ARROWHEAD LIBRARY SYSTEM
Board Meeting
Milton Public Library
430 E High St.
Milton, WI
Wednesday January 8, 2020
6:00 pm

Please call the ALS office if you are unable to attend (868-2872)

1. Call to Order

2. Approval of Agenda

3. Approval of Minutes

4. Approval of Expenditures

5. Citizen Participation, Communication and Announcements

6. Unfinished Business

   a. Shared System – SHARE Update

   b. 2019/20 Budget

   c. Public Library System Redesign Project

   d. Librarians' Report – Sarah Strunz

7. New Business

   a. Consider Annette Smith to the ALS Board

   b. Approval of the Arrowhead Library System Technology Plan 2020-2024

   c. Wild Wisconsin Winter Web Conference January 22-23

8. Communications

9. Adjourn

The undersigned, as the designee of the presiding officer of the above governmental body, certify that I emailed a copy of this document to the Rock County Courthouse, Administration office for posting on the Rock County website@ www.co.rock.wi.us on 1/2/2020.

Anita Schultz – Arrowhead Library System

ARROWHEAD LIBRARY SYSTEM BOARD MEETING
Milton Public Library
December 11th, 2019

ALS Board President Rich Bostwick called the meeting to order at 6:00 p.m.
Present were Bill Wilson, Jose Carrillo, Wes Davis, Maribeth Miller, Adam Dinnes,
Eloise Eager and Steven Platteter.

The Agenda was moved approved by Bill Wilson. Eloise Eager seconded, and the
motion carried unanimously.

The November 2019 minutes were moved approved by Bill Wilson. Maribeth
Miller seconded, and the motion carried unanimously.

Expenditures were approved on a motion by Adam Dinnes with Eloise Eager
seconding. The motion carried unanimously.

Citizen participation, communication or announcements: Steven Platteter talked
about strategic planning, specifically, about if the Board wanted to go with the
current ALS Mission Statement and also that the board look for March and April
dates for planning committee meetings.

Unfinished Business
a. Shared System –SHARE Update:

b. 2019/20 Budget: Platteter discussed the health insurance line in the 2019 ALS
budget.

c. Public Library System Redesign Project:

d. Librarians' Report:

New Business
a. Approval of the 2020 ALS Budget: Bill Wilson moved to approve the 2020 ALS
Budget as approved by Rock County. Adam Dinnes seconded, and the motion
carried unanimously.

b. Bill Wilson resignation from the ALS Board: Milton PL Board member Annette Smith will be joining the ALS Board

c. DPI Approval of the ALS 2020 System plan and first state aid payment: Steve Platteter announced that the 2020 SLS system plan was approved by DPI and that ALS has received its first state aid payment of $350,865.

d. Gordon Odegaard retirement: Gordon's last day will be January 3rd, Steve Fernan has been hired as a replacement.

Communications:

Bill Wilson moved to adjourn. Adam Dinnes seconded, and the motion carried unanimously. The meeting ended at 6:31 p.m.

Respectfully submitted,
Steven Platteter, Acting Secretary

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

COMMITTEE APPROVAL REPORT

Account Number	Account Name	Inv Date	Vendor Name		Inv/Enc Amt
51-5000-0000-62119	Other Services				
		12/12/2019	DEPARTMENT OF ADMINISTRATION		1,500.00
		12/01/2019	TECHMAX BUSINESS SOLUTIONS LLC		70.00
		11/27/2019	KOENE COURIER SERVICE LLC		1,665.00
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	183,893.00	154,820.25	0.00	3,235.00	25,837.75
51-5000-0000-63101	Postage				
		12/04/2019	ARROWHEAD LIBRARY PETTY CASH		20.10
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	1,000.00	180.60	0.00	20.10	799.40
51-5000-0000-63104	Print/Duplicate				
		12/01/2019	DIMAX OFFICE SOLUTIONS INC		178.00
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	5,000.00	3,325.11	0.00	178.00	1,496.89
51-5000-0000-63200	Pubs/Subs/Dues				
		12/04/2019	ANDERSON,TOVAH		143.39
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	1,500.00	916.98	0.00	143.39	439.63
51-5000-0000-63300	Travel				
		12/18/2019	SCHOMBER,JENI		72.73
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	3,000.00	1,734.88	0.00	72.73	1,192.39
51-5000-0000-64904	Sundry Expense				
		12/17/2019	ARROWHEAD LIBRARY PETTY CASH		75.45
	Budget	YTD Exp	YTD Enc	Pending	Closing Balance
	1,000.00	233.00	0.00	75.45	691.55
		Arrowhead Library System PROG TOTAL		**3,724.67**	

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt

I have examined the preceding bills and encumbrances in the total amount of   **$3,724.67**

Claims covering the items are proper and have been previously funded. These items are to be treated as follows:

A. Bills and encumbrances over $10,000 referred to the Finance Committee and County Board.

B. Bills under $10,000 to be paid.

C. Encumbrances under $10,000 to be paid upon acceptance by the Department Head.

Date: Dept Head _____

                               Committee Chair _____

COMMITTEE: LB - ARROWHEAD LIBRARY

Account Number	Account Name	Inv Date	Vendor Name	Inv/Enc Amt

REPORT COMPLETE!

For Job Numbers: 1989544

COMMITTEE: LB - ARROWHEAD LIBRARY

COMMITTEE APPROVAL REPORT

Account Number	Account Name	Inv Date	Vendor Name		Inv/Enc Amt
51-5000-0000-62119	Other Services				
		01/01/2020	DEPARTMENT OF PUBLIC INSTRUCTI		200.00
		01/01/2020	MIDWEST TAPE LLC		91,960.66
	Budget 258,933.00	YTD Exp 0.00	YTD Enc 0.00	Pending 92,160.66	Closing Balance 166,772.34
51-5000-0000-63200	Pubs/Subs/Dues				
		01/01/2020	PLATTETER,STEVE		240.00
	Budget 1,500.00	YTD Exp 0.00	YTD Enc 0.00	Pending 240.00	Closing Balance 1,260.00
51-5000-0000-65321	Building Lease				
		02/01/2020	CITY OF MILTON		1,166.67
	Budget 14,000.00	YTD Exp 0.00	YTD Enc 0.00	Pending 1,166.67	Closing Balance 12,833.33
		Arrowhead Library System PROG TOTAL		**93,567.33**	

I have examined the preceding bills and encumbrances in the total amount of **$93,567.33**

Claims covering the items are proper and have been previously funded. These items are to be treated as follows:
A. Bills and encumbrances over $10,000 referred to the Finance Committee and County Board.
B. Bills under $10,000 to be paid.
C. Encumbrances under $10,000 to be paid upon acceptance by the Department Head.

