

# WPLC Technology Collaboration History

November 2021

## 2018

Many of the conversations around Wisconsin library system technology collaboration stemmed from the [PLSR Technology Workgroup Report](#) that was published in April of 2018. The first discussion happened at the WiscNet conference in spring of 2018. Several Wisconsin Public Library System IT members were present. From there, systems were invited to participate in a discussion at the Monarch Library System headquarters in Sheboygan on June 20, 2018. Notes from the meeting can be found in [appendix A](#). Initial ideas from that meeting included collaborative purchasing and a software defined data center, with systems sharing infrastructure but retaining autonomy. The shared space would be replicated at multiple data centers and managed with a single interface. In addition, providing web services and consolidating Faronics Deep Freeze were other suggested ideas.

The Wisconsin Public Library System Technology Collaboration proposal (see [appendix B](#)) was drafted from the discussion in Sheboygan and presented to SRLAAW. At that meeting it was shared that two active projects have already been identified; to create a shared backup solution, with a few systems already indicating interest in collaborating, and to take advantage of a group purchase portal with Dell to order PCs. Other projects the group discussed and shared included collaborating with DPI on a firewall for all systems, and possibly providing support for e-rate for libraries. It was shared at that meeting that the group was interested in creating a formal organization structure as there can be more benefits to that than doing individual MOUS between systems and libraries. It was asked if that should be a structure under SRLAAW or WPLC. At that meeting, a committee was formed for exploratory purposes and to report to SRLAAW about technology statewide collaborations. Minutes from that meeting can be found in [appendix C](#).

## 2019

In February of 2019, South Central Library System drafted a proposal, along with visual documents to address collaboration governance. These were presented to SRLAAW to begin discussions of a governance structure. The proposal and visual documents can be found in [appendix D](#).

In April of 2019 a Wisconsin Public Library System Technology Collaboration Proposal LSTA Testimony document was created and submitted to the LSTA committee for funding for the project. This testimony can be found in [appendix E](#).

At the August 2, 2019 SRLAAW meeting, it was reported that the Technology backup project was fully funded. There were two phases of the project, procuring equipment being the first, and the second phase is a digital archive solution. It was noted that all public libraries would have access to back up their digital archives. It was reported that the group was working on MOUs for systems before content is added. The group also discussed a future cost formula and expressed concern as how to govern and fund the project. A workgroup was formed to propose governance of project. The full notes from that SRLAAW meeting can be found in [appendix F](#).

In November of 2019 that SRLAAW workgroup drafted a System Technology Collaboration Governance proposal which was then submitted to SRLAAW ([appendix G](#)).

## 2020 - 2021

The draft of the governance model was formally adopted by SRLAAW on February 10, 2020. Meeting notes can be found in [appendix H](#). At that meeting SRLAAW recommended that governance proposal be taken to the WPLC. In February of 2020, the recommendation was proposed to the WPLC Board at their February 21<sup>st</sup> meeting. At that meeting, a subcommittee was formed to explore the proposal and to make a recommendation to the Board. Those WPLC Board meeting notes can be found in [appendix I](#).

In April of 2020, the WPLC Board subcommittee met and further discussed the development of two new WPLC bodies as well as their potential structure. The committee updated the original SRLAAW proposal (See [appendix J](#)) with the new recommended WPLC governance structure and sent it to the WPLC Board for review and approval.

The WPLC Board met on June 15, 2020 and approved the recommendation from the subcommittee to form two new technology committees, A WPLC Technology Collaborations Steering Committee and a Technology Collaborations Operations Committee. Meeting notes can be found in [appendix K](#). Committee charges and membership were established.

### ***The Technology Collaborations Steering Committee Charge:***

The Steering Committee will review proposals from the Operations Committee. They will be responsible for:

- Developing member agreements for members participating in a collaboration initiative
- Soliciting legal advice when necessary
- Developing budgets and breakdown of costs and fees for a collaboration initiative
- Recruiting and recommending a Fiscal Agent from systems participating in a collaboration initiative.

The Steering Committee will work with members of the Operations Committee on the above responsibilities as appropriate. The Steering Committee will submit collaboration initiative proposals to the WPLC Board. It is not authorized to sign agreements or expend funds.

### ***The Technology Collaborations Steering Committee Membership:***

Membership on the Technology Collaboration Steering Committee will be open to one administrative-level representative appointed by each Wisconsin public library system. The Committee shall have a minimum of seven members, with a liaison from the WPLC Board. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint up to two staff members to participate on this Committee on a standing, advisory basis.

### ***The Technology Collaborations Operations Committee Charge:***

The Operations Committee will be responsible for driving technology collaboration. They will identify appropriate projects for collaboration, create implementation plans, solicit proposals from vendors and present proposals to the Technology Collaboration Steering Committee. It is

important that the Operations Committee be free to be creative and be open to all ideas and viewpoints. This Committee will submit collaboration initiative proposals to the Technology Collaboration Steering Committee. It is not authorized to sign agreements or expend funds.

***The Technology Collaborations Operations Committee Membership:***

Membership is open to any technology professional from any Wisconsin Public Library System. Members may contribute in any capacity and on any project. Members may come and go as appropriate. Members are responsible to their Public Library Systems. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint one staff member to participate on this Committee on a standing, advisory basis. Membership shall not exceed more than 25.

WPLC project managers created an implementation plan (see [appendix L](#)) and the committees were created in October of 2020. The Operations Committee's first meeting was on November 3, 2020 and the Technology Steering Committee's first meeting was held on March 9, 2021. Both bodies meet quarterly. Agenda and notes documents for the Technology Steering Committee are posted on the WPLC website here: <https://wplc.info/techsteering>. Agenda and notes documents for the Technology Operations Committee are posted on the WPLC website here: <https://wplc.info/techoperations>.

## Appendix A

### Wisconsin Public Library System Technology Collaboration Meeting 6/20/2018

Present: Vicki Teal Lovely (SCLS), David Kranz (SWLS), Dan Jacobson (SCLS), Joshua Klingbeil (WVLS), Margie Verhelst (MCLF), Mellanie Mercier (Bridges), Robert Nitsch (Monarch), Jim Novy (Lakeshores), Amy Birtell (Monarch), Mike Sauvola (NWLS)

#### **Discussion: Start at the beginning:** Can we define Equity?

Are we ignoring PLSR for this discussion? (Don't know). We had the following open-ended discussion:

- Change is coming but we don't know what it looks like.
- It started a long time ago and it has been hard to continue providing services without knowing what it looks like. Lakeshores has proceeded with knowing change is coming, but they have had to proceed business as usual.
- Collaboration vs. statewide, heavy handed organization
- It would be cost prohibitive for our member libraries to be part of a state-supported system
- Libraries are largely autonomous and do things on their own
- PLSR process was pie in the sky; the work groups were not give the opportunity to discuss scenarios of systems providing services—it was always statewide
- Libraries can't keep up with the infrastructure that is described in the PLSR Work group doc
- In order to have a scalable service, you have to have rules and policies; at SCLS we have accomplished this system-wide
- Lakeshores has had a similar experience—it takes a long time for libraries to buy into the concept of equipment replacement, etc.
- At Lakeshores, they have always had slim staff; they identified at each library who can do the first responder, it is a negotiation with each library to do the hand-holding, plug in new equipment, etc. They still have libraries that call with every hiccup. Doesn't see how this model would scale up to statewide services.
- Funding: it may be OK for state funding to support infrastructure, but at the field support / help desk and PC replacement level it should be local
- SWLS has libraries that have a total budget of around \$30,000 / year and their technology budget is tiny; the municipalities / library board need to be convinced to do more; heard that at Bridges the library boards were approached to agree to new standards. This was approved and there are repercussions at the county level if the standards are not met. Perhaps working with counties is one way to lift standards at currently less-well-funded libraries.
- Waukesha County libraries appreciate having the standards as they can go to their municipality and justify additional funding.
- There is something similar in Lakeshores, but there is a lot of wiggle room because they don't want to penalize libraries.
- This happens at SCLS with the PC support standards. Libraries like having something to take to their municipalities.
- Lakeshores: does site visits with each library to do planning. Well-to-do libraries don't have a problem with keeping up, but others do—just keeping lights on can be difficult.
- There are libraries around the state that have full-time IT staff and don't need services.

- The evolution of technology service at systems is in generations. SCLS is at a higher generation than other systems. Once a system offers one service and a library gets it (like PC support), what's next? Network, data center, infrastructure, WUSUS, SCCM, feature updates pushed out within days of arriving. SCLS has worked this out, others are struggling. It's not easy. We are all at different places. How do we get to a generation together, where we can all work together? This is why we have standards. If infrastructure is ahead and PCs are behind or PCs are ahead and infrastructure is behind, it's not good. We don't want to pick a "low" place to get to; we need to hit a high level outside of the gate. Infrastructure is key.
- Infrastructure is a place where we are all reinventing the wheel on. We are all largely trying to support the same things. Would there be some benefit to try and put some of the resources together? Sharing documentation; perhaps some on the server side.
- SCLS has capacity; Lakeshores has capacity and rents from Amazon. Could we share backups?
- We all do things differently. Bridges doesn't have servers. Web sites are all hosted; ILS is hosted in the cloud; Firewall is taken care of. What are systems using servers for?
- At SCLS, there is a lot of "stuff. As you progress through the generations, you want more management, more remote access, patching to happen instantly overnight.
- Starting at: we take advantage of the new technology available to us: software defined data center. We build a system, we all have different logins. Each systems says how many VLANS, they need, etc. We share the infrastructure, but each retain autonomy. If we could combine all of these things into hyper-converged boxes that have a management plane on top of them, we could all share the resources. This is a standard thing that happens now.
- SCLS has about 40 virtual servers that run a variety of things: time and print management services; authentication; reports; domains; Drupal web support.
- Lakeshores: has staffing to maintain services; they use Deep Freeze to secure public machines. They find that in-house shaves costs off of hosting outside (\$60,000 - \$70,000) / year.
- Monarch: duplicated this.
- Shared space that is easily accessible. There is complete transparency. It can be replicated at multiple data centers and managed with a single interface. We will still need in-house expertise and share in-house expertise. Whomever develops a template could share it out.
- Lakeshores had to separate out servers, etc. when they had a close partnership with another system and then broke up.
- If we were to build an environment where we are sharing cost, etc. that we would need to keep in mind from the get go as to how things when change happens.
- Data centers: what would this look like? Would we participate in the state center? Would there be two that we all buy into?
- Can we have a top down funding system? Infrastructure/Network equipment in libraries/PC support?
- Originally at WVLS, technology support was for the TEACH network. Other technology support was up to the library. They looked at other systems to create a baseline framework for costs / funding that they could live with. They used cost savings for growth and libraries liked this. They invest some of state aid into growth and built up a resource pool. They had some standards and continued to develop them. When they joined with IFLS they realized they had to blend their standards and do everything the same or do nothing. Some of this had to do with trust. They assessed what they could focus on that they could share right away and then as things came up they looked at opportunities for partnering on more. They made themselves be comfortable with letting go of ownership—the

consistency was the end goal in all service models. Knowing that they didn't have to be consistent right out of the gate was helpful. The funding models didn't matter—each system could fund them differently. Each system funds 50% of the costs.

What problem are we trying to solve?

- At Techa Talka, sometimes there is a “we solved this”, but there is no repository of the “how” this was done. With personnel comes the ability to jump ahead. For example, at NWLS they need space to host web sites. They are dumping that. They don't have staff left right now to take care of it. Should each library host their own? Right now they are looking for someone “in the world” to design, etc. and the libraries can log in and edit. Is there another system that can do this?
- We are all geared as internal IT support for our member libraries. SCLS is at the max just like everyone else is. We are beholden to our “stake holders” our member libraries. How do we make that change to expanding this?
- Equity—what is it?
- Systems that can provide a service, but can we have a tool that helps us find out who provides what services? We have the Techa Talka list as a starting point.
- Can we identify services and who does them and have the long-term goal of providing all services to all libraries?
- Meet more often.
- There may be funding opportunities toward standardization out their due to PLSR.
- What is the starting point?
  - Having the same platform—functioning as independent units, but in the same way.
  - The technical part is easy, but the governance part is the tricky part.
  - “Handshake” agreements seem great in the beginning, but when there are disagreements, you need to have the governance structure in place.
  - Clearly define who owns what when a member withdraws. Plan for what happens if members pull out.
  - Before getting involved, even informally, that formal structure might impede growth and improvement of services. CINC model as an example; they did not need governance until they needed to apply for a grant. “Constraints breed contention.” Current assets are already capitalized.
  - Maintain disaster recovery plan
    - Including dissolving a partnership
  - Redundancy: most systems do not have a lot of staff and there is not much redundancy; it takes a lot of time to come up to speed when someone leaves. Share documentation and cross train across systems, regions, whatever. For example, can we share Help Desk system? Different issues come in that are outside the tech scope—then they go off into an email change and they are no longer tracked. Would it be feasible to look at a Help Desk for Wisconsin libraries, but each system engages their staff to be the first responder? If there were uniformly documented sites, etc. someone else (at another system?) could provide the support. At WVLS: this is an area where they have not been able to progress.
  - One statewide Help Desk might be daunting because it takes a long time to develop the documentation. Capacity is another issue. Perhaps statewide Help Desk comes later after there is more standardization of services. There is so much variation of services from system to system that it would be difficult to respond.

- Level of standards vs. standardization. We can be more efficient in technology services if libraries meet a set of standards. However, the way to get economies of scale is to standardize—email, pushing out patches.
- There are benefits to having the same types of PCs, software, etc. Libraries can be sensitive to giving up autonomy. Some balk if approached with the stated goal of imposed standardization despite the benefits of systematization. Rather than making standardization the goal, it can come about as a by-product of meaningful collaborative efforts. If we join for an endeavor and participants agree to meet standards that support it, a result would be increased standardization.
- Perhaps there can be a list of what the system can support at no cost vs. a fee. For example, the system recommends a barcode scanner but if a library wants a different one, they will need to pay to have it configured with the ILS. If we can find the right way to incentivize things, then perhaps they will go there.
- Lakeshores has had a lot of success with group purchases of PCs because the costs were comparable to the “junky” ones.
- Once they experience the full support of an enterprise system, and it meets their needs, then the stance of local control goes away (mostly). It is almost a relief because they don’t need to worry about it.
- The concept of standardization needs to be “sold” to libraries.
- How do you help a library with no-name computers, a satellite internet connection to the water tower and there was a lightning strike that shut things down? In reality, they need new computers and BadgerNet and new network equipment. Is this the problem we are trying to solve?

