

IFLS LIBRARY SYSTEM
BOARD OF TRUSTEES

MEETING LOCATION:

Virtual Meeting via Zoom

Join Link: <https://us02web.zoom.us/j/88441591823>

To Call in: +1-312-626-6799

Meeting ID: 884 4159 1823

DATE/TIME:

Wednesday

September 23, 2020

12:30 pm

**IF YOU ARE UNABLE TO ATTEND THE MEETING, CONTACT THE IFLS OFFICE
(1-800-321-5427) BY 4 P.M. THE DAY BEFORE THE SCHEDULED MEETING.**

A G E N D A

- I. Call to Order
- II. Establish a Quorum
- III. Certification of Compliance with the Open Meeting Law
- IV. * Approve Agenda
- V. Citizen Comments (*Each person who wishes to speak is limited to no more than five minutes. There is a ten minute limit per topic and a twenty minute limit at any meeting for Citizen Comments. Contact IFLS office for additional information related to Citizen Comments.*)
- VI. Announcements/Correspondence/Introductions
- VII. * Minutes - Approve: Board of Trustees – July 22, 2020 **#029-20**
Acknowledge Receipt: Personnel Committee – July 22, 2020 **#028-20**
- VIII. * Financials - Approve: Check Registers: July-August 2020 **#031-20**
Approve: Financial Reports: July-August 2020 **#032-20**
- IX. * Mid-year Investment Report (Discussion)
- X. Agenda Items and Director's Report of Monthly Activities **#033-20**
- XI. * Personnel Committee Report**
 - Wages and Benefits for 2021
 - Director's Salary for 2021

*** The IFLS Library System may go into closed session to consider matters relating to employment, promotion, compensation or performance evaluation of any public employee over which the IFLS Library System has jurisdiction or exercises responsibility, pursuant to Section 19.85(1)(c) of the Wisconsin Statutes. The committee will reconvene into open session.*
- XII. * Action on Closed Session
- XIII. * 2020 Revised/2021 Preliminary IFLS and MORE Budget **#034-20**
- XIV. * IFLS Strategic/State Long Range Plan **#035-20**
- XV. COVID-19 Discussion
- XVI. Reports: -IFLS Staff Reports **#036-20**
-Board Member Reports
- XVII. * Adjournment

** Denotes Action Items*

The IFLS Library System will attempt to provide reasonable accommodations to the public who wish to attend meetings, provided reasonable notice of need is given. To request such accommodation, contact the System Office at (715) 839-5082.

IFLS LIBRARY SYSTEM
Board of Trustees
Wednesday, July 22, 2020

MINUTES

The Board of Trustees of the IFLS Library System met on Wednesday, July 22, 2020 via Zoom. Tripp called the meeting to order at 12:30 pm.

**QUORUM AND CERTIFICATION OF COMPLIANCE
WITH OPEN MEETING LAW:**

Joanne Gardner established that a quorum was present by roll call and certified that the meeting had been properly noticed in compliance with the open meeting law.

BOARD MEMBERS PRESENT:

Judy Achterhof (St. Croix County); **Mary Ellen Brue** (St. Croix County); **Sue Duerkop** (Polk County); **Pat Eggert** (Dunn County); **Bun Hanson** (Barron County); **Dave Hardin** (St. Croix County); **Marilyn Holte** (Chippewa County); **Mary Alice Larson** (Barron County); **Lyle Lieffring** (Rusk County); **Susan Mitchell** (Price County); **Jackie Pavelski** (Eau Claire County); **Mike Prichard** (Polk County); **Ricky Riggins** (Pepin County); **Linda Stelter** (Resource Library); **Josh Sterling** (Eau Claire County); **Jeanne Tobias** (Pierce County); **Jim Tripp** (Dunn County).

BOARD MEMBERS ABSENT:

Jan Daus (Eau Claire County); **Chuck Hull** (Chippewa County); **Robert Mercord** (Pierce County).

OTHERS PRESENT:

John Thompson (Director); **Juli Button** (Business Manager); **Joanne Gardner** (Administrative Assistant/Recorder); **Leah Langby** (Library Development and Youth Services Coordinator/Meeting Coordinator); **Sheanne Hediger** (Baker Tilly).

APPROVE AGENDA:

MOTION #17⁽²⁰⁾: To approve the agenda as presented. Prichard/Hanson
RESULT: Carried.

CITIZEN COMMENTS:

There were no citizen comments.

ANNOUNCEMENTS/CORRESPONDENCE/INTRODUCTIONS:

Sheanne Hediger from Baker Tilly is present and will provide a presentation on the 2019 audit.

MINUTES:

MOTION #18⁽²⁰⁾: To approve the Board of Trustees minutes dated May 27, 2020 (Doc. #019-20). Duerkop/Eggert
RESULT: Carried.

FINANCIALS:

MOTION #19⁽²⁰⁾: To approve the May-June 2020 Check Registers (Doc. #020-20). Stelter/Hardin
RESULT: Carried.

Questions were asked about high demand holds; OCLC – a national online catalog for libraries, billable projects, and payments from credit card to earn points. Button noted that earned points are redeemed for funds that go back to support the budget.

MOTION #20⁽²⁰⁾: To approve the May-June 2020 Financial Reports (Doc. #021-20). Pavelski/Holte
RESULT: Carried.

Button noted that page 13 of the packet compares revenues and expenses for 2020 with 2019. The last column of percentage of budget should typically be close to 50% as the financials run from January-June 2020.

Credit card reward expenditures are used to help offset cost for events bringing staff and/or libraries together.

Prichard inquired about salary and payroll expenses. Button responded that IFLS is down one tech position. The position has been vacant since early March.

Delivery service is down slightly and will likely even out. Some libraries will be refunded some costs on delivery due to COVID.

Some lines have zero expenses because they have not occurred yet.

Button noted that interest income has come down quite a bit. Last year, IFLS earned \$22,000 in interest compared to the \$8,000 for 2020. When staff revise the budget; they will take those things into account and make adjustments. Excess funds will either be re-budgeted in 2020 or be carried over into the 2021 budget.

The 2020 proposed revised budget will be brought to the September board meeting for review and approval.

Page 18 includes the MORE Shared System budget. MORE Directors Council creates their budget and Button handles the management of those funds. IFLS and MORE funds are kept separate.

Achterhof inquired about lines 9500-31 and 9500-50. It was noted that those lines were combined with the subscription for a new online catalog. The MORE Directors Council voted to use a new online catalog beginning in 2021.

2019 AUDIT REPORT & PRESENTATION:

Sheanne Hediger from Baker Tilly is a senior manager who has worked on the IFLS audit for several years. All field work for the audit was done remotely in April. Hediger offered kudos to Button and Thompson for their preparation and work on the audit.

A copy of the audit presentation was included in the meeting packet. Hediger will first review the Independent Auditor's Report, then provide financial highlights, and end with the required communication.

Independent Auditor's Report

Page i – ii includes Management's Responsibility and the Auditors' Responsibility.

Management's Responsibility is to prepare and provide a fair presentation of the financial statements. This includes the design, implementation, and maintenance of internal controls.

Auditors' Responsibility is to express opinions on the financial statements based on the audit. The audit is performed to obtain reasonable assurance about whether financial statements are free of material misstatement.

IFLS was issued an unmodified (clean) opinion. The financial statements are presented fairly, in all material aspects, the respective financial position in accordance with accounting principles generally accepted Government Auditing standards.

Page iii – X is management's analysis of the financial condition and operating results of the system. Hediger encouraged board members to read this section if they have not already.

Financial Highlights

Hediger reviewed financial highlights for the Board. They are also provided in her presentation. The statements are based on full accrual basis of accounting.

The balance sheet on page 3 of the audit shows the total fund balance and assigned fund balance for items listed on page 18. The assigned and unassigned fund balance is 23% of 2019 expenditures. The recommendation is a minimum of 15%.

Under Revenue and Expenditures, there was a slight loss in the net change in fund balance. Cash and Investments were similar to 2018 and no deposits were exposed to custodial credit risk. Long-term debt is outlined on page 17 of the audit. This includes licensing agreements, net pension liability, and vested employee benefits. In 2018 the net pension was an asset. In

2019 it is a liability. Hediger noted the Wisconsin Retirement System is a very well-funded plan.