Date:

Dept Head _____

Committee Chair _____

Budget to Actual Figures

Fiscal Year: 2019   **As of:** 12/30/2019   **Budget:** RV

Org Key	Title
5150000000	Arrowhead Library System

Object	Description	Budget	Actual	Encumbrance	Balance
REVENUE					
42200	State Aid	467,820.00	467,820.00	0.00	0.00
44120	Miscellaneous Fees	6,103.00	6,103.25	0.00	0.25
45504	Intergov-Other Libraries	240,765.00	240,765.00	0.00	0.00
46000	Contributions	2,000.00	2,000.00	0.00	0.00
46400	Fund Balance	20,000.00	0.00	0.00	(20,000.00)
	Total Revenue	**736,688.00**	**716,688.25**	**0.00**	**($19,999.75)**
EXPENSE					
61100	Regular Wages	184,972.00	164,098.61	0.00	20,873.39
61300	Per Diems	1,500.00	1,839.71	0.00	(339.71)
61400	FICA	14,149.00	12,662.40	0.00	1,486.60
61510	Retirement - Employer Share	12,116.00	9,633.96	0.00	2,482.04
61610	Health Insurance Premium	41,000.00	44,798.07	0.00	(3,798.07)
61620	Dental Insurance	1,513.00	1,556.20	0.00	(43.20)
61630	Life Insurance	180.00	113.70	0.00	66.30
62119	Other Contracted Services	183,893.00	158,055.25	0.00	25,837.75
62130	Audit Fees	1,200.00	1,500.00	0.00	(300.00)
62210	Telephone	2,000.00	1,246.44	0.00	753.56
62410	Repair & Maintenance-Vehicles	10,000.00	5,276.38	0.00	4,723.62
62420	Machinery/Equip R & M	100.00	0.00	0.00	100.00
63100	Office Supplies & Misc Expense	1,500.00	1,010.52	0.00	489.48
63101	Postage	1,000.00	200.60	0.00	799.40
63104	Printing & Duplicating	5,000.00	3,503.11	0.00	1,496.89
63108	Public Information	5,000.00	2,555.62	0.00	2,444.38
63200	Publications/Subscriptions/Due	1,500.00	1,060.37	0.00	439.63
63300	Travel	3,000.00	1,807.61	0.00	1,192.39
64200	Training Expense	4,000.00	1,902.00	0.00	2,098.00
64201	Convention Expense	4,000.00	2,938.84	0.00	1,061.16
64214	ILS Costs	193,265.00	193,006.74	0.00	258.26
64303	Extension Materials	4,000.00	3,785.37	0.00	214.63
64306	Resource Libraries	40,000.00	40,000.00	0.00	0.00
64307	Participating Libraries	1,025,967.00	1,025,967.20	0.00	(0.20)
64309	Intersystem Agreement	72,691.00	72,690.63	0.00	0.37
64904	Sundry Expense	1,000.00	308.45	0.00	691.55
64918	Marketing & Promotion	300.00	0.00	0.00	300.00
65101	Insurance on Buildings	5,000.00	5,340.00	0.00	(340.00)
65321	Building Lease	14,000.00	14,000.04	0.00	(0.04)
67199	Miscellaneous Equipment	3,000.00	668.30	0.00	2,331.70
	Total Expense	**1,836,846.00**	**1,771,526.12**	**0.00**	**65,319.88**
	County Share (Revenue - Expense)	**(1,100,158.00)**	**(1,054,837.87)**	**0.00**	**(45,320.13)**
	Grand Total Revenue	**736,688.00**	**716,688.25**	**0.00**	**(19,999.75)**

Rock County - Production
Budget to Actual Figures

Fiscal Year: 2019   **As of:** 12/30/2019   **Budget:** RV

Org Key   **Title**
5150000000   **Arrowhead Library System**

Object	Description	Budget	Actual	Encumbrance	Balance
	Grand Total Expense	1,836,846.00	1,771,526.12	0.00	65,319.88
	Grand Totals County Share	(1,100,158.00)	(1,054,837.87)	0.00	(45,320.13)
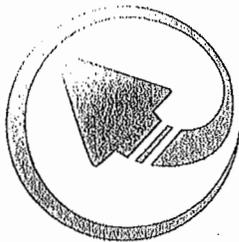
Arrowhead Library System
Technology Plan
2020-2024

Prepared by:
Steven Platteter, Arrowhead Library System Director
platteter.steve@als.lib.wi.us

Approved by Arrowhead Library System Board on

Introduction and Purpose

The Arrowhead Library System (ALS) is a single county library system in Rock County, with seven member libraries in Beloit, Clinton, Edgerton, Evansville (Eager Free Public Library), Janesville (Hedberg Public Library), Milton and Orfordville. Rock County has a population estimated at 160,389 with approximately 40,100 living in communities without a library. Many of the seven libraries are in communities under 6000. The number of staff at the libraries varies greatly with 1.85 FTEs at the smallest library in Orfordville to 46.45 FTEs at the Hedberg Public Library in Janesville.

Funding for services provided by ALS to the member libraries comes either from the State of Wisconsin or from fees from the libraries. While Arrowhead is considered a department of Rock County, no county funding is used to provide ALS services. The funding that Rock County levies for library services is collected based on a formula that includes the ratio of usage of libraries by residents who live in municipalities without libraries. Funding is distributed to public libraries as a reimbursement for providing library services to those residents who live in the county's communities without libraries. Only the residents of the municipalities without their own libraries pay the county library tax.

In addition to its member libraries, ALS has seven affiliate members, Beloit College, Blackhawk Technical College, Beloit Schools, Evansville Schools, Milton Schools, Parkview (Orfordville) Schools and the Wisconsin School for the Blind and Visually Impaired who receive primarily delivery services from the system.