Problems we are trying to solve:

- Equity of services to libraries
  - Figuring out how to provide opportunities to libraries with outdated equipment and software that cannot be supported and/or on substandard network solutions up to standards that can be supported
    - What level of responsibility does the system have in providing services?
  - Providing (or offering?) the same suite of services to all libraries across the state
    - Infrastructure / back end that is not visible
    - Services at the front line that are visible
  - Recognizing that not all libraries need system-provided technology services

Figure out how to do the above:

- Long-term goal of providing standardized solutions to create economy of scale (email, web-site hosting, PC images, equipment)
- Pick one service to offer on a statewide basis and see how it goes (either infrastructure or front line)

Next steps:

- Update and expand Techa Talka list to identify what services we are already providing
  - SCLS

- What staff are at each system and what are their areas of expertise?
- What is the status of HQ equipment at each system? What system funding is available and when?
  - SCLS
- Identify a project that we can start with that will facilitate the end goal:
  - Web services:
    - SCLS: hosts Drupal; web services support staff helps with design and maintenance. It is very labor intensive. Is this a good project to start with?
    - It is a service that could be supported anywhere. Libraries don't have an idea of what they want, they just want something that looks fresh. Once it is built they are happy. Libraries can update them themselves.
  - Consolidating Faronics Deep Freeze
    - There may be benefits in having one contract
    - Would need to establish routing between wide area networks
    - Could connect networks without changing anything else (transparent but big impact, an initial step toward other more visible potential projects)
    - Costs:
      - There would be personnel costs; who would cover this?
        - Mileage and boots on the ground; this could be a local / regional system responsibility
        - System staff – could systems contribute staff time for development?
    - Josh and Jim will start a google doc
  - Data center
    - Where are systems at?
    - Are they willing to change?
- System buy-in
  - Director level—we should get director approval
  - Not a requirement to put the system name on the submission to PLSR
  - Systems not here—Vicki will reach out

Getting everyone up and running and comfortable with it is a step towards implementing additional services.

It is the first step in execution to move forward with anything else.

TEACH:

- Either libraries apply or systems apply
- Move option A items to option B so that there is the option of 100% funding
- Include system directors in the email communication



## WISCONSIN PUBLIC LIBRARY SYSTEM TECHNOLOGY COLLABORATION PROPOSAL

### SUMMARY

This is a proposal developed by a group of technology experts representing several Wisconsin Public Library Systems. It stems from a meeting held on June 20, 2018 to discuss collaborating on statewide technology services. The premise is that staff at Library Systems will continue working on implementing solutions together in order to offer more uniform and affordable technology services to public libraries throughout the state. Staff are the most important resource that Systems have and united, they will be able to accomplish more than as individuals.

### CHALLENGES WE ARE TRYING TO OVERCOME

- Figuring out how to provide opportunities to libraries to upgrade outdated equipment and software that cannot be supported and/or replacing substandard network solutions
- Offering the same suite of services to all libraries across the state
  - Infrastructure / back end that is not visible
  - Services at the front line that are visible
- Recognizing that not all libraries need system-provided technology services
- Long-term goal of providing consistent solutions to create economy of scale (email, web-site hosting, PC images, reliable equipment)
- Identifying ways to provide high-quality, stable and sustainable services at the lowest feasible cost to the public libraries in Wisconsin
- Developing a statewide network of technology experts who can work together empowering and provide all partnering Library Systems with greater depth and breadth of the skills required to provide reliable, high-quality redundancy of technology service

### FRAMEWORK

- Work to incorporate appropriate facets of the plan laid out in the PLSR Technology Workgroup Report
- Project would begin with existing public library staff and address additional staffing needs as it moves forward
- Project would be based on collaboration and cooperation
- Find funding for startup costs, travel expenses and perhaps ongoing costs
- Develop a governance and system funding structure
- Create mechanisms for more frequent meetings
- Create an easily-maintainable structure for communicating to others what this group is about and what they are doing (web sites, email lists, notes, etc.)

### FIRST TASKS

- Update and expand Techa-Talka survey to identify what services we are already providing that are identified in the PLSR Work Group Report <https://goo.gl/DAPN9J>
- Identify staff at each system and their areas of expertise
- Identify a first project

## PROPOSED FIRST PROJECT: CONNECTING PUBLIC LIBRARY SYSTEM NETWORKS

A shared network is the first step toward enabling the consolidation of services. Resources across existing data centers can be pooled across a converged network fabric increasing the durability of the overall infrastructure. A shared platform spanning multiple data centers regionally offers a common framework on which each Library System may base their technology services.

In order to facilitate additional collaboration and resource sharing among Wisconsin Library Systems, we are proposing an effort to interconnect Wide Area Networks (WANs) between participating Systems. It has been recognized that a staging project of this nature would be necessary for any two or more organizations to share network and computer infrastructure resources.

**An analogy:** Each Library System's WAN is akin to a local community's road system, connecting the various members of that community to each other. This proposal would be similar in concept to connecting the local road systems in those communities via highways. The highways do not automatically blend all of the traffic from each community, but rather, enable traffic to pass between communities. The ability for any one community to directly access other communities empowers them to explore ways to meaningfully share resources for mutual benefit.

There is precedent for multiple systems interconnecting WANs to facilitate collaborative efforts. This project proposal aims to inclusively invite and encourage all Wisconsin Library Systems to opt in to a Statewide interconnected WAN. This project is not seeking to converge all WANs into a single larger network at this time, but rather to maintain existing WANs to the extent possible. A natural "next step" which will be considered during the planning phase is the hand-off of network management from any Library System which might significantly benefit in reducing that duplication of effort, to one or more Library Systems already highly vested in converged WAN maintenance.

Interconnecting the WANs of many or all Wisconsin Library Systems will allow for a variety of collaborative efforts. Two Library Systems may work with each other to share storage resources, while two other Library Systems work with each other to converge management of a specific application. Collaborative efforts may be informed by fortuitous timing as much as long range planning. As individual and larger scale efforts mount, the group as a whole will be able to regularly reassess a joint management strategy.

Aside from project development itself, two preliminary efforts have been identified for the information gathering (research) phase as we continue to build a full project scope. One effort is ensuring full communication between all Wisconsin Library Systems in messaging the proposal and seeking (ideally 100%) participation to ensure the project is inclusive from the start, and as it matures. The other is building a shared awareness of each participating Library System's current production status: networking architecture, equipment and licensing capital, and the staff who manage and support the networks.

## INTEREST IN PARTICIPATION IN TECHNOLOGY COLLABORATION

The following Wisconsin public library systems have indicated their interest in participating in future technology collaboration projects. Since this is a proposal with details yet to be defined, inclusion in this document in no way commits any system to participate at this time.

Connie Meyer, Bridges Library System  
John Thompson, Indianhead Federated Library System  
Rebecca Petersen, Manitowoc-Calumet Library System  
Steve Heser, Milwaukee County Federated Library System  
Amy Birtell, Monarch Library System  
Sherry Machones, Northern Waters Library System

Martha Van Pelt, South Central Library System  
David Kranz, Southwest Library System  
Kristen Anderson, Winding Rivers Library System  
Jeff Gilderson-Duwe, Winnefox Library System  
Marla Spenafski, Wisconsin Valley Library System

*System and Resource Library Administrators  
Association of Wisconsin (SRLAAW)*

---

Fourth Quarter, 2018 Meeting  
Tuesday, October 23, 2018 at 10:00 a.m.  
Radisson La Crosse Hotel, 200 Harborview Plaza, La Crosse, WI 54601

**Attending:** Kristen Anderson (Winding Rivers), Mark Arend (Winnefox), Amy Birtell (Monarch), Bruce Gay (Waukesha Public Library), Jeff Gilderson-Duwe (Winnefox/Oshkosh Public Library), Steve Hesper (MCFLS), Ralph Illick (Marathon County Public Library), David Kranz (Southwest), Jessie Lee-Jones (Platteville Public Library), Sherry Machones (Northern Waters), Jessica MacPhail (Racine Public Library), Connie Meyer (Bridges), Steve Ohs (Lakeshores), Rebecca Petersen (Manitowoc-Calumet), Steve Platteter (Arrowhead), John Thompson (IFLS), Martha Van Pelt (South Central), Tracy Vreeke (Nicolet).

**Online Callers:** Garrett Erickson (Mead Public Library, Sheboygan), Sue Heskin (Superior Public Library, Superior), Bradley Shipps (OWLS), Kristen Stoeger (Manitowoc Public Library), Lin Swartz-Truesdell (Kenosha).

**Absent (excused):** Marla Sepnafski (Wisconsin Valley), Pamela Westby (L.E. Phillips Memorial Library, Eau Claire), Paula Kiely (Milwaukee Public Library).

**Guests Present:** Wyatt Ditzler (Beloit Public Library), Martha Berninger (DPI/RL&LL), John DeBacher (DPI/DLT), Vicki Teal Lovely (South Central), Plumer Lovelace (WLA), Stef Morrill (WILS).

Call to Order: 10:01 a.m.

Quorum Determination: Quorum met

Proxy Announcements:

- Lin Swartz-Truesdell for Barb Brattin (Kenosha)
- Amy Birtell for Marla Sepnafski (Wisconsin Valley)

Welcome and introductions made

1. Meeting Agenda approved (**\*Steve Ohs/John Thompson**).
2. Minutes: Q3 2018 minutes approved with one change (**John Thompson/Jessica MacPhail**), modification was on p. 4 near top, change “Health and Human Services” to “fire department.”

### 3. Treasurer's Report

Treasurer Kristen Anderson reported a balance of \$229.47. Treasurer's report approved (**Jessica MacPhail/Martha Van Pelt**).

### 4. LD&L Report

Connie Meyer distributed a report the WLA LD&L committee had shared with WLA in September. Meyer shared current draft documents related to the planned budget request for the next biennial state budget. Next step is to meet with legislators. Plan is similar to last time, will meet in legislative offices to communicate and seek support. The strategy remains the same regardless of who may be elected governor in November. LD&L worked with DPI to make sure concepts and language in the request are coordinated with and support DPI budget concepts. Initial goal is to have the request included in governor's budget.

Jessica MacPhail asked if budget request numbers would change if the governor changed; Meyer said no, noted that its always the case that the sitting governor could change them, and suggested that it's helpful if the request matches what's in the governor's budget. Library advocates do not operate in partisan fashion and work with whoever is in office.

Meyer encouraged people to attend regional joint finance committee meetings to support the request. She stressed the need for solid examples of how money is used. She thanked people for filling out a survey on the topic and encouraged any further examples/stories be sent via email to her, to provide added information for a state budget analyst meeting. Kristen Anderson shared an example of a patron at a WRLS-member library who used Gale Courses and got a new job.

Meyer advised that a program with elected representatives planned for Thursday afternoon (Oct. 25) at the WLA conference had been cancelled.

Martha Van Pelt said the 2019 National Library Legislative Day coincides with the ALA conference in Washington, D.C. Sherry Machones responded that there would potentially be two legislative day events in in Washington, including an ALA invitation-only event.

Meyer noted the state's Library Legislative Day will be Feb. 12, 2019.

### 5. Laura Bush 21<sup>st</sup> Century Library Grant

Kristen Anderson shared a handout about the IMLS Laura Bush 21<sup>st</sup> Century Library Program grant received in Wisconsin to support collaborative activity with DPI, WLA, the Wisconsin Dept. of Workforce Development, and the Wisconsin Workforce Development Association. Martha Berninger of DPI said the Division for Libraries and Technology has been meeting with the Dept. for Technology since 2010 to investigate various topics; separately, many libraries have been forming relationships with local/regional job centers. A pilot program in Racine came to the attention of COLAND, and the WWDA reached out to WLA and DPI to

suggest the Laura Bush 21<sup>st</sup> Century Grant opportunity, seeking collaboration on a proposal to support workforce development needs. The WWDA representative put together the initial proposal, submitted it, it was approved, and the group was invited to submit a full proposal. WWDA did most of the proposal work, shared it with several library community organizations. The group asked for \$244,999, staying under \$250,000 to avoid triggering a cost match requirement. The full request was approved and funds awarded. Anderson said there will be opportunity for events in each system.

Anderson asked about having a SRLAAW representative on the project advisory council. Berninger explained the intended composition of the advisory council and some of its roles, including hiring a part-time project manager in the second year of the grant. Anderson will be serving as WLA rep on the advisory committee. Volunteers were sought for a second person to be on the advisory committee. Martha Van Pelt suggested that a South Central Library System staff person who is a workforce development consultant would be a good fit. **Jeff Gilderson-Duwe** moved that SRLAAW give its imprimatur to the asking of the SCLS employee to serve on the committee, **Jessica Macphail** seconded; discussion ensued; **motion approved.**

#### 6. BlueJeans Video Conferencing

Barb Brattin had requested this appear on the agenda but was absent, so general discussion about the BlueJeans video conferencing product took place. Two systems currently use BlueJeans for online video conferencing. Steve Hesel reported on experiences at MCFLS, saying the product could work for staff meetings as a replacement for GoToMeeting. Kristen Anderson reported that WRLS used it for a meeting and it worked well. Steve Ohs reported that a reason not to use it at Lakeshores would be that they have G-Suite tools and can use Google Hangouts for free. It was mentioned that expecting a group of smaller libraries to work with BlueJeans without training or assistance could prove challenging. Tracy Vreeke asked about what the benefit of using it is over other products; Anderson responded that it's free through TEACH. John DeBacher explained that the previous BadgerNet structure had a separate video component; the need for that separate video portion was obviated by increases in bandwidth, so a new BadgerNet contract eliminated the video aspect. BlueJeans is a product that could fill the video gap for online teaching and collaboration. DeBacher said TEACH pays a base fee and monthly fee, provides the application over BadgerNet. Martha Van Pelt asked if libraries have to be on BadgerNet to use it. DeBacher responded that it should be available to libraries using non-BadgerNet internet if their connection is robust enough. Bradley Shipps asked if it works well for continuing education webinars with lots of attendees. Stef Morrill responded that BlueJeans offers tiers of service. DeBacher said up to 180 users can be on at the same time. Ohs said it's still an unknown quantity, as we learn more we can make decisions about it individually.

