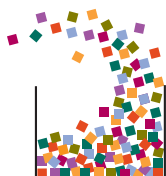# South Central Library System
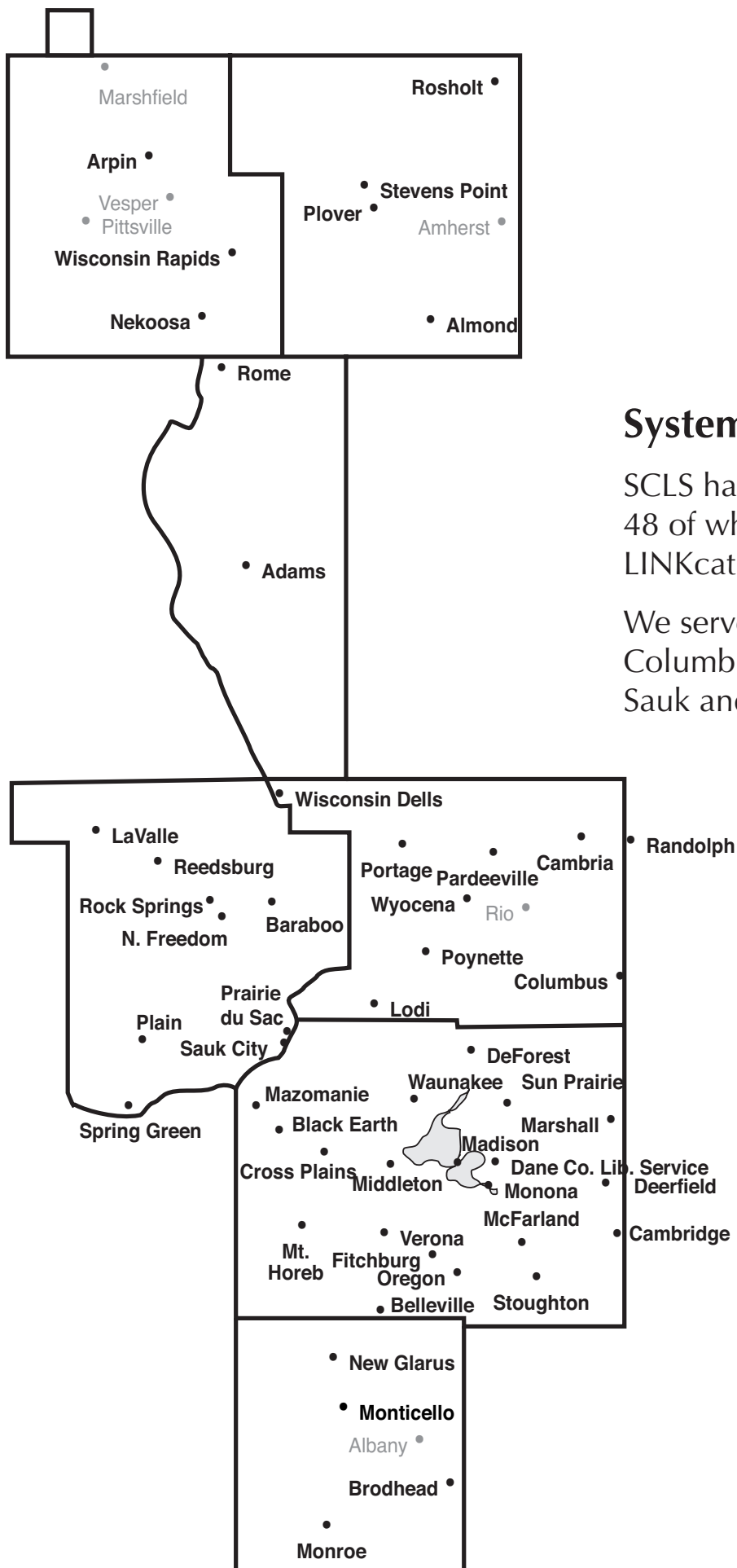## Services to Member Libraries

