

## Consultant Services–2022 Service Considerations

### Summary

*Lowering operating costs. (Spend less on CE/program supplements).	BRD
*Meetings:	
More one-on-one meetings with consultants.	STP
Consultant team should cater meetings (SCLS Delivery!)	ORE/MOO
Remote meetings	STP
When will SCLS staff-back in offices? (Mark-Sept.).	MCF
*Social services/Workforce Development	
Would there be an availability for a collective/collaborative effort (through SCLS) to have professionals that work on social services available.	SUN/MNT
Community Resource Network. It puts together people who need support with leaders in the community who can help them.	POR
*More going out of the library to meet the community's needs. (Shifting to digital, using dashboard to watch trends).	MPL (Mark)
More resources and training around de-escalation.	MOO
Outdoor movies (workshop or CE). Cover equipment, set-up, roadblocks).	DEE
*Dashboards-presentations or recordings of new ones/top 5 used ones. From individual libraries or system wide.Can be used to inspire data usage at libraries.	MOO
*Increased effort toward digitization.	STP

#### **Additional info from Mark I:** Trustee Training

Printing services. New printer.

SCLS Staff getting cell phones

Group 1: Room 1 (STP, BRD, COL, MAR, MCF, MFD, REE)

<b>Remote meetings</b>	STP
<p>CE supplement/reading program supplements-don't directly affect costs of reimbursement...Use those funds for other library costs. Can money be used to lower tech and ils fees instead of grants for CEs or youth services. <b>Lowering operating costs in important to her board.</b> (Mark-since money is reimbursed, doesn't impact expenditures. In statute-funds are used for providing services in different areas-Delivery/Tech and ILS/CE). Larry (STP)-does CE money come from specific source? Mark-Comes from state system aid (not grants) to offset costs to libraries.</p>	BRD
<p><b>Increased effort toward digitization.</b> STP finished project, and will be expanding to the rest of the county. Has been a tremendous impact to the community. People are looking for resources in those areas (genealogy).</p>	STP
<p><b>More one-on-one meetings with consultants.</b> More check-ins throughout the year. Formalize it.</p>	STP
<p>When will SCLS staff-back in offices? (Mark-Sept.).</p>	MCF

Group 2 Room 2 (SGR, ACL, MNT, MPL (Margie), NGL, POY, SCA, STO, SUN, WID)

<p>Leveraging more workforce development and social (wellbeing) services. Don't have a budget for someone to do that. <b>Would there be an availability for a collective/collaborative effort (through SCLS) to have professionals that work on social services available.</b> Having someone onsite with expertise would be helpful, library staff can't always support these needs. (Mark-services of social services webinars coming up. Workforce development is on the radar too. Mark Jochem has projects underway. System funding was provided for workforce development but not social services, possibly there will be funding for this). Shawn reported: Workshop coming up in April, looking at connecting with social work schools (Interns) in the fall.</p>	<p>SUN</p>
<p>Seconded SUN. Especially had for smaller library to stay up to date and to offer these services. Maybe an internship position? Would help make her more confident in meeting her communities (social services) needs.</p>	<p>MNT</p>
<p>Need to look holistically at how things will function going forward</p>	<p>SUN</p>

Group 3 (FCH, POR, MPL (Mark), PAR, PLA, RAN, RIO, ROM)

<p>Thanks to Mark J. for his work on the <b>Community Resource Network. It puts together people who need support with leaders in the community who can help them.</b> Library staff can't help them, and they can't help themselves, but providing them with this information fixes that. Workforce development is one component of that. (Mark I.-can be a model for other libraries. State System Aid increase can be used for this.)</p>	<p>POR</p>
<p>So focused on reopening, hard to think about expanding or adding new services. (Mark-if anything comes up, let us know at anytime).</p>	<p>FCH</p>
<p>Mark Gartler (Hugh Laurie look a like?). Expects they've lost some customers during the pandemic. <b>Shifting to digital, more going out of the library to meet the community's needs.</b> Less waiting in the library for members to come to us. The data dashboard is helpful, can tell trends from it. (Mark I-How can we be more effective outside of the building?)</p>	<p>MPL</p>

Group 4

Consultant team should cater zoom meetings (Use Delivery!!!!- Ryan)	ORE
Eliminate annual reports	MOO
Jody is fantastic. Could she do a top 5 new dashboards once a year (maybe recorded). (Mark I-look at some of what she's doing for Madison as examples. Maps. DPI permission to extract annual report data).	MOO
Outdoor libraries, licensing? Equipment/screens, could there be a CE or brain storming on how to present them (sound/electricity/screen set-up). Library Innovation item? (Mark I. -Kit, problem with availability. Could have Craig suggest technology/set-up.). Shawn-this is being discussed with Youth Services. Youth programming funds may be used for it.	DEE + ?
More resources and training around de-escalation. (More like Ryan Dowd). Stop emergencies before they happen.	MOO
ShortTakes for Trustees Training is used.	DEE