#### 7. Statewide Technology Collaboration

Vicki Teal Lovely, Technology Services Coordinator at South Central Library System, shared some background information about a statewide group of library system technology staff

who have been meeting to talk about how systems could collaborate on technology. Two active projects have been identified by this group: create shared backup solutions, with a few systems already indicating interest in collaborating; and taking advantage of a group purchase portal with Dell to order PCs, each system would have its own login but could take advantage of discounts based on total purchases by the overall group. Other projects the group has discussed include collaborating with DPI on a firewall for all systems, also possibly providing support for e-rate for libraries (creating a toolkit, education, help libraries become compliant).

Teal Lovely said the group is wondering about an organizational structure. Lots can be done with memoranda of understanding between systems, but there could be benefits to a more formal structure between systems and DPI. She said Steve Ohs, Dan Jacobson, Jim Novy, Teal Lovely and others had discussed this during a meeting with DPI representatives. Teal Lovely said she had then followed up with Kurt Kiefer, and she read a statement she had received from him: “We agreed that there is a need for some sort of standing group that can serve as a discussion place between the library systems, public libraries and DPI. In the past, there was the Library and Information Technology Advisory Council (LITAC). While a formal advisory council may not be needed, there is a growing awareness that some sort of coordination is needed. We will work as a group to determine what [...] shape this can take and share ideas with others for their feedback.”

After reading, Teal Lovely then asked: Should such a structured group be part of SRLAAW? WPLC? or some other group? Who should be on it? Should it go beyond public libraries? Who should figure this all out? She said she was encouraging discussion. She said the existing Tech-A-Talk-A technology discussion group would probably not provide the necessary structure.

Ohs mentioned the PLSR Technology Workgroup and its recommendations, and said the core issue here is that it’s an informal group with the seed of a more coherent strategy, what should we do with it? Jeff Gilderson-Duwe asked what is needed from an overarching entity? Does it simply need someone to serve as a fiscal agent? He feels cooperation from tech people on front lines has been a fruitful beginning of collaborative conversations, and he would be fearful of imposing structure that might dampen it – does it just need a fiscal overseer? He added that it may be too early to slot this group’s work into a bureaucratic structure. Trace Vreeke asked if someone from SRLAAW could become part of the group to assess and advise of future needs. Teal Lovely commented that governance is important, but the group could move ahead without more governance. There could conceivably be different fiscal agents for different projects. However, more structure may be useful for working on projects with organizations such as DPI and the Dept. of Administration. Ohs suggested letting the PLSR recommendation development report process unfold, then follow impetus of PLSR Summit to develop into larger projects, adding that this group can exist in parallel with the conclusion of the report process. Amy Birtell said her IT staff person reported that the tech people involved would like to handle the tech part and separate the “business” part involving MOUs and agreements, and perhaps there is a further role for systems in this area.

Connie Meyer asked John DeBacher if DPI plans to replace the technology liaison position that has been vacant for some time. DeBacher said it's not certain. He added that projects that involve linking into other tech projects and systems could benefit from a more formal structure. Ohs said a tech point person at DPI advised by system tech people would be good way to approach planning. Kristen Anderson asked DeBacher if there was anything SRLAAW could do to encourage DPI to fill the technology position. Berninger responded that the importance is recognized at DPI, but there's been long-term push to combine teams at DLT and this adds thought process and planning to filling positions like this. DeBacher said they are about to fill a fourth consultant position to work with continuing education and consulting, and there's a planned recruitment for a space on Berninger's team, so there is potentially room for this situation to be improved in time.

Martha Van Pelt suggested we not let delay slow things down for the technology group, let the tech group move forward. She volunteered that SCLS could serve as fiscal agent for the Dell purchase portal project. She suggested we consider these as pilot projects. John Thompson said we can ask DPI to report back to us in February about whether they need the tech group to have structure. Thompson commented that some early wins from this group could be beneficial to the library community, so don't stifle them with red tape. DeBacher said it's helpful for DPI to know that SRLAAW is willing to provide structure in the future. Gilderson-Duwe noted that throughout the PLSR process we've heard about low-hanging fruit, and these are people on the front lines identifying projects. They are getting governance, from system directors and boards. What emerges may benefit from some strategic direction and guidance in the future. He's in favor of letting it unfold organically, let system administrators figure out working details for now, see if more structure emerges from PLSR. Amy Birtell said she supports organic formation, and suggested that projects involving LSTA money could need some additional structure.

Tracy Vreeke said that if Teal Lovely is willing to be the coordinator, then we have structure and it seems fine. Teal Lovely said she would be satisfied with waiting, and that she is willing to continue with communication.

**Steve Ohs** moved that SRLAAW endorse the exploratory activities of the technology collaboration group and identify Vicki Teal Lovely as point person for communication between SRLAAW and that group and DPI. **Mark Arend** seconded; **motion approved.**

8. MLIS Curriculum

This agenda item was skipped.

9. SRLAAW Meeting Times at Conferences

A question had been provided by Marla Sepnafski about SRLAAW meeting times at conferences: could they be made more convenient, especially for those who have farthest to travel to the varying meeting locations. Mark Arend suggested that WPLC, which has



typically met in the afternoons after SRLAAW's morning meetings, would be willing to trade off meeting times. Stef Morrill said in 2019 at the annual WLA conference there is a planned afternoon event with an author on Tuesday, so WPLC was going to meet virtually next year, but agreed that in general WPLC could switch times. Martha Van Pelt suggested making the meeting start times a little later to help those who have to travel longer distances. Amy Birtell suggested they all be afternoon meetings, and there was some discussion of possible times. Sherry Machones commented that this was all good information for the next SRLAAW president to consider. No formal action was taken.

#### 10. New Media Marketing & PR for Wisconsin Libraries

Steve Ohs said he suggested this agenda item in response to a Lakeshores director advisory committee, which recently formed a marketing and public relations task force. He wondered, what are some opportunities for systems to help, on regional or state scale, with marketing and PR for libraries? An idea that came up was advertising on podcasts. He said podcasts are increasing in popularity and reach the 20-30 age demographic that has been a challenge to reach via other means. Specific costs are unknown, but he wanted to bring the idea to the group. Have other systems explored this? Steve Hesel said he would love to partner for that, statewide. Tracy Vreeke also expressed interest. Connie Meyer said Bridges' full-time marketing person has met with other system marketing people to start talking about this idea, and that they would likely be interested in expanding the group to explore. Kristen Anderson mentioned the WLA Foundation effort "Libraries Matter," suggesting possible collaboration. She also said WRLS would be interested in the concept. Plumer Lovelace said WLA has a person on retainer for five hours per month who could help. Meyer said there would be some ALA-coordinated efforts to promote. We need to identify the appropriate people.

Jessie Lee-Jones suggested partnering with Wisconsin Public Radio or Wisconsin Public Television, promoting through them could perhaps be more effective and reach a broader audience. Ohs said podcasts hold appeal because we could more specifically target groups and demographics that are typically not library users. Results from recent director visits included need to do better job of informing people what they have access to, many don't know. There are many niche markets that podcasts are directed toward that might be a source of new library patrons.

Jeff Gilderson-Duwe noted that the marketing group was an informal group, and asked whether it needs some more formal structure? Such as system business managers, he suggested, to know who to contact. Ohs had reached out to Jill Fuller at Bridges and Tovah Anderson at Arrowhead to discuss, but said he thinks a start could be a webinar session to pull people together, along with some brainstorming. Vreeke suggested that someone be appointed as the contact or person responsible. Ohs said he would do that.

Ralph Illick said Marathon County Public Library has a marketing person, and that they are in the midst (one month into a three-month plan) of a local radio and television promotions.

He can share information. Their message is basically, “You don’t know what your library has for you – this is what it has.”

## 11. Affiliated Organization Reports

**PLSR** – John Thompson sent out an update. The PLSR Steering Committee is working on drafting the report. The writing team is drafting and reporting back to Steering. They are trying to write by committee. Their next meeting is scheduled for Nov. 7 in Deforest. Drafts are being posted on PLSR website as they go. Thompson said questions about the writing process can go to Steve Ohs. Thompson speculated that probably around mid-November a draft would be ready to share out to library community. The committee is still aiming for December delivery to DPI but will focus on getting the work done rather than meeting an artificial timeline. Kristen Anderson said she read a draft and thanked the committee for it. She asked whether Steering has looked past this document to what’s next for them. Thompson said once the report is handed off, it’s in the hands of DPI for implementation. There could be need for people to help with implementation, but that document is the end of the Steering Committee’s official role. Jessica MacPhail thanked Thompson and the entire PLSR team.

**DPI** – John DeBacher supplied a report. He reminded system directors of the State of the State meeting for all system directors scheduled for Nov. 14 in Deforest. Intent is to keep system directors informed of what’s expected, planning, reporting, financial work and compliance work for systems and libraries. In spring DPI meets with liaisons, related to LSTA program. Jeff Gilderson-Duwe asked if the agenda is set for Nov. 14; DeBacher said no, but that funding framework would be part of it. Gilderson-Duwe said a valuable part of such meetings in the past was hearing from the DPI auditor. DeBacher said there is a new auditor and some open positions. DeBacher said he and Michael Dennison started meeting with the library system business managers’ group SAMBAA seeking some commonality in financial reporting, guidelines and best practices. There may be more discussions in the future to help with working with vendors or conducting bidding processes. DeBacher put together a sheet for LSTA grant period, compressed period for 2018; he wanted the info out there for people to start working together. There may be some effort to try a federal framework for applications. For 2019, he had heard from IMLS that DPI should receive award acknowledgement in December. He suggested that library systems consider collaborative efforts that phase from one grant period to the next. For compressed periods, he said, consider grant projects that are easy to carry out.

Jessica MacPhail said the Inclusive Services Institute will be presenting a draft online tool for libraries to self-assess inclusivity. She said it was a delight to work with this team, the tool will be released Thursday, and libraries are to respond about their experiences using the tool in coming months.

Ralph Illick said Marathon County is part of an audit looking at inclusivity. He mentioned the Wisconsin Institute for Public Policy and Services, which offers a two-day conference

on inclusivity in the Wisconsin workforce called the Toward One Wisconsin Inclusivity Conference – next to be held April 11-12, 2019, in Milwaukee, see <https://inclusivity-wi.org>. He said the Wisconsin Dept. of Workforce Development is involved in the conference, there are multiple different tracks, it's built around fostering inclusivity in the state.

**WiLS** – Stef Morrill supplied report. She highlighted Camp WiLS at the current WLA conference, which includes a scavenger hunt with vendor partners. She said they are in the process of choosing keynote speakers and topics for WiLS World 2019, workshops too. She encouraged everyone to let WiLS know if they had any ideas. She noted one item in the report for Recollection Wisconsin, regarding the Curating Digital Collections grant: year one is done and involved six students, year two is coming up with 10 students and sites. The application period is open, closes Jan. 2, 2019; they are willing to review draft applications ahead of time and make suggestions that can be incorporated in final applications. More information and a timeline are available [at this link](#). Bradley Shipps said OWLS was a site in year one; reflections about the project can be seen from [the host](#) and [the student](#), and some of the related Memory Project collections can be accessed via links on this OWLSnet's [InfoSoup Digital History page](#).

**WPLC** – Mark Arend shared a new WPLC brochure. He mentioned that the first Indie Author Award is to be given at this WLA conference: winning title is *On the Road to Death's Door*, by M.J. Williams, which is the pen name for a two-person writing team of sisters Peggy Williams and Mary Joy Johnson. Both will be at WLA to accept the award. The WPLC Steering Committee is reviewing possibility of instant digital card to give temporary access to OverDrive. Collection Development people are reviewing changes made earlier in year. The Historical and Local Digital Collections Committee is reviewing online platforms for historical newspapers. The WPLC Board will be discussing possible models for a regular annual increase to OverDrive buying pool. Has been steady for 7-8 years, raised last year, and in the face of increasing popularity more money will be needed for the collection if desire is to keep expanding. Arend mentioned a WiLS presentation offered at a Tech Days event about WPLC resources related to writing and reading that are available to patrons; here are links to the [presentation](#) and to the [handout](#).

**WLA** – Plumer Lovelace reported on the Leadership Design Institute, emphasizing that success is to be judged based on the experience, not numbers. Attendance cutoff is about 35 people. In order for it to be sustainable, graduates of the program need to become the program committee, Lovelace said, and it looks like that will be continuing with opportunity for the program to evolve. He said Greg Mickells, director at Madison Public Library, has offered to house the program at MPL on an ongoing basis. It is always a challenge to make the event affordable, so this donation of space is very helpful and reduces about 70% of overhead costs.

The 2018 Be a Member, Get a Member membership campaign signed up about 170 new members, and Lovelace thanked people for support of that campaign. About 40 people qualified for the related drawing for airline tickets, which will be conducted during this WLA conference at the membership meeting.

Lovelace shared documents, one a form letter for new library directors to help inform new directors of WLA activities and mission. He said ongoing help distributing those letters to new library directors would be appreciated.

He said DPI has 16 site licenses for Microsoft Academy, and WLA is involved in proceeding with that. The LD&L Committee created a subcommittee to work on this, working with a technology vendor. The committee has been working to help others understand the library environment in Wisconsin. Beloit Public Library will serve as a pilot site. Down the road, Lovelace will be able to share more concrete aspects about the progress and more about the software tools.

Lovelace shared a draft of a feedback form for rating the activities of the organization's lobbyist. He said that when WLA started to talk about changes to its contract with Dewitt Ross and Stevens, which helps with legislative advocacy, there was a desire to build in some measure of accountability. Now that SRLAAW is a partner in this contract, he wanted to bring a draft tool for feedback for consideration. He suggested that it could be delivered via SurveyMonkey to make it easier for people to participate, and he wondered if the questions included were applicable to SRLAAW's needs. This is done every two years, he said, so there can be future alterations.

Lovelace thanked everyone for support of WLA, and for the two-way communication that exists. He noted that he is always accessible if we want to make suggestions about the direction of the organization.

Tracy Vreeke reported that an attendee of the Leadership Institute from a library in her system had given the experience a great review.

**COLAND** – Martha Van Pelt reported that their meeting was at the Beloit Public Library. Topics were oriented toward school libraries. Next COLAND meeting is scheduled for Nov. 9 in Fond du Lac.

#### 12. Member Roundtable:

Amy Birtell said thank you to all who donated gift baskets to the WLAF Silent auction at the conference. Bernie Bellin has chosen a prize for the winner, a traveling trophy.