Members of the Technology Planning Task Force

    ALS Director, Steve Platteter
    Director, Beloit Public Library, Nick Dimassis
    Director, Clinton Public Library, Mary Bieber
    Director, Edgerton Public Library, Kirsten Almo
    Director, Eager Free Public Library, Megan Kloeckner
    Director, Hedberg Public Library, Bryan McCormick
    Director, Milton Public Library, Ashlee Kunkel
    Director, Orfordville Public Library, Sarah Strunz
    IT Manager, Beloit Public Library, Wyatt Ditzler
    Computer Systems Manager, Hedberg Public Library, Emrick Gunderson
    IT & ILS Manager, Lakeshores Library System, Jim Novy

Mission

The mission of ALS is to facilitate equitable access to information and improved library operations to provide cost-effective and responsive services for all users. In support of this collaborative effort, the system is defined as its member libraries, System Staff and the System Board.

Background
ALS provides library services to seven member public libraries, as well as seven affiliate member libraries, including two academic and five public school libraries.

ALS and its member public libraries, Beloit Public Library, Clinton Public Library, Edgerton Public Library, Eager Free Public Library (Evansville), Hedberg Public Library (Janesville), Milton Public Library and Orfordville Public Library have a long history of training staff and public to use modern technology and resource sharing.

Modern technology, equipment, and resources have improved staff efficiency, supported interlibrary loan, provided Internet service for the public and staff, and supported member library web pages. This has empowered the staff and patrons to take full advantage of modern technology and have full access to information.

In 1984, ALS staff and its member libraries' staff began using microcomputers for basic office applications including word processing, databases, spreadsheets, and desktop publishing. Member public libraries began using the Apple IIe computers in 1984 and have continued to update their computers to keep pace with technological advancements since that time.

A variety of PC workstations and networks were established at each member library and a network of Macintosh computers was installed at the ALS office in the mid 1980s. The ALS computer network was replaced with a Windows 2000 Server and LAN with PCs in September of 2000. A DSL connection for all ALS staff computers was added in 2003 creating faster access to the Internet.

The ALS staff and member libraries staff rely on the Internet for data and electronic communication with each other and other agencies. In 1997, funding from a WATF/ETB grant written by the ALS provided member libraries with an introduction to the Internet. The grant provided computers for member libraries and a server and modem network housed at the Hedberg Public Library for Internet access.

In 2000, the ALS server was upgraded to a Windows 2000 server in order to provide more efficient access to e-mail and other Internet services and to improve inter-office communication.

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A REACH grant in 2003 brought Beloit Public Library, Milton Public Library, and Orfordville Public Library into the ALS WAN. Until 2009, all libraries had a service that was at or exceeded the T-1 lines. In 2009 the ALS WAN was upgraded to a 20-mbps line. While this was helpful, the bandwidth was not enough after the shared ILS was put in place. All libraries still experienced some slow-down in Internet service at peak use periods of the day. In 2014 LSTA funds were used in a state initiative of the DPI and DOA to bring fiber to all public libraries on the BCN network. All ALS libraries participated in this project. At the end of 2014 all libraries now had fiber in their buildings along with an increase to at least 10 Mbps. The head end was increased to 100 Mbps WAN and 100 Mbps ITP. Bandwidth was again increased in 2017 and 2018 with 100 Mbps for member libraries and 500 Mbps WAN and 500 ITP at the headend. As part of the migration into the SHARE Consortium, a virtual connection to the Lakeshores LS WAN was established. This connection was problematic and in 2019 all seven ALS member libraries were moved on to the LLS WAN.

Before 2007, all seven ALS member libraries operated their own ILS. Work began in 2005 to bring all seven libraries into a new shared integrated library system (ILS). After two years of planning, the Arrowhead Library System purchased the Innovative Interfaces Inc. Millennium ILS for the seven member libraries. The system's implementation began at the beginning of 2007, with the system fully operational for the seven member libraries in May of 2007. Beloit Public Library, Edgerton Public Library, and Hedberg Public Library started the Innovative Interfaces, Inc. shared system on May 30, 2007. LSTA grants were used to bring the libraries into the shared automation system. In November 2007, Clinton Public Library, Eager Free Public Library, Milton Public Library and Orfordville Public Library joined the shared system. In January 2018, all member libraries joined the SHARE Consortium. SHARE is an ILS collaboration of the Arrowhead, Lakeshores and Kenosha County library systems which utilizes the SIRSIDynix Symphony ILS and Enterprise catalog.

All member libraries and ALS have computers for the staff and public to provide access to the statewide Badgerlink database. WISCAT and the SHARE Consortium are used by all libraries and most affiliate libraries for interlibrary loan. Other technology at each library and the system office include printers, fax machines, photocopiers, digital microfilm readers, and voice communications. All ALS libraries offer WiFi to their patrons and staff.

Shared Automation System

In the 1980s, Beloit and Janesville installed a shared automated system and established a centralized processing center. The two libraries dissolved their shared system in 1993.

The process to develop a new shared system started in 2002. The public libraries prepared for implementation of a shared automation system through a series of meetings with technology consultant, Linda Miller.

The result of the meetings was that the ALS librarians and technical staff determined that it was not feasible at this time to start a shared system. Neither Hedberg nor Beloit Public Libraries were ready to purchase a new system and the small libraries and ALS could not financially support a shared automation system at the time.

Another study of implementing a shared system or joining an existing shared system started in 2004. LSTA funds are considered a crucial part of the funding necessary to join an existing shared system. Because of the available grants, both Hedberg and Beloit agreed that they could not implement stand-alone systems as economically as joining in a shared system. Once this agreement was made, the shared system implementation moved forward.

In 2005- 2006 a consultant was hired to lead the seven libraries through the process of developing a shared system and choosing a vendor. The Innovative Interfaces Inc (iii). system was chosen for the shared system and was implemented in 2007, with LSTA grants to bring in Beloit Public Library, Edgerton Public Library and Hedberg Public Library in the first round and Clinton Public Library, Eager Free Public Library, Milton Public Library, and Orfordville Public Library in the second round.

By November 2007, all ALS member libraries had joined the shared automation system, RockCat. It was accessible at http://rockcat.als.lib.wi.us and through each library's homepage and the ALS homepage. Each library has their own processing operation for cataloging and preparing materials for circulation.