Required Communication

Required Communication includes Internal Control matters. There is a significant deficiency – internal control environment (lack of segregation of duties). Hediger noted this has been the case for several years with the lack of segregation of duties. It is very common to organizations of this size. There is recognition that it is not worth hiring additional staff to split the duties. Much has been done to put checks in place. Hediger noted that the Board oversight with the financials is wonderful. This has been lowered from a material weakness to a significant deficiency. Nothing has been found to indicate fraudulent activity.

Other Required Audit Communications is included on pages 12-14. Hediger noted there have been no misstatements needing adjustment. Button does a great job recording.

Under Corrected and Uncorrected Misstatements GASB 75 and LEAN WI Equity Joint Venture were noted. GASB 75 refers to allowing retirees to stay on insurance plan at their own cost; but could raise premiums of active employees. This is an actuarially determined amount by having a study every two years. It was determined this is not a material amount. Lean WI is not a material amount either.

No difficulties, disagreements or consultations occurred during the audit.

Two-way Communication regarding the 2020 audit planning are included and begin on page 30 of the audit.

If Board members have any questions or concerns throughout the year, they should feel free to reach out to the auditors. Contact information was provided in the presentation (page 34 of meeting packet).

Tripp asked Hediger to explain the change in pension liability from an asset to a liability. Hediger noted that is based on market performance and is determined at the state level and what they are anticipating on long-term return on investments. This sways the number from asset to liability.

Prichard inquired if it was feasible to remove the comment without hiring additional staff. Hediger noted the lack of segregation is on disbursements. Button could order and prepare payment. Button has access to each step of the process. Button also enters pay rates. It was noted that the system does a great job in providing checks and balances.

Prichard asked if there was a process for making decisions for retirees who stay on the health insurance and pay their full premiums. Thompson noted this is a state decision and we have no control over this.

MOTION #21⁽²⁰⁾: To approve the 2019 Audit Report (Doc. #022-20). Achterhof/Duerkop
RESULT: Carried.

DIRECTOR'S REPORT:

The MORE Directors Council met on Friday to discuss and approve their 2021 budget. In recent years, MORE libraries could opt into an expanded cataloging and bibliographic service. This was done in conjunction with certification in hopes to improve the quality of the database. Over time, it was determined it was not functioning as well as they thought it would. There was a proposal for 2021 to expand centralized cataloging service to all libraries who do not have professional cataloging (all libraries except Eau Claire, Chippewa Falls, and River Falls). Conversations from the Directors' Council thought the idea was good; yet expensive. Members went back and forth. The initial budget including the additional \$112,000 for centralized cataloging failed. A motion was made to reduce the cost using some additional uncommitted carryover of \$65,000 and using some IFLS funds to help acknowledge the work the three libraries with professional cataloging were doing. This would ensure these three libraries would not pay twice. That budget did pass.

Fairchild, located in the lower corner of Eau Claire County, is joining MORE. The process will start when we can safely do that. This leaves only 3 libraries that are not a member of MORE.

PERSONNEL COMMITTEE REPORT:

The Personnel Committee met earlier this morning. A copy of the 2020 Performance Review Summary was provided in the meeting packet.

The Director Evaluation Survey was sent (via Survey Monkey) to IFLS Board members and IFLS staff. The Personnel Committee reviewed the report. The first two questions included specific points for evaluation. Thompson received 100% when adding the satisfactory, favorable, and excellent responses. Thompson should be commended on that.

The survey also included open-ended questions which garnered positive responses. Recurring themes in comments and some comments were provided in the report Board members received.

Prichard offered kudos to Thompson on the evaluation; and Duerkop on the evaluation summary.

MOTION #22⁽²⁰⁾: To approve the Director Evaluation Report (Doc. #025-20).

Prichard/Marshall

RESULT: Carried.

(Sterling left meeting at 1:51 pm.)

COVID-19 DISCUSSION:

Thompson noted that libraries have started reopening their facility for limited services. Many libraries have reduced hours or offer appointment-only visits. Each county is doing things individually.

There has been a recent study on the viability of the virus on materials. The second report included items such as magazines and board books. It was determined that the virus was still detectable after 72 hours. There was a discussion at the system director level and the recommendation is to move from 72 hours to 96 hours for quarantine.

Many cities and counties are wrestling with the same questions as libraries if masks can be required. Library Boards can okay the approval of requiring masks over age 2. Health conditions can exempt. Some facilities are requiring masks, some are encouraging and recommending.

Thompson noted many IFLS staff are working from their home. Thompson is working to balance it out with some staff doing some work in office and some remotely. It depends on the job functions of the position.

IFLS staff continue to meet virtually with library directors on a regular basis. Adult Services and Youth Services groups continue to meet as well. Several counties are talking too. IFLS staff meet weekly. There is a lot of communication; it tends to be mostly virtual.

As libraries are opening; it does not mean they will remain open. Libraries that have opened do not have the volume nor capacity they thought they might. This is all uncharted territory for all. We are doing the best we can.

Thompson has heard from a few places where the municipality is concerned on revenue losses. There has been no call for drastic library cuts as this point. Thompson did note that La Crosse Public Library received a midyear cut of \$500,000 to their 2020 budget.

Prichard asked about the status of interlibrary loans. Thompson stated that interlibrary loans within the system are being filled. Materials are moving back and forth within the system. Statewide interloan will start back up in early August.

It was asked about the feasibility to mail out board meeting packets during the time the board will continue to meet virtually. Gardner will survey board members on receiving a printed meeting packet.

IFLS 2021 PLANNING:

An overview of the proposed 2021 planning process was included in the mailing. The recommendation is for IFLS staff to conduct the planning process for the 2022 three-year plan. It is hoped there can be some one-on-one conversations or small group meetings. IFLS staff would help facilitate. Once information is gathered, it is hoped we can facilitate a bigger group discussion in person; or virtual if needed.

IFLS staff will review the progress in 2020 and make tweaks for the plan in 2021. This will then be brought to the September board meeting.

REPORTS:

Duerkop found the website update report by Kilde very interesting.

Prichard asked how long Ancestry could be accessed at home. Thompson noted this feature they do not normally offer. It will depend on what the company feels it should offer moving forward.

Achterhof inquired if there was anything with COVID that makes it easier or harder or not able to do. Maybe for the next meeting, Thompson could provide an update related to the changes in workflow due to COVID.

Eggert noted that it has been 100 years since women could vote. A museum exhibit in Menomonie will open in August.

Achterhof noted that every library she has been around; they are doing the best job they can and handling it well. Achterhof is impressed and very happy. Thompson stated that libraries are doing the best they can with the situation and resources they have.

Thompson noted that trustee training week webinars are a great opportunity for trustees. The link is provided on the agenda, and on the IFLS website.

ADJOURNMENT:

Motion to adjourn at 2:16 pm. Lieffring/Tobias

Joanne Gardner, Recorder/Administrative Associate

These minutes of the Board of Trustees are approved: _____ As Printed _____ Corrections

Presiding Officer

Dated

IFLS LIBRARY SYSTEM
Personnel Committee
July 22, 2020

MINUTES

The Personnel Committee of the IFLS Board of Trustees met on Wednesday, July 22, 2020 via Zoom. Duerkop called the meeting to order at 11:00 am.

**QUORUM AND CERTIFICATION OF COMPLIANCE
WITH OPEN MEETING LAW:**

Joanne Gardner established that a quorum was present and certified that the meeting had been properly noticed in compliance with open meeting law.

PERSONNEL COMMITTEE MEMBERS PRESENT:

Sue Duerkop (Polk County); **Bun Hanson** (Barron County); **Dave Hardin** (St. Croix County); **Lyle Lieftring** (Rusk County); **Susan Marshall** (Price County); **Jim Tripp** (Dunn County).

PERSONNEL COMMITTEE MEMBERS ABSENT:

None.

OTHERS PRESENT:

John Thompson (Director); **Joanne Gardner** (Administrative Associate/Recorder); **Leah Langby** (Library Development and Youth Services Coordinator/Meeting Coordinator).

APPROVE AGENDA:

MOTION #15⁽²⁰⁾ To approve the agenda as presented. Hanson/Marshall
RESULT: Carried.

DIRECTOR ACCOUNTABILITIES:

Director Accountabilities for July 2019-June 2020 and proposed accountabilities for July 2020-June 2021 were included in the meeting packet. Duerkop asked if there were questions or comments.

Duerkop noted that the accountabilities were impressive. With the COVID onset in March 2020; Thompson still maintained the accountabilities. The only thing that changed was they were done virtually.

