

Winnefox Library System Strategic Plan 2008 Progress Report

In March 2008 the Winnefox Library System Board of Trustees approved a strategic plan for the years 2008 - 2010. This report briefly outlines the progress made in 2008.

Goal 1. Support the efforts of member libraries to deliver high quality services to all residents.

A. Objective: Support member libraries' efforts to maintain up-to-date computer technology.

1. Increase Winnefox subsidy of WALs by \$30,000 in 2009 (increasing it from approximately \$30,000 to approximately \$60,000); increase the WALs subsidy amount by as much as possible in subsequent years.

This has been done for the 2009 budget.

2. Help member libraries keep computer technology working smoothly by continuing to offer site visits from Winnefox technology support staff.

Although most technology support is done either remotely or by having equipment sent to the office site visits continue to be an important service. Technology support staff average 1-2 site visits per month.

3. Help member libraries create computer equipment replacement plans by creating a plan template by the end of 2009, and by supplying inventory and pricing data, and consulting support upon request.

Staff assistance with PC and equipment consulting, configuration, ordering, and set up is an ongoing service. A discussion of what needs to be included in a plan template will be placed on a future WTEC agenda.

4. Help member libraries develop public computing resources by creating a technology development grant program; this grant program will assist member libraries to take advantage of the upcoming Gates Foundation grants and other opportunities.

We are still receiving information on the Gates grant program. Staff are preparing a proposal to present to the Winnefox Technical Executive Council in early to mid 2009.

B. Objective: Foster cooperation among member libraries.

1. Establish a system fund of \$10,000 per year to be shared among member libraries that lend more items to other Winnefox libraries than they borrow during the 2009 and 2010 budget years.

This has been done for the 2009 budget.

2. Implement a system-wide best practices / "good idea" sharing mechanism for Winnefox member libraries by the end of 2008.

This has not been done. The assistant director will open discussions on this item with member directors in county LAC meetings in early 2009.

- C. Objective: Help member libraries effectively advocate for library services with decision-makers and promote library services to their communities.
1. Encourage closer relationships with municipal and county boards.
 - Continue discussions of local government issues at Librarian Advisory Committee meetings.
 - As needed, prepare written information for librarians on local government issues.
 - Assist libraries to prepare for presentations to elected officials.

This is an ongoing priority and we continue to do all these things.

2. Encourage attendance at the Wisconsin Library Association's Library Legislative Day by providing information on the meeting.

Information on Legislative Day is distributed as soon as it is available.

3. Eliminate the vacant Marketing Coordinator position and use current staff to provide support to member library public relations efforts.

This position was eliminated in the 2009 budget and staff are finding new ways to provide this support.

- D. Objective: Promote the value of system services to member libraries.

1. Encourage member libraries to take advantage of system services by providing information at Librarian Advisory Committee meetings, by email, and via the Winnefox extranet.

This is an ongoing priority and we continue to do all these things.

2. Implement an annual report to each member library on system services received beginning in 2009.

These reports will be provided to member library directors at the 2009 annual meeting in January.

3. Stay in touch with member libraries' events, challenges and concerns with at least one site visit by the Winnefox Director every three years and visits, when requested, by the Assistant Director or other Winnefox staff.

In 2008, the Director visited member libraries at which meetings were being held – Berlin, Fond du Lac, Ripon, and Wild Rose. He will create a schedule for increasing visits to member libraries in 2009.

4. Continue to provide consultation services to member library boards upon request.

This continues to be done. In 2008 trustees from 8 libraries and municipal officials from 2 municipalities contacted the Assistant director for information. The Assistant director assisted two libraries in their search processes. In 2008, one member library board requested the Director to attend a meeting to discuss Winnefox operations.

- E. Objective: Ensure that all residents of the Winnefox Library System have access to fast, accurate reference service both online and through the resource library.
 1. Continue to provide access, support and training for email and live chat reference services.

Winnefox continues to participate in the AskAway consortium which provides 24/7 live chat and email reference service.

2. Working with the Reference and Adult Services User Group, annually evaluate online resources subscriptions to ensure that they are the most useful and usable resources available.

In the fall of 2008 the Reference and Adult Services User Group (RASUG) reviewed the online resource subscriptions. At the end of the review process it was decided to drop the Grolier online encyclopedias and subscribe to the Heritage Quest genealogical database. This group will continue to review online resources.