4610 S. Biltmore Lane, Suite 101
Madison, WI 53718
www.scls.info
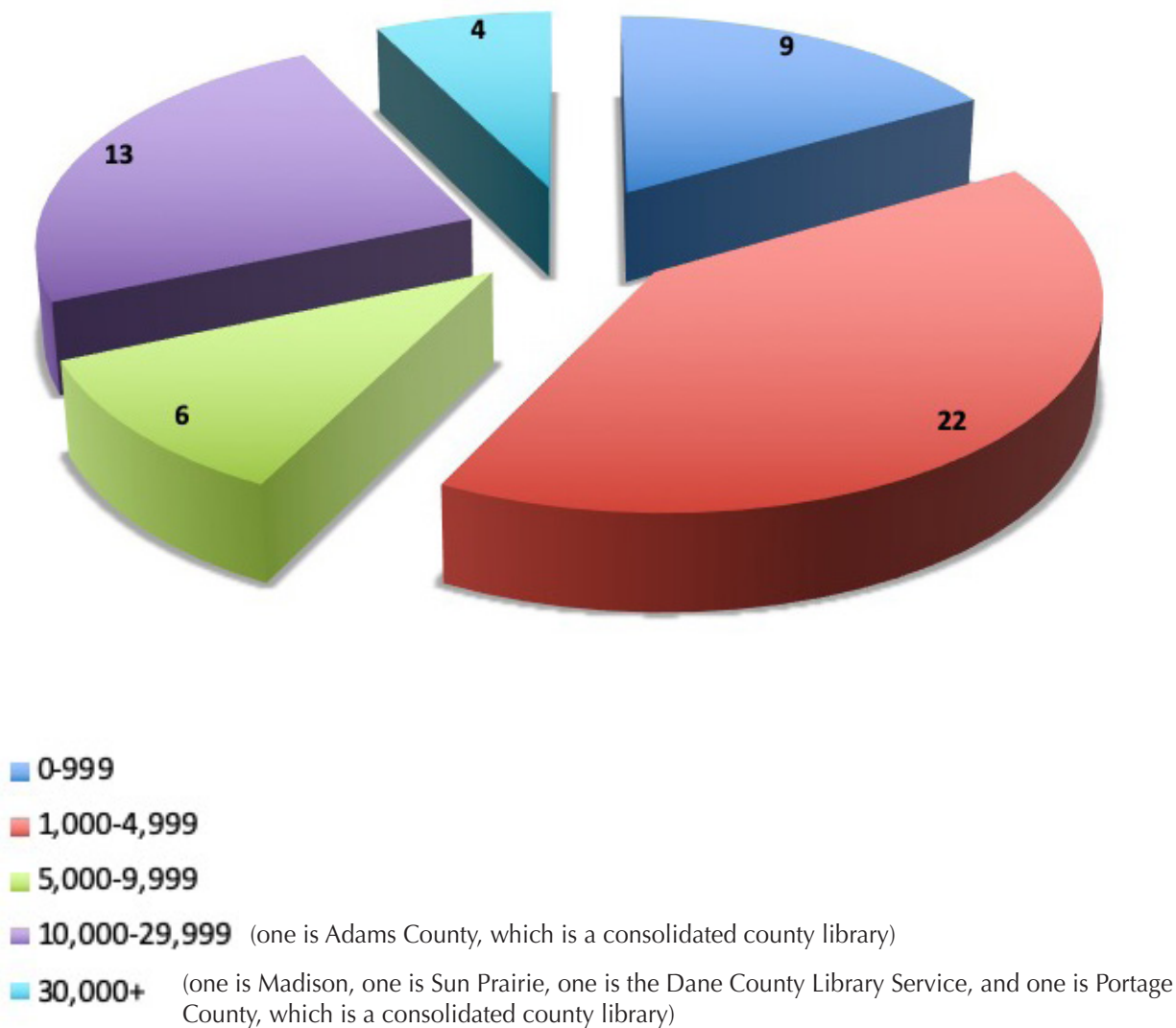
System Map

Marshfield

Arpin

Vesper
Pittsville

Wisconsin Rapids

Nekoosa

Rome

Rosholt

Stevens Point
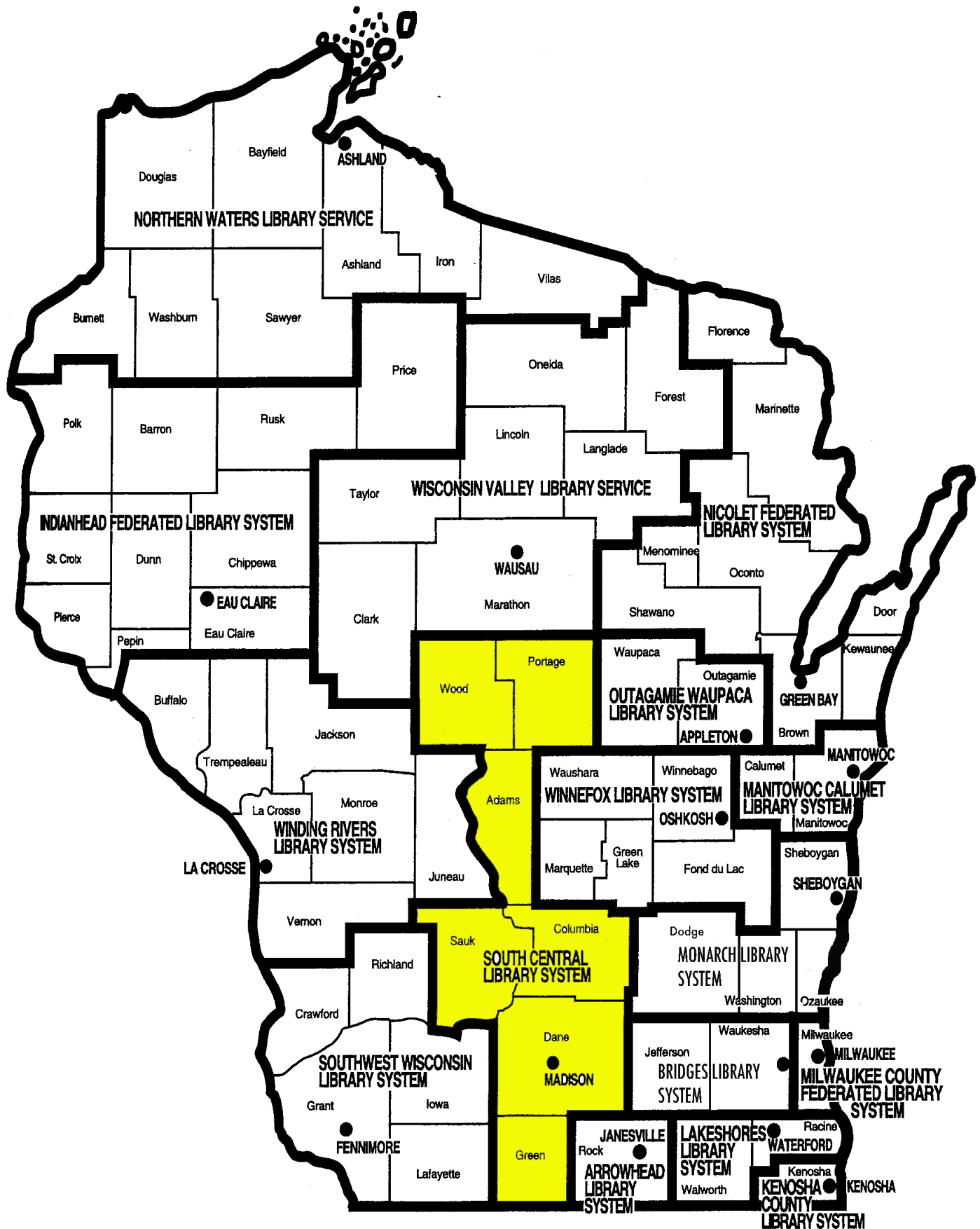Plover
Amherst

Almond

Adams

SCLS has 54 member libraries,
48 of which are members of the
LINKcat ILS (in bold).

We serve the counties of Adams,
Columbia, Dane, Green, Portage,
Sauk and Wood.

