

SERVICE AGREEMENT BY AND BETWEEN
Wisconsin Public Library Consortium (WPLC) and WiLS

This AGREEMENT covers the period of January 1 through December 31, 2016.

WiLS agrees to serve as General Project Manager for WPLC and to provide the following services:

1. Coordinate governance process according to bylaws and as directed by the Board
 2. Coordinate and manage WPLC communication
 3. Manage all aspects of WPLC projects, product explorations and collaborative service opportunities as determined by the Board
 4. Serve as fiscal agent for WPLC
-
1. Governance
 - a. WPLC Board
 - i. Coordinate the business of the Board, including developing meeting agendas, with Board chair.
 - ii. Schedule dates and meeting locations for Board meetings.
 - iii. Attend all meetings of the Board.
 - iv. Take minutes of Board meetings and share and manage all documentation related to Board business.
 - v. Manage a board subcommittee to develop the annual budget; prepare budget documents for subcommittee review.
 - b. WPLC Digital Library Steering Committee
 - i. Coordinate the business of the committee, including developing meeting agendas, with committee chair.
 - ii. Schedule dates and meeting locations for committee meetings.
 - iii. Attend all meetings of the Digital Library Steering Committee.
 - iv. Take minutes of committee meetings and share and manage all documentation related to committee business.
 - c. WPLC Subcommittees and Workgroups
 - i. Act as subcommittee or workgroup chair.
 - ii. Coordinate recruiting members for subcommittees and workgroups.
 - iii. Develop agendas and schedule dates and meeting locations for subcommittee and workgroup meetings.
 - iv. Develop and manage process and timeline for subcommittees and workgroups to complete their charge.
 - v. Attend all meetings of the subcommittees and workgroups.
 - vi. Take minutes of subcommittee and workgroup meetings and share and manage all documentation related to committee business.
 - d. Assist with coordinating selection and election of Board and committee members and chairs as needed.
 - e. Maintain a calendar and schedule of all governance-related meetings.

- f. Coordinate all associated activities related to annual review of digital collection development and digital content buying pool development (see Appendix A) and the creation of the annual WPLC budget (see Appendix B).
- g. Coordinate and manage planning of the Annual Member meeting.
- h. Provide budget updates to all committees as appropriate.

2. Communication

- a. Be responsible for internal communication to WPLC members, to WPLC Board and WPLC committees and workgroups.
- b. Regularly update WPLC email list and promote the list as the key communications vehicle to reach individual public libraries.
- c. Maintain WPLC Board and committee email lists and send updates and communications as appropriate.
- d. Post information to the WPLC website home page. This includes keeping information on site up to date, posting WPLC governance and informational documentation as a blog.
- e. Communicate necessary website changes to the website manager (currently Winnefox).

3. Project Management and Product/Service Research

- a. Carryout or oversee implementation and operation of projects and research approved by WPLC Board and/or committees.
 - i. Digital Library:
 - 1. Coordinate the selection for the collection: Develop and maintain process for choosing new content, maintain selection policy, place orders for content, act as first responder to any challenges raised about the collection, and work with Digital Library vendor partner on selection issues.
 - 2. Forward files of MARC records, maintain MARC record distribution lists, and assist with MARC record problem solving.
 - 3. Serve as liaison between Digital Library vendor partner and WPLC for various tasks, including interface design and changes, authentication, support concerns, contract questions, software upgrades and advocating for improvements.
 - 4. Provide assistance to the systems and library staff that respond to patron requests for technical support, including sharing information about updates and outages, identifying issues and working with Digital Library vendor partner to resolve said issues, maintaining and participating in an online community for support providers, and coordinating training and documentation as needed.
 - 5. Share training opportunities and schedule additional opportunities as appropriate.
 - 6. Produce monthly usage and collection statistics.
 - 7. Respond to requests for information about WPLC collection from other libraries, researchers, and media.
 - 8. Stay up to date on product development and functionalities and communicate this information to WPLC members.
 - ii. Product and Service Research and Exploration

