

# **Public Library System Annual Report - Plan Evaluation and Certification of Compliance for Calendar Year 2006**

## **Reference referral and ILL Other comments**

Winnefox accepts interloan requests from member libraries using standard request methods, including paper forms, phone, fax, direct reserves in our shared system, our own web forms, or the OCLC ILL management system software.

Most requests for items owned in our system are placed directly in our shared database (and are considered to be intra-library loans) rather than through traditional mediated interlibrary loan. The number of items loaned between libraries continues to increase. In 2006 371,227 items were requested through the WALS system, an increase of over 17% over 2005.

2006 marked our first full year of exclusively using OCLC for ILL. After several years of decreases in traditional ILL we saw an increase in ILL use by member libraries in 2006. In part this may be because the OCLC system is easier for libraries to use than the old Wiscat system. In 2006 we received 5,906 requests from member libraries, 603 more than in 2005. Of these we were able to fill 5,390.

Requests from outside Winnefox went down, in part because when we were using Wiscat we received many requests for materials which we could not loan—generally very new materials—and OCLC can be set so we do not receive those requests. Beginning at the very end of the year we saw an increase of requests from Minitex (Minnesota and the Dakotas) and we expect those requests to continue to grow.

Non-Winnefox libraries have two ways of requesting items from our libraries. They can place reserves directly through our shared catalog or request items through OCLC. In 2005 libraries placed 1,004 items on hold in the catalog. We received 10,198 requests through OCLC, about 36% of the number received in 2005. We filled 6,660 of these.

In 2006 we continued to participate in the AskAway virtual reference service. 1,203 chat and email sessions originated from Winnefox member web sites

As a member of the Wisconsin Public Library Consortium (WPLC) we offer access to the group's shared ebook and Overdrive digital audio services. Use of ebooks is slowly but steadily increasing. In 2006 4,455 books were "accessed" (either viewed online or checked out), a 19% increase over 2005.

Overdrive digital audiobooks have proven to be a popular service. In 2006, 433 new users registered for this service and 2,487 books were checked out.

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## **Inservice training & professional consultation**

### **Other comments**

Education continues to be a priority for Winnefox. In 2006 we presented or sponsored 13 workshops and educational sessions which were attended by 286 persons, including many from non-Winnefox libraries, both public & other types. With OWLS we also co-sponsored two programs by Pat Wagner for directors and one for trustees which were attended by 98 people.

A useful educational tool is *Ides*, a monthly online newsletter with tips on useful features of Internet browsers, Outlook, & MS Office applications.

The Director and Assistant Director assisted member library directors and Boards with individual issues and problems. Winnefox continues to have a strong commitment to strengthening member libraries by providing consulting and leadership on important issues.

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## **Delivery & communication**

### **Other comments**

Delivery is an important service. In 2006 our vans drove 55,190 miles to make 5,798 stops delivering material to member libraries, day care centers, senior residences, and the Redgranite Correctional facility. A total of 23,157 boxes were transported.

Winnefox continues to emphasize advocacy. We continued to distribute bookmarks with contact information on local legislators for each county. A new effort in 2006 was the activation of a network of persons willing to communicate with elected officials on library issues. Those signed up get a short monthly email message on general library or legislative issues and, if needed, other email messages on specific issues. As of the end of the year we had 190 persons signed up.

*Shhhout!*, our quarterly advocacy newsletter targeted for the general public continues to be a useful advocacy tool. Each issue voices library and system news of importance as well as specific library happenings. A separate edition is printed and distributed in each of our counties. *Shhhout* is sent to all county board members & state legislators in the Winnefox service area as well as being distributed by member libraries.

The Winnefox extranet gathers information useful to Winnefox & member library staffs in one location and has become a place to post 'breaking news' on current projects. In addition to information on Winnefox services the extranet contains links to Internet sites and forms, including continuously updated library news headlines from the web site [lisnews.org](http://lisnews.org).

We continue to host web sites for member libraries and offer web support services for many of them.

In cooperation with OWLS we publish "Trustee Tales", a quarterly newsletter for trustees, giving practical advice & explaining library issues. Mid-Wisconsin Federated Library System also purchases Trustee Tales to distribute to trustees in their systems.

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### **Service Agreements**

#### **Other comments:**

1—Continuous monitoring of the Manitowoc-Calumet System Agreement to provide required statistics for compensation for intersystem usage.

2—Continued review of the service agreement with South Central. Continued to support legislative efforts to address crossover borrowing issues.

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### **Service to users with special needs**

Briefly summarize the most significant specific services or initiatives carried out by your system in a special needs area in 2005. Describe the system effort in terms of the way in which the initiative is conducted by the system. Some systems provide direct services, other provide services to support library efforts. Targeted special needs groups and services include those dealing with cognitive disabilities, mental illness, mobility and accessibility issues, speech and hearing disabilities, vision disabilities, literacy, poverty, and seniors with special needs.

