

April 2019 Consultant Team Report

Jean Anderson

- Organized/hosted the All Directors Meeting from home
- Met with John DeBacher from DPI
- Attended the bi-monthly staff meeting
- Attended an Organizational Values workshop from the Association for Talent Development - Madison Area Chapter
- Hosted and facilitated the Interlibrary Loan (ILL) subcommittee meeting
- Met with Joy Schwarz and Laurie Freund to work on planning the 2019 Tech Days workshop
- Hosted the webinar "From Inbox to Completion" with Doug Crane for 67 people (138 registered). 10 systems cosponsored this webinar.
- Attended Richard MacDonald's retirement reception at the Stoughton Public Library
- Conducted a New Director Orientation with Stacy Kunding, the director at the Lester Public Library of Arpin and Alex LeClair, the new director at the Lodi Woman's Club Library
- Attended the Wisconsin Library Association Student Meet & Greet
- Co-organized the webinar, Plain Language, from the Wisconsin Literacy organization. SCLS Co-sponsored along with a number of other library systems
- Attended the monthly Consultant team meeting
- Attended and facilitated the GoToMeeting portion of the Library Innovation Subcommittee meeting
- Met with Michael Waupoose and Shawn Brommer to discuss the Substance Abuse symposium scheduled for September 24
- Prepared for the Teen/Tween workshop
- Conducted the OverDrive Support Course for 8 students
- Worked on planning for May 22 workshop with Deborah Biddle
- Worked with Meredith Lowe at the UW iSchool to set up an online course, Online Searching at the Reference Desk, for SCLS libraries - TEACH libraries in particular - but it will be open to all SCLS libraries
- Prepared for the State Services Annual Meeting to be held on April 15 and 16
- Set up OverDrive meeting for SCLS Advantage Selectors
- Updated documentation for GoToMeeting and GoToWebinar
- Answered a variety of questions from member library staff
- Worked on planning for Trustee Training Week
- Watched recordings of two webinars/events: NoveList's Crime, Mysteries, and Thrillers with a demonstration of NoveList and Eric Klinenberg give the Arthur Curley Memorial Lecture at the American Library Association Midwinter conference

- Prepared for the Teen/Tween Programming workshop including charging up all the kits for the Teen/Tween programming workshop, gathering supplies, emailing presenters, finalizing details with the hotel

Shawn Brommer

- **Community Engagement & Inclusive Services:**

- I am working with Tamara Ramski, SCLS Digitization Specialist, to identify pilot projects that will support member libraries digitization projects, specifically, developing public library programs that encourage community members to digitize their personal items of local history to be included in the library's digitized local history collections; we will follow up with providing support for public programs that highlight these special collections. This is a FUN project!

On the heavier side of things, I continue to help public library staff identify resources for helping community members who struggle with the effects of substance abuse:

- In response to the recent substance abuse survey, I am working with Jean Anderson to plan continuing education workshops for later this year about the topics of substance abuse and mental illness. (Sept. 24 at The Wintergreen Resort in WI Dells)
- In response to needs identified in the survey, Mark Jochem created an [Opioids Resource List](#) that provides information about county, state, and national organizations.
- I attended a 2-day "[Wisconsin's Opioid Crisis: A Trauma-Informed Response](#)" conference in Green Bay on April 2 - 3. The conference provided information about opioids in WI and focused on the role of trauma in the misuse and abuse of opioids. Many of the sessions were recorded and I especially recommend viewings of the sessions that were held on Tuesday, April 2. The conference was a wonderful one and, while the topic was a somber one, I came away feeling empowered and encouraged.
- With Mark Jochem and Jean Anderson, I am working on a brief presentation about Wisconsin's Inclusive Services Assessment and Guide for Wisconsin Public Libraries. Mark Jochem and I are co-presenting on this resource guide at the May 22 "[Why Inclusivity & Diversity Matters](#)" [workshop](#), which will be held at the Fitchburg Public Library.
- **Youth Services:**
 - I attended and made brief opening remarks (Jean lost her voice!) for the monthly CCBC Shorts webinar on Wed., March 20.
 - Preparing for the annual Teen & Tween Programming workshop, to be held at the Wintergreen Resort in WI Dells on April 11.
 - With Jean Anderson, we are following up with youth services staff from Madison Public Library to identify service priorities, goals, and team values.
 - Helping libraries plan their summer library programs for youth.