Wisconsin Dells

LaValle

Reedsburg

Rock Springs

N. Freedom

Baraboo

Randolph

Cambria

Portage Pardeeville

Wyocena

Rio

Poynette

Columbus

Prairie
du Sac

Plain

Sauk City

Lodi

DeForest

Waunakee Sun Prairie

Mazomanie

Black Earth

Spring Green

Cross Plains

Middleton

Madison

Marshall

Dane Co. Lib. Service

Monona

Deerfield

McFarland

Cambridge

Mt.
Horeb

Fitchburg

Oregon

Verona

Belleville

Stoughton

New Glarus

Monticello

Albany

Brodhead

Monroe

SCLS Library Sizes by Municipal Population

- ■ 0-999
- ■ 1,000-4,999
- ■ 5,000-9,999
- ■ 10,000-29,999   (one is Adams County, which is a consolidated county library)
- ■ 30,000+   (one is Madison, one is Sun Prairie, one is the Dane County Library Service, and one is Portage County, which is a consolidated county library)

Wisconsin Public Library Systems

Bayfield

ASHLAND

Douglas

NORTHERN WATERS LIBRARY SERVICE

Ashland   Iron

Vilas

Burnett   Washburn   Sawyer

Florence

Price   Oneida

Forest   Marinette

Polk   Barron   Rusk

Lincoln   Langlade

Taylor   WISCONSIN VALLEY LIBRARY SERVICE

NICOLET FEDERATED LIBRARY SYSTEM

INDIANHEAD FEDERATED LIBRARY SYSTEM

Menominee

St. Croix   Dunn   Chippewa   WAUSAU

Oconto

EAU CLAIRE   Marathon   Shawano   Door

Pierce   Clark   Kewaunee

Pepin   Eau Claire

Waupaca

Wood   Portage   Outagamie   GREEN BAY

Buffalo   OUTAGAMIE WAUPACA LIBRARY SYSTEM   Brown

Jackson   APPLETON   MANITOWOC

Trempealeau   Waushara   Winnebago   Calumet   MANITOWOC CALUMET LIBRARY SYSTEM

Adams   WINNEFOX LIBRARY SYSTEM

Monroe   OSHKOSH   Manitowoc

La Crosse   Juneau   Marquette   Green Lake   Sheboygan

WINDING RIVERS LIBRARY SYSTEM   SHEBOYGAN

LA CROSSE   Fond du Lac

Vernon   Columbia   Dodge

Sauk   MONARCH LIBRARY SYSTEM

Richland   SOUTH CENTRAL LIBRARY SYSTEM   Washington   Ozaukee

Crawford   Waukesha   Milwaukee

Dane   MILWAUKEE

Jefferson   BRIDGES LIBRARY SYSTEM   MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM

SOUTHWEST WISCONSIN LIBRARY SYSTEM   MADISON

Grant   Iowa   Racine

JANESVILLE   LAKESHORES LIBRARY SYSTEM   WATERFORD

FENNIMORE   Green   Rock   ARROWHEAD LIBRARY SYSTEM   Kenosha

Lafayette   Walworth   KENOSHA COUNTY LIBRARY SYSTEM   KENOSHA

Administrative Services

The South Central Library System (SCLS) has a full-time Director, Office Manager, and a HR & Finance Coordinator.

The Director supervises four department coordinators in house. She personally visits member libraries throughout the system's seven counties, and she represents SCLS on the System and Resource Library Administrators' Association of Wisconsin (SRLAAW), Wisconsin Public Library Consortium (WPLC), SCLS Foundation Board and legislative activities. She is also a representative on the Wisconsin Council on Library and Network Development (COLAND). She has worked in public libraries for over 35 years.

The Office Manager handles delivery routing, mail, meeting coordination, SCLS web site, and meeting minutes. She also coordinates annual library visits, Summer Library Program incentives and youth literacy grant payments, and assists with event scheduling and the SCLS Foundation.

The HR & Finance Coordinator is responsible for SCLS financial management and Human Resources including payroll. She also provides the following financial management assistance to member libraries.

✔ **Financial Management Services**—SCLS serves as the fiscal agent for system-wide cooperative buying pools, conferences, other coordinated services, and e-rate.

✔ **SCLS Foundation**—SCLS has established a 501(c)(3) foundation that serves the entire state. The SCLS Foundation raises private funds that permit public libraries throughout our SCLS Community to expand their services. Any public library in Wisconsin may establish an account within the Foundation, in which to accept private donations made to their individual library. Foundation funds are invested, earning interest and dividends. For more information please visit our website at http://www.sclsfoundation.org.

✔ **E-Commerce**—SCLS issues quarterly payments to libraries for all e-commerce payments received from library patrons.
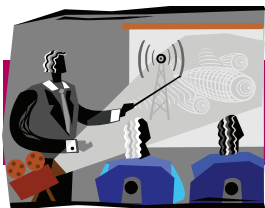
Consultant Services

SCLS provides professional consultants whose services are available **free of charge** to all member libraries. All consultants work full-time.

Continuing Education

✔ In-service training sessions and webinars for member libraries on a variety of topics. More than 2,245 members from all types of libraries attended 53 continuing education workshops SCLS produced in 2018. Many of these workshops are webinars that are recorded for later viewing, and the 269 recordings in our archive have been viewed 11,269 times since May 2013. SCLS also provides sections of OverDrive Support Courses (online) and in-person workshops for SCLS library staff members.

✔ OverDrive Training sessions with the SCLS gadget packages, that include a variety of devices

✔ Ensuring compliance for library directors with DPI certification requirements

✔ New director orientation

✔ SCLS Professional Collection

✔ Information about training library trustees

✔ Assistance developing library policies

Community Engagement & Youth Services

✔ One-on-one assistance developing visions of service and mission statements

✔ One-on-one assistance developing project plans and evaluation methods

✔ One-on-one assistance with goal setting and action plans for youth services librarians

✔ One-on-one assistance with developing collection development plans and weeding schedules

✔ Supports the Summer Library Program (SLP), which typically involves more than 25,000 children systemwide

✔ Compliance with ADA requirements

✔ Connects libraries with external partners to provide and enhance children, youth and adult programming opportunities

✔ Connects libraries with local agencies to address the social service needs of community members

✔ Creates library programs that foster a culture of literacy

✔ Assistance with developing inclusive services plans

✔ In-person workshops, webinars, facilitated discussions, and planning sessions for member libraries on youth services, inclusive services, staff development, and community engagement

✔ Consultation about child and youth library programs

✔ Consultation about inclusive library services

✔ Information about training library trustees in community engagement and strategic planning methods

✔ Assistance developing libraries policies

✔ Assistance developing strategic plans

✔ Systemwide grants that help member libraries develop programs that serve children, young adults and families