Winnefox had no special initiatives to support services to patrons with special needs in 2006. We offer libraries support and assistance for their local special needs projects.

Please identify the agency/ies with which the system had the most contact in terms of a planning effort or project collaboration, or with which member libraries worked. Indicate system services or types of materials involved with, or purchased for, the project. Were any accessibility issues involved? Identify any significant marketing done by the system to support library efforts in serving special needs populations.

Although we had no additional projects relating to special needs in 2006, Winnefox continues to encourage and support member library efforts to foster ties with agencies serving special needs populations in our service area. County library directors meet regularly and we make time available at these meetings for service providers to plan cooperative services with librarians and encourage close ties with agencies serving individuals with special needs. Libraries in Marquette Co. have an especially close relationship with the organization promoting adult literacy training. Oshkosh Public Library continues to provide indirect financial support to the Winnebago County Literacy Council which is housed in rent free space at OPL.

Although we have not surveyed libraries, we know through discussions that many of our libraries have close ties with local organizations & agencies serving persons with special needs.

If the system provided any continuing education programs in 2006 on special needs topics, please identify the topic(s) and speaker(s).

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### **Other types of libraries**

### **Other comments**

Winnefox is an active participant in the Fox Valley Library Council, a multi-type organization encompassing public, school, academic, & special libraries within the Winnefox & OWLS service areas. The goals of the organization are to promote education, resource sharing, and networking among member libraries & their staffs.

In addition, our ILL department refers out of system ILL requests for several high schools in our system area. Because these items would be sent through our delivery system this is done in cooperation with the local public library.

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## **Other service programs**

**S. 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.**

List and evaluate each service program carried out under this statute in **2006**. Do not lump miscellaneous activities under a single "other" program.

Several special projects took up a considerable amount of staff time in 2006. Long range plans and service agreements for three of our counties expired at the end of 2006 and we held meetings with library directors and county officials in each county to revise them. Beginning in the late summer we began to research and plan a Strategic Planning process which will take place in 2007. Also in the summer we began to compile statistics and determine the possible impacts of cross-county reimbursement which will be required under Act 420.

**Winnefox Automated Library Service.** The WALs online catalog is probably the Winnefox service program that is most visible to the public, but the WALs staff fulfill important behind the scenes roles as well. WALs administers the WAN that connects member libraries, runs the Sirsi automation system, hosts library web pages & email accounts, provides access to online resources, and provides technical support services for computer hardware and software to member libraries.

In 2006 one additional library—Oakfield—began circulating materials on the WALs system and two others began working towards that goal. By the end of 2007 we expect all 30 member libraries to be on the WALs system.

Winnefox libraries have been leaders in offering wireless Internet access. As of the end of 2006 almost all of our libraries are offering this for the public with installation and support provided by WALs support staff.

**Printing & Graphics.** Winnefox provides printing & graphics services to all member libraries at no charge. The system provides everything from brochures, newsletters, & forms to custom-designed letterhead & business cards. Use of this service continues to be popular. The printing service printed 717,583 items in 2006.

**Summer Reading Program.** Winnefox provides member libraries with coordinated SLP support including bookmarks, flyers, custom reading records, and prizes.

As in past years, SLP program performers were scheduled and partially paid for by Winnefox.

Winnefox Cooperative Technical Services. WCTS is a cooperative technical service agency funded jointly by Green Lake, Marquette, and Waushara Counties. It provides cooperative collection development, selection, purchasing, and cataloging & processing of materials for public libraries in those counties. Libraries in other counties can receive services from WCTS for a fee. In 2006 WCTS cataloged & processed 15,032 items for member libraries.

In early 2006 we conducted a study of the cost-effectiveness of the WCTS operation. The consultant found that the per-item cost—the cost of staff time to order, process, & catalog an item—is significantly cheaper for WCTS than for individual libraries. She also found that the cataloging & processing time—the time from when an item arrives to when it is ready to circulate—is faster for WCTS than for individual libraries.

WCTS staff travels to member libraries to consult on collection development and to provide “workdays”, which may involve help with weeding or with space reorganization. WCTS also coordinates a Substitute Librarian program, which finds temporary help for librarians needing time away for conference attendance, classes, or vacations.

With the increased use of CDs and DVDs libraries are receiving many more reports of damaged items, especially DVDs. WCTS provides a disc refinishing service; in 2006 they refinished 768 CDs & DVDs.

Another service of WCTS is coordinating rotations of Audiobook & DVD circuits to member libraries and providing collections of large print books from the WCTS central collection. These circuits are open to all Winnefox member libraries, not just those in the WCTS-supporting counties. The large print circuit is especially useful for libraries serving senior residential facilities. In 2006 they circulated 7,500 large print books.

WCTS offers two short “Genre selection” workshops each year, held in conjunction with other WCTS meetings. Speakers discuss selection of particular genres of fiction materials or nonfiction subject areas.