DIRECTOR EVALUATION FOR 2020:

Duerkop noted that the director evaluation survey was sent to IFLS Trustees and IFLS Staff. 16 of 20 Trustees completed the survey and 11 of 15 Staff completed the survey. Of the 27

respondents, there were 378 responses. If you exclude those that responded with “don’t know”; there was 100% who responded with “Excellent”, “Favorable”, and “Satisfactory”. Duerkop provided the breakdown of Trustee and Staff responses to questions One and Two. The overall rating was Excellent and Favorable.

Question Three was for respondents to identify Thompson’s greatest strengths. Duerkop went through comments received and pulled recurring themes in the comments and provided them in the report. Duerkop also provided some of the responses from Trustees and Staff.

It was noted that four trustees are new to the Board and two responded that they had no basis for evaluation yet.

Question Four asked for suggestions that might help Thompson improve as system director. Comments and suggestions were provided. They included: a suggestion for an assistant director-type person, reducing workload by identifying tasks that can be transferred to other staff; and combining trips with library visits.

Question Five asked if there were any other comments. Only 12 of 27 respondents provided comments. New trustees noted they have had limited interaction. Other comments noted Thompson’s leadership during COVID, and positive comments of his leadership.

Question Six was asking respondents to provide their name. Answering this question was optional.

Question Seven asked respondents to provide their contact information if they wanted the Personnel Committee to follow up on concerns. No Staff and two Trustees provided their email address. There were no concerns when Duerkop followed up with the two Trustees.

Duerkop noted that IFLS Library Directors were contacted by email to send any concerns or comments to her. Duerkop received 5 emails complimenting Thompson on his support. Duerkop shared the sense of topics in the emails and included: exemplary role as director, helpfulness and timeliness with COVID, appreciative of answers in timely fashion, always approachable, active listener, problem-solver, supportive, assisting during prolonged PSLR process and now COVID demands, highly competent, able to address concerns of 50 plus libraries.

MOTION #16⁽²⁰⁾ To recommend Board approval of the 2020 Director Evaluation Summary (Doc. #025-20). Marshall/Hanson
RESULT: Carried.

Thompson noted that compensation will be brought to the September Personnel and Board meeting.

Thompson noted that during these times of COVID, he is making sure staff are connecting with each other. Internet and technical situations have been addressed and have addressed those we can fix. Some staff are working a combination of in-office and at-home, some are working mostly in the office; and others are working from home full-time. Staff are making it

all work and doing okay. IFLS staff have been holding weekly check-ins. Thompson is encouraging staff to ask for help when needed.

Thompson addressed the suggestion in the survey to transfer some work to staff or have an assistant director. Thompson noted staff are working at capacity. In order to take something from Thompson's plate; they would have to drop something from their own plate. Thompson will review and see if there are things that can be adjusted in how and what we do. With COVID, it makes IFLS look at ways to provide services such as virtually. We will be beginning the big-year planning process and will look at the things we do and how they are done. Some may change. Implementation of the PLSR (Public Library System Redesign) implementation may be beneficial as well. Thompson is keeping an eye on his burnout and taking advantage of down-time when he can.

Thompson noted that there are technically two assistant directors. Button handles the financial aspect and Welch library-related aspects. Thompson also uses staff as a sounding board depending on what the situation is. Thompson also talks to staff at the library division or one of his peers as needed. Thompson also may reach out to the Board President or Personnel Committee if a situation warrants.

ADJOURNMENT:

Motion to adjourn at 11:40 am. Tripp/Hardin

Joanne Gardner, Recorder/Administrative Associate

These minutes of the Personnel Committee are approved: _____ As Printed _____ Corrections

Presiding Officer

Dated

IFLS Library System
Check Register
 July 2020

#031(20)

Date	Num	Name	Memo	Amount
Jul 20				
07/01/2020	Auto Pay	Eau Claire, City of	2nd Qtr Bldg Water/Sewer	-275.07
07/01/2020	Auto Pay	Eau Claire, City of	2nd Qtr Lawn Water/Sewer	-31.80
07/01/2020	Auto Pay	Delta Dental	Jul '20 Dental	-811.44
07/06/2020	Auto Pay	Holiday Credit Office	Jun Gas	-14.90
07/16/2020	Auto Pay	Xcel Energy	5/24-6/23 Gas & Electric Svc	-250.30
07/24/2020	Auto Pay	Associated Credit Card	Jun Credit Card *see attached	-10,932.80
07/24/2020	Auto Pay	Employee Trust Funds, Dept of	Aug '20 Health Ins.	-16,673.34
07/24/2020	Auto Pay	CenturyLink	IFLS/MORE Jun Phone	-1.46
07/01/2020	WIRE	Wisconsin Deferred Comp. Program	P/R #13	-1,174.00
07/08/2020	WIRE	Internal Revenue Service	P/R #13	-10,515.36
07/15/2020	WIRE	Wisconsin Department of Revenue	P/R #12	-1,289.93
07/15/2020	WIRE	Wisconsin Deferred Comp. Program	P/R #14	-1,174.00
07/22/2020	WIRE	Internal Revenue Service	P/R #14	-6,647.40
07/29/2020	WIRE	Wisconsin Deferred Comp. Program	P/R #15	-1,174.00
07/31/2020	WIRE	Wisconsin Department of Revenue	P/R #13 & 14	-3,297.54
07/31/2020	WIRE	Wisconsin Retirement System	Jun WRF	-7,211.30
07/01/2020	DD1097-1112	IFLS Staff	P/R #13 Direct Deposit	-26,281.14
07/15/2020	DD1113-1128	IFLS Staff	P/R #14 Direct Deposit	-19,124.59
07/29/2020	DD1129-1144	IFLS Staff	P/R #15 Direct Deposit	-19,124.51
07/01/2020	41941	Bulgrin, Bethany	Cell/Internet Use	-70.00
07/01/2020	41942	Button, Juli	Cell/Internet Use	-70.00
07/01/2020	41943	Clausen, Bonnie	Cell/Internet Use	-70.00
07/01/2020	41944	Falter, Sadie	Cell/Internet Use	-70.00
07/01/2020	41945	Faulhaber, Deb	Cell/Internet Use	-70.00
07/01/2020	41946	Gardner, Joanne	Cell/Internet Use	-70.00
07/01/2020	41947	Kilde, Rebecca	Cell/Internet & Lib Visit	-204.13
07/01/2020	41948	Krejci, Bridget	Cell/Internet Use	-70.00
07/01/2020	41949	Langby, Leah	Cell/Internet Use	-70.00
07/01/2020	41950	Roholt, Lori	Cell/Internet Use	-70.00
07/01/2020	41951	Schwartz, Kristopher	Cell/Internet Use	-120.00
07/01/2020	41952	Setter, Kathy	Cell/Internet Use	-120.00
07/01/2020	41953	Spindler, Gail	Cell/Internet Use	-70.00
07/01/2020	41954	Szymanski, Sarah	Cell/Internet Use	-70.00
07/01/2020	41955	Thompson, John	Cell/Internet Use	-120.00
07/01/2020	41956	Welch, Maureen	Cell/Internet Use	-70.00
07/01/2020	41957	Action Mechanical LLC	Bldg/Install 2 UV Air Purifiers	-790.00
07/01/2020	41958	AT&T	Jun/Jul Phone Svc	-20.55
07/01/2020	41959	Discount Paper Products, Inc	Billable/Receipt Paper to Libs	-4,208.99
07/01/2020	41960	OCLC, Inc	IFLS/MORE OCLC on Acct	-3,819.16
07/01/2020	41961	Waltco Inc.	Jul Delivery Svc	-23,188.73
07/01/2020	41962	Library Ideas	MORE/Apr Freading Usage	-1,727.50
07/01/2020	41963	Marcive, Inc.	MORE/Jun Database Maint	-88.96

IFLS Library System

Check Register

July 2020

<u>Date</u>	<u>Num</u>	<u>Name</u>	<u>Memo</u>	<u>Amount</u>
07/01/2020	41964	OverDrive, Inc.	MORE/OverDrive Titles	-4,692.10
07/15/2020	41965	Maug Cleaning Solutions, Inc.	6/8-7/5 Cleaning Svc	-184.00
07/15/2020	41966	River Falls Public Lib	MORE Ecomm/thru Jun	-1,095.67
07/15/2020	41967	Securian Financial Group, Inc.	Aug Life Ins,	-454.97
07/15/2020	41968	Sunrise Exchange of EC	20 Flag Contract	-30.00
07/15/2020	41969	Library Ideas	MORE/Jun Freading Usage	-1,314.00
07/15/2020	41970	OverDrive, Inc.	MORE/OverDrive Titles	-8,904.39
Jul 20 TOTAL				<u><u>-177,928.03</u></u>