Steve Ohs mentioned that Kenosha County, Arrowhead and Lakeshores (SHARE consortium) needed to find a more central delivery situation. They have contracted with VIP Services, Inc., which seeks to empower its clients who have various cognitive and physical disabilities. The library systems are trying material sorting at the VIP Services facility in Elkhorn. Ohs reported that the biggest issue so far is van space; overall delivery convergence is going well. There are VIP Services locations in many regions. Rebecca Petersen asked questions about payment and scheduling of sorting. Ohs reported that they are sorting 20,000-25,000 items per month, with low error rate, and participating libraries/systems are very happy with the service. Petersen asked about VIP Services clients using the ILS; Ohs said they do not have the ILS at the VIP Services location; instead, an item gets scanned, the ILS is referenced and a visual is displayed on a screen at VIP Services that indicates which bin to put the item in. Jessica MacPhail said it was a challenge for those who could read well to adjust to this more graphic interface, but it's working well and they are happy to be working with this group. Steve Platteter added that it is working nicely.

13. Next Meeting Announcement: South Central Library System has reserved its meeting room for Tuesday, Feb. 12, 2019, starting at 1:00 p.m.

14. Motion to adjourn the meeting passed on a voice vote, 12:15 p.m. (**John Thompson/Steve Ohs**)

Respectfully submitted,  
David Kranz, recorder for the day

\*The first person listed indicates the person who made the motion and the second person listed indicates the person who seconded the motion.

## Appendix D

### SCLS **DRAFT** Proposal to Address On-going mechanisms and processes for coordinating technology related issue identification, discussion, and strategies

Proposed Organization Name: Wisconsin Public Library System

Technology Collaborative: *Technology Services designed by Public Library Systems for Public Libraries*

## Summary

**Members** = Any of the sixteen Wisconsin Public Library Systems

**Operations Committee** = Group that drives public library system technology collaboration projects

(**Optional**: The Collaborative could include an ILS Operations Committee and Digitization Operations Committee)

**Oversight Committee** = Elected committee that develops fiscal and administrative components of projects submitted by Operations Committee

**Fiscal Agents** = Public Library Systems that Administer a particular project

**Members** = Wisconsin Public Library Systems

Any of the sixteen Wisconsin Public Library Systems may participate in the Wisconsin Public Library System Technology Collaborative.

Directors of Wisconsin Public Library Systems will be authorized to vote on issues pertaining to all systems, such as makeup of the structural organizations as defined below; issues concerning governing documents such as bylaws or agreements; and/or any financial issues affecting all systems.

## Committees

### Operations Committee

Charge:

The Operations Committee will be responsible for driving technology collaboration. They will identify appropriate projects for collaboration, create implementation plans, solicit proposals from vendors and present proposals to the Oversight Committee. It is important that the Operations Committee be free to be creative and be open to all ideas and viewpoints.

Membership:

Membership is open to any technology professional from any Wisconsin Public Library Systems. Members may contribute in any capacity and on any project. Members may come and go as appropriate. Members are responsible to their Public Library Systems.

The Wisconsin Department of Public Instruction, Division for Libraries and Technology will appoint one staff member to participate on this Committee on a standing basis.

Nature of Committee:

This Committee will make recommendations to the Oversight Committee. They are not authorized to sign agreements or expend funds.

## Oversight Committee

### Charge:

The Oversight Committee will review proposals from the Operations Committee. They will be responsible for:

- developing member agreements for members participating in a collaboration project;
- soliciting legal advice when necessary;
- developing budgets and breakdown of costs and fees for a collaboration project;
- and selecting a Fiscal Agent from systems participating in a collaboration project.

The Committee will work with members of the Operations Committee on the above responsibilities as appropriate.

### Membership:

Membership will consist of representatives from 5 different Public Library Systems. Public Library Systems may submit candidates to be elected. Terms will be 2 years. Optionally, some number out of 5 representatives may have a permanent seat on the Oversight Committee. For example, a system that already has a strong technology infrastructure that will serve as a foundation for technology collaboration may have a permanent seat. This can be decided now, or later.

The Wisconsin Department of Public Instruction, Division for Libraries and Technology will appoint up to two staff members to participate on this Committee on a standing basis.

### Nature of Committee

The Oversight Committee will report to Public Library System Directors. They are not authorized to sign agreements or expend funds.

### Selection of Members:

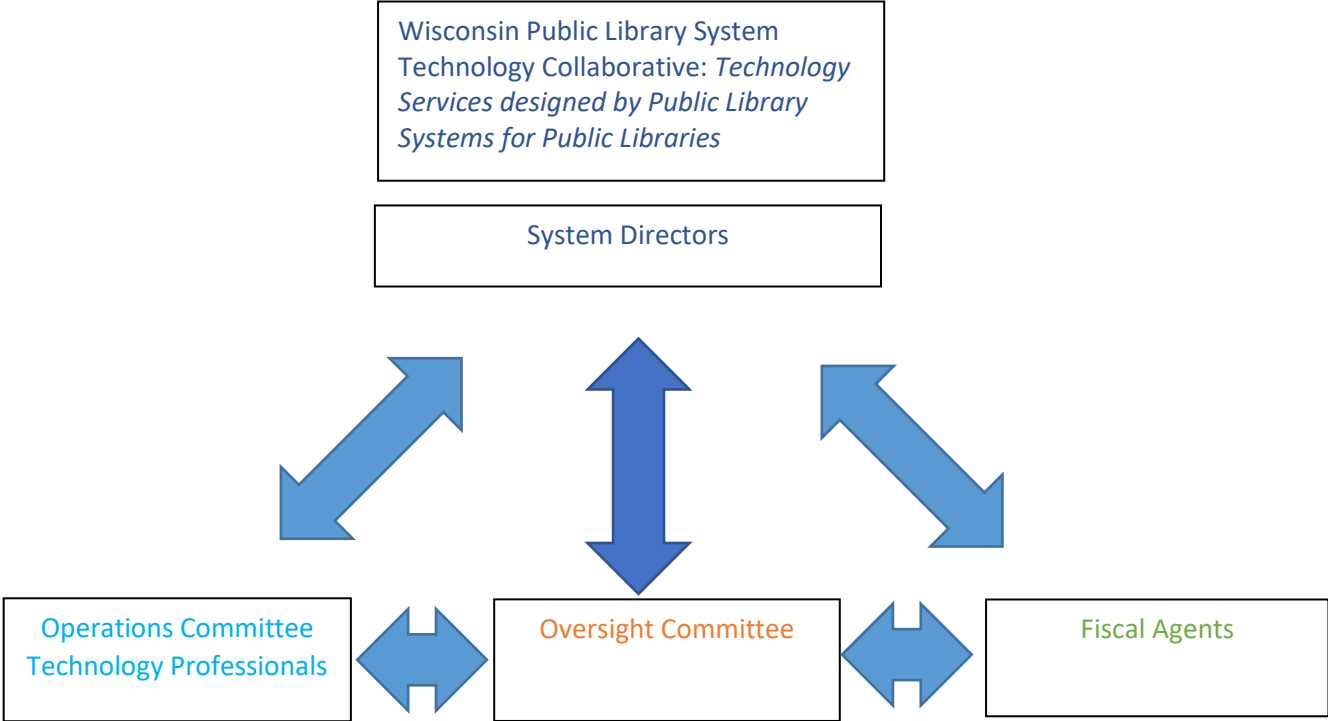
Members will be elected by majority vote among the sixteen Wisconsin Public Library System Directors. This vote may occur at a SRLAAW meeting.

## Fiscal Agents

The Fiscal Agent selected for a given project will be responsible for:

- Assuring that all Public Library System participants sign the membership agreement;
- Collect fees from participating Public Library Systems;
- Sign quotes, contracts and/or agreements with the selected vendor(s);
- Pay bills from selected vendor(s);
- Serve as grant administrator when grant funds have been appropriated for a project;
- Hold funds collected for future replacement purchase as designated by a project.

Fiscal Agents may receive an Administrative Fee to consist of no more than 5% of total project expenses.





## Appendix E

April 17, 2019

LSTA Public Hearing Testimony

Vicki Teal Lovely, Technology Services Coordinator (South Central Library System)

Dear LSTA Committee,

I present to you information regarding Technology Infrastructure Collaboration between Wisconsin Public Library Systems. In July, 2018 10 public library systems indicated that they support the concept of collaborating on technology with a key goal of “Offering the same suite of services to all libraries across the state.” (See Exhibit 1.) Since July, 2018 Technology System Administration staff have been working to identify and implement the first collaboration project: Backup and Digital Archiving. (See Exhibit 2.)

My request is simple. The Backup and Digital Archiving Project is divided into two phases. We have been awarded 2018 LSTA funds to ten public library systems to offset the startup costs of the first phase. Public library systems will also be contributing funds from state aid to fund this project. We are short by \$172,100 out of the total estimated cost of \$500,000. To be in compliance with LSTA rules, we must spend these funds and complete the project by August 30, 2019.

Please consider allocating any unused funds from the 2018 and 2019 LSTA grants toward this project.

My second ask is that when considering the 2019 and 2020 LSTA allocations, please consider allocating funds toward public library system technology collaboration. This project directly supports the “Increase Capacity for Technology Tools and Resources” component of Goal 1 of the LSTA Five-Year Plan for Wisconsin “Robust and equitable access to technology through statewide infrastructure, programs and consulting services.” It supports the system infrastructure required to move toward a goal of providing equity of services to patrons in Wisconsin public libraries. The Technology Work Group Report of the Wisconsin Public Library System Redesign Project, stated that “libraries need a high level of technology support and need to receive it in as streamlined a way as possible.”

Sincerely,

Victoria Teal Lovely

Technology Services Coordinator

South Central Library System

# DOCUMENT FOR LSTA PUBLIC HEARING, APRIL 17, 2019: SUPPORTING PUBLIC LIBRARY SYSTEM TECHNOLOGY INFRASTRUCTURE COLLABORATION

## EXHIBIT 1

### WISCONSIN PUBLIC LIBRARY SYSTEM TECHNOLOGY COLLABORATION PROPOSAL (JULY 23, 2018)

#### SUMMARY

This is a proposal developed by a group of technology experts representing several Wisconsin Public Library Systems. It stems from a meeting held on June 20, 2018 to discuss collaborating on statewide technology services. The premise is that staff at Library Systems will continue working on implementing solutions together in order to offer more uniform and affordable technology services to public libraries throughout the state. Staff are the most important resource that Systems have and united, they will be able to accomplish more than as individuals.

#### CHALLENGES WE ARE TRYING TO OVERCOME

- Figuring out how to provide opportunities to libraries to upgrade outdated equipment and software that cannot be supported and/or replacing substandard network solutions
- Offering the same suite of services to all libraries across the state
  - Infrastructure / back end that is not visible
  - Services at the front line that are visible
- Recognizing that not all libraries need system-provided technology services
- Long-term goal of providing consistent solutions to create economy of scale (email, web-site hosting, PC images, reliable equipment)
- Identifying ways to provide high-quality, stable and sustainable services at the lowest feasible cost to the public libraries in Wisconsin
- Developing a statewide network of technology experts who can work together empowering and provide all partnering Library Systems with greater depth and breadth of the skills required to provide reliable, high-quality redundancy of technology service

#### FRAMEWORK

- Work to incorporate appropriate facets of the plan laid out in the PLSR Technology Workgroup Report
- Project would begin with existing public library staff and address additional staffing needs as it moves forward
- Project would be based on collaboration and cooperation
- Find funding for startup costs, travel expenses and perhaps ongoing costs
- Develop a governance and system funding structure
- Create mechanisms for more frequent meetings
- Create an easily-maintainable structure for communicating to others what this group is about and what they are doing (web sites, email lists, notes, etc.)

## INTEREST IN PARTICIPATION IN TECHNOLOGY COLLABORATION

The following Wisconsin public library systems have indicated their interest in participating in future technology collaboration projects. Since this is a proposal with details yet to be defined, inclusion in this document in no way commits any system to participate at this time.

Connie Meyer, Bridges Library System  
John Thompson, Indianhead Federated Library System  
Rebecca Petersen, Manitowoc-Calumet Library System  
Steve Hesper, Milwaukee County Federated Library System  
Amy Birtell, Monarch Library System  
Sherry Machones, Northern Waters Library System  
Martha Van Pelt, South Central Library System  
David Kranz, Southwest Library System  
Kristen Anderson, Winding Rivers Library System  
Jeff Gilderson-Duwe, Winnefox Library System  
Marla Spenafski, Wisconsin Valley Library System

## EXHIBIT 2: BACKUP AND DIGITAL ARCHIVING PROJECT

### BACKUP COLLABORATION & DIGITAL ARCHIVING PROJECT

The group looked for a first project on which to collaborate and further the goal of a shared infrastructure. Several systems were looking to upgrade their backup solutions and some were looking for a space to host backup copies of digital archives. This was a logical starting place. After several months of discussions, developing criteria and meeting with vendors, the group selected a Dell solution in time for applying for LSTA funding to help offset the costs.

**Abstract from 2018 LSTA Grant:** The Backup / Digital Archives Storage Platform will aggregate infrastructure backups and safely store archival copies of digitized materials from public libraries from 10 Wisconsin public library systems into equipment hosted in two data centers. The purpose is to provide secure and redundant storage accessible by System IT staff.

Needs Assessment from LSTA Grant: The primary target audience is public library system technology administrators who are responsible for maintaining an infrastructure that assures continuity of services for Integrated Library Systems, network support, PC maintenance and administration and proper storage of digitized materials. Each participating system maintains a local backup solution, but this is the first shared infrastructure solution for many of the participating systems. This backup solution is an important step toward expanding and blending shared technology infrastructure for other aspects of public library technology support. It is a scalable solution that can ultimately be used by all public library systems in Wisconsin.

This project directly supports the “Increase Capacity for Technology Tools and Resources” component of Goal 1 of the LSTA Five-Year Plan for Wisconsin “Robust and equitable access to technology through statewide infrastructure, programs and consulting services.” It supports the system infrastructure required to move toward a goal of providing equity of services to patrons in Wisconsin public libraries. The Technology Work Group Report of the Wisconsin Public Library System Redesign Project, stated that “libraries need a high level of technology support and need to receive it in as streamlined a way as possible.” Blending our robust technology infrastructures is a critical step in the continuation of efforts by public library systems to meet the goal of “offering the same suite of services to all libraries across the

state” as identified in the Wisconsin Public Library System Technology Collaboration Proposal, developed by public library system technology experts in July, 2018.

