



I. GENERAL INFORMATION

Public Library System
 South Central Library System

II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS

The following statement certifies that your public library system complied with all statutory requirements for public library systems for calendar year 2010. Indicate, with a check, your system's compliance with each of the system requirements.

S.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 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 except for the group programming preference authorized under s. 43.15(4)(c)4, and to provide for the interlibrary loan of materials among all participating public libraries, as evidenced by agreements with those libraries.
- Copies of the most recent agreements have been filed with the Division for Libraries, Technology, and Community Learning.

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 2010 and 2011 resource library agreements have been filed with the division.

Others *Specify:*

Reference Referral and Interlibrary Loan

- S. 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.**
 - Reimbursed member libraries for ILL
 - Maintained ILL Clearinghouse
 - Contracted for ILL Clearinghouse
 - Maintained a shared database of member library bibliographic records and holdings
 - Utilized WISCAT to promote interlibrary loan
 - Maintained a system interlibrary loan plan

Others *Specify:*

LIST ON GOING ACTIVITIES RELATED TO THIS REQUIREMENT.

•Provide our system resource library with the necessary funding to provide backup reference, information and interlibrary loan (ILL) services on behalf of all member libraries. **DONE***

ILL

- Manage and enhance WorldCat and BadgerCat for SCLS libraries. **DONE**
- Reimburse member public libraries for ILL net lending, as budgeted. **DONE**
- Work with Madison Public Library to manage WorldCat and ILLiad ILL services. Determine training and configuration needs for these services. **DONE**
- Appoint ad hoc committees/task forces to work on issues related to ILL. **DONE**

REFERENCE

- Provide authentication services for all reference databases offered to the public. **DONE**
- Maintain forms for email reference for member libraries as needed. **DONE**
- Participate in the AskAway Consortium and the 24/7 Reference Cooperative to provide virtual reference services. **DONE**
- Continue to work with member libraries on coordination and support of the Book-alikes (online readers' advisory) project. **DONE**
- Coordinate with member libraries to provide access to reference databases for member library staff and patrons. **DONE**
- Appoint ad hoc committees/task forces to work on issues related to reference. **DONE**

*DONE = This action was taken, either as a discrete project or as part of SCLS on-going services

II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

INTEGRATED LIBRARY SYSTEM

- Operate a shared automated system to enhance resource sharing throughout SCLS. DONE
- Support libraries on the use of the integrated library system (ILS). DONE
- Maintain a shared database of member library bibliographic records and holdings. DONE
- Provide cooperative cataloging of materials. DONE
- Contribute funds to the ILS as stated in the ILS contract. DONE
- Provide in-kind services for the ILS (business, personnel, general management, public relations, etc.). DONE
- Encourage membership in the ILS of "Automation Independent" libraries as appropriate. DONE
- Provide email and telephone delivery for ILS-related notices. DONE
- Support libraries joining the ILS. NO NEW LIBRARIES JOINED THE ILS IN 2010

INDICATE NEW OR PRIORITY ACTIVITIES RELATING TO THIS REQUIREMENT FOR THE PLAN YEAR.

ILL

- Determine the ILL needs of libraries not participating in the ILS and ensure that these needs will be met by the Koha ILS. DONE

REFERENCE

- Continue to work with WiLS on outsourcing database selection/acquisition/billing to WiLS. DONE
- Review the virtual reference service and explore other possibilities for improving service. DONE

INTEGRATED LIBRARY SYSTEM

- Complete migration to the Koha system. KOHA VENDOR LIBLIME WAS PURCHASED BY PTFS IN 2010. SWITCH TO KOHA SCHEDULED FOR 2011
- Work with the Fitchburg Public Library to begin the process of joining the ILS. DONE
- Provide SCLS staff members with necessary training to prepare for a new public access catalog and ILS system. DONE
- Provide member libraries with necessary training to migrate to the Koha ILS. DONE
- Implement new committee structure for ILS decision making. DONE
- Implement organizational changes related to ILS services and staff. DONE
- Review the funding structure for ILS and other technology services. DONE
- Work to integrate other online services and resources with the new Koha online catalog. DONE

Other Comments:

Inservice Training

S. 43.24(2)(e) Inservice training for participating public library personnel and trustees.

S. 43.24(2)(h) Professional consultant services to participating public libraries.

Indicate with a check those services carried out by your system in 2010 in conjunction with this service requirement.