9:46 PM

08/11/20

Accrual Basis

IFLS Library System
ASSOCIATED Credit Card Transaction Detail Report
Electronic Auto Pay (7/24/2020)

Date	Name	Memo	Num	Amount
Jun 20				
06/01/2020	Boxx Sanitation	Jun Garbage	211302	29.00
06/01/2020	Auto-Owners Insurance	Annual Property & Liability Ins.	016719852	2,576.00
06/01/2020	American Library Association	MORE/RDA Toolkit Subscription	300945049p	205.73
06/01/2020	Virchow, Krause & Co. LLP	2019 Audit in Progress	BT1627194	420.00
06/01/2020	CDW-G	Billable/Roberts Laptop	Comp Equip	886.28
06/01/2020	Dell Marketing L.P.	Billable/Chetek 2 Comps	Comp Equip	1,521.54
06/02/2020	Dell Marketing L.P.	Billable/St Crx Falls Comp	Comp Equip	776.22
06/03/2020	Green Oasis	Sprinkler Sys Parts Replace	583490	73.95
06/03/2020	Quill Corporation	1000 Blank Checks	7638668	131.98
06/10/2020	Dell Marketing L.P.	Billable/Prescott Comp	Comp Equip	1,012.69
06/15/2020	Minuteman Press	Billable/132 Lib Yard Signs	130697	500.00
06/17/2020	Zoom	MORE/ZOOM Subscription	26425496	121.76
06/17/2020	American Library Association	Virtual ALA Conf/K Setter	Conf Reg	60.00
06/17/2020	American Library Association	Virtual ALA Conf/M Welch	Conf Reg	60.00
06/18/2020	Tockify	Website Calendar Subscription	79BAFE49-2	81.60
06/18/2020	Dell Marketing L.P.	Billable/Augusta 2 Laptops	Comp Equip	2,058.92
06/19/2020	Festival Foods	Jun Postage	Postage	4.39
06/23/2020	Menards	Printed Yard Sign/Supplies	Supplies	4.20
06/24/2020	WLA	WLA Membership/B Krejci	Renewal	135.00
06/24/2020	UW-Extension	Conf Registration/J Thompson	Registratr	225.00
06/25/2020	Intuit	P/R Direct Deposit Fees	58306543	33.76
06/25/2020	FlowRoute.com	Jun Phone Fees	June Stmt	14.78
				10,932.80
Jun 20				

IFLS Library System

Check Register

August 2020

Date	Num	Name	Memo	Amount
Aug 20				
08/01/2020	Auto Pay	Delta Dental	Aug '20 Dental	-811.44
08/06/2020	Auto Pay	Holiday Credit Office	Jul Gas	-28.69
08/14/2020	Auto Pay	Xcel Energy	6/23-7/25 Gas & Electric Svc	-321.86
08/24/2020	Auto Pay	Associated Credit Card	Jul Credit Card *see attached	-7,804.73
08/24/2020	Auto Pay	Employee Trust Funds, Dept of	Sept '20 Health Ins.	-16,673.34
08/25/2020	Auto Pay	CenturyLink	IFLS/MORE Jul Phone	-1.43
08/05/2020	WIRE	Internal Revenue Service	P/R #15	-6,647.56
08/12/2020	WIRE	Wisconsin Deferred Comp. Program	P/R #16	-1,174.00
08/15/2020	WIRE	Wisconsin Department of Revenue	P/R #15	-1,289.93
08/19/2020	WIRE	Internal Revenue Service	P/R #16	-6,647.50
08/26/2020	WIRE	Wisconsin Deferred Comp. Program	P/R #17	-1,174.00
08/31/2020	WIRE	Wisconsin Department of Revenue	P/R #16	-1,289.93
08/31/2020	WIRE	Wisconsin Retirement System	Jul WRF	-12,211.30
08/12/2020	DD1145-1160	IFLS Staff	Direct Deposit - P/R #16	-19,124.53
08/26/2020	DD1161-1176	IFLS Staff	Direct Deposit - P/R #17	-19,124.54
08/11/2020	41971	AT&T	Jul/Aug Phone Svc	-20.55
08/11/2020	41972	Augusta Public Lib	CE Grants/LaRose/Handel	-367.50
08/11/2020	41973	DEMCO, Inc.	Billable/New Rich Supplies	-116.96
08/11/2020	41974	EO Johnson Co.	Qtrly Copier Contract	-428.00
08/11/2020	41975	Grainger, Inc.	200 Delivery Bins	-3,336.00
08/11/2020	41976	L.E. Phillips Memorial Public Library	2nd Qtr Contracts	-5,750.00
08/11/2020	41977	Securian Financial Group, Inc.	Sept Life Ins	-454.97
08/11/2020	41978	St Croix Falls Public Lib	Scholarship/Lead the Way	-218.75
08/11/2020	41979	TracSystems, Inc.	Billable/Annual Pharos Maint	-2,679.00
08/11/2020	41980	Turpin, Laura	Scholarship/Lead The Way	-56.25
08/11/2020	41981	Turtle Lake Public Library	Scholarship/Lead the Way	-162.50
08/11/2020	41982	Library Ideas	MORE/Jul Freading Usage	-1,173.50
08/11/2020	41983	Marcive, Inc.	MORE/Jul Database Maint	-63.42
08/11/2020	41984	OverDrive, Inc.	MORE OverDrive Titles	-3,699.78
08/19/2020	41985	Bayscan Technologies	Billable/Barcodes & Labels for Libs	-6,148.75
08/26/2020	41986	AT&T	Aug/Sept Phone Svc	-20.55
08/26/2020	41987	CA Friday Memorial Library	CE Grant/J Irwin/LAFCON	-75.00
08/26/2020	41988	EO Johnson Co.	Qtrly Color Copy Usage	-38.88
08/26/2020	41989	Maug Cleaning Solutions, Inc.	7/6-8/2 Cleaning Service	-322.50
08/26/2020	41990	Rae, Shelly	CE Grant/2 Conf Regs	-156.25
08/26/2020	41991	Rice Lake Public Library	CE Grant/C Parrish/Circulation	-250.00
08/26/2020	41992	Season 2 Season	Jun Lawncare Svc	-220.00
08/26/2020	41993	Thompson, John	2/27 - 8/26 Lib Visits	-864.96
08/26/2020	41994	Waltco Inc.	Jul & Aug Delivery Svc	-47,307.44
08/26/2020	41995	Bibliocommons Inc.	VOID: MORE/Online Catalog 8/12-8/11/2021	0.00
08/26/2020	41996	OverDrive, Inc.	MORE/Jun High Demand Titles	-3,001.52
08/26/2020	41997	Bibliocommons Inc.	MORE/Online Catalog 8/12-8/11/2021	-39,582.74
Aug 20 TOTAL				-210,840.55

2:16 PM

09/09/20

Accrual Basis

IFLS Library System
ASSOCIATED Credit Card Transaction Detail Report
Electronic Auto Pay (8/24/2020)

Date	Name	Memo	Num	Amount
Jul 20				
07/01/2020	Boxx Sanitation	Jul Garbage Svc	217301	29.00
07/01/2020	Virchow, Krause & Co. LLP	2019 Audit/Work in Progress	BT1643468	1,030.00
07/01/2020	Minuteman Press	Yard Signs/Bal Due	67861	730.24
07/01/2020	CDW-G	2 Routers	IFLS Tech	351.46
07/06/2020	UW-Madison	12 Libs @ Civic Engagement/COVID	Online	150.00
07/07/2020	Screencast-O-Matic.com	Solo Deluxe/1 year	Subscriptio	19.80
07/07/2020	CDW-G	Billable/Glenwood Printer	Test Printr	399.57
07/10/2020	UW-Madison	CE/Library Space Design	J Thompson	225.00
07/10/2020	Divi-Bars	Websites/Divi Bars Subscript	Renewal	15.00
07/17/2020	Dell Marketing L.P.	Billable/Balsam Lk 2 Comps	Comp Equip	1,552.44
07/18/2020	American Library Association	Prof Mtls/Lib Buildings That Work	2156477	47.79
07/20/2020	Dell Marketing L.P.	Billable/Somerset 3 Laptops	Comp Equip	3,117.87
07/21/2020	FlowRoute.com	IFLS/MORE Jul Phone Svc	On Acct	100.00
07/25/2020	Intuit	P/R #15 Direct Deposit Fees	58884801	33.76
07/27/2020	USPS	Jul Postage	Postage	2.80
Jul 20				7,804.73

