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## Introduction

This document compares the SCLS initiatives over the last three years to the 2019 framework to measure the impact of strategic plan. The framework to measure the impact of the strategic plan is based on **equity, innovation and communication**

The content of this report will be used in alignment with the 2021 survey results to assess the areas SCLS will continue to build in the next three years.

**Note:** Completed Initiatives items listed may qualify to fall into more than one category but will only be listed once.

## Equity

The South Central Library System will continue to provide equitable service to member libraries. The strength of our system comes from the diversity of the communities served by SCLS member libraries, and we will focus on solutions that serve libraries of various regions, sizes, and needs.

**Objective 1:** We are aware of the unique communities that our member libraries serve and will provide equitable system services that fit the needs of libraries of diverse sizes, regions, demographics, resources, and needs.

**Objective 2:** We are aware of the unique experiences, knowledge, and skills of member library staff and we will offer a variety of services that address the diverse needs of the individuals we serve.

### 2019-2021 Activities, System Plan

	<b>Activities, System Plan</b>	<b>Assessment</b>
Objective 1	<p>Work with member libraries to identify needs, goals, and objectives for creating inclusive library services for all library patrons.</p> <p>Assist member libraries to build and strengthen partnerships with one another and community organizations</p>	<p>Participation surveys.</p> <p># of partnerships.</p>
Objective 2	<p>Provide opportunities for member library and system staff to meet and share ideas.</p> <p>Conduct workshops in-person and via web conferencing</p>	<p>Attendance and feedback.</p> <p># of workshops</p>

## 2019-2021 Completed Initiatives for both objectives

1. CARES Act Funding: Used allocation to provide broadband access points for libraries to help them better serve their communities. Also used these funds to provide access to online databases like Udemy, Gale Courses, and Peterson's Career Prep
2. Workshops and webinars about building diverse collections
3. Webinars about diversity in hiring
4. Helping Sun Prairie Library Board work through Inclusive Services Assessment Guide
5. Social work intern project with UW-Stevens Point and UW-Madison Schools of Social Work to see about connecting social work students with member libraries, with SCLS as the primary contact with the two UW campuses
6. Improved accessibility of the design of the LINKcat and library websites to address user needs & concerns.
7. Ongoing preparation and presentation of demographic data to help libraries answer questions and make more informed decisions about services and resources
8. Able to use grant funds to provide access to virtual library conferences and programs
9. Updated the Inclusive Services website to make it more usable & informative
10. Worked to support libraries transitioning to a fine-free circulation model
11. Created the Building Needs Assessment Committee to research the needs of efficiency, SCLS culture cohesiveness and cost benefits as applied to the SCLS facilities.
12. Delivery's commitment to equity is based on making sure that all locations have equal access to service. This comes in the form of responding to inquiries for supplies, solving problems, and providing special service if requested. All locations are recognized as our priority when the call comes regardless of size, distance from our facility, or participation in the shared ILS. The farthest location Marshfield is over 150 miles and 2 hours away. The nearest location at the Goodman South Madison Branch is less than a mile from the garage
13. RFID tagging initiative
14. Processed TEACH Infrastructure grants for members
15. Installed external wireless access points for members
16. Statewide Dell purchasing collaboration
17. Added Spanish language subject headings to catalog along with providing a Spanish interface in the new mobile app

18. Monticello, Rio and Marshfield libraries joined LINKcat

19. Monticello Library joined SCLS technology services and BadgerNet

## Communication

The South Central Library System will continue to utilize effective methods of communication with member library staff. Communication methods will be consistent and based on the SCLS mission. We recognize that listening is a crucial component of effective communication, and we will diligently gather input from our colleagues in the libraries we serve.

**Objective 1:** We will integrate opportunities for staff members from libraries of all sizes and regions to meet, gather, learn, and grow with one another.

**Objective 2:** We will continually provide channels through which staff from all libraries can provide input about projects, resources, and services that affect them and the communities they serve.