- Conducted workshops for member library staff and trustees
- Maintained a calendar of CE events
- Provided scholarships and grants for member library staffs
- Maintained a professional collection for system and member library staffs.

Indicate with a check those services carried out by your system in 2010 in conjunction with this service requirement.

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

II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

 Interlibrary loan and resource sharing

 Special needs

Others *Specify:*

LIST ON GOING ACTIVITIES RELATED TO THIS REQUIREMENT.

- Conduct workshops for member library staff and trustees, both in-person and by web conferencing. DONE
- Conduct informal discussion/training sessions by web conferencing. DONE
- Provide hands-on training. DONE
- Provide access to online self-paced courses. DONE
- Record audio and video of continuing education sessions when possible, and provide members access to these recordings. DONE
- Maintain a calendar of CE events, and provide information on CE opportunities offered by other organizations. DONE
- Offer direct training opportunities for library staff and trustees on topics related to local advocacy. DONE
- Provide continuing education opportunities on issues related to library management, including budgeting, Chapter 43, etc. DONE
- Investigate trustee training approaches. DONE
- Work with other public library systems and organizations to coordinate speakers' travel and presentations to save money. DONE
- Watch new developments in long-distance collaborative environments, in order to enhance delivery of training. DONE
- Help libraries to develop their own training and staff development plans. DONE
- Maintain a wireless training lab for member libraries to borrow for patron and staff training. DONE
- Provide scholarships and grants for member library staff and trustees to attend continuing education events to supplement local continuing education funds. DONE
- Pay annual Wisconsin Library Association dues for member public library trustees in order to encourage trustee education and development. DONE
- Pay annual Wisconsin Library Association dues for member public library directors or their designees. DONE
- Assist member librarians in the statutory certification and re-certification processes. DONE

INDICATE NEW OR PRIORITY ACTIVITIES RELATING TO THIS REQUIREMENT FOR THE PLAN YEAR.

- Develop a series of "Top 5" webinars, focused on "Top 5" things people need to know in different areas of library service. THE IDEA FOR A "TOP 5" WEBINAR SERIES WAS TABLED IN 2010 IN FAVOR OF FOCUSING ON PROVIDING SHORT TUTORIALS ON VARIOUS TOPICS, BLOG POSTS, QUICK TIP SHEETS FOR DATABASE TRAINING, AND CONTINUING THE BRAIN SNACK WEBINARS.
- Using LSTA funds, contract with trainers on behalf of member libraries to offer staff training sessions in technology. DONE
- Find competencies developed by other institutions for various areas of library service and assist libraries in adapting and implementing such competencies. DONE
- Investigate GoToTraining as another tool for providing online training for member libraries. DONE
- Using LSTA funds, provide job search related training to library staff. DONE
- Using LSTA funds, provide continuing education workshops for public librarians that will teach librarians methods for marketing and creating library programs for at-risk teens. DONE

Other Comments:

PROFESSIONALCONSULTATION

LIST ON GOING ACTIVITIES RELATED TO THIS REQUIREMENT.

- Provide consulting/coordinating services and information to member libraries in areas including, but not limited to, public library administration and governance, adult services, youth services, library automation, technology, building and remodeling, technical services, interlibrary loan and resource sharing, staff development, orientation for new directors and youth services librarians, establishment and maintenance of library Friends groups, intellectual freedom, local and county planning and evaluation, standards, collection development, legal issues, public relations and advocacy, internet usage and resources, reference and information services, special needs, new technologies, multitype activities, delivery and communications, marketing and business partnerships, reportage to the state, grant opportunities and procedures, and pretty much whatever else any member needs to operate effectively. DONE

II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

- Provide grant support services for member libraries, including identification of grant sources and grant-writing assistance. DONE
- Coordinate group grant applications and serve as grant project managers as appropriate. DONE
- Assist SCLS member public libraries to pursue grants and other funding for ILS start-up costs. DONE
- Assist member public libraries that are not part of the ILS to join, should they so desire. DONE
- Assist member libraries in the process of filing annual reports by training libraries, providing forms support, and reviewing completed reports. DONE
- Assist member libraries in fundraising activities. DONE
- Oversee state compliance and border processes. DONE
- Assist member libraries with strategic planning, including the marketing components of strategic plans. DONE
- Assist member libraries to be prepared for requests from law enforcement. DONE
- Invest funds for member libraries and agencies at their request in the state pooled investment fund to ensure that the best possible use is made by existing resources. DONE
- Meet with new directors in the system to orient them to system services. DONE
- Assist member libraries with conducting focus groups and other marketing research to assess needs for various patron groups. SCLS STAFF ASSISTED MEMBER LIBRARIES WITH MARKETING TO VARIOUS PATRON GROUPS BUT DID NOT USE FOCUS GROUPS
- Consult with member libraries on remodeling or new buildings. DONE
- Help libraries to develop effective instruction for the public. DONE
- Maintain information to assist libraries with various topics on the SCLS website. DONE