9/17/2020
12:34 PMIFLS Library System
Balance Sheet
As of August 31, 2020

	IFLS	MORE	2020 TOTAL	2019 TOTAL
ASSETS				
Current Assets				
Checking/Savings				
1010 · Bank Mutual - Ecomm Checking	23,311.88		23,311.88	32,336.96
1040 · Bank Mutual - Checking	12,744.82		12,744.82	12,050.61
1050/1106 · Investments/Bank Mutual & States PIF	1,068,518.57	479,503.79	1,548,022.36	1,402,671.53
Total Checking/Savings & Investments	1,104,575.27	479,503.79	1,584,079.06	1,447,059.10
Accounts Receivable				
1200 · Accounts Receivable	23,479.91	0.00	23,479.91	28,173.47
Total Accounts Receivable	23,479.91	0.00	23,479.91	28,173.47
Other Current Assets				
1110 · Petty Cash Funds	75.00		75.00	75.00
1150 · Prepaid Insurance	3,104.89		3,104.89	3,145.37
1505/1506 · 2020-2021 Prepaid Expenses	0.00	28,176.71	28,176.71	3,685.00
Total Other Current Assets	3,179.89	28,176.71	31,356.60	6,905.37
TOTAL ASSETS	1,131,235.07	507,680.50	1,638,915.57	1,482,137.94
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
2000 · Accounts Payable	58,465.19	2,657.68	61,122.87	25,397.17
2010 · Credit Card - Associated	0.00	0.00	0.00	0.00
Total Accounts Payable	58,465.19	2,657.68	61,122.87	25,397.17
Other Current Liabilities				
2100 · Payroll Liabilities	7,937.39		7,937.39	7,545.94
2117 · Direct Deposit Liabilities	0.00		0.00	
2201 · Accrued Payroll	0.00		0.00	0.00
2900 · Unavailable Revenue	0.00		0.00	0.00
Total Other Current Liabilities	7,937.39	0.00	7,937.39	7,545.94
Total Current Liabilities	66,402.58	2,657.68	69,060.26	32,943.11
Total Liabilities	66,402.58	2,657.68	69,060.26	32,943.11
Equity				
3000 · Equity/Reserves & Committed (Beginning of Year)	497,246.00	256,046.00	753,292.00	677,145.00
3000 · Equity/Uncommitted Funds (Beginning of Year)	60,343.60	80,764.58	141,108.18	223,273.25
Current Year Income Less Expense	507,242.89	168,212.24	675,455.13	548,776.58
Total Equity (End of Year)	1,064,832.49	505,022.82	1,569,855.31	1,449,194.83
TOTAL LIABILITIES & EQUITY	1,131,235.07	507,680.50	1,638,915.57	1,482,137.94

IFLS Library System
Revenue and Expense Statement
 January through August 2020

	Jan - Aug 20	Jan - Aug 19
Ordinary Income/Expense		
Income		
5100 · Current Year State Aids	1,200,056.00	1,200,056.00
5200 · Interest Income/General Funds	8,514.54	28,722.33
5263 · MORE Management Income	11,600.00	10,000.00
5280 · Technology Income	4,079.11	3,127.23
5300 · Miscellaneous Income	400.00	900.00
Total Income	1,224,649.65	1,242,805.56
Expense		
6500 · Salaries/Wages	308,861.70	332,271.66
6560 · Payroll Expenses	117,291.24	140,154.31
8070 · New Furnishings/Equipment <\$500	0.00	51.10
8530 · Bank & Direct Deposit Fees	407.63	43.00
8540 · Annual Audit	6,350.00	6,430.00
8620 · Collection/Electronic Resources	25,273.76	44,244.00
8630 · Wis Pub Lib Consortium Membshp	5,605.00	5,605.00
8670 · Professional Memberships	1,436.20	1,793.73
8690 · Librarian Workshops - General	630.00	2,958.75
8700 · CE/Collaboration Projects	350.00	200.00
8710 · CE Grants - General	1,436.25	1,100.00
8720 · IFLS Staff Dvlpmnt & Prof Mtgs	1,270.49	3,363.79
8735 · Library Consulting Expenses	300.00	300.00
8740 · Field Visits	2,289.40	4,070.37
8741 · Field Visits - Tech Support	288.15	0.00
8755 · Programming Kits	124.84	1,138.10
8812 · ILL Fees & Verification Sources	5,836.25	5,595.06
8850 · Delivery Service	170,593.96	157,782.28
8855 · Collection Dev Grant-LEPhillips	11,500.00	11,500.00
8864 · Wide-Area Network (WAN)	5,185.00	7,370.00
8890 · IFLS Contrib - MORE Operating	88,158.00	85,177.00
8898 · LEAN WI/Shared Tech WVLS	0.00	0.00
8950 · Campaign for Wisconsin Libs	1,126.00	1,126.00
8971 · Web Development	1,017.97	1,006.80
9010 · IFLS Committee Meetings	378.95	2,746.06
9020 · Professional Materials	1,151.21	966.42
9030 · Postage	73.30	688.05
9050 · Telephone	1,508.95	2,644.22
9060 · Supplies	496.70	801.02
9080 · Printing	0.00	1,350.40
9123 · Building Overhead Expenses	8,805.51	14,151.40
9140 · Photocopier Costs	1,967.87	1,760.09
9160 · Computers	4,961.61	934.56

IFLS Library System
Revenue and Expense Statement
January through August 2020

	Jan - Aug 20	Jan - Aug 19
9190 · System Vehicle Expenses	1,541.23	1,874.49
9220 · Insurance	3,152.48	3,417.01
9235 · Coronavirus Expenses	2,278.99	0.00
9240 · Contingency	77.50	30.00
9241 · Credit Card Reward Program	-2,150.00	-1,367.75
9245 · Capital Expenditures	1,960.00	0.00
Total Expense	781,536.14	843,276.92
Net Ordinary Income	443,113.51	399,528.64
Pass-thru Income/Expense		
Pass-thru Income		
5472 · LSTA 2020 Income	3,498.80	0.00
5506 · TEACH Grant Income	0.00	2,910.00
5620 · Shared Cataloging Svc Income	172,593.25	135,653.46
5702 · Billable Project Income	153,300.22	132,837.45
Total Pass-thru Income	329,392.27	271,400.91
Pass-thru Expense		
8830 · Shared Cataloging Service	111,738.16	64,104.66
8940 · Projects Billable to Libraries	139,661.13	99,099.46
9920 · TEACH Grant Expenses	0.00	2,910.00
9976 · LSTA #17 - PLSR Syst Redesign 3	0.00	8,013.79
9977 · LSTA #17 - WPLC Biblioboard	0.00	12,000.00
9978 · LSTA 2020 Expenses	13,863.60	0.00
Total Pass-thru Expense	265,262.89	186,127.91
Net Pass-thru Income	64,129.38	85,273.00
Year-to-date Income less Expense (IFLS Funds)	507,242.89	484,801.64
MORE Shared System Income less Expense		
5670 · MORE Shared System Income	819,898.00	732,081.00
9500 · MORE Shared Automation Expenses	651,685.76	668,106.06
Year-to-date Income less Expense (MORE Funds)	168,212.24	63,974.94
Year-to-date Income less Expense (ALL Funds)	675,455.13	548,776.58