### 2019-2021 Activities, System Plan

	<b>Activities, System Plan</b>	<b>Assessment</b>
Objective 1	<p>Through our current governance structure, provide opportunities for member library and system staff to meet, share ideas, and cooperatively make decisions.</p> <p>Maintain a variety of tools, including websites and email list discussions, to aid communication between SCLS and its member libraries.</p>	<p>Attendance and feedback.</p> <p>Usage data, web site clicks, feedback.</p>
Objective 2	<p>Publish online newsletter, maintain Facebook presence, and create blog posts.</p> <p>Continue annual library visits to gather input from library staff. Information is shared with all SCLS staff, and with the SCLS Board of Trustees.</p>	<p>Usage data, web site clicks.</p> <p>Library visit feedback reports.</p>

### 2019-2021 Completed Initiatives for both objectives

1. Increased communications through regularly scheduled coordinators meetings and twice monthly staff meetings at headquarters. Delivery managers and staff have regularly scheduled meetings

2. Host regular director, youth services, adult services and inclusive services online check-in meetings
3. Participation in county library board and director meetings using virtual tools and/or attend in-person meetings when appropriate
4. Continued annual library visits
5. Developed a clearinghouse about library services during the pandemic--Libraries Bounce Back
6. Developed a pandemic resource page for library and board use
7. Continue Top 5, Online Update & Trustee Update
8. Revamped the Library Innovation Subcommittee idea submission form to provide more opportunity for input
9. Switched from landline phones to cell phones to provide better access to SCLS staff
10. Converted to online newsletters for the Foundation and the Trustees. This doubled the number of issues for the Foundation and allowed for more content in each issue
11. Helped to provide Blue Jeans virtual meeting software for all BadgerNet libraries
12. Established technology and self-check contacts for direct communication
13. Set up InfoSec cybersecurity training for SCLS staff and members
14. Library staff VPN access to network resources
15. Created the Multi-Part DVD Work Group in order to listen to all LINKcat members' viewpoints on the issue and collaboratively make a decision
16. In 2020, individual cell numbers and email addresses for Delivery staff were gathered. It was then utilized to blast quick messages regarding the return to operations from COVID as well as being a seamless means of communicating weather alerts and other timely information for staff

## Innovation

The South Central Library System will continue to be leaders in public library system service and we will employ creative and efficient methods of service delivery to support new ideas, member library needs, and constantly changing communities.

**Objective 1:** We support ideas and seek methods that allow member libraries to provide innovative programs and services to their communities.

**Objective 2:** We are trailblazers and will work cooperatively with member library staff, library colleagues from across the state and nation, and community partners to identify and implement innovative public library services and programs

### 2019 -2021 Activities, System Plan

	<b>Activities, System Plan</b>	<b>Assessment</b>
Objective 1	<p>Support Library Innovation Subcommittee to identify program topics and resources.</p> <p>System will serve as statewide leaders and work as partners with DPI staff to develop statewide initiatives.</p>	<p>Attendance and feedback.</p> <p># of staff involved in statewide initiatives</p>
Objective 2	<p>Maintain SCLS staff 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, communities, etc.</p> <p>Advocate on the state and national levels for public library initiatives.</p> <p>Assist libraries in the maintenance of an advocacy network to help mobilize the public on behalf of library causes.</p>	<p>Staff program attendance and feedback.</p> <p>Programs for member libraries, record attendance and feedback.</p> <p># of advocacy plans.</p>

## 2019-2021 Completed Initiatives for both objectives

1. During pandemic, all staff pivoted to remote work, but continued to provide all services
2. Captioning of webinars. Also using Live Captioning in Zoom
3. Added Zoom and Slack platforms to provide for more remote meeting flexibility and options (added to BlueJeans and GoToMeeting/Webinar). These tools provided new options and ways to connect with library staff, and internally within SCLS
4. Added large screens (TV) and audio visual equipment to the SCLS meeting rooms to provide for more remote meeting options and functionality
5. Added a number of new Maker Kits and equipment kits that libraries can borrow for programming and to test before purchasing
6. Created and then trained users on digitization kits for scanning printed documents & photos, converting audio and video recordings to digital formats, and audio and video recording kits for capturing information and stories from people who are still living
7. Provided design and layout assistance to libraries creating welcoming, flexible and accessible spaces and furniture for all users
8. Always looking for outside grants to help libraries do novel and interesting projects; continuing education and youth literacy grants
9. Statewide backup collaboration and digitization archives project
10. Digital library card (part of Solus LINKcat Mobile App)
11. Zoho Assist (remote patron PC support)
12. Digitization kits statewide collaboration
13. Converting ILS training sessions to virtual sessions; recorded and live
14. Statewide backup collaboration and digitization archives project
15. Moved to web-hosted services: network monitoring, firewall
16. COVID at Delivery mandated that their procedures be revised into service tiers that could be implemented and adjusted as conditions and needs warranted
17. The best example of delivery innovation was in the application of 1 to 4 days of quarantine times at various stages. This required Delivery to completely overturn their same-day sorting model to one that required them to palletize the daily returns and store them in "quadrants" in the garage until the allotted time had expired on the quarantine. They obtained a pallet-jack, heavy-duty polymer pallets, and a wider dock door to facilitate the constant movement of materials in and out of our work floor each day