

Continuing Education Standards

Comments from Terrie Howe

The library system has a responsibility to provide continuing education and training opportunities to its member libraries. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

- The library system surveys member libraries on an annual basis to determine the continuing education and training areas that are of greatest interest to, or most needed by, member libraries.
- The library system plans all continuing education opportunities in accordance with the requirements set forth in the *Certification Manual for Wisconsin Public Library Directors* published by the Wisconsin Department of Public Instruction, Division for Libraries and Technology.
- The library system sponsors or co-sponsors a minimum of forty-two (42) contact hours of continuing education opportunities annually for member library staff and trustees, as well as for library system staff and trustees.
- The library system ensures that at least fifteen (15) of the forty-two (42) annual contact hours of continuing education are provided in-person at a location within a reasonable driving distance.
- The library system, with input from member libraries, evaluates each CE opportunity and conducts an annual outcome-based evaluation of its continuing education program. Results from evaluations are shared with member libraries.
- The library system opens all continuing education opportunities to staff from all types of libraries in the system area.
- The library system director and appropriate staff meets with all new library directors to provide an orientation on system services and an overview of library services in Wisconsin.
- The appropriate library system staff meets with newly hired key library staff to provide an orientation on system services relating to their positions.
- The appropriate library system staff attends meetings with member library trustees and staff and provides consultation and/or training related to local library issues, as requested.



Delivery Standards – Edited by Bruce Smith 6-17-2013

Because the physical delivery of library materials is an essential element for effective resource sharing, the library system has a responsibility to provide a delivery service that connects libraries within the system and around the state. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

1. The library system makes local delivery service available to member libraries at least five days per week.
2. The delivery service schedule, **operational functions and procedures** will be based upon the needs of the member libraries; the cost-effectiveness for the library system; **the proper handling and protection of materials being transported; and the safety of system, library and contracted staff handling delivery.**

Note 1: I separated the first standard into two (now standards 1 and 2) as they are independent of each other.

3. The library system ensures that, within the system, material placed in delivery by a library shall be delivered to its destination library by the third business day, excluding weekends.

Note 2: Standards 1 and 3 are dependent upon each other. I interpret “makes local delivery service available” leaving the possibility that libraries could have a choice in whether they receive 5-day per week service. Some may choose to not receive 5-day service either due to fees charged to libraries by the system for delivery service beyond so many days or because their open hours do not facilitate a need for 5-day service. Regardless, if a library chooses to have less than 5-day service the system cannot ensure 3-day or less transit time for an item within the system. Thus, either standard 1 needs to state “The library system **will provide** local delivery service...” or standard 3 needs to be adjusted for the potential not all libraries will have 5-day per week local delivery.

4. The library system connects its local delivery service with the statewide library delivery network.

Note 3: If 5-day delivery is preferred for local delivery to provide speedy transit of materials for service to patrons, I believe it is equally, if not more important (statewide delivery items are ILL items already checked out as opposed to local system delivery items being shared via an ILS) to have systems connected to statewide delivery 5-days per week. A counterpoint to this idea is it is not affordable for systems to do so without 5-day participation of other library types in the state, notably the UW System. However, affordability is also a question for systems and libraries if a standard of 5-day per week for local system delivery is established. In fact, for most systems that provide 3-day service to most member libraries, expanding to 5-day local service will be much more costly than re-establishing a 5th day of connection to the statewide service. That said, the current expense level of 5-day statewide service is due to the inefficiency of the current public library system structure. Were systems to be consolidated by design and direction, as opposed to evolving out of deals and agreements arranged system by system or county by county, statewide delivery

could be considerably less costly. 7-9 strategically based system hubs serving regions according to logistical planning would yield to ability to redesign statewide delivery much more cost effectively.

5. The library system trains member library staff in effective and efficient methods for labeling and packing materials.
6. The library system configures its Integrated Library System, whenever possible, to expedite delivery of materials requested by patrons.
7. The library system encourages nonpublic libraries to participate in delivery networks offered through the system and the state.

Note 4: I believe systems should coordinate service to nonpublic libraries in a manner that is equitable and consistent to other library types. It has been pointed out by private academics and the DOC that pricing significantly varies for them to participate, not only the difference between what connection to the statewide service costs vs. connecting via a system, but from system to system.

~~8. The library system, if operating its own delivery service, purchases fuel efficient vehicles.~~

~~9. The library system, if operating its own delivery service, follows a regular service schedule based on the manufacturer's recommendations.~~

~~10. The library system, if operating its own delivery service, ensures that the vehicle is equipped to protect library materials from weather, dust, and dirt.~~

~~11. The library system, if operating its own delivery service, equips its vehicles so that delivery staff can safely move materials from the vehicles to a library and from a library to the vehicles.~~

~~12. The library system, if operating its own delivery service, trains delivery staff on safe methods for lifting and moving materials.~~

Note 5: I struck standards 8 through 12 as I believe these have been captured in the rewording of standard 2 and in that wording, these standards are now applicable whether the service is system run or provided by a private courier service.

