

Service Model Summaries

In May 2016, nine workgroups began work toward creating a new vision of better and more equitable cooperative public library services. Workgroups shared and answered questions about their service models at the 2016 WLA conference in October. The following are summaries of the models:

Consulting

In this model, each library in the state would be assigned to a consulting team and each team will have minimally a consultant expert in Facilities (Building projects, ADA compliance, Technology infrastructure, Security, etc.), Organization (Strategic planning, Human resources, Board training, Policy development, etc.), and Services (Youth services, Technology services, Community engagement, public programming, etc.). This model ensures that *all* public libraries have equitable and consistent access to consulting services.

Continuing Education

This service model proposes the creation of a centralized team dedicated to professional development and growth of library staff and volunteers. While local libraries and other entities will still carry out baseline training, the continuing education team may work with other groups to provide tools that can be used to develop more individualized training sessions. The service model imagines an online portal that will include a calendar of events, recordings/take-aways, a place to submit ideas, program evaluations, registration capabilities, and director certification tracking and information.

Delivery

With this model, new delivery regions would be created to provide quicker delivery times. The regions have not yet been determined, but will dependent upon a 100-mile delivery radius. The model would accommodate 5-day delivery (if the library is open).

Electronic Resources

In order to provide equitable access to electronic resources (in particular databases), this model proposes centralized coordination of purchases and trials and access to a baseline level of resources for every library, which should result in a savings of time and effort by avoiding duplication and more competitive pricing by leveraging statewide buying power. The group has also crafted a vision for statewide digitization efforts that includes consultation services, centralized specialized tasks (regional digitization stations), traveling digitization kits, promotion and outreach, and a statewide digital preservation model.

ILL

The focus of this workgroup is to provide quick and easy access for patrons to the materials they need and simplify materials handling and processes for staff to gain efficiencies. Ideally, this means a single discovery access point for all libraries, simplifying the experience for patrons and making processes more efficient by reducing duplication of effort. Furthermore, consistent, statewide policies and training will improve staff confidence and decrease patron confusion.

ILS / Discovery

This model features a regional approach to ILS service, coupled with three components requiring implementation on a statewide basis. First, a physical “data hub” to link the service regions together at the ILS level. Second, a well-managed and flexible online discovery interface that would take advantage of the underlying data hub or service to allow effective searching of library collections. And, finally, a set of guidelines for service regions designed to achieve a basic level of parity in regards to governance, funding formulas and budgeting.

Technology

The Technology workgroup envisions a single high-speed library network for all libraries across the state. Other technology services such as purchasing, technology help desk support, and the development of staff technology training would be coordinated on a statewide basis with frontline assistance provided by regional locations.

Chapter 43

This workgroup is reviewing Chapter 43, the Wisconsin State law that provides funding for coordinated regional library services, along with library law from other states, and will make recommendations for changes in conjunction with workgroup recommendations.

Resource Libraries

Members of this workgroup will work with the other workgroups to understand what a resource library might look like in a newly imagined world of cooperative library services. They will offer information and guidance to the Steering Committee as the other workgroups finalize their service models.