In 2016, as part of the strategic planning process ALS had been involved in, one immediate concern was identified. While running the latest updates, RockCat was running on a legacy system no longer under major development and was unable to provide some functionality and features requested by the member libraries. In order to determine next generation ILS for Arrowhead, the ALS Board created an ILS Exploration Committee which was charged with recommending the best course of action in regard to RockCat. The committee was comprised of four member library directors, seven member library staff members, an ALS Board member, the ALS director, the DLT Public Library Technology Consultant and a facilitator from WiLS. The committee was charged with not just looking at whether to migrate to the current iii product Sierra or another vendor's similar ILS, but also to see if joining a neighboring ILS consortium, would be in the better interest of ALS.
In October of 2016, ALS on behalf of the ILS Exploration Committee sent out a request for proposal (RFP) to the three neighboring ILS Consortiums: the South Central Library System's LINKcat, Bridges Library System's CAFÉ and the Lakeshores LS-Kenosha County LS SHARE consortium. A request was also sent to Innovative Interfaces Inc in regard to their Sierra product. Demonstrations of the three consortiums, and iii Sierra, were held on four separate dates in February of 2017 and on March 3rd the ILS

Exploration committee recommended that ALS join the SHARE Consortium, the shared catalog of the Lakeshores (Walworth & Racine counties) and Kenosha County Library Systems. On March 15, 2017, the ALS member library directors sent this recommendation to the ALS Board which approved it at the April 12, 2017 Arrowhead Library System Board meeting. On January 10, 2018 ALS went live in SHARE Consortium.

Resource Sharing

Resource sharing was enhanced with the retrospective conversion of the collections of the seven member public libraries and the affiliate libraries. From 1986 through 1989 ALS staff converted almost 100% of the collections of all libraries in the county.

In 1987, the library system installed an electronic bulletin board and created a multi-type resource sharing opportunity for public, school, academic, and special libraries. This remained operational until the migration to the Brodart QuILL product for interlibrary loan processing in the late 1990s. In 2002 another migration was made to the web-based WISCAT ILL system.

All ALS public libraries use the WISCAT ILL system for Interlibrary Loan. However, not all ALS affiliate libraries use the ILL system, and the ALS staff continues to provide access to interlibrary loan services for these libraries. ALS and Resources for Libraries and Life Long Learning provide training and technical support for library staff using WISCAT ILL.

In the 1990s and early 2000s, five member libraries; Clinton Public Library, Edgerton Public Library, Eager Free Public library, Milton Public Library and Orfordville Public Library installed the Follett Software Corporation automated circulation and catalog systems. Several affiliate libraries, Janesville Public Schools, Evansville Public Schools and Edgerton Public Schools, also installed the Follett systems.

In 2007 all seven ALS public libraries migrated to the Innovative Interfaces, Inc. shared automation system, Millennium.

The ALS member libraries went live in the SHARE Consortium in January of 2018. SHARE is the resource sharing consortium of the Lakeshores, Kenosha County and Arrowhead library systems.

Computer Training and Technical Assistance

In 2000, ALS did a long-range plan and found that the most pressing need expressed by the public librarians was the need for enhanced computer training and technical assistance. In response to this need, ALS provided a full-time computer systems

technician for maintenance and installation of hardware and software in member libraries and a full-time computer trainer.

The technician began work in September 2000 and the trainer in January 2001. Both had offices at Hedberg Public Library. The technician and trainer were available to all member libraries and ALS. In 2003, the technician position was eliminated and the trainer position was reduced to half-time.

The trainer provided individual and group training on a variety of software programs, e-mail, and internet searching. The trainer also developed manuals and other training materials for the public and staff.

Training on the use of technology is provided to the member libraries and affiliate library staff. In addition to the system and member library training for staff and public, member libraries have provided training at public school computer labs through cooperative efforts with local school districts.

ALS and member libraries have provided staff training for the Internet, Badgerlink, automated systems, Windows programs, and electronic databases. Training for the public has included Internet access, Badgerlink, computer catalogs, EBAY, genealogy, electronic databases, job applications, and Windows based programs. The training has been funded by ALS, GATES grants, member libraries, and LSTA funds.

ALS currently cooperates with neighboring library systems to provide training. Bridges, Lakeshores, Kenosha County and South Central library systems have all been collaborating partners with ALS in providing continuing education opportunities for library staff.

In 2000, Hedberg established a permanent computer lab for public and staff training. The lab was funded by gifts from the Woodruff Trust and the Hedberg Public Library Foundation. The room accommodated 16 individuals for hands-on training. In addition to staff and public training, the lab has been used by the City of Janesville to provide training for its employees.

In 2009, Beloit Public Library moved to a new facility with a computer lab. The lab has 12 public access computers and one instructor station for public and staff training.

In January 2007, ALS hired a shared system administrator, responsible for working with the shared system vendor, the member library staffs and ALS staff to prepare for the transition to the shared system. The shared system administrator provided technical assistance for the software of the new shared system, made recommendations for workflow, policies and procedures. She coordinated the circulation and catalog committees' meetings to develop policies and procedures related to circulating and processing materials. The system administer also provided technical training to staff and patrons as well as trouble shooting technology issues at member libraries. At the

same time, ALS added additional deliveries to the five small libraries to aid in the distribution of materials. All member libraries received five day a week delivery.

Ten years later in June of 2017 Arrowhead signed an ILS support agreement with the Lakeshores Library System to facilitate ILS support and training in SHARE Consortium which ALS was in the process of joining. Then in July of 2019 ALS also signed an IT and Network Support Services agreement with LLS to provide WAN administrative and IT support and training to the ALS member libraries.

Needs and Assets Assessment

Electronic Resource Sharing Needs

1. New uses of technology applicable to libraries are continually becoming available, but libraries need the resources to research and implement them.

2. Libraries need to enumerate and evaluate the impact of electronic resources.

3. Full-text resources are available via the Internet but libraries need assistance in selecting them and in negotiating favorable contracts. ALS supports the funding of Badgerlink, the statewide database.

4. ALS and member libraries need to continue to explore cooperative purchasing of electronic resources.

Online Needs

1. ALS and each member library have a web site, but not all libraries have the resources to create, update, and maintain one. These libraries need ALS to continue to provide this support.

2. The system and member library web sites need to be interactive and offer patron access to electronic resources and information.

3. Libraries need updated technology on current public access workstations and/or more workstations to provide Internet access.