13. The library system, whether delivery is system run or contracted with a private courier service, will ensure there is general liability insurance coverage for the delivery service and that the service provider, again whether in-house or contracted, is bonded and has all vehicles insured.

14. The library system will minimally perform two delivery volume studies per year. These studies will count either tote or item volume dropped off and picked up at each member library during the course of one full week.

Non-Traditional Library User Services Standards

The library system has a responsibility to assist its member libraries with the services they provide to non-traditional library users.* The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

- The library system assists its member libraries in identifying populations of non-traditional library users.
- The library system provides its member libraries with access to expertise and consulting to assist them in **planning and developing services** for non-traditional library users.
- The library system facilitates its member libraries' use of *Youth with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* and *Adults with Special Needs: A Resource and Planning Guide for Wisconsin's Public Libraries* in the **planning and development of services** to non-traditional users.
- The library system sponsors a minimum of six (6) contact hours annually of continuing education opportunities relating to, or showcasing, services to non-traditional library users.
- The library system collaborates with member libraries or other systems to obtain grants which provide funding to serve non-traditional library users.
- The library system assists member libraries in marketing services to non-traditional library users.
- The library system facilitates regional collaborations on services to non-traditional library users.

*Non-traditional library users include individuals of all ages who often face barriers to their use of public library services, or need specific resources at the library or accommodations to make the most of their time at the library. These barriers affect people with mobility and orthopedic disabilities, people living in poverty, people living in alternative family and home situations (including institutions), people with cognitive disabilities, autism, or traumatic brain injuries; people with emotional behavior disabilities, people with learning disabilities, people with hearing or vision disabilities, people with varying speech and language abilities, and aging populations, among others.

Comments from Wyatt Ditzler

The library system provides a secure Wide Area Network (WAN), with adequate bandwidth, for data communication between member libraries, the system headquarters, and appropriate application servers.

I would suggest incorporating a metric of some sort. For example, if the bandwidth going into a library is monitored to be used at say 90% capacity, then that would trigger a look into increasing bandwidth. However that is not the only issue this change would create. Let me explain a bit further.

We have 3Mbps coming into the library for the staff (it is maxed out all day). To move up to the next 'tier' of service (if we are generous in calling it that) would increase our cost from \$100/mo to \$250/mo. That \$250/mo only buys us an additional 2Mbps, or brings us to 5Mbps with a slim chance that DPI/WISNET would allow us to have 10Mbps. We currently pay Charter Communications \$180/mo for a 50Mbps connection for our public side as a comparison. As a steward of the public's money, I cannot say that it is proper to spend such funds on an inferior service. Therefore when dealing with bandwidth issues the WAN may also become irrelevant

Thus a trigger may not be possible, but is worth putting in as some libraries may have what is considered to be adequate bandwidth, yet the system citing costs would pass on providing the resources that it should be providing to member libraries.

Comment 2 deals with the assessment specifically in point 4:

The library system monitors bandwidth usage by member libraries. In addition, the library system assesses each member library's bandwidth needs twice each year.

I would define the assessment to be done. Again a metric would be a solution; perhaps taking the average bandwidth usage over the hours the library is open for business. If a library is only open 8AM to 5PM Monday through Fridays, then that is what the assessment should be based upon.

Third comment concerns point 5.

The library system assists member libraries in acquiring supplemental bandwidth when needed.



Stipulate that the bandwidth does not have to come from the system's preference of service provider. I know that ALS would prefer we purchase supplemental bandwidth from WISNET, however as I mentioned in my first comment, I cannot in good conscience acquiesce to that preference.

Side comment: Each of my above comments relate very closely to one another. However, as committees and such go, I thought breaking them down individually may be easier. The comments can probably be interchanged and taken as a whole for each of the points I discussed separately.

Youth Services Standards

Comments from Tessa Schmidt

The library system has a responsibility to assist its member libraries in meeting the literacy and learning needs of youth and young adults. Specifically, the library system provides education, information, and assistance to member libraries so they have the means to encourage youth, and their parents or caregivers, to use the library and increase their literacy skills. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

- The library system sponsors a minimum of nine (9) contact hours annually of continuing education opportunities relating to youth services, including a Summer Library Program kickoff. 
- The library system sponsors a minimum of three (3) contact hours annually of continuing education relating to young adult services.
- The library system provides its member libraries with access to youth services expertise and consulting. 
- The library system assists member libraries in marketing youth and young adult activities.
- The library system assists member libraries in implementing best practices and meeting appropriate standards related to early literacy.
- The library system facilitates regional collaborations on youth services.