

The Wisconsin PSLR (Public Library System Redesign Project)

*By Mark Arend, Assistant Director
Winnefox Library System*

Do you remember dial telephones? Maggie May? Apollo 14? The Milwaukee Bucks winning the NBA Championship? Then, like me, you remember 1971.

But do you remember Wisconsin Act 152? That's the law passed in 1971 that established public library systems. There've been a lot of changes since 1971, both in and outside of libraries, but Wisconsin law regarding library systems hasn't changed all that much. That's why the PLSR project was developed to review those sections of Wisconsin Statutes Chapter 43 dealing with library systems, to consider system services, to make recommendations for changing service models, and for related revisions to Chapter 43. This won't be a fast-moving project; since this will likely shape library service in Wisconsin for the next 30 years we want to do it right.

A steering committee of librarians from around the state representing different sizes of libraries has been established and nine workgroups have been formed, each focusing on a different area of system service. With over 100 people involved there is a wide range of libraries already represented, and there will be additional opportunities for others to provide feedback and expertise throughout the process.

The ultimate goal of this project is to improve services to public libraries. Factors to be considered are

- How to balance choice, flexibility, and standardization
- How to allow for growth and encourage innovation
- Possible collaboration with non-library organizations or institutions for mutual benefit
- How to improve services and maximize resources

Over the next year or two we'll be printing regular updates here in Trustee Tale. You can also find information online at <http://www.plsr.info/>



Third Annual Wisconsin Trustee Training Week

Presenters for Wisconsin Library Trustee Training Week have been announced and the good news is: you don't have to leave home (or your desk, or Starbucks) to attend. These sessions are webinars. What's a webinar? It's an online educational program (a "web seminar"). You can attend from anywhere you have a computer and an internet connection.

The sessions will be presented every day during the week of 22 August, from 12:00 to 1:00 using the GoTo Webinar program. This free software can be easily downloaded and installed on most computers. You can find more information and a registration form at: <http://www.wistrusteetraining.com/>

Monday

Duties of the 21st Century Library Board

presented by Pat Wagner, Siera Learn

What are the duties of the library board and its members in relationship to directors, staff, volunteers, and the greater community?

Tuesday

Engaged Planning: Ask What You Can Do For Your Community

presented by Cindy Fesemyer, Director, Columbus Public Library

Which communities are served by your library, what are their aspirations, and how can your library help them get there and secure its place at the heart of your community?

Wednesday

The Green to Dream: Preparing for a Capital Campaign

presented by Karen Rose, Library Strategies

Your community needs a new library. Learn the steps to conducting a successful capital campaign and build the library your community deserves.

Thursday

Ensuring Director Success

presented by Catherine Hakala-Ausperk, Libraries Thrive Consulting

If you ask most library trustees what the most important part of their job is, many will say it's hiring the director. But after hiring, their job has just begun. This webinar will describe how to create a relationship that can help both the individuals and the library succeed.

Friday

Wisconsin Trustees: You Ask, We'll Answer

Panelists: John Thompson, Director, Indianhead Federated Library System, Bruce Gay, Director, Milwaukee County Federated Library System, Jaime Healy-Plotkin, Trustee, South Central Library System and Madison Public Library

Unsure of how library systems function in Wisconsin? Confused on how Chapter 43 affects libraries? You ask, we'll answer. Whether you are a seasoned library trustee or a newcomer, this is a great opportunity to get your questions answered and be part of a worthwhile discussion.

The Wisconsin Trustee Training Week series was developed by the Nicolet Federated Library System and is supported by all seventeen library systems in Wisconsin.

Act 169: The Return of Library Materials Bill

By Gerri Moeller, Director
Outagamie Waupaca Library System

With the passage of Act 169 (<https://docs.legis.wisconsin.gov/2015/related/acts/169>), Wisconsin public libraries are authorized to use the services of a collection agency or law enforcement agency to assist in the recovery of library materials.

This is an important tool for libraries, many of whom have had difficulties retrieving long overdue materials. The statute strikes a careful balance between giving libraries the authority they need to retrieve materials and protecting patron privacy.

There are a few key points to keep in mind:

- The statute only authorizes libraries to use outside assistance for items billed after the statute took effect on March 2, 2016.
- While patron account information can be shared with law enforcement or a collection agency, the only information that can be shared about the materials are the format and number of items. No titles, authors or subjects can be shared.
- Law enforcement agencies are not required to participate. If your library is interested in working with local law enforcement, contact them early to make sure they're willing to help.
- In order to work with law enforcement, the account must be overdue by at least \$50. There is no minimum for working with a collection agency.

Additionally, the library will want to carefully consider the process and partners they will be using:

- If the library plans to work with a collection agency, choose the agency carefully. The agency will be representing the library, so make sure their communication with patrons reflect well on the library.

FAQ

Our library posts a lot on social media. Are these posts considered public documents? Do we need to archive them?

Yes. Social media messages are considered public documents and do need to be preserved. Some social media sites make this very simple. Twitter and Facebook, for example, let you easily download your archive from the account settings. In fact, most social media sites let you download an archive, with varying degrees of ease. For these sites, it's a good idea to set up a schedule to download the archive on a regular basis. However, not all offer this service. In fact, Snapchat is designed to be ephemeral. If you're using Snapchat, make sure that you have a system in place to save those snaps to your device, then offload them to more permanent storage.

- Libraries should have a system in place to contact patrons before sending an account to collection. Depending on the library size and staffing, this may involve calling or mailing, but it should involve more than emails.

Libraries are not required to use a collection agency or law enforcement, and it may not be the right choice for every library. However, using an outside organization to assist in the recovery of long overdue materials can be a great tool to help libraries continue to provide excellent public service while still being good stewards of public funds.

I'm going to miss several meetings. Can I send someone to represent me while I'm gone?

No. Specific individuals are appointed as library trustees. The law does not allow for substitutes or proxy votes. Your representative could, of course, attend and observe any open sessions of the board.

Have questions?

Contact us and we'll try to help.

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