- Presenting orientation to SCLS youth services programs and projects to new directors and youth services librarians.
- **Strategic Planning:**
 - I am currently helping the following libraries develop new strategic plans:
 - Black Earth
 - Cambridge
 - Mount Horeb
 - Spring Green
 - I will begin assisting additional libraries later this summer and fall.
- **Other Highlights:**
 - I attended the All Directors meeting at the Reedsburg Public Library on March 21, where I presented a summary of the [Substance Abuse and Library Services Survey](#) and gathered service priorities input for future [digitization projects](#) that will focus on Community Memory. I attended the meeting of the Library Innovation Subcommittee on April 9th. I briefly summarized the Substance Abuse and Library Services Survey.

Deb Haeffner

- Working on pricing for Baraboo's office furniture
- Finishing up quote for Reedsburg's office/meeting room furniture. Sent paint samples and collection layout ideas for children's area.
- Finished the last of Demmer Library's projects.
- Working with Pinney committee to figure shelving needs for new branch.
- Met with Lodi to talk about updating the meeting room (getting pricing for tables and chairs) and future layout changes to rest of the library.
- Still working on Monona's carpet needs.
- Looking for meeting room chairs and ottoman ideas for the teen space.
- Working on summer library program materials. Activity sheets printed and going out. Working on brochures and performer flyers as they come in.
- Working on several other graphic projects: friends newsletters and flyers, anniversary and volunteer recognition stuff for Sun Prairie, survey and community engagement stuff for Black Earth's upcoming strategic plan, Dane Co.'s Dream Bus and bookmobile materials, and several other

Jody Hoesly

- **Dashboards**

- **SOUTH CENTRAL LIBRARY SYSTEM DASHBOARDS:**

- <https://public.tableau.com/profile/scls#!/>

- **Address Map:** Added delivery locations to the address map for the building needs assessment group. The dashboard is hidden on Tableau Public, but the link is available upon request.
 - **Dane County Library (DCL) Demographics:** Met with Tracy Herold to discuss data related to users by bookmobile stops. The plan is to refine the dashboard by hours to include stop names: <https://public.tableau.com/views/DaneCountyLibraryServices->

[PatronsbyHours/PatronsbyHour?:embed=y&:display_count=yes](#). Will also explore types of materials being borrowed at each stop.

- **Borrowers per Day - Borrowers per Month:** Created a prototype of Borrowers per Day and Borrowers per Month https://public.tableau.com/views/UsersbyMonth/BorrowersperDay?:embed=y&:display_count=yes. These are distinct counts of patrons who borrowed materials.
- **Home Library Cardholders - Resident Library Cardholders:** Created a prototype showing age groups of patrons by patron's home library and where they live. This includes # of patrons that were added in the last year by age group. Visualizations will be used for some of the strategic plans.
- **Circulation Times | 2018:** Created a prototype of Circulation by Date, month, weekday, and hour https://public.tableau.com/views/CirculationTimes/Circtimes?:embed=y&:display_count=yes. Visualizations will be used for some of the strategic plans.
- **Items Borrowed by Age Group | 2018:** Created a prototype showing the # of items borrowed, # of patrons who borrowed, and # of items borrowed per patron by age groups: https://public.tableau.com/shared/RD4NWMJKC?:display_count=yes. Data from this visualization will be used for some of the strategic plans.
- **Strategic Planning**
 - **Black Earth:** Collecting and analyzing data as outlined by the data plan for the strategic plan.
 - **Mount Horeb:** Collecting and analyzing data as outlined by the data plan for the strategic plan.
 - **Spring Green and Columbus:** Other libraries including Spring Green and Columbus are interested in data support for their strategic plans. For efficiency, I am developing processes and analysis tools that can easily be filtered to create potential graphs for any libraries strategic plan.
- **Scripting and Reports (S&R) Team**
 - The Scripting and Reports team collaborates on projects targeted at supporting SCLS scripts. For cross training, the team reviewed workflows and documentation for "monthly dashboards" that have data that needs to be refreshed on a monthly basis. This included discussion of python programming that was written to streamline the process.
- **Other**
 - **UW-Madison researchERS:** Presented at the April 8th Local Business Data Day, part of the researchERS (Emerging Research Scholars) program for UW-Madison students interested in data analytics and data management. During the networking time I met with numerous students who were interested in working with data for social good.

- **ILS Reports Dashboard Category:** Worked with Kerri Hilbelink to add a category to the ILS reports page (<https://www.scls.info/ils/reports>). This will provide links to dashboards such as the grubby report that uses ILS data.
- **Out of Office:** Vacation April 2, 4, and 5.