Participating Public Library Systems Include:

- Indianhead Federated Library System (system funds)
- Milwaukee County Federated Library System (2018 LSTA)
- Monarch Library System (system funds & 2018 LSTA)
- Nicolet Federated Library System (system funds & 2018 LSTA)
- Northern Waters Library System (system funds)
- Outagamie Waupaca Library System (system funds & 2018 LSTA)
- South Central Library System (system funds & 2018 LSTA)
- Winding Rivers Library System (2018 LSTA)
- Winnefox Library System (2018 LSTA)
- Wisconsin Valley Library System (2018 LSTA)

#### **PHASE 1: BACKUP COLLABORATION**

Total Estimated Cost: \$500,000  
2018 LSTA Funds Committed: \$92,900  
Public Library System State Aid Committed: \$235,000

**Funds Needed: \$172,100**

#### ***PHASE 2: DIGITIZATION ARCHIVES STORAGE***

Total Estimated Cost: \$300,000

Funds Committed: \$0

## Appendix F

### System and Resource Library Administrators Association of Wisconsin Q3 2018 Meeting Minutes

Date: Friday, August 2, 2019

Time: 10:00 a.m. to 12:30 p.m.

Location: Marathon County Public Library, 300 1st St. Wausau, WI 54403.

#### 1. Call to Order 10:03 am

Attendance: Barb Brattin (KCLS, Kenosha PL), Steve Platteter (ALS), Pamela Westby (LEPMPL), Bradley Shipps (OWLS), Garrett Erickson (Mead PL), Kristin Stoeger (Manitowoc PL), Jennifer Chamberlain (Monarch LS), Mark Arend (Winnefox), Connie Meyer (Bridges), Jeff Gilderson-Duwe (Winnefox, Oshkosh PL), Marla Sepnafski (WVLS), David Kranz (SWLS), Ralph Illick (MCPL), Kristen Anderson (WRLS), Rebecca Petersen (MCLS), Sherry Machones (NWLS), John Thompson (IFLS), Jessica MacPhail (Racine PL), Martha Van Pelt (SCLS), Steve Hesper (MCFLS), Sue Heskin (SPL), Others present: John DeBacher (DPI), Mark Jochem (SCLS), Kris Adams Wendt (WVLS) Joshua Klingbeil (WVLS), Vicki Teal Lovely (SCLS), Stef Morill (WiLS), Plumer Lovelace (WLA) Absent: Tracy Vreeke (NFLS), Bryan McCormick (HPL), Steve Ohs (LLS), Paula Kiely (MPL), Sarah Sugden (BCL), Greg Mickells (Madison PL), Jessie Lee-Jones (PPL), Bruce Gay (WPL)

#### 2. Proxy announcements: Bradley Shipps for Tracy Vreeke

3. Introductions/welcome guests: The group recognized Mark Arend who is retiring and attending his last meeting. SRLAAW wishes him well and thanks him for his remarkable service to the group.

4. Agenda approval: Moved by Sepnafski, seconded by MacPhail, Motion passed.

5. Minutes: Q2 2019 Approval: Moved by Platteter, seconded by Erickson, Motion passed.

#### 6. League of Women Voters of the Northwoods Presentation: Library Tools for Voter Education and Registration Assistance

Kris Adams Wendt introduced Debra Durchslag of League of Women Voters of the Northwoods who presented tools developed and piloted in public libraries in their region, including Voter Education and Registration Assistance Program (VERLAP) handouts.

Contact through Facebook, information via League of Women Voters of the Northwoods

<https://www.lwvnow.org>

Project based on collaboration among Milwaukee Public Library, Milwaukee Public Schools, and the City of Milwaukee which work together to register every 18 year old. Also inspired by Kenosha Public Library/City Clerk's collaboration to train librarians to help people with registration process and promote voting. Materials walk patrons through the voter registration process. Detailed program will be presented at WLA ("Get Ready for 2020")

Marla commented this is a great resource for libraries and she will work to get into WVLS libraries. Jeff asked about partnerships with local chapters of Leagues of Women Voters. Debra responded the local leagues could do staff and voter registration events. Milwaukee may have some materials in Spanish.

#### 7. Treasurer's Report (Anderson)

Bradley emailed report ahead of meeting. Motion by Arend, seconded by Van Pelt. Motion passed.

#### 8. LD&L Report

Connie Meyer reported the system funding increase we saw over the past two years will become permanent in this biennial budget, establishing a new base. Brings a sense of stability. Connie encouraged us to identify community members who could speak at budget hearings about the power of libraries- even more impactful than staff members. Martha asked whether we should still track which parts of the budget are earmarked for workforce development, lifelong learning, technology, as before, even though the new funding is not earmarked. Connie said it could be helpful when telling your story. Pamela Westby said she'd heard local feedback that these target areas were duplicating services already covered by other agencies. So LEPMPL is focusing marketing more on core library services and what makes the library unique. Last public space without obligation.

Should we be updating our economic impact tool? Certainly different from 2007. Conducted last time through DPI consultant. Connie expressed concern that DOA moved funds from the TEACH budget to rural broadband initiative. John DeBacher expressed support for a system that would provide 2 tiers of broadband and resultant lower costs for libraries with less

broadband need. Budget contains no support for Recollection Wisconsin due to the timing of the request. Will work to include it in next budget.

#### 9. Libraries Activating Workforce Development Skills (LAWDS) Project

Mark Jochem reports all systems are represented in the project. Meeting in DeForest on August 14<sup>th</sup>. Module one is training librarians to be aware of workforce development. 11 WFD boards in Wisconsin. Mark asks that we provide input on logistical matters- locations of trainings, what makes sense for your member libraries? Length of sessions? Pair trainings with other meetings already scheduled? Or should WFD staff go to libraries to train? Although many libraries have job centers nearby, some job centers have closed since recession. Libraries not expected to be full fledged job centers, but can help in areas where there are none. Jeff reports in Oshkosh, librarians are forced into the role because staffing at their job center is minimal. Pamela requested an infographic that demonstrates those cutbacks to prove there is no duplication of service.

Jessica reported that in Racine job centers don't spend individual time necessary for so many people, library will. Computer literacy, digital literacy in general are necessary job seeking skills. DeBacher stated federal funding supports workforce development boards. Public libraries listed as affiliate one stop centers. Even though that act was passed, funding is lagging. Getting a crossover member to the regional job center board would be helpful.

#### 10. Update on System Collaborations

1. Technology: Vicki Teal Lovely reported the Technology backup project is fully funded. Two phases for project, work begins with equipment, the second phase is digital archive solution. All public libraries will have access to the system to back up their digital archives. Working on MOUs for systems before we put content in. Talking about a future cost formula. Didn't get unused E-rate funds. Those, plus future surplus E-rate funds are transferred to rural broadband fund. Will report back on how it impacts Badgernet. Question to the group how to govern the project and how to fund. Committee to propose governance of project: Jeff, Barb, Bradley, Vicki, John volunteered.

#### 11. Update on Listserv Options

WPLC forwarded WiLS proposal to host it as a Google group, anyone can subscribe, limit posting to subscribers, \$3,000 and \$850 setup cost. Replaces DPI listserv. Maintenance and management is the biggest cost. Josh K. expressed his opinion the cost was fair.

#### 12. Library Security and Safety

Garrett described an incident in May at Mead PL involving a heroin overdose in library restroom, then second incident with meth user. Bad press and library visitors markedly reduced. Appleton experienced a Narcan incident- overdosed person shot firefighter who responded outside the library. Appleton received more city funding for security equipment and staff. Colleen sent out security survey results.

#### 13. Impact of AI on Libraries

Mark A. had sent out links to articles about the topic. Just passing information on. No discussion.

#### 14. Affiliated Organization Reports:

1. PLSR (Thompson) (Under COLAND report)
2. DPI

##### 1. Record Retention for System Emails

See emailed report. Census participation important- Wisconsin lost a congressional rep a couple of years ago. Cindy Fesemyer working on community engagement. Inclusive Services Assessment and Guide released. Other states are modeling this report. Lynda (now Linked-in Learning) requiring relicensing. LLS declined to renew based on the new rules. Formerly ex proxy access, now Linked In needs first and last name and email address. Not allowable under Wisconsin statutes- identifies who is

using the library. Template emailed that provides a good structure for an updated system technology plan. System plans must be kept updated.  
Unused WiseLearn funds can be used for LSTA projects. \$64,500 available end of fiscal year offered to libraries.

3. WiLS  
Report sent via email. Awarded IMLS grant for mentorship to small libraries around digitization of local history. John DeBacher encouraged systems to apply for regional IMLS grant projects.
  4. WPLC  
Roundtable end of October. WPLC keeping an eye on changes in eBook publishing. August 13 next meeting.
  5. WLA  
Plumer reported 35 students registered for Leadership Development Institute at Madison Public Library. 21 scholarships provided. 10 graduates have leadership positions in WLA. Code of Conduct policy ready to enact for WLA conference. ALA code of conduct retooled for WLA. The final policy will be provided in advance of the conference and in the registration packet. Acknowledgment will be necessary prior to conference participation. Willing to share with us for our local use.  
Redesign of WLA Foundation -fund development subcommittee. Increase community seats in bylaws. Trying to create a board that is more comfortable with raising money. Align foundation mission with WLA mission. August 15- Sept 2 Plumer offline (Thailand trip)
  6. COLAND
    1. Prison Libraries and Request for Materials  
Martha Van Pelt new Chair of COLAND. Encouraged to forge relationship between libraries or systems with librarian inside correctional facility. Use provided list to determine which categories are needed in the prison library. (see handouts)
    2. PLSR Implementation Strategy (Handout)  
Document color coded- green is ready to go, yellow has some things that need to be worked out, red face lots of obstacles. John DeBacher and Ben Miller wrote the strategy. COLAND wants more details like who is on implementation teams.  
Summit has not been fleshed out. Idea is to bring lots of stakeholders together to discuss communication going forward.  
Funding for strategies based mostly on time of agencies already in place. LSTA committee would need to advise on use of those funds.  
Final strategy document delivery timeline unclear. Once COLAND is comfortable with the document, the document will be final. The plan is bound to change as we progress. This draft plan is best guess on how to move forward. DPI would like to hire a coordinator for the strategies, probably with LSTA money. Initiative start dates may need to adjust, as too many are simultaneous.
  7. Recollection Wisconsin  
Emily reported via email this morning. Grateful for LD&L budget request and for DPI WISELearn contribution. Digitization kits distributed this spring, training workshops provided. Storage needs will be met through backup project.
15. Member Roundtable  
No news to share. Farewell to Mark Arend. Mark is staying on LD&L.
16. Next Meeting Announcement: October 8, 10am-Noon, WLA Fall Conference, Kalahari. (No meeting of WPLC at WLA)
17. Adjournment by consensus at 12:29pm

Respectfully submitted,  
Barbara Brattin

## Appendix G

### **System and Resource Libraries Association of Wisconsin (SRLAAW)**

#### **Ad Hoc Committee on Governance of System Technology Collaborations**

##### **Governance Proposal**

###### Executive Summary:

- Committee proposes that SRLAAW recommend to WPLC Board the creation of a new, ongoing project under WPLC auspices, to “explore and implement” technology collaborative projects among its Partner library systems.
- Committee suggests WPLC system technology collaboration project have the following structure: 1) An Operations Committee of front-line system technology staff to identify and develop proposals for specific initiatives; and 2) A Steering Committee of administrative-level staff that will analyze and develop a proposal’s legal and financial implications (draft agreements; seek legal advice; recruit fiscal agents, etc.) preparatory for submission to WPLC Board for consideration.

###### System Technology Collaboration: Recent History

Wisconsin public library systems have long sought to share information with one another about technology projects and to explore opportunities for collaboration. For about ten years, technology support staff from Wisconsin’s public library systems have gathered in person once each year for networking and information sharing amongst themselves. This annual gathering is known as Tech-a-Talk-a. Other collaborative technology projects have flourished in recent years, including the LibrariesWIN technology support service package offered jointly by Wisconsin Valley Library Service (WVLS) and IFLS. Another success story is the growth of the SHARE library automation (ILS) consortium administered by Lakeshores Library System. Libraries from the Kenosha County and Arrowhead library systems have joined the SHARE consortium in recent years.

From 2015 through 2018, the Council on Libraries and Network Development (COLAND) sponsored the comprehensive Public Library System Redesign (PLSR) process, with the overriding goals of improving equity of access, cost efficiency, and quality of support services to libraries – and ultimately to their patrons – across the State of Wisconsin. One major focus of the PLSR process was the provision of technology support services to public libraries. Important themes that



emerged from the technology and other service workgroups were collaboration, coordination, and creation of larger geographic areas of service.

In late 2018, as the PLSR process moved toward its culmination, several library system technology staff, with leadership from South Central Library System and LEAN WI, began looking for collaborative opportunities with potential for statewide impact. The first opportunity to be realized was an agreement with Dell Technologies to allow several systems to form a single purchasing group. This aggregation of system purchasing power has resulted in better discounts on computer workstations and other technology equipment.

The second opportunity that emerged during the fourth quarter of 2018 was for creation of a shared data storage solution for system file backups and digitization projects. At latest report, host servers have been installed at two sites and support for library digitized content may begin soon.

#### System Technology Collaboration Governance Committee

At its August 22, 2019 meeting, the System and Resource Library Administrators Association of Wisconsin (SRLAAW) appointed this committee to examine issues pertaining to governance of collaborative technology efforts undertaken by Wisconsin's regional public library systems. The committee met on October 8, 2019 in the Wisconsin Dells to discuss the following agenda items: 1. Memorandum of Understanding for Collaborative Backup / Digitization Project; 2. Governance / decision-making structures for identifying and developing future collaborative system technology initiatives; and 3. Prospects for funding current and future collaborative technology initiatives.

#### Governance Proposal

As summarized above, this committee proposes that structures and processes be established under the auspices of the Wisconsin Public Library Consortium (WPLC) to identify, develop and approve the advancement of future system technology collaboration opportunities. Why WPLC? Because, according to its bylaws, "The WPLC is created and organized as a voluntary association between and among Wisconsin public library systems who are Partners in the Consortium."

