

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

This AGREEMENT covers the period of January 1, 2021 through December 31, 2021.

Core Services

WiLS will provide the following core services to WPLC as their project manager:

- Coordinate governance process for the bodies listed below according to bylaws and as directed by the Board.
- Coordinate and manage WPLC communication.
- Serve as fiscal agent for WPLC.

1. Governance

- a. Assist with coordinating selection and election of Board and Committee members and chairs as needed.
- b. Maintain a calendar and schedule of all governance-related meetings.
- c. Coordinate and manage planning of the Annual Membership meeting.
- d. Provide budget updates to all committees as appropriate.
- e. 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.
- f. 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.
- g. WPLC Collection Development Committee
 - i. Coordinate all associated activities related to annual review of digital collection development and digital content buying pool development.
 - ii. Develop agendas and schedule dates for committee meetings.
 - iii. Attend all meetings of the Collection Development 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.
- vi. Coordinate and implement patron and library surveys as needed.
- d. WPLC Technology Collaboration 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 Technology Collaboration Steering Committee.
 - iv. Take minutes of Committee meetings and share and manage all documentation related to Committee business.
- e. WPLC Technology Collaboration Operations Committee
 - i. Help develop meeting agendas with Committee chair.
 - ii. Schedule dates and meeting locations for Committee meetings.
 - iii. Attend all meetings of the Technology Collaborations Operations Committee.
 - iv. Take minutes of Committee meetings and share and manage all documentation related to Committee business.

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 email lists and/or Basecamp for governance bodies listed above 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).
- f. 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. Digital Library
 - i. 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.
 - ii. Forward files of MARC records, maintain MARC record distribution lists, and assist with MARC record problem solving.
 - iii. 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.
 - iv. 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.

- v. Share training opportunities and schedule additional opportunities as appropriate.
- vi. Produce monthly usage and collection statistics.
- vii. Stay up to date on product development and functionalities and communicate this information to WPLC members.
- viii. 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.
- ix. Share digital library promotional materials for use by WPLC community.
- b. Product and Service Research and Exploration
 - i. Bring new project ideas to the Board and committees, after consultation with the Board or committee chairs.
 - ii. Provide product and/or service research and implementation plan development, for exploration of new projects as directed by the Board and committees.

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.

Additional Services

WiLS will provide the following additional services to WPLC:

1. Public library email list

- a. Maintain email list platform.
- b. Deal with subscription/unsubscribe issues.
- c. Moderate posting by non-subscribers.
- d. Communicate with subscribers who are not following participation guidelines.
- e. Promote list and appropriate use of the list.

2. Additional subcommittee/workgroups

If the need for an additional subcommittee/workgroup is identified during the contract period, WiLS and WPLC will negotiate the services and costs for the additional governance bodies. If the subcommittee will be ongoing, it will be added to the Core services the following year. Services could include:

- a. Act as subcommittee or workgroup chair.
- b. Coordinate recruiting members for subcommittees and workgroups.
- c. Develop agendas and schedule dates and meeting locations for subcommittee and workgroup meetings.

- d. Develop and manage process and timeline for subcommittees and workgroups to complete their charge.
 - e. Attend all meetings of the subcommittees and workgroups.
 - f. Take minutes of subcommittee and workgroup meetings and share and manage all documentation related to committee business.
 - g. Produce requested supporting materials for the subcommittee or workgroup, including doing research, developing and fielding surveys, gathering statistics.
 - h. Draft recommendations and reports as requested by the workgroup or subcommittee.
3. Additional projects
 If additional projects are identified during the contract period, WiLS and WPLC will negotiate the scope and costs for the project. Activities for the project could include overseeing implementation and operation of projects and research approved by WPLC Board and/or committees.

WPLC agrees to:

Compensate WiLS as follows:

Core Services: \$60,500

Public library email list: \$3,000

Total: \$63,500

Additional subcommittees/workgroups: Will be determined if needed.

Additional projects: Will be determined if needed.

The above contracted amount does not compensate WiLS for the work of fiscal agency. WiLS retains cash back on credit card transactions placed on behalf of the WPLC, which acts as compensation for all work related to the services provided in Section *Core Services, #4 - Fiscal Agent*.

This covers all expenses for carrying out duties including travel, supplies, phone, etc.

Payment schedule: ½ of the amount on January 1; ½ of the amount on July 1

Commented [MC1]: The WPLC Board approved \$55,000 for Project Management with the 2021 Budget in June of 2020. The Board also approved \$7,500 for project management of the Technology Collaboration Committees in 2020. It was agreed that the funds for this (\$7,500) would be taken out of reserves for 2021.

	Date		Date
WPLC Board Chair		For WiLS	