1. Bring new project ideas to the Board and committees, after consultation with the Board or committee chairs.
2. Provide product and/or service research, implementation plan development, implementation work, and necessary committee or workgroup management for exploration of new projects as directed by the Board and committees.
 - a. Create and manage associated budgets
 - b. Seek funding sources, including applying for grants.
 - c. Manage relationships with external partners.
 - d. Provide updates to WPLC committees and workgroups.
3. Should new vendors be identified and new platforms launched via WPLC, WiLS and the WPLC Board will determine project management duties WiLS will fulfill with the new platform and any additional compensation required to perform such duties.

4. Fiscal Agent

- a. Gather and manage data to calculate WPLC system member fees, including digital content buying pool.
- b. Invoice WPLC system members for their share of WPLC revenue budget, including digital content buying pool shares.
- c. Manage grant applications and grant awards.
- d. Pay all invoices related to WPLC.
- e. Create monthly budget update summaries.

WPLC agrees to:

Compensate WiLS in the amount of \$52,000 based on a maximum of 600 hours of work. This total covers all expenses for carrying out duties including travel, supplies, phone etc.

Payment schedule:

- January 1, 2016: \$26,000
- July 1, 2016: \$26,000

Compensation does not include for work as fiscal agent. WiLS retains interest gained on the WPLC fund balance WiLS holds for WPLC. This interest acts as the compensation for all work related to the services provided in #4 - Fiscal Agent.

In the event that the work to be done exceeds 600 hours, additional compensation will be negotiated. WiLS agrees to report status of hours to the WPLC Board Chair at the end of each quarter. Work may be scaled back in lieu of additional compensation.

	Date		Date
WPLC Board Chair		For WiLS	

APPENDIX A

Process for creating a recommendation for the WPLC annual buying pool allocation

This document outlines a process for creating a recommendation for the WPLC annual buying pool allocation. One of the goals for this proposed process is to provide an organized way to gather input for consideration of the collection and the vendors that supply the collection. This process gives the opportunity to consider the collection as a whole on an annual basis and to identify areas for change in collection areas, formats, and/or vendors.

Changes to the collection, including changing/adding formats, collection areas, and/or vendors should be considered as part of an annual process unless the need for this change is immediate. As changes are proposed, the Digital Library Steering Committee will consider the proposal and determine if the proposal should be acted upon immediately or should be considered as part of the annual process. If the proposal is not acted upon immediately, the WPLC project manager will add the proposal to a list to be considered as part of the annual process.

Outline of the annual process

Below is a table outlining the activities in this annual process. The activities involve three or more groups:

1. The Digital Library Steering Committee
2. The Collection Development and Policy Workgroup
3. Workgroup(s) considering specific formats or collection areas, including consideration of associated vendors.

The first two groups will be involved each year. Workgroup(s) considering specific formats or collection areas will only be created if deemed necessary by the Digital Library Steering Committee.

The "By" dates in the table below are deadline dates of activities. The actual dates that these activities will be completed will change based on the calendar year and on the meeting schedule/availability of the groups involved.