Graphic Arts & Building Design

✔ Building design recommendations for new libraries and building renovations/additions

✔ Interior design changes/updates, including selection of furniture, carpeting (flooring), lighting and paint colors

✔ Specifications for product and service bids

✔ Input on how best to use available space to make it more efficient for staff and customers

✔ Provides graphic art design and printing services

Public Library Administration

✔ Assistance with the State Annual Report, including pre-population of data from LINKcat
✔ Information about training library trustees & help interpreting Wisconsin Statutes (Chapter 43)
✔ Calculate and submit adjacent county reimbursement requests for non-resident library use
✔ Assistance developing libraries policies
✔ Assistance developing strategic plans
✔ New director orientation

Digitization Services

✔ Provide project planning, customized project plans, metadata templates, and assistance with local history digitization projects.
✔ Coordinate setting up libraries' collections in the Recollection Wisconsin website. Upload digitized materials and metadata that is provided by libraries to the digital content management platform CONTENTdm for harvesting to Recollection Wisconsin.
✔ Kits for scanning, cassette tape digitization, and VHS tape digitization can be borrowed for digitization projects. Hands-on training is provided on the use of the equipment in the kits.
✔ Can provide recommendations for digitization equipment based on the types of materials being digitized.

Data Services

✔ Data dashboard design and development
✔ Demographic and socioeconomic data support
✔ Koha data extraction and analytics
✔ Workflow data assessment
✔ Data visualizations
✔ Survey data analysis
✔ Strategic plan data support
✔ Tableau and Excel assistance

Marketing & Public Relations

✔ Press releases, posters, bookmarks, fliers, and other print products
✔ Video and audio production and editing services for library marketing/promotion
✔ Assistance with the creation of library marketing plans and/or library advocacy plans
✔ Database marketing materials
✔ Library board advocacy training/information sessions
✔ SCLS Speak Up for Your Library project (advocacy)
✔ Library Legislative Day support
✔ Weekly email newsletter and a biweekly online newsletter
✔ Trustee Update Newsletter three times each year

Web Services

✔ Website design support
✔ Web tool development support (Form Assembly, TypePad, Drupal)
✔ Web image creation and manipulation
✔ Domain name management and Website usage tracking

Workforce Development

✔ Curated and continually updated resource webpage for job seekers
✔ Library staff training and resource consultations on various workforce development topics
✔ Customized resources for member libraries in areas such as local employment and digital literacy
✔ Workforce development program planning assistance for member libraries

Delivery Service

General Service Statement

The South Central Library System Delivery Service has been in operation since 1975. In addition to providing delivery service to member public libraries in the 7 county region that makes up SCLS, SCLS Delivery is the main service provider for the Wisconsin Libraries' Delivery Network which provides transportation of ILL materials between Wisconsin's 16 public library systems, the University of Wisconsin System, and numerous private universities, technical colleges, K-12 schools and various state agencies.

The SCLS delivery service is a complete in-house service. SCLS owns all of its delivery vehicles, the delivery staff is all SCLS employees and SCLS rents a dedicated building specifically designed for the service. The staff consists of a Delivery Services Coordinator, 5 delivery supervisors, a fleet manager/mechanic, and a mixture of 31 full-time and part-time drivers/sorters. The service currently has a 20 vehicle fleet that consists of standard extended cargo vans and 15' box trucks.

Service Planning, Development and Management

✔ Service is planned on a county by county basis to meet each county's particular needs. This includes determining route order and what other types of materials, such as bulk rotations, the delivery service will handle on regular basis. Frequency of service, while discussed on a big picture county level, is determined on a library by library basis. SCLS libraries currently receive as few as 3 days of delivery per week to a maximum of 2 deliveries per day Monday through Saturday. The SCLS Delivery Services Coordinator is the staff person who assists with all service planning.

✔ Routes are assigned to a delivery supervisor who works with each library to take care of determining exchange protocol inside each library. This person also is responsible for working with the libraries on all day to day customer service questions.

✔ The Delivery Service works under the advisement of the SCLS Delivery Committee, which is a part of the SCLS governance structure. The committee is made up of 13 library representatives. This committee helps determine the best procedures for shipping materials throughout the system and shares best practices to help libraries handle the processing of incoming and outgoing materials for delivery in the most efficient manner.

Other Services Provided

✔ **Special Requests** – SCLS Delivery provides delivery for many types of items beyond the typical daily library material exchange. A delivery supervisor works with libraries to handle coordinating the delivery of anything that is outside of the normal delivery. This includes:
   • Larger items libraries offered to another library, such as a display carousel or a piece of furniture.
   • Distribution of informational materials to targeted libraries within SCLS and beyond. As the statewide delivery provider, SCLS can distribute informational materials to whatever regions or counties a library chooses.

✔ **Youth Services Support** – SCLS Delivery handles the coordination of the booking and delivery of various items owned by SCLS that are available to libraries for their children's programming. This includes puppets and an extensive Ellison die kit.

✔ **Continuing Education Support** – SCLS Delivery handles the booking and delivery of various kits available to libraries for both staff development and patron education. This includes a wireless laptop computer kit that can be used for training staff or patrons on various databases and the like. Also, there is a presentation kit available along with multiple game and technology gadget kits for libraries to use.

General Information

✔ Hours of operation are 6:30 a.m. to 6:00 p.m. Monday through Friday and 7:00 a.m. to 12:00 p.m. on Saturdays.

✔ Delivery maintains general local and 800 number phone lines and a general email address that is constantly answered and monitored by delivery supervisors during all hours of operation.

Faster ILL Deliveries

✔ With SCLS being the central hub of the statewide delivery service, transit time of all ILL materials to and from SCLS member libraries is at least one day quicker than it is for libraries in other public library systems in the state.

ILS Support Services

ILS Modules supported include: circulation (with home bound, inventory, debt collection, offline circulation, email, telephone, text and print notices, Self Check, Sorters, RFID & e-commerce), cataloging, PAC (LINKcat), acquisitions, serials. ILS services from SCLS are provided by a full-time team of five ILS professionals, plus one coordinator who oversees both Technology and ILS.