INDICATE NEW OR PRIORITY ACTIVITIES RELATING TO THIS REQUIREMENT FOR THE PLAN YEAR.

- Investigate creating a technology-specific orientation for new library directors. DONE

Delivery and Communication

S. 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 2010 in conjunction with this service requirement.

- Had regular courier or van delivery service
- Provided an 800 number, phone credit card, or accepted collect calls
- ILL transactions sent by:
 - BBS
 - Email
 - OCLC
 - Local automated system
- Used fax for document delivery/communication
- Used mail as primary delivery system
- Published a newsletter

Others *Specify*:

LIST ON GOING ACTIVITIES RELATED TO THIS REQUIREMENT.

DELIVERY:

- Provide delivery services for SCLS member public libraries. DONE
- Operate and enhance intersystem delivery service in order to provide service at highest possible levels of efficiency and effectiveness. DONE
- Deliver all types of materials necessary to support programming, including story props, the wireless lab, other equipment, and special requests. DONE
- Explore alternative delivery methods to increase capacity while controlling costs. DONE
- Work with member libraries to develop best-practices for delivery as volume continues to grow. DONE
- Continue use of Reduced Transportation Holds (RTH) in the ILS to reduce delivery time of popular materials. DONE
- Work with the State Delivery Services Advisory Committee to advocate for funding to support delivery services. DONE
- Pursue contractual agreements and other funding as required to support intersystem delivery service. DONE
- Seek new customers for delivery to share the cost of routes and increase affordability of the service. DONE
- Provide the LINK Express service to non-public library agencies. DONE

II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

- Continue to investigate alternative fuels, including the best sources and uses of such fuel. DONE
- Work with member libraries who are planning new buildings or renovations to design appropriate areas for delivery and materials handling. DONE

OTHER:

- Provide online resources, including various reference databases and OverDrive downloadable audio books. DONE
- Support member libraries in the use of electronic resources, including reference databases and the OverDrive collection. DONE
- Encourage member libraries to make full use of available online resources. DONE
- Create marketing materials to ensure that the public is aware of remote services available to them. DONE
- Create online tutorials for member libraries and public on the use of online resources. DONE
- Enable remote access to library materials and services offered by the state, LINK, and member libraries. DONE
- Participate in the Wisconsin Public Library Consortium and its services, including OverDrive. DONE

INDICATE NEW OR PRIORITY ACTIVITIES RELATING TO THIS REQUIREMENT FOR THE PLAN YEAR..

DELIVERY:

- Determine how to best cope with the issues of our currently aging fleet. DONE
- Pursue van advertising as a revenue possibility. DONE
- With member libraries, work on possible volume control alternatives. DONE
- Implement new committee structure for Delivery decision making. DONE
- Reach out to customers more frequently, either informally through visits or calls, or more formally through a survey. DONE
- Create a blog of procedures to share information internally and externally. DONE
- Work with Fitchburg and Madison to ensure appropriate areas for delivery and materials handling at new and renovated libraries. DONE
- With ILS staff, ensure that features like RTH are present in the new Koha ILS. DONE

OTHER:

- Investigate other ways for providing patron authentication services. DONE
- Continue to work with WiLS on outsourcing database selection/acquisition/billing to WiLS. DONE
- Evaluate a pilot project in database promotion currently in place at selected member libraries. DONE
- Implement revised authentication mechanism to reflect a change in policy about which databases library patrons have access to. DONE
- Determine the impact of the Koha system on authentication, and develop revised system as necessary. DONE
- Determine ways to redesign the subject presentation of online resources to make them more effective and to include local content. DONE
- Using LSTA funds, provide access to computer tutorials for library staff members and patrons. DONE

Other Comments:

Service Agreements

S. 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, Technology, and Community Learning.

Indicate with a check those services provided for in the adjacent library system agreements for **2010**.

