakeleys@beloitwi.gov	Platteter (Ex-Officio Member)
Phone: 608-362-1417	(serves remainder of Miller term)	
Beloit Library Board Member		