Module support for ILS Member Libraries:

✔ Set up and train new ILS libraries including on-site Go Live support

✔ Provide online documentation of procedures and LINKcat polices for the various modules

✔ Train libraries on policies and procedures for the various modules (hands-on at locations throughout the system, online tutorials and webinars)

✔ System administration including:
- Codes, Setup of Local Circulation rules & Module parameters
- Security
- PAC Display

✔ Introduce libraries to new functionality following ILS upgrades

✔ Locally provided support and troubleshooting for various problems and requests for help via online forms and telephone help desk support

Provide database maintenance and support:

✔ Develop and perform routine automated and manual bibliographic, item and patron database maintenance

✔ Maintain documentation for in-house database maintenance procedures

✔ Provide authority control from 3rd party vendor

✔ Oversee the Cataloging contract between SCLS and Madison Public Library

Provide the following miscellaneous support services for ILS Member Libraries:

✔ Provide assistance with library closings and moves

✔ Develop and run custom reports on demand, routine reports & provide various statistical data

✔ Ability for library staff to run weeding reports and other reports

✔ Produce a weekly purchase alert report

✔ Provide reports and instructions customized to the State Annual Report for Public Libraries

✔ Pre-populate the State Annual Report with data from Koha ILS

✔ Maintain web site for ILS libraries (http://www.scls.info/ils/)

✔ Chair the ILS Committee and its subcommittees and provide minutes and present recommendations to the Administrative Council (this includes facilitating discussions between libraries to establish policies benefitting all libraries and their patrons)

✔ Provide printed bookmarks & online help for patrons and maintain Facebook and Twitter communication

✔ Maintain ongoing communication with libraries via a blog (http://scls.typepad.com/link2koha/), the SCLS status wiki & the ILS web site

✔ Assist with identification, investigation and selection of new ILS products

✔ Host regular topical user group meetings for library staff

Koha & Koha Modules

✔ **General—**LibLime Koha is a completely web-based software that can be accessed anywhere there is an Internet connection. It is possible to do checkout from the local senior center! LibLime Koha is hosted in the cloud by PTFS LibLime. We have full backup protection if any Koha server goes down. The LibLime Koha software is open source which means that we have the ability to develop the software to meet the needs of SCLS libraries and patrons. The shared SCLS ILS libraries have a software development fund for this purpose.

✔ **Circulation module includes—**basic circulation, offline circulation, receipt printer setup and support, print/email/text/telephone notices, inventory, assistance with 3rd party vendors, patron and circulation database maintenance, home bound.

✔ **Cataloging module includes—**brief cataloging record entry, authority control, bibliographic database maintenance, batch item maintenance, full MARC cataloging provided by Madison Public Library using OCLC, electronic resource records (including OverDrive).

✔ **Public Access Catalog (PAC) includes—**basic PAC features, enriched content (cover art, reviews, etc.), "Don't Miss" lists, newspaper indexes, and mobile app version of PAC. Each library receives a customized PAC with a link to the library web site. Also available is the ability to create local newspaper indexes.

✔ **Acquisitions includes—**basic acquisitions, fund account setup, acquisitions vendors, electronic transfer of orders, annual fiscal rollover. While acquisitions is included for all members to use, no one is required to use it.

✔ **Serials includes—**basic serials control, publication pattern and subscription record setup, serials records maintenance. All LINKcat libraries are required to use Serials module for receiving and maintaining serial items.

LINKcat

http://help.linkcat.info/about.html

LINKcat is the shared catalog for a consortium of public libraries that work together and with the South Central Library System to create a network of shared computer systems and services. Because LINKcat combines the library catalogs of all LINKcat libraries, the system provides access to over 3 million items representing nearly 900,000 different titles!

✔ Patron initiated holds with items delivered to their choice of library pickup location
✔ Access to over 3 million items and nearly 900,000 different titles
✔ Monthly "Don't Miss Lists" (http://lists.linkcat.info/)
✔ Searchable records for OverDrive
✔ Newspaper indexes: a separate database of local newspaper indexes (http://sclsp.kohalibrary.com)
✔ The following patron account features are available:
  • The ability to place holds, suspend holds and renew items online
  • Create multiple saved private lists
  • Keep a reading history (opt in only)
  • Hold notices delivered via telephone, text, email or print
  • Pre-overdue notices via email
✔ Enhanced content features: Cover images, Publisher's Weekly book reviews, Author notes, Book summaries (all from Syndetic Solutions)
✔ Available 24/7
✔ Online credit card payment
✔ Mobile app version for Apple & Android devices from LibraryThing
✔ New This Week list
✔ Patron reviews, series information, and awards lists from LibraryThing.

Technology Services

Technology services from SCLS are provided by a full-time team of eight technology professionals, plus one coordinator who oversees both Technology and ILS.

PC Support

✔ SCLS offers "cradle to grave" PC support, managing all aspects of both the staff and patron PCs located in member libraries.

✔ Purchasing—SCLS coordinates the purchases of PCs through a standard web-based form and handles all aspects of the ordering and receiving process. SCLS provides inventory reports of supported PCs which include PC age, model, Windows version, etc.

✔ Installation—SCLS preps and installs each library computer for our member libraries, including a transfer of data from the old PC to the new one, saving significant library staff time.

✔ Repair & Warranties—SCLS coordinates warranty repair work for PCs under warranty, and repairs PCs for cost of parts for PCs out of warranty.

✔ Peripherals—SCLS researches network printers, spine label and receipt printers, as well as barcode

✔ scanners for member libraries, recommending optimal models. SCLS also installs the appropriate software on SCLS-supported PCs.

✔ Help Desk—SCLS offers a Help Desk staffed 8:30 a.m. to 5:00 p.m. weekdays. Additional emergency support is provided during all other library hours. The Help Desk can remote into any SCLS network computer and fix most issues at the time of any call. If the problem cannot be rectified remotely, SCLS will arrange the transportation of the PC back to SCLS headquarters for repair.

✔ Centralized antivirus service—SCLS maintains a central antivirus service (Kaspersky) which automatically updates all network clients. The annual cost of the antivirus software is included in the annual Technology software fee.

✔ Microsoft Office—Through our Microsoft Select agreement, we're able to offer the full Microsoft Office Professional Suite on every patron and staff computer. SCLS maintains all aspects of the licensing, upgrade and maintenance of the software as well. An annual software fee covers the cost of Office, as well as all the other software purchased or licensed on the library's behalf.

✔ Software updates—SCLS provides automatic updates for Staff and Patron PC software, including updates to the operating system, web browsers, browser add-ons, and applications specific to the shared ILS. Firefox browser upgrades are thoroughly tested for compatibility with Koha.