WPLC was created and is intended for maintaining "a decision-making and fiscal model for public library cooperation that will allow libraries to explore and implement collaborative projects, sharing the costs as well as the knowledge and resources;" and also for undertaking "other

collaborative projects, primarily concerned with research and development and/or the advancement of public libraries.”

Source: [Wisconsin Public Library Consortium Organizational Bylaws](#)

This committee thinks it most sensible to adapt the tool we have to new purposes. WPLC is a tool we created in 2001 to enable collaboration. We ought to use it to carry forward new collaborative efforts.

The committee proposes creation of two committees, under the supervision of the WPLC Board, that will each play a specific role in the process of identifying and developing new ideas for technology collaboration among systems. Borrowing from a proposal put forward earlier by SCLS, we suggest the following structure:

1) Technology Collaboration Operations Committee:

**Charge:** The Operations Committee will be responsible for driving technology collaboration. They will identify appropriate projects for collaboration, create implementation plans, solicit proposals from vendors and present proposals to the Technology Collaboration Steering Committee. It is important that the Operations Committee be free to be creative and be open to all ideas and viewpoints. This Committee will submit collaboration initiative proposals to the Technology Collaboration Steering Committee. It is not authorized to sign agreements or expend funds.

**Membership:** Membership is open to any technology professional from any Wisconsin Public Library System. Members may contribute in any capacity and on any project. Members may come and go as appropriate. Members are responsible to their Public Library Systems. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint one staff member to participate on this Committee on a standing, advisory basis.

2) Technology Collaboration Steering Committee:

**Charge:** The Steering Committee will review proposals from the Operations Committee. They will be responsible for:

- developing member agreements for members participating in a collaboration initiative;
- soliciting legal advice when necessary;
- developing budgets and breakdown of costs and fees for a collaboration initiative;

- and recruiting and recommending a Fiscal Agent from systems participating in a collaboration initiative.

The Steering Committee will work with members of the Operations Committee on the above responsibilities as appropriate. The Steering Committee will submit collaboration initiative proposals to the WPLC Board. It is not authorized to sign agreements or expend funds.

***Membership Proposal 1:*** Membership will consist of representatives from 7 different Public Library Systems. Public Library Systems may submit candidates to be elected. Terms will be staggered with the initial term for 3 members will be one year and for 4 members will be for 2 years. Members will be elected by majority vote among the members of the WPLC Board. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint up to two staff members to participate on this Committee on a standing, advisory basis.

***Membership Proposal 2:*** Membership will consist of representatives from X Public Library Systems considered anchor institutions and X member at large representatives from non-anchor institution Public Library Systems.

Non-anchor institution Public Library Systems may submit candidates to be elected as members at large. Terms will be staggered with the initial term for X members will be one year and for X members will be for 2 years. Members at large will be elected by majority vote among the members of the WPLC Board. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint up to two staff members to participate on this Committee on a standing, advisory basis.

Anchor institutions can be defined by contributions to the founding collaboration project (backup and digitization storage) in a number of ways:

- Percent share of startup costs (SCLS (28%), (LEAN WI 15%) and Monarch (9%) are three highest contributors)
- Host sites: SCLS & LEAN WI
- Systems that contributed cash contributions to the startup: SCLS (\$153,040), LEAN WI (\$80,00), Monarch (\$35,000), OWLS/Nicolet (\$20,000)
- Other suggestions

**Membership Proposal 3:** Membership will consist of representatives from 7 different Public Library Systems. Public Library Systems may submit candidates to be elected. Terms will be staggered with the initial term for 3 members will be one year and for 4 members will be for 2 years. Members will be elected by a weighted vote among the members of the WPLC Board. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint up to two staff members to participate on this Committee on a standing, advisory basis

Establishing weighted vote could be based on factors similar to factors in determining anchor institutions in Proposal 3 above.

WPLC Board:

WPLC Board will decide whether to approve proposals for new system technology collaboration initiatives received from the Technology Collaboration Steering Committee. As appropriate, it may sign agreements and commit to expenditure of funds. Alternatively, it may act to coordinate a collaborative initiative among a subset of the total number of Partner systems in WPLC.

Committee Members:

Barbara Brattin, Kenosha County Library System  
Jeff Gilderson-Duwe, Winnefox Library System  
Bradley Shipps, Outagamie-Waupaca Library System  
Vicki Teal Lovely, South Central Library System  
John Thompson, IFLS

## Appendix H

### System and Resource Library Administrators Association of Wisconsin Q1 2020 Meeting Minutes

Date: Monday, February 10, 2020

1. Call to Order – Machones called the meeting to order at 1:00 pm
2. Attendance: Sherry Machones (NWLS), Jennifer Chamberlain (Monarch), Shannon Grant (La Crosse PL), Kristen Anderson (WRLS), Martha Van Pelt (SCLS), Jessice MacPhail (Racine PL), Steven Platteter (ALS), Clairellyn Sommersmith (Winnefox), Linda Noyce (Kenosha Cty. Library), Rob Nunez (KCLS), John Thompson (IFLS), Paula Kiely (Milwaukee PL), Steve Hesar (MCFLS), Bradley Shipps (OWLS), Kristin Stoeger (MPL), Rebecca Schadrie (MCLS), Connie Meyer (Bridges), Tracy Vreeke (NFLS), and Sarah Sugden (Brown County Library)

Virtual Attendees: Bruce Gay (Waukesha PL), Collen Rortvedt (Appleton PL), David Kranz (SWLS), Pameal Westby (LEPML), Sue Heskin (SPL), Garrett Erickson (Mead), and Marla Sepnafski (WVLS)

Affiliated Organizations/Guests: Bruce Smith (WiLS), Mark Jochem (SCLS), Vicki Teal Lovely (SCLS), Marth Berninger (DPI), Ben Miller (DPI), Emily Pfothenauer (Recollection Wisconsin), Joshua Klingbeil (WVLS/LEAN WI), Clairellyn Sommersmith (Winnefox), and Joan Johnson (Milwaukee PL)

3. Proxy announcements if applicable – Rob Nunez for Barb Brattin, Linda Noyce for Kenosha Public Library, Jeff Gilderson-Duwe for Ralph Illick
4. Introductions
5. Agenda: Approval (Machones) Moved by Platteter, 2<sup>nd</sup> by Shipps, Motion Passed
6. Minutes: Q4 2019 Approval (Machones) Moved by Shipps, 2<sup>nd</sup> by Van Pelt, Motion Passed
7. Nominations for SRLAAW officers (Machones) – Slate of officers nominated as follows: Machones for president, Schadrie as vice president, and Anderson as treasurer.
8. Vote for Officers (Machones) - Vreeke moved the slate, MacPhail 2<sup>nd</sup>. There was no discussion/motion passed w/all in favor.
9. ALA National Library Legislative Day (Machones) – Registration is open. Machones is the federal coordinator for Wisconsin. The focus will most likely be on IMLS funding. Motion to reimburse LLD attendee at the rate of actual costs moved by Van Pelt, 2<sup>nd</sup> by Vreeke. Motion Passed.
10. Treasurer’s Report (Anderson) – Budget presented with the addition of interest since last report. Motion to approve report made by Chamberlain, 2<sup>nd</sup> by Platteter, Motion Passed
  1. 2020 Fees – same fee structure as 2019, \$100 dues will be invoiced to each library system and each resource library. Moved by Schadrie, 2<sup>nd</sup> by Van Pelt, Motion Passed. Motion to set aside unspent balance for future projects moved by Van Pelt, 2<sup>nd</sup> by Vreeke. Motion Passed
11. LD&L Report (Meyer) – January meeting covered plans for Library Legislative Day in Madison. Discussion was had regarding how to approach the next state budget process now that a new base has been established and the rainy-day fund is higher than expected.
12. Payment to WLA for Advocacy Services (Van Pelt) Even though system state aid increased in 2019, the amount paid for advocacy services did not increase proportionately. This disparity can be

addressed during the next budget cycle/contract renewal with Steve Conway. Steve established his own practice – Conway Consulting.

13. Libraries Activating Workforce Development Skills (LAWDS) Project (Berninger, Jochem) – Module #1 presentations have been scheduled in 8 out of 11 regions. The Workforce Development Board representatives are providing the training as part of Module #1. The Milwaukee County Federated Library System has a recording of a Module #1 session – it was presented to be specific to the Milwaukee area. The DWD is in the process of reorganization with Job Centers closing. DWD may deploy representatives to connect directly with the public libraries to help provide services to patrons.
14. Update from System Technology Collaboration Governance Committee (Gilderson-Duwe) – a lengthy discussion regarding the DRAFT “System and Resource Libraries Association of Wisconsin (SRLAAW) Ad Hoc Committee on Governance of System Technology Collaboration Governance Proposal”. Questions related to project management costs and voting mechanism in relation to current WPLC governance structure were discussed at length. Motion for SRLAAW to accept the governance structure as outlined in the Executive Summary of the DRAFT proposal, Moved by Vreeke, 2<sup>nd</sup> by MacPhail, Motion Passed
15. Update on Statewide System Technology Collaboration (DanJacobson) – TEACH will be upgrading head end bandwidth to 5 gigs. Working to get the core infrastructure up and running at the data centers; identical hardware was purchased for the two locations.
16. Guidelines or Best Practices for Technology Lifecycle Planning (Heser) – members will share any available life cycles already established at other systems/libraries with Steve Heser at MCFLS.
17. Modifications in Reporting for Annual Reports (Stoeger) – Library request for the DPI team to provide timetables to libraries for changes made to the upcoming annual report in advance of the release of the reporting module during the statutory submission window.
18. Auto Renewals- ILS Settings (Schadrie) – This topic will be addressed in the future, when the Director of PLD position has been filled.
19. Affiliated Organization Reports:
  1. Recollection Wisconsin – SCLS has shared documentation for using the scanning kits and completing digitization projects.
  2. DPI – 1) a conversation is taking place from the COSLA point of view regarding ebooks, 2) Badgerlink has formed an advisory committee, 3) Wisconsin is taking the lead in our focus on providing Inclusive Services, 4) 10 RIPL attendees will be funded by the DPI, 5) Cindy Fesemyer will provide census information under the Community Engagement on the PLD website, and 6) the Director position will combine oversight of both library teams; the position description is in the process of being outlined/drafted.
  3. WiLS – WiLS Annual Report was sent out. Organization is currently reviewing its business model in regard to cooperative purchasing membership fees. The annual meeting will take place on February 28<sup>th</sup>, which will also be Stef Morrill’s last day as the WiLS Director. 110 applications were received to fill the Director position. A Data Analyst position has been filled.
  4. WPLC – Project manager is working with OverDrive to address accessibility issues.
  5. WLA – Update sent via email by Plumer Lovelace
  6. COLAND – Meeting locations have been set for the 2020 meetings. There are currently three openings open to public members. The January meeting was held virtually, with the focus on PLSR, as COLAND is now the organization tasked with the oversight of that project.
20. Member Roundtable – 1) Marty reported on a SCLS Building Needs Assessment Group formed to investigate the move of the SCLS headquarter offices into a shared space/building with the statewide delivery operations. This move will be considered a public works project. 2) Nicolet’s marketing staff member is working remotely and is seeking examples of contracts for employees that work entirely from a remote location. Additionally, issues with working remotely will need to be addressed in the personnel policy. 3) OWLS is transitioning from Sierra to TLC Carl\*X. The new ILS will go live in August. TLC is a privately held company and limits new clients to three per year. 4) SCLS migrated to Bibliovation, a new

product with a new discovery layer. 5) Steve Hesel reported on the implementation of a new app from Communico that interfaces with County Cat – the app integrates with online resources such as OverDrive, RBDigital, etc. 6) Bridges has completed an RFP for CAFÉ, their online catalog. They will also be moving forward with a contract for an associated app. 7) The City of Racine was hijacked by ransomware; the public library was not affected. 8) Lakeshores, MCFLS, and Bridges provided training on cybersecurity. They are currently in a contract with KnowBe4, which is expensive.

21. Next Meeting Announcement: WAPL April 29, 3:30 pm (After WPLC, same room), Best Western Premier Waterfront Hotel & Conference Center, Oshkosh

22. Adjournment by consensus



## Appendix I

### Wisconsin Public Library Consortium *Board Meeting Notes*

February 21, 2020 at 1:30 PM

Online via Zoom

{Alternate in-person location: 980 WI-16, West Salem, WI 54669}

**Present:** Kristen Anderson (WRLS), Evan Bend (OWLS), Jennifer Chamberlain (MLS), Jeff Gilderson-Duwe (WLS), Anne Hamland (WVLS), Steve Hesper (MCFLS), Anne-Marie Itzin (NWLS), David Kranz (SWLS), Steve Platteter (ALS), Rebecca Schadrie (MCLS), Martha Van Pelt (SCLS), Tracy Vreeke (NFLS), Maureen Welch (IFLS)

**Absent:** Mellanie Mercier (BLS), Rob Nunez (KLS), Steve Ohs (LLS)

**Project Managers:** Sarah Birkholz (WiLS), Melody Clark (WiLS)

#### 1. Call to order/Welcome & Introductions

Chair K. Anderson called the meeting to order at 1:31 pm

#### 2. Consent Agenda

a. Review agenda

i. Moving item 4c to after 4e

b. Approval of minutes from [October 22, 2019](#)

c. Acceptance of Steering Committee minutes from [November 14, 2019](#)

d. Decisions made between October 22, 2019 and current meeting: None

There were no changes and the consent agenda were approved by consensus.

#### 3. Updates from Previous Meetings/Projects

##### a. Historical and Local Digital Collections Committee

E. Pfothenhauer reported in 2015, WPLC initiated a partnership with the Wisconsin Newspaper Association and the Wisconsin Historical Society to add digitized historical newspapers to the existing Archive of Wisconsin Newspapers database available through BadgerLink. A pilot project, supported by an LSTA grant, was completed in 2016. Since then, WPLC project managers have worked with 23 individual libraries to coordinate the digitization of more than 600,000 pages of historical newspapers on master microfilm negatives held by WHS and ingestion of content into the Archive by WNA's access platform vendor, Tecnavia. Digitization and uploading costs are contributed by individual libraries; DPI has subsidized a portion of the upload costs through LSTA funds.

