SERVICE AGREEMENT BY AND BETWEEN

Wisconsin Public Library Consortium (WPLC) and WiLS

This AGREEMENT covers the period of January 1, 2019 through December 31, 2019.

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

1. Coordinate governance process according to bylaws and as directed by the Board and Steering Committee.
2. Coordinate and manage WPLC communication.
3. Manage all aspects of WPLC projects, product explorations, and collaborative service opportunities as determined by the Board and Steering Committee.
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.
        vi. Produce requested supporting materials, including research and gathering statistics.
    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.
        v. Produce requested supporting materials, including research and gathering statistics.
    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.

vii. Produce requested supporting materials for the subcommittee or workgroup, including doing research, developing and fielding surveys, gathering statistics.

viii. Draft recommendations and reports as requested by the workgroup or subcommittee.

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 and the creation of the annual WPLC budget according to the schedule developed in conjunction with the Board and Steering Committee prior to the start of the calendar year.

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 and partners, 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. 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). In consultation with the Board Chair as needed, respond to requests for information about WPLC from other libraries, researchers, and media.

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: Manage the Selection Committee, work with selectors, 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(s) 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 email list of community 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. Stay up to date on product development and functionalities and communicate this information to WPLC members.
8. In consultation with the Board and Steering Committee chair, proactively advocate for publishing industry changes that would benefit WPLC and respond to industry changes that negatively impact WPLC and its collection.
9. Develop and/or share digital library promotional materials for use by WPLC community.

ii. BiblioBoard pilot
1. Coordinate communications and promotion of the BiblioBoard pilot with Partners and Members.
2. Report progress of pilot to the Department of Public Instruction, Division for Libraries and Technology's Public Library Development Team.
3. Collaborate with other states working with BiblioLabs to develop the program.
4. Serve as liaison between BiblioLabs and WPLC for various tasks, including statewide author content, product development, support concerns, contract questions, software upgrades and advocating for improvements.
5. Forward files of MARC records, maintain MARC record distribution lists, and assist with MARC record problem solving.
6. Share training opportunities and schedule additional opportunities as appropriate.
7. Produce usage and collection statistics.
8. Respond to request for information about the pilot from other libraries, researchers, and media.
9. Stay up-to-date on product development and functionalities and communicate this information to WPLC members.
10. Generate and/or provide evaluative information at the end of the pilot period, including surveys, usage statistics, and other information as needed.

iii. 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.
iv. Public library email list
    1. Maintain email list platform.
    2. Deal with subscription/unsubscription issues.
    3. Moderate posting by non-subscribers.
    4. Communicate with subscribers who are not following participation guidelines.
    5. Promote list and appropriate use of the list.

4. Fiscal Agent
    a. Gather and manage data to calculate WPLC system member fees, including digital content buying pool.
    b. Invoice WPLC partners 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 $55,000 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: $27,500
- July 1: $27,500

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 monthly. Work may be scaled back in lieu of additional compensation.

_____ _____ _____ _____
WPLC Board Chair   Date   For WiLS   Date