✔ Loaner PCs—SCLS maintains an inventory of PCs to be used as loaners in cases where PCs need to be

✔ serviced at SCLS. When a technician determines that a PC cannot be fixed remotely, a loaner PC is prepped and immediately shipped to the library for use.

✔ Patron PC expertise including PC locking software—SCLS has extensive experience maintaining PCs for public (patron) use. Each PC is securely locked down, while making sure that all patron data is secure and removed after each use. SCLS purchases proprietary PC locking software, included in the Technology software fee. SCLS also provides an option for restricted browsing computers that only have access to the catalog, online databases, and select library and government websites.

✔ Partnership Program—Libraries can sign up for the Partnership Program to receive administrator rights over staff PCs they designate.

✔ PC Time Management & Print Management software (optional service)—SCLS provides installation,

✔ configuration, and support for PC Time Management software (MyPC) and Print Management Software

(Papercut) for public PCs.

- ✔ Technology planning and consulting—SCLS staff can provide libraries assistance with a wide range of
- ✔ technology planning, from "What printer should I buy?" to "What will we need for cabling in our new building?"

Network Support

- ✔ Each library benefits from a subsidized BadgerNet TEACH, MUFN or Charter connection to their library from SCLS (costs included in membership). In addition, SCLS and its member libraries have collective membership in the WiscNet consortium, our Internet Service Provider. SCLS Technology staff serve as the primary contacts for all network service providers and support the network technologies on the libraries' behalf.
- ✔ Standardized network equipment—Each library and branch receives cradle to grave support by SCLS utilizing enterprise grade Cisco switches and routers provided and maintained by SCLS.
- ✔ Windows environment—SCLS maintains a complex Windows environment, connecting all member library PCs to a centralized network.
- ✔ Firewall—SCLS maintains and supports a firewall on behalf of member libraries and their supported PCs.
- ✔ Inventory of spare network hardware—SCLS maintains a complete inventory of all switches and routers, and can swap out any defective piece of equipment in a matter of hours.
- ✔ Erate and filtering—SCLS offers a filtering service and will apply for erate on behalf of interested member libraries.

Email and mailing lists

SCLS provides the Office365 web-based e-mail and calendaring solution as well as a mailing list service at no cost for all member libraries.
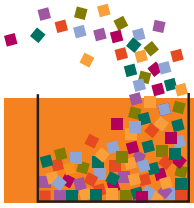
Wireless support

SCLS supports a robust, enterprise-grade wireless service for our members. Monthly statistical reports of wireless activity are delivered via email, and the service includes signals for the public, staff, and library-owned patron laptops. The library access points are managed through Cisco's reliable Meraki Cloud infrastructure.

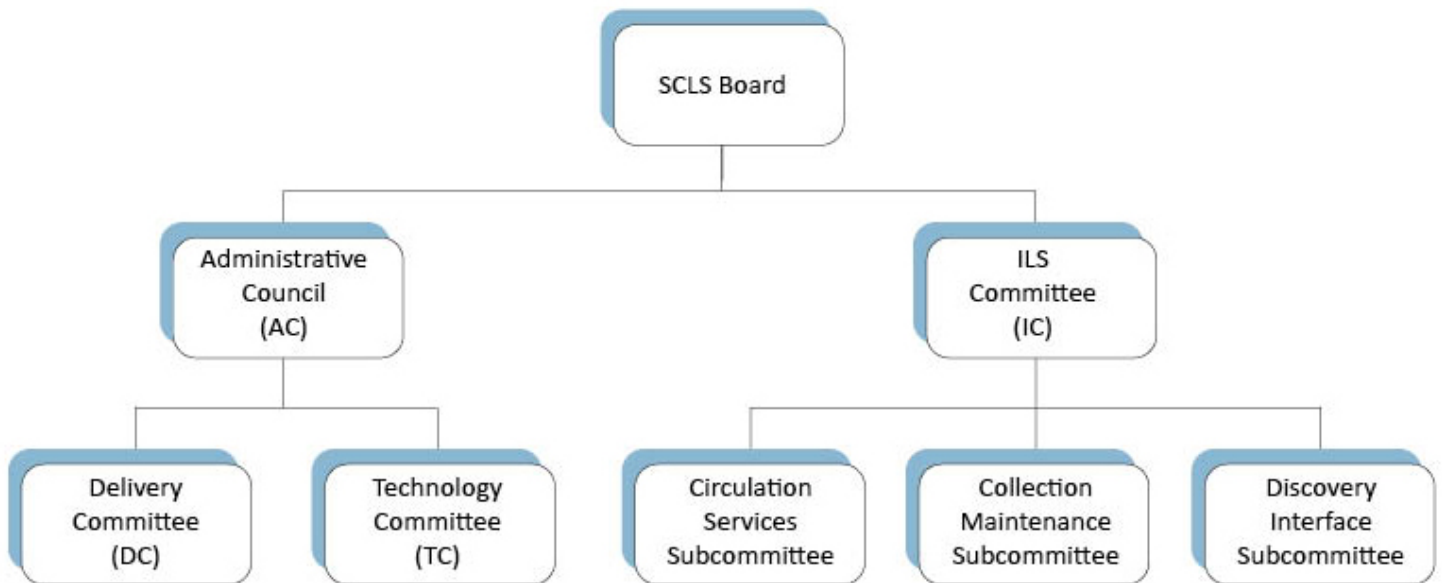## Technology equipment: free for lending

SCLS purchases and maintains a wide variety of equipment including e-reader kits, gaming equipment, mobile laptop labs, maker kits, and many other gadgets—all available for member libraries to use..

Database Authentication

SCLS provides authentication for databases to which libraries subscribe. Vendor requirements and SCLS staff availability will determine authentication set up time and SCLS may reject databases with

requirements that will cause technical difficulties. SCLS also provides data dashboards with certain vendor-provided usage statistics. SCLS purchases WiLS memberships for every SCLS library.