Libraries and their patrons have appreciated the increased access to high-demand content that the Archive provides, but have also reported that the interface is slow to load and difficult to navigate. Other concerns include lack of availability outside of the state (demand from genealogists), unpredictable turnaround times for processing uploads, and inconsistent support from Tecnavia via WNA. In late 2018, the WPLC Historical and Local Digital Collections

Committee began to investigate alternative platforms for providing improved centralized access to digitized historical newspapers.

E. Pfothenauer also provided an update to the Committee's progress to date and a proposed timeline:

*Nov. - Dec. 2018:* Conducted usability testing of Archive of WI Newspapers/Tecnavia platform with librarians who have content in the collection, an information professional with no previous exposure to the collection, and expert genealogists who use the collection.

*Jan. - March 2019:* Developed list of evaluation criteria – preferred features and functions of access platform.

*April - May 2019:* Evaluated current platform and three alternatives: Veridian, ChronAm, and ProSeek.

*June 2019:* Identified Veridian as preferred platform due to ease of use, most modern/visually appealing interface, works well on mobile devices, supports METS/ALTO (core metadata standard for digital newspapers), and adoption by numerous statewide digital newspaper initiatives including California, Colorado, Illinois, and Michigan.

*July - November 2019:* Information gathering and development of proposed plan for adoption of Veridian. Conversations with Wisconsin Historical Society Library-Archives regarding partnership. WHS has more than 500,000 digitized newspaper pages to contribute to a centralized access platform (digitized as part of the National Digital Newspaper Program with NEH and LoC).

*December 2019:* WPLC Historical and Local Collections Committee endorses draft plan, pending potential commitments from WHS.

*Jan. - Feb. 2020:* Continued discussions with WHS regarding partnership and roles.

#### Proposed timeline

- 2020: Planning year
  - Create service model
  - Investigate funding sources
  - Negotiate and sign contract with platform
  - Determine and test migration process
- 2021: Migration year
  - Establish platform
  - Move public library materials currently in Tecnavia into the new platform
  - Move Chronicling America (NDNP) materials into the new platform
- 2022: New content
  - Begin loading new materials into the new platform

#### **b. Collection Development Committee**

The group was reminded that in 2019 the Collection Development Workgroup became a standing committee of the Steering Committee. This provides the opportunity to move the group's timeline up and have a first draft of the recommendations available to the Steering

Committee at their February meeting, which was yesterday. The Steering Committee reviewed the draft and offered feedback to the Committee. Steering will have an additional opportunity to review the draft at their April meeting. The recommendations will be discussed at the annual meeting and Steering will vote on the recommendations at the end of May.

**c. YTD Budget**

A Year to Date Budget has been included. No changes to the budget have been made. It was noted that the Holds Reduction Amounts have been dispersed to the System advantage accounts as content credit since the Board last met.

It was asked for a walkthrough of the budget spreadsheet and all of its tabs. The group reviewed the tabs and it was explained that the consortium is now purchasing content credit in advance for consortium purchases for the digital library as the invoices of that is less problematic and time consuming to process.

**4. New Business**

**a. Apportionment of the 2019 Budget Carryover and Unbudgeted Expenses**

It was explained that each year, we take the funds not spent by the Consortium in the previous year and allocate them to the appropriate budget for the current year. This year, we have the following funds to allocate:

- \$5.00 for Member shares {recommendation: carry over to reserve}
- \$11,150.00 for Donations {recommendation: move to digital content}
- \$37,452.00 for Digital Newspaper uploads {recommendation: carry over to the same line}
- \$12,000.00 for LSTA funding {recommendation: move to R&D}
- \$1.00 for Recorded books {recommendation: carry over to reserve}
- \$985.05 for Website {recommendation: carry over to the same line}
- \$1,497.81 for Digital content {recommendation: carry over to the same line}
- \$4,925.00 for Digital newspaper hosting {recommendation: carry over to the same line}
- \$642.28 for Newspaper upload {recommendation: carry over to the same line}
- \$17,000 for R&D {recommendation: carry over to the same line}
- \$34,551.23 for Reserve {recommendation: carry over to the same line}
- \$9.00 from Buying pool {recommendation: remove from digital content}
- \$438.50 in Other income (Roundtable expense) [remove from reserve}

It was noted that this year we had a few unbudgeted expenses, -\$9 less than expected from the buying pool amount and then then \$438.50 in other income which was the roundtable expense the Board approved last year. It was asked if there were any questions or concerns about the proposed allocation and changes? There were no concerns.

J. Guilderson-Duwe moved approval of 2019 Budget Carryover and changes; T. Vreeke seconded. Motion passed unanimously.

**b. Formation of Budget Committee**

The Board needs to form the annual Budget Committee. Last year, the Budget Committee consisted of:

- The Board Chair
- The Board Liaison to the Steering Committee

- A representative from any Board Subcommittee (currently the Historical and Local Digital Collections Committee)
- A volunteer from the Board
  - T. Vreeke volunteered

The group was asked to confirm the members and ask for volunteers from the Board. D. Kranz is currently serving on the Historical and Local Digital Collections Committee and was asked to serve on the Budget Committee as a representative from a Board subcommittee. He agreed.

M. Van Pelt moved approval of the formation of the Budget Committee; S. Hesel seconded. Motion passed.

**c. Planning for the 2020 Annual Meeting (Moved to discussion after 4.e)**

Our next meeting will be the WPLC Annual Meeting, held in conjunction with the Steering Committee at WAPL. WAPL will be held April 29-May 1, 2020 at Best Western Premier Waterfront Hotel & Conference Center in Oshkosh. The group agreed at the last meeting the meeting will be held on Wednesday, April 29th and discussed having a WPLC informational session during WAPL, similar to the format of 2019.

Suggested topic ideas for the meeting:

- Brief stats review
- CDC recommendation and Steering thoughts on recommendations
- Sustainable funding and the CDC recommendation
- Advocacy/Marketing Efforts
  - CDC recommendation of advocacy with funding bodies and partnerships
  - Social Media Committee potential focus on public and libraries

**d. Potential R&D projects**

At the last meeting of the Board, partners shared some potential R&D project ideas for 2020. There was a lot of interest in both the augmented reality historical society project and advocacy efforts. As a next step, project managers were tasked with gathering further information around these topics. The group was asked if there is any interest in pursuing either of these projects? In addition, what are other potential outcomes and what would they like the next steps to be?

There was interest in the marketing and advocacy from the roundtable as well as the proposed R&D projects. It was noted that as a part of the CDC recommendations that they were recommending a group do some marketing/advocating around additional funding sources and building partnerships.

It was asked if is reasonable or feasible to consider just one of the R&D options, or both? It was clarified that it depends on scope of the project and that there certainly are funds in R&D to explore both, but it really depends on what the desired outcome is.

There were many concerns surrounding WPLC trying to do more with Advocacy. It was agreed that this is a broad topic as it could be advocacy for the digital library, for funding, for libraries, for patrons, etc. It was also noted that many different groups, associations and bodies within the state have tried, some moderately successful and some failed, to do state-wide advocacy. It

was also pointed out that often the best results lie with local, relatable stories and sometimes state-wide stories/advocacy doesn't reach home for all. It was agreed that it is hard to translate local stories to different/larger stages and noted that we haven't found the right angle for this yet.

It was noted that the WPLC Social Media Committee is fairly new but perhaps we should give them the opportunity to propose a project of their own in regards to advocacy. There was agreement in getting feedback from the Social Media Committee. It was noted that stories are so important and perhaps a partnership with LD&L would be beneficial.

It was suggested that potentially the Social Media Committee could figure out a way to create a simple tool for libraries themselves to gather their own stories, without a whole lot of work?

It was asked if there was any interest in the AR/VR project? There wasn't any interested in pursuing this project. It was noted, however that the group appreciated this research and would like to see it posted to the WPLC website for future reference.

Next steps for this are to gather feedback from the Social Media Committee on their thoughts around advocacy and marketing of the digital library and library community in general. It was noted that since the Social Media Committee is volunteer basis from the community and not appointed, we may want to approach them with some delicacy, and be sure not to overwhelm them with a lot of new asks.

**e. Discussion: Round Table Survey Results**

The Board was thanked for participating in the roundtable, reviewing the reports and providing feedback via the survey. The intent of the survey was to gauge the support of the various statements created by the groups. Each section or report had recommendations or suggestions on activities the WPLC should do. For each section we included the survey results as well as the individual comments. As a reminder the different topics were, Advantage, Collections, in-state advocacy, National Role/Publishers, and Sustainable increases. It should be noted that many of these topics and suggestions are included in the Collection Development Committee's recommendations for this year. There are recommendations for sustainable increases, publisher/national role and advantage.

It was noted that overall there was a high percentage of agreement for most of the topics and where there wasn't, many of the responses were unsure.

The group reviewed the document and were asked of the identified issues, focusing on the topics with the most agreement, which topics should the WPLC focus on for this upcoming year? This feedback will help guide the recommendations for this year in addition, we can use the topics the board is interested in and further explore or discuss at the annual meeting. The group had additional questions and thoughts regarding marketing and advocacy. It was noted that advocacy can be a very broad topic. The statement from the Roundtable included three very different topics: marketing campaigns targeting libraries, library funding bodies and the public, both patrons and non-users. It was stated that we should decide and focus on what the group would like to achieve.

It was noted that the recommendation from the CDC to create a subcommittee was to explore funding partnerships, though that is a type of advocacy as well, and that recommendation could be expanded to include more thoughts and discussion on large scale, state-wide, advocacy. From the previous discussion on R&D projects, the WPLC can have a separate focus regarding advocacy with the Social Media Committee looking into more patron focused/story gathering advocacy targeting both the public and libraries.

**f. Discussion: SRLAAW recommendation related to technology projects governance**

J. Guilderson-Duwe provided some background and explained that SRLAAW made a recommendation to WPLC related to technology projects governance. Back in August of 2019, SRLAAW appointed a committee to look at several questions regarding system technology collaborative efforts. This has grown out of the annual tech-a-talka workgroup meetings and the PLSR process motivated by the recommendation PLSR IT workgroup, which were to steer technology on a state-wide basis/effort to address equity issues and service and support to local public libraries that is somewhat uneven across the state. In the wake of the IT workgroup report there were several systems that felt they were already in a position and had capability to take on some of these issues without having to create new structures or hierarchy. That morphed in the direction of having technology folks from a number of different systems, especially South Central and Wisconsin Valley, talk about some low-hanging fruit and some other bigger opportunities for technology collaboration among the systems. A first win was establishing a state-wide purchasing account with Dell, which has resulted in better unit pricing for all, and then the backup server and digitalization storage project as well as the partnership with Northern Waters, IFLS and Wisconsin Valley established, LEAN Wisconsin.

There have been talks from 2018 into 2019 asking did these collaborative efforts need a governance structure for decision making. The technology folks disavowed budget responsibilities. So, last summer SRLAAW appointed a committee to start looking at those issues. The appointed committee met at WLA of last year. The group consisted of J. Guilderson-Duwe of Winnefox, J. Thompson of IFLS, B. Brattin of Kenosha, B. Shipp of OWLS, and V. Teal-Lovely of SCLS. They put forward the proposal that an entity already existed with the purpose of facilitating and supporting collaborative projects among Wisconsin's Library Systems, that is WPLC. The proposal is that WPLC take on a new project and alter its structure to create two committees, one would be a technology operations committee and then a technology collaboration steering committee. This would be a body that had more administration level expertise that would discuss agreements, budgets, obtain legal advice, if necessary, etc. The Board would still have the final say on creation of any new technology projects that came up from the technology steering committee.

This proposal out of SRLAAW has structural and budgetary implications that need to be discussed. J. Guilderson-Duwe proposed that the WPLC Board create a subcommittee to evaluate this proposal.

There was a question if there was any thought of tapping into the working group of tech folks, Tech-a-talka. It was noted that the assumption was that, that group would morph into the tech operations committee, thinking it would be the same group of usual suspects, morphing from a loose association to an official committee.

A clarifying question about what the motion from SRLAAW was and it was asked if SRLAAW sent the first two points of the proposal recommendation to WPLC, not the whole structure.

It was clarified the motion from SRLAAW was to accept the executive summary of the proposal.

It was agreed to create a subcommittee to explore this proposal and make a recommendation to the Board.

Volunteers for committee:

- J. Guilderson-Duwe
- S. Hesel
- M. Van Pelt
- K. Anderson
- J. Chamberlain
- M. Welch as alternate if needed

J. Guilderson-Duwe moved approval of the formation of the subcommittee; M. Welch seconded. Motion passed.

**g. Discussion: Support Course**

The WPLC provides and updates support course documentation. However, WiLS provides the course twice a year for \$45 per person. WiLS will no longer be providing this service, but as project managers will be updating the support course documentation as needed.

It was clarified that the support course will not be offered by wills but the documentation will be maintained and up-to-date so systems can run the course for their libraries if you so choose.

**h. Annual Review of Consortium Documents**

The orientation packet is updated at the beginning of every year to include updated information for the Board. The group reviewed the packet. There was emphasis on the communications best practices document. The group was reminded and encouraged to share information and decision with the community they represent and also get feedback when needed and make connections with their Steering representative as well.

**5. Information Sharing from Partners**

There was no information sharing / skipped due to time concerns.

**6. Meeting Evaluation**

There were no comments / skipped due to time concerns.

**7. Adjourn**

*Next meeting: Annual Meeting and Board Meeting on April 29, 2020.*

Meeting adjourned at 3:01 pm

**Wisconsin Public Library Consortium Board  
Ad Hoc Technology Collaboration Subcommittee**

**Proposal: Establish WPLC Project: Technology Collaboration**

**Executive Summary:**

- Proposal for WPLC Board to approve creation of a new, ongoing Project under WPLC auspices, to “explore and implement” technology collaborative projects among its Partner library systems.
- Proposal that WPLC system technology collaboration Project have the following structure:
  - 1) An Operations Committee of front-line system technology staff to identify and develop proposals for specific initiatives; and
  - 2) A Steering Committee of administrative-level staff that will analyze and develop a proposal’s legal and financial implications (draft agreements; seek legal advice; recruit fiscal agents, etc.) preparatory for submission to WPLC Board for consideration.

**Governance Proposal**

The subcommittee proposes that structures and processes be established under the auspices of the Wisconsin Public Library Consortium (WPLC) to identify, develop and approve the advancement of future system technology collaboration opportunities. Why WPLC? Because, according to its bylaws, “The WPLC is created and organized as a voluntary association between and among Wisconsin public library systems who are Partners in the Consortium.”