IFLS Library System
Profit & Loss Budget vs. Actual
January through August 2020

	TOTAL			
	Jan - Aug 20	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
5100 · Current Year State Aids	1,200,056.00	1,200,056.00	0.00	100.0%
5200 · Interest Income/General Funds	8,514.54	20,000.00	-11,485.46	42.57%
5263 · MORE Management Income	11,600.00	11,600.00	0.00	100.0%
5280 · Technology Income	4,079.11	4,000.00	79.11	101.98%
5300 · Miscellaneous Income	400.00	200.00	200.00	200.0%
Total Income	1,224,649.65	1,235,856.00	-11,206.35	99.09%
Expense				
6500 · Salaries/Wages	308,861.70	560,800.00	-251,938.30	55.08%
6560 · Payroll Expenses	117,291.24	213,943.00	-96,651.76	54.82%
8070 · New Furnishings/Equipment <\$500	0.00	500.00	-500.00	0.0%
8530 · Bank & Direct Deposit Fees	407.63	500.00	-92.37	81.53%
8540 · Annual Audit	6,350.00	6,752.00	-402.00	94.05%
8620 · Collection/Electronic Resources	25,273.76	25,470.00	-196.24	99.23%
8630 · Wis Pub Lib Consortium Membshp	5,605.00	5,605.00	0.00	100.0%
8670 · Professional Memberships	1,436.20	3,200.00	-1,763.80	44.88%
8690 · Librarian Workshops - General	630.00	6,500.00	-5,870.00	9.69%
8700 · CE/Collaboration Projects	350.00	500.00	-150.00	70.0%
8702 · Crisis Prevention Training	0.00	500.00	-500.00	0.0%
8710 · CE Grants - General	1,436.25	3,000.00	-1,563.75	47.88%
8720 · IFLS Staff Dvlpmnt & Prof Mtgs	1,270.49	10,000.00	-8,729.51	12.71%
8735 · Library Consulting Expenses	300.00	600.00	-300.00	50.0%
8740 · Field Visits	2,289.40	8,000.00	-5,710.60	28.62%
8741 · Field Visits - Tech Support	288.15	1,000.00	-711.85	28.82%
8755 · Programming Kits	124.84	1,200.00	-1,075.16	10.4%
8812 · ILL Fees & Verification Sources	5,836.25	9,000.00	-3,163.75	64.85%
8850 · Delivery Service	170,593.96	282,373.00	-111,779.04	60.41%
8855 · Collection Dev Grant-LEPhillips	11,500.00	23,000.00	-11,500.00	50.0%
8864 · Wide-Area Network (WAN)	5,185.00	10,370.00	-5,185.00	50.0%
8890 · IFLS Contrib - MORE Operating	88,158.00	88,158.00	0.00	100.0%
8898 · LEAN WI/Shared Tech WVLS	0.00	63,000.00	-63,000.00	0.0%
8950 · Campaign for Wisconsin Libs	1,126.00	1,200.00	-74.00	93.83%
8971 · Web Development	1,017.97	1,100.00	-82.03	92.54%
9010 · IFLS Committee Meetings	378.95	5,150.00	-4,771.05	7.36%
9020 · Professional Materials	1,151.21	1,500.00	-348.79	76.75%
9030 · Postage	73.30	450.00	-376.70	16.29%
9050 · Telephone	1,508.95	9,960.00	-8,451.05	15.15%
9060 · Supplies	496.70	1,120.00	-623.30	44.35%
9080 · Printing	0.00	900.00	-900.00	0.0%
9123 · Building Overhead Expenses	8,805.51	24,430.00	-15,624.49	36.04%
9140 · Photocopier Costs	1,967.87	1,476.00	491.87	133.33%

IFLS Library System
Profit & Loss Budget vs. Actual
January through August 2020

	TOTAL			
	Jan - Aug 20	Budget	\$ Over Budget	% of Budget
9160 · Computers	4,961.61	5,900.00	-938.39	84.1%
9190 · System Vehicle Expenses	1,541.23	3,500.00	-1,958.77	44.04%
9220 · Insurance	3,152.48	5,245.00	-2,092.52	60.1%
9235 · Coronavirus Expenses	2,278.99	0.00	2,278.99	100.0%
9240 · Contingency	77.50	1,000.00	-922.50	7.75%
9241 · Credit Card Reward Program	-2,150.00	0.00	-2,150.00	100.0%
9245 · Capital Expenditures	1,960.00	6,000.00	-4,040.00	32.67%
Total Expense	781,536.14	1,392,902.00	-611,365.86	56.11%
Net Ordinary Income	443,113.51	-157,046.00	600,159.51	
Pass-thru Income/Expense				
Pass-thru Income				
5472 · LSTA 2020 Income	3,498.80	0.00	3,498.80	100.0%
5620 · Shared Cataloging Svc Income	172,593.25	160,170.00	12,423.25	107.76%
5702 · Billable Project Income	153,300.22	150,000.00	3,300.22	102.2%
Total Pass-thru Income	329,392.27	310,170.00	19,222.27	106.2%
Pass-thru Expense				
8830 · Shared Cataloging Service	111,738.16	160,170.00	-48,431.84	69.76%
8940 · Projects Billable to Libraries	139,661.13	150,000.00	-10,338.87	93.11%
9978 · LSTA 2020 Expenses	13,863.60	0.00	13,863.60	100.0%
Total Pass-thru Expense	265,262.89	310,170.00	-44,907.11	85.52%
Net Pass-thru Income	64,129.38	0.00	64,129.38	100.0%
Year-to-date Income less Expense (IFLS Funds)	507,242.89	-157,046.00	664,288.89	
MORE Shared System Income less Expense				
5670 · MORE Shared System Income	819,898.00	819,900.00	-2.00	100.0%
9500 · MORE Shared Automation Expenses	651,685.76	851,946.00	-200,260.24	76.49%
Year-to-date Income less Expense (MORE Funds)	168,212.24	-32,046.00	200,258.24	
Year-to-date Income less Expense (ALL Funds)	675,455.13	-189,092.00	864,547.13	

My Online Resource (MORE)
Balance Sheet
As of August 31, 2020

	<u>MORE</u>
ASSETS	
Current Assets	
1105 · Investment Funds - MORE	\$ 479,503.79
1200-1 · Accts Receivable-MORE	-
1506-1 · 2021 Prepaid Expense-MORE	<u>28,176.71</u>
TOTAL ASSETS	<u><u>\$ 507,680.50</u></u>
LIABILITIES & EQUITY	
Liabilities	
2000-1 · Accounts Payable-MORE	<u>2,657.68</u>
Total Liabilities	2,657.68
Equity	
MORE Reserved Fund Balance on 1/1/2020	224,000.00
MORE Committed Fund Balance on 1/1/2020	32,046.00
MORE Uncommitted Fund Balance on 1/1/2020	80,764.58
Current Year Income less Expense	<u>168,212.24</u>
Total Equity/MORE Fund Balance	<u><u>505,022.82</u></u>
TOTAL LIABILITIES & EQUITY	<u><u>\$ 507,680.50</u></u>

Indianhead Federated Library System
Revenue less Expense - MORE
January through August 2020

	<u>Jan -Aug '20</u>	<u>Jan - Aug '19</u>
MORE Income/Expense		
MORE Income		
5670 · MORE Shared System Income		
5670 · MORE Other Income	0.00	5,000.00
5670-2 · MORE Operating Income	819,898.00	727,081.00
Total MORE Income	<u>819,898.00</u>	<u>732,081.00</u>
MORE Expense		
9500 · MORE Shared Automation Expenses		
9500-11 · MORE/IFLS Management Charges	192,299.44	189,999.36
9500-12 · MORE/III Annual Maintenance	133,164.91	120,151.63
9500-23 · MORE/System Upgrades/Software	0.00	0.00
9500-19 · MORE/Contingency	321.75	2,932.41
9500-22 · MORE/High-demand Hold Project	9,197.60	5,325.26
9500-25 · MORE/Subscps/Lib Elf, Novelist , Covers	12,472.30	12,126.00
9500-24 · MORE/Conferences	0.00	7,417.12
9500-31 · MORE/Add'l III Products/Encore/Decision	30,329.71	67,835.44
9500-32 · MORE/Mgmt Team Training	0.00	199.00
9500-38 · MORE/Systemwide OCLC	26,244.38	25,138.55
9500-40 · MORE/Overdrive Content	27,143.40	22,067.84
9500-45 · MORE/Freading eBook Svc	9,796.50	6,155.50
9500-46 · MORE/Electronic Periodicals	17,968.15	15,000.00
9500-48 · MORE/i-Tiva Telephony Subscription	10,091.18	9,610.65
9500-49 · MORE/Data Scoping Project	0.00	2,500.00
9500-50 · MORE Discovery/Online Catalog	42,088.71	76,138.42
9500-53 · MORE/Database Quality Control	30,000.00	0.00
9500-5 · MORE/Publicity	760.15	0.00
9500-6 · MORE/Database Cleanup/Maint	2,812.58	3,768.83
9500-8 · MORE/Host Site Costs	0.00	0.00
9500-41 · MORE/E-Content	106,995.00	101,740.05
Total 9500 · MORE Shared Automation Expenses	<u>651,685.76</u>	<u>668,106.06</u>
Total MORE Expense	<u>651,685.76</u>	<u>668,106.06</u>
Year-to-date MORE Income less Expense	<u><u>168,212.24</u></u>	<u><u>63,974.94</u></u>
 Plus 12/31/19 MORE Uncommitted Fund Balance	 80,764.58	
Plus 12/31/19 MORE Reserve/Committed Balance	<u>256,046.00</u>	
 MORE Fund Balance	 <u><u>505,022.82</u></u>	

Exhibit 6

[illegible]

Director's Report of Monthly Activities

Director Openings: Currently Hudson, New Richmond and Roberts have open positions. Roberts has posted. New Richmond plans to post this month. Hudson is currently reviewing their job description and developing posting materials.