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

II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

Others *Specify*:

Other Comments:

Services to Users with Special Needs

S. 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

Briefly summarize the most significant specific services or initiatives carried out by your system in a special needs area in 2010. 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. Targeted special needs groups and services include those dealing with cognitive disabilities, mental illness, mobility and accessibility issues, speech and hearing disabilities, vision disabilities, literacy, poverty, and seniors with special needs.

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 library efforts in serving special needs populations.

If the system provided any continuing education programs in 2010 on special needs topics, identify the topic(s) and speaker(s)

Other Comments:

LIST ON GOING ACTIVITIES RELATED TO THIS REQUIREMENT.

- Work with member libraries to identify needs, goals, and objectives for creating new, innovative services for library patrons with special needs. **DONE**
- Meet with outreach/special needs staff from member libraries to determine grants, focus of CE workshops, and directions of future projects. **DONE**
- Encourage library cooperation with schools, day care centers, and agencies serving children with special needs. **DONE**
- Advise library staff on how to provide services that can be easily accessed by customers with special needs. **DONE**
- Assist member libraries in remodeling/new building planning in order to include accessibility features. **DONE**
- Assist member libraries in creating ADA-approved computer workstations, including screen magnification and reader software. **DONE**
- Assist member libraries in discovering ways that technology can be used to meet the needs of changing communities (adaptive equipment, new tech for younger users, services in language other than English). **DONE**
- Write and coordinate LSTA grants that help libraries develop new early, family, and adult literacy programs, provide new services for patrons who are new English speakers, and create new services for patrons with special needs. **DONE**
- Fund selected experimental outreach projects for youth. **DONE**
- Help libraries develop family literacy programs. **DONE**
- Maintain special outreach efforts to populations for whom English is not the first language. **ON GOING**
- Provide continuing education opportunities that help libraries serve patrons from different cultures and socio-economic classes. **ON GOING**
- Conduct continuing education sessions on topics related to special needs and include special needs in other continuing education. **ON GOING**
- Provide delivery to senior and retirement centers and day care centers in the Dane County area on a cost-recovery basis. **ON GOING**
- Continue to provide authentication services for the Regional Library for the Blind patrons for the OverDrive service. **DONE**

INDICATE NEW OR PRIORITY ACTIVITIES RELATING TO THIS REQUIREMENT FOR THE PLAN YEAR.

- Using LSTA funds, purchase adaptive technologies and other adaptive devices to upgrade public computer workstations in member libraries as identified by libraries and community organizations. **DONE**
- Using LSTA funds, providing funding for collection development, training for library staff, and programming for at-risk teens. **DONE**

Other Types of Libraries

S. 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, Technology, and Community Learning.

Indicate with a check system services provided to other types of libraries in **2010**.

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Consultation | <input type="checkbox"/> Union list of serials | <input checked="" type="checkbox"/> Back-up reference services |
| <input checked="" type="checkbox"/> Continuing education/workshops | <input 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 |
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II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

Others *Specify*:

Other Comments:

Library Technology and Resource Sharing Plan

- S. 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.
- A copy of the public library system technology and resource sharing plan has been filed with the Division for Libraries, Technology, and Community Learning.

Other Service Programs

S. 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 **2010**. Do not lump miscellaneous activities under a single "other" program.

COLLECTION DEVELOPMENT:

- Contract with system resource library for the central purchase of requested items in high demand or not owned within the system area, and purchase and management of collections of special materials such as videos with public performance rights to strengthen the resources available to member libraries for interlibrary loan and programming purposes. **DONE**
- Maintain a collection of materials for loan consisting of professional materials concerning the library and information field. **DONE**
- Subscribe to and route various library periodicals on behalf of member libraries that cannot afford to do this on an individual basis. **DONE**
- Implement and enhance online full-text and other electronic information that can be accessed by SCLS libraries and the public. **DONE**
- Continue the successful use of resource contract funds to purchase materials requested for interlibrary loan, when appropriate. **DONE**
- Maintain digitized copies of local history materials on library websites. **DONE**
- Assist libraries with digitization of local history materials. **DONE**

NEW AND PRIORITY ACTIVITIES IN COLLECTION DEVELOPMENT:

