



# WINNEFOX LIBRARY SYSTEM

## Services Received by Member Libraries in 2008

### General Assistance and Consultation

Winnefox provides consultative services to Library Directors and trustees. In 2008, Winnefox:

- ◆ Responded to over 250 questions and inquires from Library Directors, trustees, and municipal officials
- ◆ Compiled a variety of statistical reports
- ◆ Assisted libraries with their annual reports filed with the state.
- ◆ Kept Directors informed of current legislative and legal developments
- ◆ Coordinated required statistical reporting to county clerks and Act-420 billings
- ◆ Assisted libraries in preparing county funding requests
- ◆ Coordinated group purchases of supplies

### Continuing Education

Winnefox provides continuing education programs for Library Directors, staff, and trustees including:

- ◆ Thirteen workshops attended by 419 persons at a variety of times and locations.
- ◆ Access to a professional collection of library-related books
- ◆ Online training opportunities
- ◆ Grant funding to assist with continuing education expenses (Library Directors received \$683 in continuing education grant funding.)

### Interlibrary Loan

Winnefox provides access to materials in libraries outside of Winnefox, including the UW System and the State Historical Society. In 2008, libraries:

- ◆ Received 6,175 items from libraries outside Winnefox
- ◆ Loaned 9,617 items to libraries outside of Winnefox

### WCTS

Winnefox Cooperative Technical Services is funded by Green Lake, Marquette, and Waushara Counties to provide services to libraries in those counties. In 2008, libraries receive the following services from WCTS:

- ◆ 15,912 items were ordered and processed (barcoded and added to the catalog, plastic covers attached, labeled, etc.).
- ◆ Each library may receive two “workdays” each year where WCTS staff will assist the library director in a variety of tasks. In 2008, libraries took advantage of 18 workdays.
- ◆ Libraries received \$11,127 in grants for collection enhancement, new PCs, or other special purposes.
- ◆ WCTS coordinates rotating collections of audiobooks on CD and cassette, large print books, DVDs, and PlayAway audiobooks which libraries use to supplement their own collections. Twenty one libraries receive the audiobook circuit, seventeen receive the large print circuit, twenty two receive the Playaway circuit, and seventeen receive the DVD circuit.
- ◆ Six library directors received a total of \$2,910 in grant funding to attend the national Public Library Association Conference in Minneapolis.
- ◆ WCTS has a machine which refinishes damaged CDs and DVDs. In 2008, WCTS refinished 2,211 damaged discs for libraries.

### Summer Reading Program Support

Summer reading programs are an important part of library services, helping children maintain reading abilities over the summer vacation. In 2008, Winnefox:

- ◆ Paid for 30 summer reading program performers
- ◆ Booked and handled paperwork for 71 summer program performers
- ◆ Provided commercially-produced SLP materials which would have cost libraries \$1,126 and coordinated group purchases of other materials
- ◆ Printed posters, reading records, and other SLP materials

## **Printing and Graphics**

Winnefox provides a graphic design and printing service for member libraries. In 2008, 207,280 pieces were printed for libraries. Notable projects included: special materials for the Endeavor Library's building project, Fox City Reads materials, bookmarks, stationery and business cards, and program promotional materials.

## **Technology Support Services**

Over the past few years technology and the internet has become a major component of library services.

Winnefox provides libraries with the following technology support services:

- ◆ High-speed internet access, wireless support, and email accounts
- ◆ Access to a variety of online resources, including:
  - Health, business, auto repair, genealogy, and biography databases
  - Downloadable audiobooks, video, and music through Overdrive
  - NetLibrary ebooks
  - Live 24/7 chat and email reference service. In 2008, a total of 1,468 questions were received through this service.
- ◆ Support and maintenance for locally-produced databases:
  - Fond du Lac Vital Records and Fond du Lac Bookmobile Schedule
  - Waushara County Obituaries
  - Ripon Vital Records (created in 2008 with data from a historical society database)
  - Fond du Lac newspaper index (created in 2008 by importing data from Word into an Access database)
  - Oshkosh Vital Records and Oshkosh Newspaper Index
  - Menasha Newspaper Index
  - Winneconne Vital Records Database
- ◆ PC purchasing and troubleshooting services.  
In 2008 Winnefox :
  - Ordered and configured 225 PCs or peripherals
  - Serviced 382 PCs, either through remote access or by having the PC sent in.
  - Made 14 PC service calls to libraries
- ◆ Library website hosting, maintenance, and domain name purchasing
- ◆ Ongoing website maintenance for most libraries sites. In 2008, staff started major redesigns of 6 sites and completed redesign of 4 sites.

## **Shared Automation System**

Winnefox maintains the shared online catalog, circulation system, and library patron database that lets library users easily use any member library. Winnefox also maintains the telecommunication network that connects the shared system to libraries. In 2008:

- ◆ The automated system was used by libraries to share 469,372 books, DVDs, CDs, and other items.
- ◆ Winnefox provided training to new member library directors.
- ◆ Winnefox produced daily, monthly, annual, and individual statistical, plus collection development and patron reports.
- ◆ Winnefox answered 1,901 support calls.
- ◆ Winnefox provided a customized annual circulation spreadsheet to libraries
- ◆ Winnefox coordinated purchases of supplies such as county library cards, barcodes, and receipt printer paper.
- ◆ Winnefox sent out paper and email notices for all 30 libraries.

## **Delivery**

Winnefox provides the delivery service that connects Winnefox libraries with each other and with other libraries around the state. In 2008:

- ◆ Winnefox vans drove 72,563 miles and made 4,284 stops.
- ◆ All libraries and the Fond du Lac Public Library Festival location receive delivery at least three days per week, five libraries receive delivery four days per week, and five libraries receive delivery five days per week. The Redgranite Correctional Institution contracts with us to receive delivery one day per week.
- ◆ Winnefox drivers handled 43,456 red delivery boxes.

## **Other**

- ◆ The Assistant Director coordinated group purchase of public performance movie licensing
- ◆ Winnefox designed an online survey for one library.
- ◆ WCTS coordinated furniture purchases for the Berlin Public Library remodeling project
- ◆ Winnefox coordinated subscriptions and delivery of the Milwaukee Journal-Sentinel for 6 libraries.
- ◆ Winnefox provided reports used for funding audits in Winnebago and Fond du Lac counties.