Goal 2. Help the employees of member libraries develop the knowledge and skills they need to provide high quality services to all residents.

- A. Objective: Improve training procedures.
 1. Study procedures for initial and ongoing training of member library directors; devise and implement improved procedures by the end of 2009.

The assistant director will open discussions on this item with member directors in county LAC meetings in early 2009.

2. Continue to offer mentoring program for new directors. The idea for this new program arose from the planning process.

In 2009 three libraries, Brandon, North Fond du Lac, and Winneconne, hired new director. Mentors were assigned to two of these directors. None was assigned to the new director at North Fond du Lac because she had been director at Brandon.

- B. Objective: Provide high quality professional development and continuing education opportunities for library directors, staff and trustees.
 1. Continue to sponsor at least 10 programs per year.

This continues to be done. In 2009 we are sponsoring or co-sponsoring 10 CE programs. We sponsored or co-sponsored 10 programs in 2008.

2. Continue to solicit input from member libraries on topics and quality of continuing education programs.

Every fall member directors are surveyed to try to indentify the CE topics they feel would be most useful for themselves, their staff, and their boards. They are also surveyed to determine the most convenient days, times, and locations for CE programs.

3. Continue to allow time for special interest user groups (i.e., Circulation) to meet at All-WALS meetings and provide training opportunities at those meetings.

All-WALS meetings continue to include significant time for issues raised by libraries, including circulation. The meetings provide training when possible and appropriate. The Reference and Adult Services User Group has found it more convenient to meet separately.

4. Make it easier for member library directors to complete certification forms, by creating forms that include the workshop information.

We now create these forms and make them available online.

5. Provide regular training opportunities on SirsiDynix reports and other topics.

Two sessions were offered in January of 2008 and one reports training session was held for Oshkosh staff in December. One-on-one sessions are done by Cindy Wallace for three WCTS members on WCTS work days at the library.

Specific reports are run; templates created, and new reports scheduled depending on library needs. Reports and other topics continue to be discussed at All-WALS meetings.

6. Make it easier for member library trustees to access orientation and training opportunities.

In 2008 we held 4 trustee training sessions at various locations and times around the system.

Goal 3. Be an increasingly open, accountable and responsive organization.

A. Objective: Be an increasingly open and accountable organization.

1. Re-design and enhance the extranet.winnefox.org website to make it easier to use, more interactive, and more comprehensive by September 2008.

This has been done, although we did not meet the stated deadline of September. The new Extranet site went "live" in December.

2. Improve clarity of WALS financial reporting by December 2008.

WALS reporting has been streamlined and made easier to understand. In the spring of 2008, changes were made to the WALS financial statements to make them less complex. Funds that were once segregated were reviewed and then placed appropriately as funds belonging to Winnefox or to member libraries. The chart of accounts was updated to reflect these changes as were the financial statements. Financial statements are now prepared from QuickBooks Pro accounting software rather than Excel spreadsheets. Each participating library is now able to know exactly how much they have in their technology reserve account at any time.

3. Discuss improvements to WCTS billing and implement any changes by December 2008.

The WCTS Executive Committee, consisting of two directors from each WCTS county, discussed WCTS billing at their June meeting. The consensus was that the WCTS billing statements were adequate and needed no changes.

B. Objective: Be an increasingly responsive organization.

1. Change the governance structure of Winnefox Automated Library Services (WALS) to ensure that all member libraries have input into WALS and Winnefox technology priorities and decisions by the end of May 2008.

A changed governance structure was approved by the Winnefox board at its March meeting and the new Winnefox Technology Executive Council (WTEC) began meeting in July.

2. Communicate with members libraries to ensure that libraries of all sizes feel they have input into system decisions.

We intend to continue to communicate with member directors by email, phone, and in meetings and provide opportunities for them to express their opinions and ideas to system staff.

3. Implement a project / service request tracking mechanism for printing by December of 2008

This was implemented in January of 2009

4. Engage member libraries in prioritizing all system services by December 2010.

This process has begun. A January 2009 survey will ask member libraries to provide information about the value of system services. Survey results will be discussed at the January 20, 2009 Annual Meeting and beyond.