What	By
The Digital Library Steering Committee discusses collection areas/formats that have been proposed during the year along with any other areas/formats of interest or other concerns/questions about the collection to provide direction to the Collection Development and Policy Work Group and to determine if other workgroups need to be formed to consider specific formats or collection areas.	December 1
The WPLC project manager, with feedback from the Digital Library Steering Committee, develops timelines and charges for the Collection Development and Policy Work Group and any other workgroups that need to be formed to consider specific formats or collection areas.	December 14
The WPLC project manager, with feedback from the Digital Library Steering Committee, populates the Collection Development and Policy Work Group and any other workgroups that need to be formed to consider specific formats or collection areas.	December 30
<p>The WPLC project manager arranges trials of products for workgroup(s) formed to consider specific formats or collection areas. The trials continue until a recommendation is finalized (by February 27).</p> <p>The WPLC project manager creates a document comparing products under consideration for specific formats or collection areas.</p> <p>Trial information and the document are shared with the workgroup(s)</p>	January 9
<p>The WPLC project manager creates a document outlining the collection areas, previous year expenditures, basic usage statistics, collection size, known concerns, ideas to change spending, and other helpful information and shares with the Collection Development and Policy Workgroup.</p> <p>The WPLC project manager send the Collection Development and Policy workgroup a draft patron survey that will collect information related to the proposals and capture patron concerns about the collection.</p>	January 10
The Collection Development and Policy Workgroup meets by phone to review charge, prepared document, and patron survey, and to identify additional concerns, ideas for changing spending, and additional information needed.	January 17
Patron survey is available for response.	January 21 – February 5
The workgroup(s) considering specific formats or collection areas meet to review the comparison document and to determine other information needed based on the document and experiences up to this point with the trials of the products.	January 23
The WPLC project manager creates a draft library survey to collect information related to the proposals and concerns about the collection and shares with the Collection Development and Policy Workgroup.	February 4

The WPLC project manager sends the Collection Development and Policy Workgroup a summary of the patron survey and a final version of library survey for review. The library survey will have been updated to include any concerns identified from the patron survey results.	February 12
The WPLC project manager gathers information from vendors and other sources, including the patron survey, for the workgroup(s) considering specific formats or collection areas, updates the comparison document, and shares the document with the workgroup(s).	February 13
Library survey is available for response.	February 19 – March 9
The workgroup(s) considering specific formats or collection areas meets to make a recommendation on the format or collection area under consideration.	February 23
The WPLC project manager finalizes the recommendation from the workgroup(s) considering specific formats or collection areas and shares this recommendation with the Collection Development and Policy Workgroup.	February 27
The WPLC project manager creates a summary from the library survey and updates the document of information to include the survey results, recommendations from the workgroup(s) considering specific formats or collection areas, and additional information identified. All information is shared with the Collection Development and Policy Workgroup.	March 17
Collection Development and Policy Workgroup meets in person to review information collected and make a recommendation of allocation of the buying pool for the next calendar year.	March 24
The WPLC project manager prepares a document outlining the recommendation. The Collection Development and Policy Workgroup receives this document for their review.	March 26
The WPLC project manager finalizes the document outlining the recommendation based on feedback from the Collection Development and Policy Workgroup.	March 31
The WPLC project manager creates the buying pool share amounts for each system based on the recommendation.	March 31
The Digital Library Steering Committee receives the document outlining the recommendation and the proposed buying pool share amounts.	April 1
The Digital Library Steering Committee, at a phone meeting, reviews the workgroup recommendations and develops and approves a draft buying pool recommendation.	April 20
The WPLC project manager modifies the recommendation document and buying pool shares based on the recommendation of the Digital Library Steering Committee.	April 21
The Digital Library Steering Committee members discuss the recommendation with other libraries in the system they represent.	May 20
The Digital Library Steering Committee takes action on the recommendation.	May 28

The WPLC Selection Committee discusses the recommendation and determines what, if any, collection policy changes need to be made to accommodate changes in the digital collection.	June 1
The WPLC project managers create a draft of an updated collection policy based on the decision of the Digital Library Steering Committee and input from the WPLC Selection Committee. The Collection Development and Policy Workgroup receives draft of updated policy.	June 20
The Collection Development and Policy Workgroup meets by phone to take action on the updated collection policy.	July 1
The WPLC project managers prepare a final draft version of the updated collection policy. The draft document is shared with the Digital Library Steering Committee for action at their July meeting.	July 8

Appendix B

WPLC Board Meeting Schedule	
February	Annual Meeting preparation
May	Annual meeting, form budget committee, create any needed work groups to investigate new ideas for R & D and piloting.
June/July	WPLC Board Budget Committee meets to finalize 2016 WPLC Budget proposal, including buying pool and partner fees.
August	Board approves next year's WPLC budget, including digital content buying pool, and project manager contract. Form board chair nomination committee.
November	Elect next year's board chair