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                          │  SCLS Board  │
                          └──────┬───────┘
              ┌──────────────────┴──────────────────┐
     ┌────────┴────────┐                    ┌────────┴────────┐
     │ Administrative  │                    │      ILS        │
     │    Council      │                    │   Committee     │
     │     (AC)        │                    │      (IC)       │
     └────────┬────────┘                    └────────┬────────┘
        ┌─────┴─────┐              ┌────────────────┼────────────────┐
  ┌─────┴────┐ ┌────┴─────┐  ┌─────┴────┐    ┌──────┴─────┐    ┌──────┴─────┐
  │ Delivery │ │Technology│  │Circulation│   │ Collection │    │ Discovery  │
  │Committee │ │Committee │  │ Services  │   │Maintenance │    │ Interface  │
  │  (DC)    │ │  (TC)    │  │Subcommittee│  │Subcommittee│    │Subcommittee│
  └──────────┘ └──────────┘  └───────────┘   └────────────┘    └────────────┘
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Administrative Council (AC):

The primary advisory group to SCLS staff and the SCLS Board. This body determines course of action concerning major issues, receives reports from the committees, makes planning recommendations, and recommends annual budget, plan, and services priorities. Includes 10 library members with a total of 13 votes and non-voting SCLS staff. Creates working groups for issues not covered by other committees.

Delivery Committee (DC):

Focuses on the SCLS Delivery Service. This body serves as a forum for discussion and first-level decision-making concerning delivery. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for delivery issues. Includes 10 library members, with 13 votes, and non-voting SCLS staff.

ILS Committee (IC):

Focuses on the shared integrated library system (ILS). This body oversees the software development and implementation and maintenance of the ILS. It serves as a forum for discussion and first-level decision-making concerning the ILS. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for ILS issues. Includes 10 library members, with 13 votes, and non-voting SCLS staff.

Technology Committee (TC):

Focuses on library technology infrastructure and services. This body oversees technology projects and schedules. It serves as a forum for discussion and first-level decision-making concerning technology. Oversees planning, determines procedures, makes recommendations concerning policy and budget, and creates working groups for technology issues. Includes 10 library members, with 13 votes, and non-voting SCLS staff.

Philosophy:

One of the goals of the governance structure is to solve problems at the committee level. If a solution is within existing policy and budget, committees are charged to make appropriate decisions and report these decisions to the Administrative Council (AC). If a solution is controversial, needs additional resources, or involves multiple committees, then it will be referred to the AC as an action item.

Members of the AC and committees are able to speak at meetings and vote on action items. SCLS staff members do not vote, but speak at meetings, and make recommendations. Individuals without an elected seat have voice per agenda but no vote. They have the right to attend meetings, and every agenda will include the opportunity to request to address the body. All SCLS member libraries have the right to make proposals and appeal decisions to the SCLS Board. The decision of the SCLS board is final.

Role of committees in setting fees and budgets:

Each committee (DC, IC, and TC) will make recommendations to SCLS staff concerning the annual budget. The SCLS Director will propose costs and member fees to the AC based on the recommendations of the committees and staff. The costs and member fees will be recommended by the AC at the All-Directors meeting. All directors will have the detailed fee recommendation in advance of the All-Directors meeting so there is time to review the proposal. The recommended costs and member fees will be used by the SCLS Director to prepare the SCLS system annual budget. The complete budget will be recommended by the AC before it is submitted to the SCLS Board and the Department of Public Instruction.

Evaluation:

The AC will review the governance structure as a regular part of the annual SCLS planning process, and will recommend changes to the structure if appropriate. The AC will seek feedback from SCLS member libraries as part of this review process.   However, feedback will be welcomed and reviewed by the AC throughout the year, though changes may not be implemented until the time of the yearly review. Any changes recommended by the AC must be codified in the SCLS Board Bylaws, and must be approved by the SCLS Board Bylaws Committee and the complete SCLS Board before going into effect.

Library Responsibilities

- ✔ We value working together in a spirit of collaboration and mutual respect, compromising as necessary to achieve the greatest value for the common good.
- ✔ We are committed to continuous learning, and we will strive to be innovative. We will use responsible communication to ask for what we need and to provide feedback. We believe that internal training and education is an important staff investment
- ✔ We value teamwork and cooperation, listening and contributing to the planning and decision-making process.
- ✔ As members of SCLS, we will anticipate advancements in emerging technology and embrace the new possibilities.
- ✔ We value a unified vision that supports the best possible service for the greatest number of people.

SCLS Mission Statement, Values and Principles

Mission
The mission of the South Central Library System is to help member libraries provide the best possible service to the public.

Vision Statement
SCLS embraces challenges and opportunities to provide innovative solutions that empower our member libraries.

Staff Values
✔ We stay focused on our mission and measure all of our work, plans, programs, activities and behaviors against it.

✔ We strive to do excellent work that exceeds member expectations.

✔ We are responsible for achieving and maintaining good working relationships with every member library and with every co-worker. We make it a high priority to treat people well. We are always courteous to members and to each other. When we make mistakes, we acknowledge them, apologize, and move on.

✔ We are a strong team with diverse talents and serve a community of people who are different from each other in many ways. We respect the contributions and viewpoints of members and of each other. We freely share information and communicate our plans, activities and concerns to the other members of our team and give credit where credit is due.

✔ We work toward solutions for problems and connect our members to the resources they need. Innovation is an integral component of our daily work life.

✔ We keep our commitments, meet our deadlines, and take responsibility for getting the training and resources we need to do our work.

✔ We are sensitive to members' perceptions and strive with each interaction to make them more positive than before.

✔ We are mindful of the long term costs and impacts of our work in order to remain efficient and sustainable.

✔ Our work is far too important for us to always be serious. We approach it with a sense of fun and include as many laughs as we possibly can.

SCLS Basic System Principles
✔ Every member library must have a voice in the planning and governance of the South Central Library System (SCLS) and clear opportunities for input into system direction and service priorities. Every member library has an accompanying responsibility to participate in these planning and governance processes.

✔ SCLS and member libraries will attempt to clearly communicate library issues to all stakeholders.

✔ SCLS is a community of libraries that differ from each other in many ways. SCLS must be designed so as to offer something of value to all its members, to respect diversity, and to engender mutual respect among members and between members and system staff. Because of this diversity, SCLS may have different structural relationships with different counties within the system. To the extent feasible, each county should have the primary responsibility for determining the general nature of that relationship.

✔ SCLS exists to make its members stronger. To this end, SCLS will concentrate on providing services to and through its member libraries rather than directly to the public. An exception to this principle may occur when an existing agency cannot deliver a needed service, or when the system can provide the service in a substantially more effective manner.