Hardware and Software Needs

1. Resources are needed for some ALS member libraries to research, purchase and implement adaptive technology for users with disabilities.

2. Inventories of hardware and software at the ALS office and member libraries need to

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be made on an annual basis.

3. Libraries and ALS need system-wide coordination of the selection and implementation of technology.

4. Libraries need the best equipment and software available and the best technical service to maintain and enhance the quality of library service to patrons and staff.

5. Computer hardware and software at the ALS office and at member libraries must be continually upgraded and replaced to be effective tools to enhance service to users and improve staff efficiency

Infrastructure and Inventories
WAN Services:
All ALS member libraries share a wide area network. All bandwidth is provided by BadgerNet/TEACH. The head end is located at the Waterford Public Library and is administered by the Lakeshores Library System (LLS). Arrowhead, Lakeshores and the Southwest Wisconsin library systems share the WAN. For network mapping please reference the Lakeshores Library System's technology plan.

WAN devices and bandwidth:
Beloit Public Library – Ubiquiti EdgeRouter X – 100 Mbps
Clinton Public Library - Ubiquiti EdgeRouter X – 100 Mbps
Eager Free Public Library - Ubiquiti EdgeRouter X – 100 Mbps
Edgerton Public Library - Ubiquiti EdgeRouter X – 100 Mbps
Hedberg Public Library - Ubiquiti EdgeRouter Pro – 1 Gbps
Milton Public Library/ALS Office - Ubiquiti EdgeRouter X – 100 Mbps
Orfordville Public Library - Ubiquiti EdgeRouter X – 50 Mbps

Local Infrastructures:
-Beloit Public Library
Staff workstations: 44
OPACs: 8
VM/Servers/Special machines:20 includes Email & Webserver
100 Mbps BadgerNet/TEACH connection through AT&T
Public workstations: 28
200 Mbps Charter connection

-Clinton Public Library
Staff workstations: 4
Staff Laptops: 3
OPAC: 1
Public Workstations: 11
iPads; 2
Server for file sharing: 1
100 Mbps BadgerNet/TEACH connection through Frontier/Charter

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-Eager Free Public Library
Staff workstations: 8
Public workstations: 8
Staff Laptops: 1
Staff iPads: 2
OPAC iPads: 3
Children's iPads: 3
Server for file sharing: 1
Staff Printers; 2
Copier: 1
Microfilm computer: 1
Microfilm scanner: 1
TV Monitors: 4 Projector & Screen: 1
100 Mbps BadgerNet/TEACH connection through AT&T

-Edgerton Public Library
Staff workstations: 8
Public workstations: 14
Public laptop: 2
Laptop with projector: 1
Public iPads (children's area only): 2
Server for file sharing: 1
Networked printers: 2
100 Mbps BadgerNet/TEACH connection through Frontier/Charter

-Hedberg Public Library
Servers: 5 physical, 15 virtual
Staff workstations: 61
Staff laptops: 7
Staff tablets: 15
OPACs: 7
Public workstations: 45
Public Laptops: 12
1 Gbps BadgerNet/TEACH connection through AT&T

-Milton Public Library/Arrowhead Library System Headquarters
The Arrowhead Library System HQ is located within the Milton Public Library
Milton PL and ALS share a 100 Mbps BadgerNet/TEACH connection through
CenturyLink
Milton PL
Staff Windows OS workstations: 7
Staff iOS workstation (Loan from Milton School District): 1
Staff iOS laptop: 1
Staff iPad (Loan from Milton School District): 4
Public workstations: 7

SPARK (Makerspace) Laptops (Loan from Milton School District): 6
SPARK (Makerspace) iMacs (Loan from Milton School District): 2
OPAC iPads (Loan from Milton School District): 4
Children's iPads (Loan from Milton School District):4
Copier/printers: 2
Staff printers: 2
Large screen TV/monitors: 9
Server for file sharing: 1

Arrowhead Library System Headquarters
Windows OS laptops: 3
iOS laptop: 1
Server for domain control and file sharing: 1
--in 2020 both the MPL and ALS servers will be merged into a single server and run virtually.
Arrowhead maintains a mobile makerspace lab for use by the member libraries, contents of the lab are listed at: https://www.als.lib.wi.us/site/services-for-libraries-boards/mobile-makerspace/

-Orfordville Public Library
Staff workstations: 3
Staff Laptops: 1
Public workstations: 4
iPads: 2
50 Mbps BadgerNet/TEACH connection through Frontier/Charter

Resource Sharing

ILL
All ALS public libraries use the WISCAT/Share-it ILL system for Interlibrary Loan. However, not all ALS affiliate libraries use the ILL system, and the ALS staff continues to provide access to interlibrary loan services for these libraries. ALS also helps to provide technical support for library staff using WISCAT ILL.

ILS
All seven member libraries participate in the SHARE Consortium. SHARE provides the shared ILS and catalog of Arrowhead, Lakeshores and Kenosha County library systems and utilizes the SIRSIDynix's Symphony ILS and Enterprise catalog.

To improve circulation efficiencies, ALS will be implementing a RFID project in 2020. The goal of the project is to RFID tag the circulating collections of the ALS member libraries.

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WAN
All libraries share a wide area network. The head end is located at the Waterford Public Library and is administered by the Lakeshores Library System (LLS). Arrowhead, Lakeshores and the Southwest Wisconsin library systems share the WAN.

Delivery
ALS delivers five days a week to all seven member libraries and twice a week to affiliate libraries. To facilitate SHARE delivery Arrowhead also contracts, with a private courier service, for five days a week delivery to the Lakeshores Library System delivery hub.

To improve delivery efficiencies, ALS will be implementing a RFID project in 2020. The goal of the project is to RFID tag the circulating collections of the ALS member libraries.

Summary of Major Goals

1. ALS, member libraries and affiliate libraries will promote cooperation and resource sharing among public libraries, school libraries, academic libraries, and other types of libraries.

2. ALS and member libraries will provide well-trained staff with the knowledge about using technology to improve library service.

3. ALS and member libraries will provide technology services and planning within the system to increase cooperative ventures.

4. ALS and member libraries will support development and maintenance of library web pages to provide information to the staff and public about library services.

5. ALS and member libraries will provide sufficient funding to support the increased and effective use of technology in libraries.