Consulting: Budget, Personnel, Building/Space Planning, Advocacy, County Funding, County Tax Exemption, County Planning, and COVID.

Agenda Items

XI. * Personnel Committee Report

- Wages and Benefits for 2021
- Director's Salary for 2021

The committee is meeting the morning of the board meeting and will be making their recommendation to the board at the meeting.

XIII. * 2020 Revised/2021 Preliminary IFLS and MORE Budget

IFLS staff is proposing revisions to 2020 budget that adjust categories downward due to lack of travel, shifting funds to purchase additional staff laptops, provide scholarships for library staff, and COVID related expenses. Unspent funds from 2020 have been budgeted for expenditure in 2021. Use of carryover helps balance our 2021 budget.

New expenditures for 2020/2021 include accessibility audits for some libraries. An outside organization looks at the library spaces to assess any issues with accessibility.

The MORE Directors approved their budget in July.

XIV. * IFLS Strategic/State Long Range Plan

The current IFLS Strategic plan was reviewed by the IFLS staff and the Advisory Council and no changes are recommended. A summary of plan accomplishments and 2021 activities is enclosed in the packet. The Advisory Council approved a planning framework (enclosed) for developing the 2022-24/25 plan.

XV. COVID-19 Discussion

IFLS Staff

- *Regular virtual check ins with Directors, Adult Service Staff, Youth Service Staff*
- *Virtual new director orientation by staff*
- *Regular IFLS virtual staff meetings (Weekly now bi-weekly)*
- *Email or phone check ins with directors or staff as needed*
- *IFLS Director attends weekly meeting of DPI Staff and System Directors*
- *Working from home, some staff doing combination of office and home*
 - *Limit staff exposure*

Libraries

- *Virtual Programs*
- *Virtual Summer Reading Program (State funded)*
- *Curbside*
- *Library by appointment*
- *Some counties holding regular meetings of library directors within the county*
- *Outside access to Wi-Fi*
- *Use reopening guide*
<https://docs.google.com/document/d/1WGOEwVSGLQnHLMFSBkt0wrRDp1bL5zG0UMoTUkSadEo/edit> *to assist with decision making*
- *Meetings/contact with county health officials*
- *Concern about the future and the unknown*

John Thompson (9-16-2020)

Indianhead Federated Library System

2020 Revised/2021 Preliminary Budget Board Review

For Board Review
on Wed, Sept 23rd
#034-20

Line #	Staff	Line Item	2020 Preliminary Budget 9/26/19	2020 Revised Budget	2021 Preliminary Budget/Staff	Notes
1		Current Year Income				
2	JB	5100 · Current Year State Aids	1,200,056.00	1,200,056.00	1,200,056.00	
3	JB	5200 · Interest Income/General Funds	20,000.00	9,000.00	4,000.00	
4	JB	5263 · MORE Management Income	11,600.00	11,600.00	11,600.00	Mtgs, Phone, Travel
5	JB	5280 · Technology Income	4,000.00	6,000.00	6,000.00	10% Setup Fees
6	JB	5300 · Miscellaneous Income	200.00	200.00	200.00	
7		Total Income	1,235,856.00	1,226,856.00	1,221,856.00	
8		Current Year Expenses				
9	JB	6500 · Employee Salaries/Wages	560,800.00	550,000.00	572,000.00	2% w/2 adjusts
10	JB	6560 · Employee Fringes	213,943.00	180,000.00	205,000.00	
11	JB	6500 & 60 · Employee Salary/Fringes	-	(29,000.00)	-	Position Vacancy 2020
12	JG	8070 · New Furnishings/Equip <\$500	500.00	100.00	400.00	
13	JB	8530 · Bank fees/Direct Deposit	500.00	800.00	1,000.00	
14	JB	8540 · Annual Audit	6,752.00	6,350.00	6,500.00	
15	MW	8620 · Collection/Electronic Resources	25,470.00	25,470.00	25,800.00	Ancestry, Novelist, Transp Languages, Foundations
16	MW	8630 · Wis Pub Lib Consortium Memb	5,605.00	5,605.00	5,855.00	
17	JT	8670 · Professional Memberships	3,200.00	3,200.00	3,200.00	WLA, ALA, SRLAAW
18	LL	8690 · Librarian Workshops - General	6,500.00	4,025.00	4,500.00	
19	LL	8700 · CE Colaboration Projects	500.00	350.00	500.00	
20	LL	8710 · CE Grants - WLA Conference	3,000.00	3,650.00	3,000.00	
21	LL	8702 · Crisis Prevention Training	500.00	-	250.00	
22	LL	8715 · Accessibility Audits	-	5,764.00	5,540.00	6 Libs in '20 & 6 Libs in '21
23	JT	8720 · IFLS Staff Dvlpmnt & Prof Mtgs	10,000.00	4,000.00	9,000.00	
24	JT	8735 · Library Consulting Expenses	600.00	450.00	600.00	Survey Subscrip, Spls
25	JT	8740 · Field Visits	5,000.00	3,500.00	5,000.00	
26	JB	8740-1 · MORE Training Travel	3,000.00	3,000.00	3,000.00	
27	KS	8741 · Field Visits - Tech Support	1,000.00	1,000.00	1,000.00	
28	LL	8755 · Programming Kits	1,200.00	125.00	750.00	
29	MW	8812 · ILL Fees & Verification Sources	9,000.00	9,000.00	9,300.00	
30	MW	Total 8850 · Delivery Service	282,573.00	282,300.00	281,954.00	
31	JT	8855 · Collection Dev Grant-LEPhillips	23,000.00	23,000.00	23,000.00	
32	KS	Total 8864 · Wide-Area Network (WAN)	10,370.00	10,370.00	10,370.00	
33	JB	8890 · IFLS Contrib - MORE Operating	88,158.00	88,158.00	110,000.00	2021 - \$20k for Large Catg Libs
34	KS	8898 · LEAN WI/Shared Tech WVLS	63,000.00	62,000.00	59,000.00	
35	JT	8950 · Campaign for WI Libraries	1,200.00	1,200.00	1,200.00	
36	JT	8960 · Long Range Planning Meetings	-	-	500.00	

Indianhead Federated Library System

2020 Revised/2021 Preliminary Budget Board Review

For Board Review
on Wed, Sept 23rd

Line #	Staff	Line Item	2020 Preliminary Budget 9/26/19	2020 Revised Budget	2021 Preliminary Budget/Staff	Notes
37	KS	8971 · Web Development	1,100.00	1,100.00	1,100.00	
38	JT	Total 9010 · IFLS Committee Meetings	5,150.00	560.00	3,000.00	
39	JT	Total 9020 · Professional Materials	1,500.00	1,410.00	1,500.00	
40	JP	9030 · Postage	450.00	150.00	700.00	SASE's in 2021
41	JB	Total 9050 · Telephone	9,960.00	8,960.00	8,960.00	
42		Total 9060 · Supplies	1,120.00	870.00	1,120.00	
43	RK	Total 9080 · Printing	900.00	900.00	900.00	
44	JB	Total 9123 · Building Overhead Exps	24,430.00	23,200.00	24,430.00	
45	JP	Total 9140 · Photocopier Costs	1,476.00	2,095.00	2,453.00	
46	KS	Total 9160 · Computers	5,900.00	8,400.00	6,400.00	
47	JB	Total 9190 · System Vehicle Expenses	3,500.00	3,200.00	3,700.00	
48	JB	Total 9220 · Insurance	5,245.00	5,245.00	5,425.00	
49	JB	9235 · Coronavirus Expenses	-	4,000.00	-	Spls, Home Internet, 2 UV Air Purifiers
50	JT	9240 · Contingency	1,000.00	1,000.00	1,000.00	
51	JB	9241 · Credit Card Reward Program	-	(1,500.00)	(1,500.00)	
52	JB	9245 · Capital	6,000.00	6,000.00	10,000.00	HVAC, Copier
53		Total Expense	1,393,102.00	1,310,007.00	1,417,407.00	
54		Net Ordinary Income	(157,246.00)	(83,151.00)	(195,551.00)	