✔ SCLS should be a trailblazer, an innovator, and a catalyst. SCLS should initiate projects and then empower local libraries to continue them. System funds must in no way replace local efforts for established services.

✔ SCLS, as a whole, must be greater than the sum of its parts. The services provided to each member library must be of greater value than that member could achieve by simply spending its own share of the funds separately.

✔ SCLS must operate within the framework of statutory requirements while striving to meet member needs.

99 Things SCLS Can Do for Member Libraries

1. Design and print business cards for you
2. Help you translate your patron registration forms into other languages
3. Help you create a website for your library (and host it, too!)
4. Do space needs assessments & current space evaluations
5. Provide continuing education grants to attend conferences, workshops, and other training
6. Help you promote special and annual events through Online Update, by developing materials, and by distributing information to other libraries through Delivery
7. Create certificates to recognize staff, volunteers, trustees, etc.
8. Help you buy a new computer, printer, keyboard, mouse, receipt printer, barcode scanner, etc.
9. Help you file your annual report
10. Provide registration cards so patrons to "Speak up" for your library and maintain a list of advocates for you
11. Lend a wireless lab, projector, sound system, gadget package, or more for your in-house training program
12. Help identify & write grants
13. Help jointly buy library cards, envelopes, barcodes, etc. cheaper than you could alone
14. Help you pick a color for your walls and furniture to match (and help you order the furniture!)
15. Help you get certified or re-certified
16. Help you laugh when the world looks ugly—or at least listen to you vent
17. Help you convince your municipal government you really need an integrated library system/new building/decent salary, etc.
18. Set up an account within the SCLS Foundation for your library.
19. Help get cabling installed or updated in your library
20. Fund performers for your Summer Library Program
21. Help you be ADA compliant
22. Design new stationery for your library
23. Help you get any training you need
24. Bring training right to your library computer using technologies such as GoToWebinar
25. Laminate posters or signs
26. Lend books and many other materials from the professional collection to help you in your work
27. Help develop a policy or a policy manual)
28. Get answers to your technology or ILS questions by calling the Help Desk.
29. Help write a public service announcement
30. Provide information on architectural firms and help with the selection/interview process
31. Field questions about Wisconsin library law
32. Regularly route a journal to you: www.scls.info/pro/forms/routing.htm
33. Review your strategic plan or facilitate a strategic planning process
34. Help improve your delivery work flow
35. Help you prevent computer viruses
36. Help you get statistics for online databases and OverDrive
37. Help you create a staff training plan
38. Help you plan adult literacy programs
39. Help you cope with difficult planning and building processes
40. Offer a workshop on a topic you suggest
41. Help you orient your board members and help them understand their roles
42. Help you get connected with the Wisconsin Regional Library for the Blind and Physically Handicapped
43. Help you organize a teen advisory board
44. Give you tips and advice on how to use software applications more efficiently
45. Coordinate a big order for puppets (or an order for big puppets!)
46. Provide printing and graphics services for your Friends group
47. Help you improve the accessibility and usability of your website
48. Come and "Say a few words" and/or take a few pictures at your building dedication, a library anniversary, or a retirement

49. Help libraries identify innovative ideas for services and resources, and explore options for potential use in member libraries
50. Answer questions and provide resources related to workforce development
51. Help you plan a story time
52. Announce your staff changes and other library news via Online Update
53. Do "orientation" visits to new directors and youth services staff
54. Help evaluate your collection, and generate detailed weeding reports for LINKcat libraries
55. Deliver tons and tons and tons of library materials for your customers every year
56. Help you plan book clubs for kids and teen
57. Sit in on interviews to help a library board select a new director, or to help the director select a new employee
58. Help you plan for computer replacement
59. Lend a laptop and projector so you can make a presentation to a group in your community
60. Provide recordings of continuing education workshops
61. Help you plan, or participate in, your staff in-service program
62. Help you manage internet workstation scheduling and use with MyPC
63. Handle "special requests" for delivery services above and beyond the usual
64. Get support and assistance to deal with challenged materials
65. Help write or review position descriptions
66. Alert you to new technologies and get you involved in experiments using them
67. Field your questions about which courses and workshops are eligible for certification
68. Lend you a maker kit for your program
69. Make sure to tell the world what a great, and necessary, job you do every day
70. Help you plan library programs for kids of all ages—babies through teens
71. Keep your trustees informed through Trustee Update
72. Help you request reimbursement from adjacent counties
73. Offer advice on preparing your budget & budget request
74. Attend a board meeting to address a specific topic
75. Attend county board meetings, if requested
76. Provide printed materials for the Summer Library Program
77. Set up access for online databases
78. Help you get started with self-check and RFID by providing consulting, setup, and training
79. Provide access to ebooks and audiobooks through the Wisconsin Public Library Consortium (WPLC)
80. Get wireless internet installed in your library and support it after it's up and running
81. Provide email for all staff members
82. Answer questions you have about technology
83. Support your public & staff PCs from cradle to grave (including help with recycling!)
84. Provide your library with all of the benefits of a 501(c)(3) without the hassles (through the SCLS Foundation)
85. Connect you (delivery-wise) to other libraries throughout Wisconsin and in other states
86. Help you conduct an inventory of your library's collection
87. Set up debt collection with the SCLS ILS and Unique Management
88. Loan you a Radio Frequency Identification (RFID) conversion cart
89. Provide you with the cleanest bibliographic and authority record database around
90. Generate Don't Miss Lists for new, popular, and award-winning titles
91. Bring you the Isthmus newspaper
92. Sign you up for email lists
93. Distribute all kinds of informational materials about unique programs, services, and opportunities in your community and the broader south-central Wisconsin region
94. Help you search for that "missing in delivery" item
95. Get you Ellison dies
96. Assist you with holdings, magazine, and patron maintenance on the SCLS ILS
97. Help you get enough bandwidth and help you efficiently use what you have
98. Assist libraries with interpreting and using data
99. Support library digitization projects with consultant services and technology support

Thank You!

We appreciate the opportunity to tell you about the South Central Library System and the services we provide to our member libraries.

We are the sum of our members, and we only succeed when they succeed.

If you'd like more information, visit our website at www.scls.info, or contact me at (608) 246-7975 or mvanpelt@scls.info.

Martha Van Pelt

Martha Van Pelt
System Director