6. ALS and member libraries will develop innovative programs for the use of technology in libraries.

Goals and Objectives

1. Goal: ALS, member libraries, and affiliate libraries will promote cooperation and resource sharing among public libraries, school libraries, academic libraries, and other types of libraries.

- Objective 1.1: Member libraries, ALS and affiliate libraries staff will meet regularly to evaluate, improve, and implement efficient resource sharing.

- Objective 1.2: ALS and member libraries will purchase WISCAT to support the online ILL resource sharing capabilities.
- Objective 1.3: ALS and member libraries will encourage State ILL staff to continue to seek improvements to interlibrary loan automation.
- Objective 1.4: ALS member libraries will provide up-to-date access to their materials via the online catalog.
- Objective 1.5: ALS member libraries will support and contribute to the Wisconsin Public Library Consortium (WPLC).
- Objective 1.6: ALS member libraries will support and promote BadgerLink resources.

2. Goal: ALS and member libraries will provide well-trained staff with knowledge about using technology to improve library services.

- Objective 2.1: Through a Maintenance and Support Services Agreement with the Lakeshores Library System (LLS), ALS will provide training and maintenance of the SHARE ILS for ALS member libraries.
- Objective 2.2: ALS and member libraries will develop and adopt a standard for staff competencies in technology.
- Objective 2.3: ALS will schedule an adequate number of technology-rated workshops every year.
- Objective 2.4: ALS will allocate funds in the continuing education budget for technology-related training of system, member libraries and affiliate libraries staff.

3. Goal: ALS and member libraries will provide technology services and planning within the system to increase cooperative ventures.

- Objective 3.1: ALS and member libraries will investigate technology that will improve access to the holdings of member and affiliate libraries.
- Objective 3.2: ALS will continue to provide member libraries with Internet access.
- Objective 3.3: ALS and each member library will conduct an inventory and annual assessment of the hardware and software which will be available online.
- Objective 3.4: ALS will support, through an IT and Network Support Services Agreement with LLS, hardware and software used to provide Internet access for the ALS office and seven member libraries.
- Objective 3.5: Member libraries will provide and continue to improve Internet access to the general public and assure that high speed connections are present to support Internet and voice communications.
- Objective 3.6: ALS will provide technical support for and maintenance of ALS electronic resources and telecommunication systems.
- Objective 3.7: ALS will continue to use the Monthly Memo to share information on new technologies and electronic resources available to libraries.

4. Goal: ALS and member libraries will support the development and maintenance of library web pages to provide information to the staff and public about library services.

- Objective 4.1: ALS will develop and improve web pages for member libraries and ALS.

5. Goal: ALS and member libraries will provide sufficient funding to support the increased and effective use of technology in libraries

- Objective 5.1: ALS and member libraries will prioritize available technology funds to provide member libraries with continued high-speed access to the Internet.
- Objective 5.2: Member libraries will allocate a portion of their budgets to improve and expand technological resources in their libraries.
- Objective 5.3: ALS will provide consulting services to member and affiliate libraries to prepare grants for technology-related projects.
- Objective 5.4: ALS will seek grant funds and discounts for specific technology projects from sources including the LSTA and other Wisconsin and local foundations.
- Objective 5.5: ALS and member libraries will budget annually for hardware, software and ongoing maintenance of the shared system for which each library is responsible.
- Objective 5.6: ALS will organize efforts in member and affiliate libraries to advocate full state funding for the statewide databases.
- Objective 5.7: ALS will coordinate cooperative purchasing and resource sharing.

6. Goal: ALS and member libraries will develop innovative programs for the use of technology in libraries

- Objective 6.1: A technology committee is responsible for long range planning for new technology applications at ALS and in member libraries and updating the technology plan as needed. The committee will meet as needed to share technology initiatives, and changes and trends in library technology.
- Objective 6.2: ALS will collect and disseminate information on major technology initiatives in ALS libraries.
- Objective 6.3: ALS will coordinate the development of special projects of interest to member and affiliate libraries that use technology to enhance services to special-needs populations.
- Objective 6.4: ALS will investigate software and hardware to enhance patrons' interactive online experience.

Budget

Budget Item	Associated Goals/Objectives	2020		2021		2022	
		Amount	Funding Source	Amount	Funding Source	Amount	Funding Source
SHARE	1.4	73,462	Library Fees				
SHARE Support	2.1, 5.5	83,000	Library Fees	83,000	Library Fees	83,000	Library Fees
Network Support	3.4	1,500	State Aid	1,500	State Aid	1500	State Aid
WiscNet	5.1	5,000	State Aid	5,000	State Aid	5,000	State Aid
WPLC Buying Pool	1.5	29,222	Library Fees				
OD Advantage	1.5	5,000	State Aid	5,000	State Aid	5,000	State Aid
Hoopla Content		25,000	State Aid	25,000	State Aid	25,000	State Aid
Additional Hoopla		65,273	Library Fees				
Gale Courses		16,104	State Aid				
PC Replacements		3,000	State Aid				
WISCAT	1.2	200	State Aid	200	State Aid	200	State Aid
SEWI CE	2.4	1,165	State Aid				
Statewide Delivery		13,794	State Aid				
SHARE Delivery		20,000	State Aid	15,900	State Aid	15,900	State Aid
ALS Delivery		59,486	State Aid				
RFID Project	1.4	60,000	ALS Fund Balance				
Total		**461,206**					
2020 Library IT Budgets	**Beloit PL**	**Clinton PL**	Edgerton PL	Eager Free PL	Hedberg PL	**Milton PL**	Orfordville PL
SHARE	16,526	1,525	5,034	3,430	41,246	4,432	1,269
SHARE Support	20,418	1,851	5,276	4,357	44,289	5,409	1,400
WPLC Buying Pool	7,189	652	1,857	1,534	15,592	1,905	493
Hoopla	12,000	2,302	4,411	3,000	37,060	4,000	2,500
WISCAT	200	200	200	200	200	200	200
IT	65,000	2,000	5,000	6,179	108,485	6,000	1,300
Totals	**121,333**	**8,530**	**21,778**	**18,700**	**246,872**	**21,946**	**7,162**

Policies

Technology Concerns for Students with Special Needs:
Arrowhead Library System (ALS) provides consulting to its member libraries in regard to users with special needs in accordance with Chapter 43 of the Wisconsin State Statutes. Occasionally, accommodations for users with special needs includes the need or use of technology work. In alignment with ALS' general approach, identification, procurement and provision of technology services or equipment for member libraries occurs on an as-needed basis in response to requests or clear needs.