Mark Ibach

- Attended Green County directors meeting.
- Conducted new director visits in New Glarus and LaValle.
- Scheduled new director visits in Lodi, Arpin and Stoughton.
- Adjacent county reimbursement requests are finished. Files prepared to send to county clerks in May. Just awaiting signed authorization forms from all member libraries to confirm 2019 billing.
- Trustee Update newsletter was prepared and sent to trustees.
- Attended statewide marketing cohort meeting in Stevens Point. Will be working on statewide marketing plan template for libraries.
- Wrote up trend summary of 2018 library visit reports.
- Worked with Martha Van Pelt to answer legal and procedural questions for SCLS member library directors.
- Produced Top 5 (weekly) and Online Update (every-other week)

Mark Jochem

- Discussed Columbia County Resource Fair with Susan Santner (Portage)
- Presented information about the LAWDS (Libraries Activating Workforce Development Skills) Grant project at the All-Directors meeting
- Created survey about the LAWDS project as a follow-up to the All-Directors meeting
- Worked with Deb Haeffner to create a flyer for the Columbia County Resource Fair and sent to program partners and libraries
- Compiled a list of resources for libraries to respond to the opioid crisis. The list, "Opioid Web Resources," is now available on the SCLS website on the Outreach Resources webpage
- Began collecting information for two new Workforce Development resource lists, one for veterans and one for stay at home parents returning to work.
- Followed up with the WLA 2019 Conference Program Committee regarding approving and scheduling programs
- Scheduled library visits with Randolph, Arpin, Fitchburg, and Middleton
- Met with Whitney Parrillo at Randolph for the annual Library Visit
- Met with Stacy Kunding at Arpin for the annual Library Visit
- Scheduled library visit with Wendy Rawson at Fitchburg for April 25
- Scheduled library visit with Jocelyne Sansing at Middleton for May 7

Tamara Ramski

- Uploaded materials from the Angie W. Cox Public Library (Pardeeville) and E. D. Locke Public Library (McFarland) to CONTENTdm.

- Materials for E.D. Locke Public Library (McFarland) were scanned on the Indus BookScanner.
- DPI Digitization Kit collaboration:
 - Participated in an online meeting with library system staff statewide about the collaboration
 - Started planning for regional train-the-trainer sessions that will take place in late summer.
 - Worked on creating manuals for the Epson scanners and the slide scanner
- Visited Angie W. Cox Public Library (Pardeeville) and assisted volunteers and library staff with their digitization project.
- Listened to a CONTENTdm webinar about web-customizations.
- Poynette Area Public Library started a digitization project. Provided them with a scanning kit and training.
- Deb created handouts that libraries with collections in Recollection Wisconsin can share with their patrons. The handouts provide the URL to the library's Recollection Wisconsin homepage.
- Met with Shawn and Mark I. to discuss feedback from Shawn's presentation at the March All Directors Meeting about providing Community Memory related services to libraries.
 - We will work on developing pilot projects to provide libraries with guidance on digitizing materials of local historical significance that are held by community members.
 - We will work on developing programs that highlight local history, digitized collections, and local folklore.
- Took notes for the Library Innovation Subcommittee.

Rose Ziech

- **April 8-12**
 - Email & phone contacts: discussed website redesign ideas (Lodi).
 - Drupal theming & tweaking: continued troubleshooting file permission issues (Madison staff intranet), worked on graphic theming and responsive menu configuration (Cross Plains).
 - LINKcat: continued Discovery Layer configuration and theming.
 - Committees: led Library Innovation Subcommittee meeting and posted related documents & links on website.
 - SCLS website: continued followed up on support ticket with FormAssembly for updating ILS forms.
- **April 1-5**
 - Email & phone contacts: sent invitation to staff blog (Stoughton), suggested calendar category options (Belleville), added website editing account (Arpin), discussed Zoho Creator app administration (Fitchburg), website editing tech support (Albany).
 - Drupal theming & tweaking: procured Let's Encrypt certificate and added new logo for Trustee Training Week website, corrected DNS record and

search permissions (Sun Prairie), opened support ticket to fix redirect problem (Mount Horeb), troubleshooting file permission issues (Madison staff intranet), worked on graphic theming and responsive menu configuration (Cross Plains).

- LINKcat: continued Discovery Layer configuration and theming.
- Committees: sent agenda & meeting announcement for Library Innovation Subcommittee.
- SCLS Website: created & followed up on support ticket with FormAssembly for updating ILS forms.
- TechBits post: [How to refresh your web browser without clearing your browsing history](#)

- **March 25-29**

- Email & phone contacts: added role to allow website editing accounts to upload files >2MB (Dane County Library Service), organized questions needing decisions for responsive website reorganization (Belleville).
- Drupal theming & tweaking: continued testing development server settings, retested and tweaked Drupal module security updates, modified iCal feed to include categories (Belleville), worked on graphic theming and responsive menu configuration (Cross Plains).
- LINKcat: continued Discovery Layer configuration and theming.
- Committees: drafted Library Innovation Subcommittee agenda & sent call to agenda.
- SCLS website: added ILS development page & menu link.