WPLC was created and is intended for maintaining “a decision-making and fiscal model for public library cooperation that will allow libraries to explore and implement collaborative projects, sharing the costs as well as the knowledge and resources;” and also for undertaking “other collaborative projects, primarily concerned with research and development and/or the advancement of public libraries.”

Source: [Wisconsin Public Library Consortium Organizational Bylaws](#)

It seems most sensible to adapt the tool we have to new purposes. WPLC is a tool we created in 2001 to enable collaboration. We ought to use it to carry forward new collaborative efforts.



We propose creation of two committees, under the supervision of the WPLC Board, that will each play a specific role in the process of identifying and developing new ideas for technology collaboration among systems. Borrowing from a proposal put forward earlier by SCLS, we suggest the following structure:

3) Technology Collaboration Operations Committee:

**Charge:** The Operations Committee will be responsible for driving technology collaboration. They will identify appropriate projects for collaboration, create implementation plans, solicit proposals from vendors and present proposals to the Technology Collaboration Steering Committee. It is important that the Operations Committee be free to be creative and be open to all ideas and viewpoints. This Committee will submit collaboration initiative proposals to the Technology Collaboration Steering Committee. It is not authorized to sign agreements or expend funds.

**Membership:** Membership is open to any technology professional from any Wisconsin Public Library System. Members may contribute in any capacity and on any project. Members may come and go as appropriate. Members are responsible to their Public Library Systems. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint one staff member to participate on this Committee on a standing, advisory basis.

4) Technology Collaboration Steering Committee:

**Charge:** The Steering Committee will review proposals from the Operations Committee. They will be responsible for:

- developing member agreements for members participating in a collaboration initiative;
- soliciting legal advice when necessary;
- developing budgets and breakdown of costs and fees for a collaboration initiative;
- and recruiting and recommending a Fiscal Agent from systems participating in a collaboration initiative.

The Steering Committee will work with members of the Operations Committee on the above responsibilities as appropriate. The Steering Committee will submit collaboration initiative proposals to the WPLC Board. It is not authorized to sign agreements or expend funds.

**Membership:** Membership on the Technology Collaboration Steering Committee will be open to one representative appointed by each Wisconsin public library system. The Committee shall have a minimum of seven members, with a liaison from the WPLC Board. The Wisconsin Department of Public Instruction, Division for Libraries and Technology may appoint up to two staff members to participate on this Committee on a standing, advisory basis.

5) WPLC Board:

WPLC Board will decide whether to approve proposals for new system technology collaboration initiatives received from the Technology Collaboration Steering Committee. As appropriate, it may sign agreements and commit to expenditure of funds. Alternatively, it may act to coordinate a collaborative initiative among a subset of the total number of Partner systems in WPLC.

**Background: Recent History of Wisconsin Library System Technology Collaboration**

Wisconsin public library systems have long sought to share information with one another about technology projects and to explore opportunities for collaboration. For about ten years, technology support staff from Wisconsin's public library systems have gathered in person once each year for networking and information sharing amongst themselves. This annual gathering is known as Tech-a-Talk-a. Other collaborative technology projects have flourished in recent years, including the LibrariesWIN technology support service package offered jointly by Wisconsin Valley Library Service (WVLS) and IFLS. Another success story is the growth of the SHARE library automation (ILS) consortium administered by Lakeshores Library System. Libraries from the Kenosha County and Arrowhead library systems have joined the SHARE consortium in recent years.

From 2015 through 2018, the Council on Libraries and Network Development (COLAND) sponsored the comprehensive Public Library System Redesign (PLSR) process, with the overriding goals of improving equity of access, cost efficiency, and quality of support services to libraries – and ultimately to their patrons – across the State of Wisconsin. One major focus of the PLSR process was the provision of technology support services to public libraries. Important themes that emerged from the technology and other service workgroups were collaboration, coordination, and creation of larger geographic areas of service.

In late 2018, as the PLSR process moved toward its culmination, several library system technology staff, with leadership from South Central Library System and LEAN WI, began looking for collaborative opportunities with potential for statewide impact. The first opportunity to be realized was an agreement with Dell Technologies to allow several systems to form a single purchasing group. This aggregation of system purchasing power has resulted in better discounts on computer workstations and other technology equipment.

The second opportunity that emerged during the fourth quarter of 2018 was for creation of a shared data storage solution for system file backups and digitization projects. At latest report, host servers have been installed at two sites and support for library digitized content may begin soon.

#### System Technology Collaboration Governance Proposal: SRLAAW to WPLC

At its August 2, 2019 meeting, the System and Resource Library Administrators Association of Wisconsin (SRLAAW) appointed a committee to examine issues pertaining to governance of collaborative technology efforts undertaken by Wisconsin's regional public library systems. SRLAAW's committee proposed that technology collaboration become a Project of the WPLC, and this proposal-in-concept was referred to the WPLC Board on February 21, 2020. The Board appointed the present subcommittee to evaluate the merits of the concept and to forward a proposal for Board consideration, if appropriate. This proposal took shape after a meeting of the WPLC Board subcommittee on April 30, 2020.

#### WPLC Board Subcommittee Members:

Kristen Anderson, Chair, Winding Rivers Library System  
Jennifer Chamberlain, Monarch Library System  
Jeff Gilderson-Duwe, Winnefox Library System  
Steve Hesper, Milwaukee County Federated Library System  
Martha Van Pelt, South Central Library System

**Wisconsin Public Library Consortium**  
**Board Meeting Notes**  
**June 15, 2020 at 9:00 am**  
**by Zoom**

**Present:** Kristen Anderson (WRLS), Evan Bend (OWLS), Annie Bahringer (MLS), Jeff Gilderson-Duwe (WLS), Anne Hamland (WVLS), Steve Hesel (MCFLS), Sherry Machones (NWLS), Mellanie Mercier (BLS), Rob Nunez (KLS), Steve Ohs (LLS), Steve Platteter (ALS), Rebecca Schadrie (MCLS), Martha Van Pelt (SCLS), Tracy Vreeke (NFLS) Maureen Welch (IFLS)

**Absent:** David Kranz (SWLS)

Guest: Martha Berninger (DPI)

**Project Managers:** Sarah Birkholz (WiLS), Melody Clark (WiLS), Sara Gold (WiLS), Emily Pfothenauer (WiLS)

**8. Call to order/Welcome & Introductions**

Chair K. Anderson called the meeting to order at 9:00 am

**9. Consent Agenda**

- a. Review agenda
- b. Approval of minutes from April 29, 2020
- c. Acceptance of Steering Committee minutes from May 21, 2020
- d. Decisions made between April 29, 2020 and current meeting: None
- e. YTD Budget

"Review Agenda" was removed due to J. Gilderson-Duwe's request to move item 4.b. to 4.a. as the new committees' formation may have implications for budget. YTD Budget was removed as M. Van Pelt had some questions.

After item 2.a. and 2.e. were removed from the consent agenda, consent agenda was approved by consensus.

It was clarified that M. Van Pelt actually had a question on the upcoming, 2021 budget, not the YTD budget. M. Van Pelt moved to approve the YTD budget, S. Platteter seconded. YTD budget approved.

**10. Updates from Previous Meetings/Projects**

- a. Collection Update  
S. Gold stated that a portion of the \$250,000 LSTA funding from IMLS was spent to purchase 181 simultaneous use titles, the majority of which are audiobooks. The titles purchased were selected based on high holds and those purchased filled over 10,000 holds immediately. In

addition, there has been a request from several systems to add several titles by select authors related to antiracism as cost per circ titles. This would allow these titles to be available immediately.

**b. Historical and Local Digital Collections Committee Preproposal**

E. Pfothner provided an update on the newspaper platform selection process. It was shared that the WPLC Historical and Local Digital Collections Committee began to investigate alternative platforms for providing improved centralized access to digitized historical newspapers. WPLC Project Managers also began conversations with the Wisconsin Historical Society regarding potential collaboration around a shared platform. The Historical and Local Digital Collections Committee recommends Veridian as the preferred platform due to ease of use, a modern and responsive interface, support for METS/ALTO (the best-practice technical specifications for digital newspaper reproductions and metadata), and adoption by numerous statewide digital newspaper initiatives.

A tentative implementation budget and timeline were also shared. There were no questions or discussion at the time.

**11. New Business**

**a. Discussion and action: Technology Collaborations Project Proposal**

*Background:* At the February meeting of the Board, a workgroup was formed and charged with exploring SRLAAW's proposal and making a recommendation to the Board.

The appointed Technology Workgroup submitted a proposal to the Board for their review and approval for creating two new bodies, a Technology Collaborations Steering Committee and a Technology Operations Committee.

Questions:

It was asked how long might implementation take? There are some ideas and projects out in the works already. It was noted that the creation of the bodies and structure could be quick but the projects themselves would likely be more dependent on the board. The structure should be able to be implemented within this year. J. Gilderson-Duwe clarified this is just a formalization of a structure that has already been operating. The system technology front-line people have already been meeting and talking and working on some technology, low-hanging fruit projects, like the Dell combined purchasing agreement. The original proposal never intended to claim any jurisdiction over technology collaborations that are already underway. This is really about planning and moving toward the future and future projects.

A second question was if the Historical and Local Digitization Committee would fall under this structure? It was clarified that it would not. That would remain a separate body that would report to the Board for the time being.

Project managers wanted to be able to provide the Board with a project management estimate for these new committees. In order to do so, a few questions needed to be determined, like meeting frequency, leadership structure (chair/vice chair), activities of the bodies, budgets and fiscal agents. A baseline estimate was provided with core services, approximately \$7,500 per year (84 hours). The core services include:

- Solicit and maintain membership

- Operations: Manage communications about upcoming meetings/projects to allow representatives to join as desirable
  - Steering: Facilitate annual process to affirm/add members
- Organize and facilitate meetings (8 quarterly meetings)
  - Prepare agendas, create and gather supporting materials from members
  - Attend and facilitate meetings
  - Take notes
- Maintain tasks and deadlines
  - Develop to-do lists from meetings
  - Follow up with members to ensure completion of deliverables

Additional services could also be provided for an additional cost, approximately \$4,000 - \$5,000 annually. Those could include:

- Create and maintain foundational documents
- Facilitate planning processes
- Create and maintain budgets
- Serve as fiscal agent
- Develop agreements
- Other projects determined by Steering

The Budget Committee did talk about this potential need for additional project management and decided funds could be taken out of reserves for 2021.

There was a question for clarification: For this year, and for 2021, we would use reserve funds to pay for the extra project management, but in 2022 and future, it would be added to the project management budget line? It was noted that yes, this year and next, it would come from reserve., but in future years it would be added to the project management line in the budget.

J. Gilderson-Duwe moved that Wisconsin Public Library Consortium establish a new project to organize and govern System technology and collaboration projects. T. Vreeke seconded.

There was a question if project management by WiLS needed to be included in the motion. It was clarified that because WiLS is the project manager for WPLC already, it was applied in the motion.

S. Platteter abstained from voting, as a WILS board member, otherwise motion passed unopposed.

**b. Discussion and action: 2021 Budget**

*Background:* The Budget Committee has recommended a budget for 2021 and the Steering Committee has recommended a buying pool amount that includes an increase for the next five years.

It was noted that the changes between the 2020 and 2021 budgets are a slight increase in project management fees (an increase of \$1000) and the buying pool increase recommended and approved by the Digital Library Steering Committee. The Budget Committee decided to allocate \$5,000 to R&D and \$10,000 to Reserve for 2021. This change was to increase the

amount of Reserve funds for the year if the Board decided to move forward with the Technology Collaborations Committee. The funds in Reserves can be used to cover project management costs for the year.

There was a question about the increase in partner fees. It was clarified that the Board approved an increase of \$3,000 in project management in 2019 for the creation and maintenance of the WISPUPLIB list serv, but the amount didn't get added into the budget. The Board did approve the amount be taken from Reserves at their last meeting. From 2020 to 2021 there will be an additional \$1,000 increase due to WiLS' restructuring of their business model and consortia management fees.

It was also asked if Transparent Languages was renewed. It was noted yes, and that the direct subscribers were contacted about it.

There was a question about amount needed for the Tech Committee and the potential cost for the Local Historical Digitization Project platform. The WPLC currently has \$39,000 in R&D and \$36,118 in Reserve, so there will be enough for the extra project management and if the Board chooses to move forward with the platform. It was asked if the Veridian deal goes through, would that will be a yearly commitment? E. Pfotenhauer stated that yes, that would be annual cost. R&D funds would only cover the first year. There are a lot of unknowns, but Wisconsin Historical Society will be covering most project management fees and possible cost going forward, after start up.

S. Platteter moved to approve the 2021 budget, M. Welch seconded.

BLS, MCFLS, NWLS voted no due to 5% increase, all others present, voted aye. Motion carried.

**12. Information Sharing from Partners**

No information sharing.

**13. Meeting Evaluation**

How did the meeting go? Was everyone participating? How might we improve for our next meeting?

No discussion or suggestions.

**14. Adjourn**

**Meeting adjourned at 9:46 am**

*Next meeting: Board Meeting on August 10, 2020 at 1:30 pm.*

## Technology Collaboration Committees Implementation

### TIMELINE

| <b>Task</b>  | <b>Who</b>                            | <b>Due Date</b>    |
|--|---------------------------------------|--------------------|
| Board reviews implementation timeline and committee position descriptions.   | WPLC Board                            | August 10, 2020    |
| Appoint Technology Collaborations Steering Committee members. Each system shall appoint one representative.  | WPLC Board                            | October 1, 2020    |
| Solicit Technology Collaborations Operations Committee members.  | WPLC Board and Project managers       | October 1, 2020    |
| Work with DPI, Division for Libraries and Technology to appoint up to two staff members for the Steering Committee and one staff member for the Operations Committee to participate on a standing, advisory basis. | WPLC Board Chair and Project managers | October 1, 2020    |
| Schedule first meeting of the Operations Committee   | Project managers                      | September 30, 2020 |
| Hold Operations Committee Meeting  | Committee                             | October 2020       |
| Schedule first meeting of the Tech Steering Committee  | Project managers                      | December 2020      |
| Hold Operations Committee Meeting  | Committee                             | January 2021       |
| Hold Tech Steering Committee Meeting   | Committee                             | February 2021      |

### MEETING SCHEDULE

Technology Operations Committee meeting months: January, April, July, October

Technology Steering Committee meeting months: February, May, August, November