CIPA/Internet Safety/Acceptable Use Policy:
Arrowhead Library System (ALS) does not require compliance of member libraries with system-wide policies in these areas. LLS seeks, whenever possible, to inform and recommend appropriate policies and other mechanisms to member libraries in order that they remain legally compliant with appropriate State and Federal laws.

Copyright:
Arrowhead Library System (ALS) seeks, whenever possible, to comply with State and Federal laws governing copyright and fair use policies. ALS does not directly serve library users, and thus does not itself maintain detailed internal policies. ALS does, however, seek to foster awareness of and compliance with copyright law and fair use doctrines among member libraries.

Materials Selection & Materials Reconsideration:
Arrowhead Library System (ALS) does not provide, nor require compliance with, system-wide policies for selection of materials or reconsideration of materials. ALS does attempt to provide guidance in these areas, but because member libraries are fiscally independent and independently governed by local boards, this is the extent of ALS' policy activity in this area.

Inter-Library Loan & Resource Sharing:
Arrowhead Library System (ALS) maintains membership agreements in accordance with Chapter 43 of the Wisconsin State Statutes. These agreements, in part, require member libraries to furnish resources to each other. ALS also recommends that member libraries utilize the Interlibrary Loan Code of the United States as a guide for their local ILL policies and practices.

ALS Social Media Policy

Approved by the Arrowhead Library System board and adapted on Wednesday, May 8, 2013.

The Arrowhead Library System's (ALS) Social Media Policy applies to staff and patron use of ALS sites and social media sites. ALS employs the use of social media as outreach to current and potential patrons, its community and the general public. It is

a cost-effective way to market and promote the libraries' activities and foster community among the libraries and their patrons. ALS recognizes that technological advances are imminent and must be embraced as useful applications within the library system. Modes of social media include, but are not limited to Facebook, Twitter, Flickr, YouTube, Tumblr, Pinterest, Foursquare, blogs and apps.

Purpose
The purpose of this policy is to set ethical standards and rules for use of social media within and for the library system. The policy also provides guidelines for staff of their responsibilities as representatives of the library system.

Appropriate Use
Social media tools adopted by ALS will be selected to enhance or provide cost-effective opportunities to share, communicate, and disseminate information. In accordance to all laws, ALS will make every attempt to protect copyrighted material. Staff is required to link to original sources (if possible) when quoting other works and attribute credit when posting images or other media. When posting pictures, staff will follow board policy on confidentiality. Appropriate content may include information such as:

- Book discussion information
- Readers advisory
- Event and programming information
- Community outreach
- Marketing and publicity
- Information and Reference services
- Press releases
- Library trends or technologies
- Continuing education opportunities
- Library policies or procedures

Inappropriate Use
Any inappropriate comments will be removed from any ALS moderated social media. In addition, staff members are required to follow ALS social media guidelines and are restricted from posting content deemed inappropriate. Inappropriate content includes:

- Obscene or profane content
- Any content that promotes, fosters, or disseminates discrimination based on race, creed, color, age, gender, religion, marital status, national origin, sexual orientation, or physical or mental disability
- Personal attacks, threatening language, or insults
- Copyrighted or plagiarized material
- Commercial promotions or spam
- Personal information published without consent
- Unrelated comments

Staff Responsibilities

ALS staff will limit social networking and any social media interaction to library related information and responsibilities. ALS staff shall abide by all copyright laws and trademarks when posting information.

When representing ALS, staff shall:

• Conduct themselves at all times as representatives of ALS and adhere to all policies and codes of conduct
• Identify themselves as employees of ALS
• Not provide, post or disseminate information on specific patrons or any confidential information
• Not conduct political or religious activities or private business
• Be respectful of all individuals and communities

Personal use of social media

Employees are encouraged to participate in social media beyond ALS sites to further their understanding of social media use, potential uses, current events, trends and culture within these guidelines. Personal activity may be used to share personal information and opinions and non-work related information.

• Employees should not use their work related emails in association with any personal accounts or social networking sites.
• Employees must be clear that any opinions expressed are theirs alone and do not express the official view of the library system.
• Employees must not use official logos, or any ALS contact information in their personal posts or profiles.

Rights of ALS

ALS, the board, and director reserve the right to monitor content that is posted to any ALS site or social media and modify or remove any information or posts that are deemed inappropriate.

Wednesday, January 22

9 a.m.
Developing Motivated Cultures: Six Simple Factors That Shape Your Organization
(Opening Session)
Presented by: Doug Crane, Director
Palm Beach County Library System

Every good organization has a strategic plan. However, the success of that plan is highly dependent on your organization's culture. A strong culture motivates employees to work harder and find ways past obstacles. So how can culture be developed and shaped to increase everyone's motivation? In this webinar, you will learn:

- A specific definition of culture and how it shapes an organization
- The six direct and indirect factors that determine motivation
- How a group of cultural firewatchers can shape your culture
- Strategies to grow a strong culture and keep it thriving

10:30 a.m.
Adult Services 101 (Adult Services Track)
Presented by: Holly Hibner, Adult and Teen Services Coordinator
Plymouth District Library

This program provides a general overview of adult services in public libraries. We will cover traditional services like reference, reader's advisory, and programming as well as modern services like serving new Americans, emerging adults, and those with low vision needs. Participants will be inspired to look at the services they are currently offering to adults with fresh eyes, and come away with new ideas as well.

10:30 a.m.
Help Your Patrons Cut the Cable Cord (Tech Trends Track)
Presented by: Leah Gentry, Cataloger and Reference Librarian
Menomonee Falls Public Library

Cable Cutting continues to be a big trend as many consumers face ever-increasing charges to have cable TV in their homes. Many of our patrons may need guidance on this issue, and we can help! Learn how to help them find answers to questions like: How do I get Netflix, Hulu or another streaming service on my TV? What about live events like sports and news? What exactly is Sling TV? You could use this info to construct your own Cut the Cable Cord class, or to inform yourself for when you get these questions at your service desks.