- Investigate new and better ways to maintain digitized content on websites. **DONE**
- Using LSTA funds, update the netLibrary collection in the area of technology and experiment with e-books in OverDrive. **DONE**
- Using LSTA funds, experiment with USB language learning products in order to develop best practices for member libraries. **MEMBERS DID IT ON THEIR OWN**
- Using LSTA funds, improve the netLibrary and OverDrive collections in the area of business and careers. **DONE**

COUNTY SUPPORT:

- Make county service payments, create budgets, file reports, etc. on behalf of counties as requested and as feasible. **DONE**
- Attend county meetings of library directors and library boards as feasible. **DONE**

FOUNDATION:

- Continue the planning and development of the Foundation. **DONE**
 - Educate member libraries on the value of a foundation and related laws. **DONE**
 - Maintain a website for the Foundation. **DONE**
 - Continue to accept online credit card donations. **DONE BUT DISCONTINUED IN FALL**
 - Develop appropriate programs and appeals for major Foundation campaign areas. **DONE**
 - Continue to manage money for SCLS libraries that have joined the SCLS Foundation. **DONE**
 - Publish a Foundation newsletter. **DONE**
 - Maintain a database of constituents. **DONE**
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II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

LEADERSHIP AND PLANNING:

- Provide leadership, in partnership with member libraries and trustees, concerning not only how we can better undertake current objectives, but also where we should direct our efforts and resources in the future. DONE
- Maintain involvement in library and related organizations at the regional, state, and national level to seek out information concerning new trends in our field and to share this information with member libraries, committees, etc. DONE
- Serve on various state, local, and national planning groups related to all areas of library service. DONE
- Continue to dream and to maintain a sense of humor in the face of occasional adversity. DONE

NEW AND PRIORITY ACTIVITIES IN LEADERSHIP AND PLANNING:

- Complete a technology planning process and develop a new technology plan based on feedback from member libraries. DONE

DEMOGRAPHIC/PATRON-BASED PLANNING:

- Research demographic changes and help libraries serve patrons from different cultures and socio-economic classes.

ON GOING

- Produce custom ILS reports for the ILS members to chart borrowing habits of library users. ON GOING
- Help libraries understand and feel more comfortable talking about poverty and demographic change. DONE
- Encourage libraries to solicit public input through user surveys, planning committees, and other means when undertaking projects and new services. ON GOING

PARTNERSHIPS:

- Assist member libraries to build and strengthen partnerships with one another and community organizations. DONE
- Work on partnerships with community agencies, such as Wisconsin Public Television, Literacy Councils, Wisconsin Humanities Council, the UW Children's Hospital, and others to share resources (such as staff time, publications, grant activities) to reach the public to provide new services and programs for the public, and to create continuing education opportunities for SCLS member library staff. DONE

INTRA-SYSTEM BOARDS/COMMITTEES:

- Maintain and support a committee structure for the SCLS community. DONE
- Develop and maintain the charge for each committee, as well as the make-up of the committee, the system of designating members to the committee, and terms of the members. DONE
- Post agendas and rosters of SCLS committees on the public SCLS website. DONE
- Regularly review charges for committees. DONE
- All planning committees will meet at least once a year unless designated "inactive"; publish minutes of all meetings; place agendas, minutes, etc. on the SCLS website; receive support from SCLS staff; publish how members are solicited/chosen; report to their appropriate parent group as needed, but no less frequently than annually. DONE
- Meet with all committees on a regular schedule. DONE
- Work with committees to identify service needs and improve service. DONE
- Encourage multitype participation in major planning processes when appropriate. DONE
- Encourage librarians and board members to communicate regarding issues on the SCLS Board agenda prior to their meetings. DONE
- Provide member library directors with contact information for the SCLS board members through the SCLS website. DONE
- Encourage member libraries to provide SCLS with a copy of their board minutes. DONE
- Build strong relations between the SCLS Board and local library boards in order to increase the effectiveness of each. DONE

NEW AND PRIORITY ACTIVITIES FOR INTRA-SYSTEM BOARDS/COMMITTEES:

- Implement a new governance structure for all system services, based on feedback from member libraries. DONE
 - Develop information about the structure, appointment and decision-making processes, and reporting obligations of the various committees and post information on the SCLS website. DONE
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II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

OTHER INTRA-SYSTEM COMMUNICATION:

- Provide video conferencing and audio conferencing attendance options for SCLS meetings where appropriate. DONE
- Maintain ongoing mechanisms for the evaluation and prioritization of services. DONE
- Hold an annual gathering of librarians, trustees, and officials concerned with all types of libraries to enhance system-wide networking. DONE
- Conduct an annual survey of member libraries to get feedback on system services and collect information on problems. DONE
- Maintain a variety of tools, including blogs, wikis, and email lists, to encourage communication between member libraries and SCLS. DONE
- Routinely collect input from member libraries via email list discussions and other methods. DONE
- Encourage member libraries to submit brief evaluation forms with regard to contacts with the system through an online form. DONE
- Follow a process responsive to member libraries needs if an issue of system expansion arises. ON GOING
- Assist new directors in communicating with other system directors. Provide new directors with a mentor from another SCLS library. DONE
- Maintain a wiki with information for new directors. DONE
- Annually, visit each library in the system to gather information/feedback from the library. DONE
- Publish a biweekly online newsletter for member libraries. DONE

NEW AND PRIORITY ACTIVITIES FOR OTHER INTRA-SYSTEM COMMUNICATION:

- Investigate new methods of communication for member libraries and their representatives and also for the participation of individuals at committee meetings. DONE
- Redesign the SCLS website to make information more available and findable. Simplify the access of information by reducing the amount of information requiring a password. DONE
- With changes in governance structure and other changes in 2010, determine best course of action for the annual system meeting , which provides an opportunity for SCLS and member libraries to review planning documents, discuss future directions of services and ongoing concerns. DONE

MULTITYPE:

- Work with multitype libraries (through MALC) to coordinate planning and appropriate activities. DONE
- Provide consulting services to multitype members as feasible. DONE
- Provide graphic and PR services to multitype members as feasible. DONE
- Provide multitype libraries with workshops and training sessions for free or on a cost-recovery basis. DONE
- Provide Delivery services to multitype members on a cost-recovery basis. DONE
- Maintain an email list for dissemination of information to multitype libraries. DONE
- Encourage multitype libraries to use LINKcat and other available tools for resource sharing purposes. ON GOING
- Explore ways to make the collections of multitype member libraries more accessible to public library members. DONE

NEW AND PRIORITY ACTIVITIES FOR MULTITYPE:

- Implement changes to the MALC committee and their representation on other SCLS committees under the new governance structure. DONE
- Host a multitype summit with a focus on sharing resources among multitype and public libraries. DONE

PROGRAM DEVELOPMENT:

- Assist member libraries with developing programs for youth and adults through a variety of workshops and support materials. DONE
 - Maintain a programming resources wiki <<http://scls.pbwiki.com/Programming+Resources>> to provide information and assistance. DONE Located at <http://scls.pbworks.com/w/page/13142550/Programming-Resources>
 - Schedule and loan equipment for programs, including a laptop lab, gaming equipment, and projectors. Provide support for equipment as necessary. DONE
 - Partner with Wisconsin Public Television on developing library programs around WPT series/episodes. ON GOING
 - Contract with the system resource library to purchase videos with public performance rights. DONE
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II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

NEW AND PRIORITY ACTIVITIES FOR PROGRAM DEVELOPMENT:

- Using LSTA funds, contract with trainers on behalf of member libraries for technology training programs for the public. DONE
- Work on presentation of Ellison dies and public performance videos on the SCLS website. WAITING FOR KOHA IMPLEMENTATION
- Create a package of Flip video cameras and other necessary equipment to conduct programs on video creation and editing. DONE
- Using LSTA funds, contract with trainers on behalf of member libraries for job searching training programs for the public. DONE

PUBLIC RELATIONS AND ADVOCACY:

- Play an active role in the development and enactment of policy and legislation at the local, regional, state and federal level. DONE
- Advocate on the state level for public library initiatives. DONE
- Seek out and disseminate information concerning the status and future of public library system funding and other state level library issues (along with members of appropriate committees). DONE
- Discuss outreach ideas for member libraries to develop ongoing relationships with legislators. DONE
- Help member libraries to identify key community leaders and organizations and strategies to develop and maintain relationships with these individuals and organizations and favorably dispose them toward libraries. DONE
- Assist member libraries in the creation of partnerships with businesses and other individuals and agencies. DONE
- Assist libraries in the creation of an advocacy network and the databases required to effectively mobilize the public on behalf of library causes, such as the "Speak Up for Your Library" campaign. DONE
- Assist member public libraries interested in joining the ILS to develop local support for continuing expenditures. DONE
- Encourage the entire SCLS library community to participate in WLA legislative activities, particularly WLA Legislative Day. DONE
- Sponsor the attendance of 2 SCLS board members at the National Legislative Day in Washington, D.C. DONE
- Encourage the entire SCLS library community to communicate their legislative needs and concerns. DONE
- Explore methods of measuring the value and effectiveness of library service at both the local and system level, and tie such efforts to ongoing state and national processes when possible. DONE
- Determine the value of the Summer Library Program and create a press release and editorial to promote the value. DONE
- Share pertinent and applicable information gleaned from other national and/or local survey efforts about the perceived value of library service. DONE
- Advise and support local marketing and publicity efforts. DONE
- Help libraries develop and maintain attractive and effective websites. DONE
- Provide training for member libraries on how to collect input from patrons regarding library websites. ON GOING
- Assist member libraries in developing and implementing marketing plans. DONE
- Provide promotional materials for centralized system services and for local services, as requested. DONE
- Produce a print directory of SCLS public libraries and hours. DONE
- Publish an online newsletter. Encourage libraries to submit photos or editorial content. DONE
- Investigate possible ideas (like breakfasts or meetings) to make regular contacts with legislators. DONE
- Develop materials for various observance weeks and days as appropriate. ON GOING
- Publish a quarterly "Trustee Update" newsletter. DONE
- Maintain an online PR toolkit <<http://www.scls.info/pr/toolkit/index.html>>. DONE

NEW AND PRIORITY ACTIVITIES IN PUBLIC RELATIONS AND ADVOCACY:

- Get libraries more involved in the online newsletter by directly contacting individual libraries and urging them to share information about programs and other experiences. DONE
 - With the Marketing and PR Committee, continue to develop an informational campaign (possibly including print ads, editorials, press releases, etc.) around the transformational aspects of public libraries. DONE
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II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

- Strongly encourage member libraries to have staff or community members attend the 2010 Wisconsin Library Legislative Day, with the goal of having at least 25% of our members represented. DONE
- Develop budget talking points to help libraries address local funding bodies, including possibly Excel spreadsheet and charts. DONE
- Draft letters to the editor and editorials that members of the SCLS Advocacy Committee or county or local library boards can submit under their names. DONE
- Continue to work with directors of member libraries on advocating for county library budgets. DONE
- Develop new promotional materials for the new Koha catalog. DONE

TECHNOLOGY:

- Continue planning and development of network and web services. DONE
- Work with DOA TEACH and other agencies to ensure that member libraries continue to have adequate telecommunications access and capabilities. DONE
- File for e-rate service for data lines for member libraries participating in the network. DONE
- Maintain network security by providing an anti-virus solution, continually patching the latest security holes and educating library staff about safe internet and email practices. DONE
- Maintain web, mail, and email list servers. DONE
- Maintain servers and support for workstation time management and print management product. DONE
- Incorporate new versions of applications software into PC images for existing and newly purchased equipment on the SCLS network. DONE
- Assist member libraries in determining what computer hardware and software to purchase and purchase equipment as appropriate. DONE
- Provide technical support for computers and other computer hardware, software, and networks. DONE
- Publish TechBits, a blog of computer tips and tricks. DONE
- Assist libraries with developing wireless networks for the public and providing ongoing support for the networks. DONE
- Assist member libraries with developing and maintaining web pages. DONE
- Provide alternate domain names for member libraries to allow easier access to library webpages. DONE
- Provide to member libraries "Web 2.0" services and training, including blogs and wikis. DONE
- Work with member libraries to create hardware replacement plans to make purchases and installations more manageable and to ensure compatibility with up-to-date operating systems, security and application software. DONE
- Explore and experiment with new directions in technology of probable value to the ongoing and future operations and missions of our member libraries. DONE
- Use LSTA and other funds to offer pilot projects in various technology areas. DONE
- Encourage libraries, when building or remodeling, to consider RFID, self-checks, and other new technologies. DONE
- Investigate and encourage self-check in member libraries as appropriate. Assist with installation and ongoing support of self-check units. DONE
- Assist member libraries with technical aspects of building and renovation projects, including coordination of installation of computers and telecommunications. DONE
- Maintain a Google domain and Google Calendar for SCLS staff use. DONE

NEW AND PRIORITY ACTIVITIES IN TECHNOLOGY:

- Review and revise the SCLS Technology Plan. DONE
 - Develop a new funding formula for technology and ILS services. NOT DONE DUE TO UNCERTAINTIES IN NETWORK CONSOLIDATION AND STAFFING RELATED TO KOHA IMPLEMENTATION
 - Implement organizational changes related to technology services and staff. DONE
 - With organizational changes in place, explore how we provide services to member libraries in order to provide the most efficient and effective service possible. DONE
 - Implement new committee structure for technology decision making. DONE
 - Upgrade to new version of workstation time and print management system. DONE
 - Keep informed and aware of developments with BadgerNet 3 through the participation of staff as an advisor to the BadgerNet Planning Committee. ON GOING
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II. PUBLIC LIBRARY SYSTEM EVALUATION AND COMPLIANCE STATEMENTS (cont'd.)

- Investigate the use of Kaseya, a PC troubleshooting/remote management environment. NOT DONE DUE TO PENDING NETWORK CONSOLIDATION
- Plan for the implementation of Windows 7 on patron and staff PCs. DONE
- Investigate a content management system for SCLS member library websites. DONE
- Create more widgets and reusable content for library websites. ON GOING
- Using LSTA funds, purchase RFID tags and inventory wands. PURCHASED 2 RFID TAGGING CONVERSION STATIONS
- Create documentation for library staff on inventory wands. PURCHASED TAGGING STATIONS
- RFID tag the SCLS Professional Collection as a test case. DONE
- Continue to research e-commerce options. DONE

YOUTH SERVICES:

- Meet with youth services staff from member libraries to determine grants, focus of CE workshops, and directions of future projects. DONE
- Assist member libraries working to expand programming for children and teens. DONE
- Maintain a collection of youth services program support materials. DONE
- Fund collections of materials for children, including public performance videos, through the system resource contract. ON GOING
- Encourage libraries to provide education and training to parents and children concerning effective and safe use of internet resources. ON GOING
- Encourage libraries to provide open access to electronic information for children and teens. ON GOING
- Coordinate and partially fund the purchase of Summer Library Program materials and performers. DONE
- Produce videos or other appropriate materials for Summer Library Program school visits for system-wide use. DONE
- Help libraries develop appropriate Summer Library Program activities. DONE
- Maintain online Summer Library Program registration. DONE
- Provide the infrastructure and coordination for a blog for teen book discussions during the Summer Library Program. DONE
- Assist youth services librarians to be active in the political process. DONE
- Work with the SCLS Foundation on youth initiatives and programs. ON GOING
- Include collection development components in meetings and workshops, in conjunction with the Cooperative Children's Book Center. ON GOING

Administration

- The system did not expend more than 20 percent of the state aid received in **2010** for administration.
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III. PUBLIC LIBRARY SYSTEM ANNUAL PROGRAM EXPENDITURES—2010
Program Expenditures

Provide a summary of your public library system expenditures by system service program and fund source for 2010.

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.	\$753,122	\$37,259	\$2,016,541	\$2,806,922
2.	\$0	\$0	\$0	\$0
3.	\$0	\$0	\$0	\$0
Subprogram Total	\$753,122	\$37,259	\$2,016,541	\$2,806,922
Continuing Education and Consulting Service* (See note)				
1.	\$292,439	\$900	\$0	\$293,339
2.	\$0	\$0	\$0	\$0
Subprogram Total	\$292,439	\$900	\$0	\$293,339
Delivery	\$492,991	\$75,000	\$1,479,055	\$2,047,046
Library Services to Special Users	\$43,077	\$56,304	\$0	\$99,381
Library Collection Development	\$230,930	\$19,837	\$0	\$250,767
Direct Payment to Members for Nonresident Access	\$0	\$0	\$1,210,768	\$1,210,768
Direct Nonresident Access Payments Across System Borders	\$0	\$0	\$43,110	\$43,110
Library Services to Youth	\$83,892	\$0	\$0	\$83,892
Public Information	\$196,185	\$0	\$0	\$196,185
Administration	\$107,542	\$0	\$311,887	\$419,429
Other System Programs				
1. Other Types of Libraries	\$2,000	\$2,000	\$19,372	\$23,372
2. Contingency	\$21,588	\$0	\$0	\$21,588
3.	\$0	\$0	\$0	\$0
4.	\$0	\$0	\$0	\$0
Grand Totals	\$2,223,766	\$191,300	\$5,080,733	\$7,495,799
Estimated expenditures for technology-related services provided by the system.				\$0

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.