1 p.m.
#OwnVoices for All Readers: Incorporating EDI Values into Readers' Advisory Service
(Adult Services Track)
Presented by: Becky Spratford, Reader's Advisor

Providing robust readers' advisory service that values equity, diversity and inclusion (EDI)
principles is essential to all library service. Join Readers' Advisory specialist Becky Spratford as
she provides the information you need to diversify your suggestions, identify resources, and
include more staff input in order to confidently promote and place more #OwnVoices titles into
adult patrons' hands. You'll come away with an understanding for how easy it to incorporate
EDI values into your normal RA practices. All you need is a little nudge in the right direction.

1 p.m.
Introduction to Website Accessibility (Tech Trends Track)
Presented by: Laura Solomon, Library Services Manager
Ohio Public Library Information Network

Are you concerned that your library's website isn't meeting accessibility standards? If not, you
should be--lawsuits concerning website accessibility failures are increasing, and libraries do not
have immunity. Gain an understanding of which guidelines are used to measure website
accessibility in the United States, and how to begin to evaluate your own library's site for
potential issues. We'll also discuss some common pitfalls and things to avoid. Topics for this
webinar include: what accessibility means in a web context, legal issues surrounding web
accessibility and how these can affect libraries, national and international standards commonly
used for accessibility evaluations, and more!
Note: Basic knowledge of HTML code will be helpful before viewing this webinar.

2:30 p.m.
Planting Seeds and Anticipating Blossoms: A Community Engagement Model (Adult Services Track)
Presented by: Adriana McCleer, Community Partnerships Supervisor
Appleton Public Library

Community engagement is not formulaic or an exact science, yet it is necessary to act with intention. The seeds planted today will certainly produce blossoms tomorrow, so a strategic approach will benefit the library and the community. This program will present a Community Partnerships framework as a foundational tool for community engagement planning and evaluation. Specific stories of community engagement will illustrate actual and aspirational strategies for building relationships, prioritizing initiatives and opportunities, and interacting effectively with community.

2:30 p.m.
Level Up On Your Social: Social Media Trends 2020 (Tech Trends Track)
Presented by: Kim Crowder, CEO
Kim Crowder Consulting

Social media can feel like scary digital stratosphere. And it seems there's some new platform or trend every day. Learn the top trends for 2020, and how you can easily implement them into your social strategy. And it doesn't have to be complicated. Whether you're looking to grow your audience, target your customers better, build messaging, and/or incorporate diversity, equity, and inclusion, this presentation will give you the tools you need to upgrade your social media strategy today!

Thursday, January 23

9 a.m.
How To Put Emotional Intelligence into Practice: Best Practices of a First-Time Manager
(Library Management Track)
Presented by: Tammy Mays, Ph.D., Library Branch Manager
Milwaukee Public Library, Center Street Branch

Using Emotional Intelligence as a practical framework, Dr. Mays will focus on the foundational pillars of emotional intelligence to share her best practices on how collaborative teamwork among staff reduced the number of security incidents at Center Street Branch by 50% within one year. Knowing your staff, mentorship, when is it time to hit the reset button and employing a solid service philosophy are just a few successful strategies for building healthy relationships with staff and patrons. At the end of this session, participants will immediately be able to apply best practices, concepts and techniques to their libraries and communities.

9 a.m.
Making the Most of the Space You Have (Small and Mighty Track)
Presented by: Lauren Stara, Library Building Specialist
Massachusetts Board of Library Commissioners

Do you have underused or poorly configured spaces in your library? Are your services evolving, but your building is stuck in the past? This session will help librarians assess their physical space and offer ideas and tips to alter existing space for better functionality in the 21st century.

10:30 a.m.
Programming With Purpose (Library Management Track)
Presented by: Kelsey Johnson-Kaiser, Youth Services Manager
St. Paul Public Library

We all want our libraries to have strong programming. But how do you know if your library is producing meaningful, intentional programs that support your mission, or simply falling into the "more is more" trap? This presentation will lead participants through theoretical and practical perspectives on creating and implementing a mission-driven programming schedule. Discussion points include defining strong programming; creating shared expectations among staff members; implementing tools and resources; and change management. Participants will learn about specific planning tools and how they can help you streamline programs, meet community needs while avoiding overburdening library resources, and help staff create programs that align with their library's mission, vision, and values.

10:30 a.m.
Small Libraries and the LGBT+ Experience (Small and Mighty Track)
Presented by: Jennifer Stickles (Library Manager) and Tina Dalton (Director)
Salamanca Public Library, Cuba Circulating Library (New York)

Learn how your small library can be more welcoming and inclusive through the experiences of the Olean Public and Cuba Circulating Libraries. These libraries in small communities are creating a more welcoming environment for the LGBTQIA community with programs, resources, and staff training.

1 p.m.
From "Participation Trophies" to "Retire Already!" : Best Practices in Managing a Multigenerational Library Staff (Library Management Track)
Presented by: Vanessa Christman, Assistant Director
Riverside Public Library System

This presentation will provide a brief and entertaining overview of the debates and memes regarding generations in the workforce and, most importantly, provide "boots on the ground" perspective on the pitfalls and opportunities inherent in managing a multigenerational library staff from a library administrator who is best described as an "elder stateswoman of the Millennial generation."

1 p.m.
Displays On a Dime (Small and Mighty Track)
Presented by: Kacee Garner, Library Clerk
Earlville Free Public Library

Small library collections may feel too small or limited to build themed displays but it can be done with a little work and creativity. This session will include a visual presentation and a facilitated discussion to generate enthusiasm and ideas about library displays. Topics include sourcing free/inexpensive décor to support chosen themes, utilizing a variety of material types, showcasing materials available via small in-house collections, and encouraging check-outs of materials that haven't circulated recently.

2:30 p.m.
Take a Break From Your Smartphone (Closing Session)
Presented by: Amy Rauman, Teacher and Trainer
NorthCentral Technical College

On average, a person spends 3 hours per day on their smartphone, and picks up their phone more than 50 times in a day. While Smartphones are necessary to function in today's world, are we overusing them? Are we using them in situations when we shouldn't be?

Based on ideas from the book, "How to Break Up With Your Phone" by Catherine Price, this closing session will have participants take a closer look at Smartphone usage. How are they designed to affect us? Taking purposeful breaks, including changing habits, setting boundaries, and discussing phone etiquette, will also be discussed.