Indianhead Federated Library System

2020 Revised/2021 Preliminary Budget Board Review

Line #	Staff	Line Item	2020 Preliminary Budget 9/26/19	2020 Revised Budget	2021 Preliminary Budget/Staff	Notes
55		Pass-thru Income/Expense				
56		Pass-thru Income				
57		5702 · Billable Project Income	150,000.00	180,000.00	150,000.00	
58		5620 · Catalog/Proces Svc Income	160,170.00	173,000.00	225,097.00	\$142k from MORE
59		2011-15 LSTA and Other Grant Income	-	15,000.00	-	
60		Total Pass-thru Income	310,170.00	368,000.00	375,097.00	
61		Pass-thru Expense				
62		8940 · Projects Billable to Libraries	150,000.00	180,000.00	150,000.00	
63		8830 · Catalog/Process Svc Expenses	160,170.00	173,000.00	225,097.00	
64		2011-15 LSTA and Other Grant Exp	-	15,000.00	-	
65		Total Pass-thru Expense	310,170.00	368,000.00	375,097.00	
66		Net Pass-thru Income	-	-	-	
67		Net Income	(157,246.00)	(83,151.00)	(195,551.00)	
68						
69		IFLS Uncommitted Carryover Beg of Year	159,203.00	287,590.00	214,439.00	Est add'l \$10k at '20 close
70		IFLS Reserved Carryover Beg of Year	270,000.00	270,000.00	270,000.00	
71		Funds to Replenish Reserves	-	-	-	
72		Funds from Reserves (for use)		-	-	
73		Funds from Reserves (for use)	-	-	-	
74		Plus Net Income/Loss	(157,246.00)	(83,151.00)	(195,551.00)	
75		IFLS Uncommitted Carryover End of Year	1,957.00	204,439.00	18,888.00	

Indianhead Federated Library System

2020 Revised/2021 Preliminary Budget Board Review

For Board Review
on Wed, Sept 23rd

Line #	Staff	Line Item	2020 Preliminary Budget 9/26/19	2020 Revised Budget	2021 Preliminary Budget/Staff	Notes
76						
77		MORE Carryover Beg of Year	309,303.00	336,810.58	304,764.58	
78		5670 · MORE Shared System Income	819,900.00	819,900.00	887,631.00	2021-add Centralized Cataloging
79		9500 · MORE Shared Automation Exps	851,946.00	851,946.00	952,631.00	
80		MORE Net Income/Expense	(32,046.00)	(32,046.00)	(65,000.00)	
81		MORE Funds End of Year	277,257.00	304,764.58	239,764.58	\$224,000 in Reserves/MORE
82						
83		IFLS Reserve Funds at year end:				
84		Building/Land Reserves	65,000.00	65,000.00	65,000.00	
85		Shared System Startup Assistance	10,000.00	10,000.00	10,000.00	
86		Centralized Catlg/Bldg Expansion	50,000.00	50,000.00	50,000.00	
87		Vehicle Replacement	25,000.00	25,000.00	25,000.00	
88		Personnel	40,000.00	40,000.00	40,000.00	
89		WAN/Web Equipment Replacement	20,000.00	20,000.00	20,000.00	
90		System Equipment/Furnishings	20,000.00	20,000.00	20,000.00	
91		Computer Lab Replacement	10,000.00	10,000.00	10,000.00	
92		Technology Project/Billable Reserves	30,000.00	30,000.00	30,000.00	
93		Future Year Budgets	-	195,551.00	-	
94		IFLS Reserve Total	270,000.00	465,551.00	270,000.00	



Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

GENERAL INFORMATION

Library System

IFLS Library System

Describe significant needs and problems that influenced the development of this and other system plans.

While many of our municipalities have seen little or no growth thus impacting their ability to increase funding of library or other municipal services, some of the larger more urban communities have seen some increases in new development. The budget uncertainty resulting from COVID-19 has increased concerns among member libraries. The system continues to seek ways to more effectively provide the highest quality services while trying to limit the amount of fees charged to our member libraries. Administration of libraries continues to increase in complexity and the pool of candidates for library director positions seems to be diminishing. The needs for consulting services and training have increased due to significant turnover in library staff positions in the past few years.

COVID-19 has resulted in many of our services/support going virtual in 2020 has shifted the way we have supported our libraries from in-person to more virtual consulting. The impacts for 2021 are uncertain.

Did the library system consult member libraries in the development of this plan?

- ☐ No, the library system did not include member libraries in the development of this plan.
- ☒ Yes, the library system included member libraries in the development of this plan.

If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:

IFLS has an Advisory Committee which represents our 10 member counties, the resource library and nonpublic libraries in our area. The library directors in the member counties select their representatives every two years (half in the even numbered years and the other half in the odd numbered years). They advise the IFLS Board and Staff on planning, budget and services. Every three years we have a more involved planning process. Development of the 2019 plan used a more extensive planning process.

IFLS staff reviewed our 2019 Strategic Plan key work plan directions and provided a progress update to our member libraries in September 2020. We also requested them to review the strategic plan and provide suggested changes to the plan. The IFLS Board received the progress report at their September meeting. No significant changes to the Strategic Plan are being proposed. A more extensive planning process is scheduled for 2021 for the development of a new plan (2022-24/25).

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

- ☐ No, the library system does not have a formally appointed advisory committee.
- ☒ Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

The system has a 13 person advisory committee consisting of one representative from each of the 10 counties, the resource library director and two multitype at large members representing academic, school or special libraries. The two year terms are staggered for the members. Each year six terms expire. The representative serving determines if they wish to continue. If they don't the individual county library directors select their representative. The agenda and minutes are posted on the IFLS website <https://iflswb.org/knowledge-base/advisory-council/> and provided to the IFLS Board. A representative from the group tries to attend the IFLS Board meeting to provide an update. A bylaw review will be conducted in 2021 with the consideration to look at the multitype membership to provide more flexibility in determining representation.

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2021**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

- ☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- ☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

Resource Library Agreement

- ☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

Reference Referral, Interlibrary Loan, and Technology

- ☒ Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

List ongoing activities related to this requirement:

Technology

1. Continue to develop "LEAN Wisconsin" (LEAN WI), a partnership between multiple library systems (currently, IFLS, NWLS and WVLS), to provide member libraries with access to a strong and cost efficient enterprise technology service platform, including: virtualization, durable data storage, technology consultation, technology support, applications services and an array of additional beneficial technology services.
2. Continue to provide member libraries with access to technology expertise and technology consulting.
3. Increase LEAN WI and library funding by curating grant information and partnering with other organizations to leverage grant writing expertise and/or jointly apply for grants.
4. Monitor development in the TEACH Wisconsin program, FCC telecommunication discounts, BadgerNet, etc, as they apply to IFLS area libraries. Encourage libraries to take advantage of these programs/discounts when it is appropriate to do so.
5. Support county and local broadband development initiatives and efforts to increase broadband capacity in libraries.
6. Continue to monitor bandwidth usage by member libraries.
7. Assist member libraries in acquiring supplemental bandwidth when needed.
8. Continue to provide a secure Wide Area Network (WAN), with adequate bandwidth, for data communication between member libraries, the system headquarters, and appropriate application servers. Continue to work with member libraries to determine the most appropriate methods of data communication.
9. Facilitate group purchases of computers, network devices, and other technology-related devices for member libraries in order to promote ownership of state of the art equipment and cost savings.
10. Continue to promote effective cost-sharing by facilitating the hosting and licensing of shared applications and databases used by member libraries.
11. Maintain solid working relationship with all member libraries.
12. Blend WVLS, NWLS and IFLS technology services platform into a unified LEAN WI service model.
13. Work to normalize the use of technology between LEAN WI internally, as well as between partner systems and their respective member libraries.
14. Expand the use of technologies which enable or facilitate support automation tools (eg. Active Directory).
15. Explore and experiment with new technologies of probable value to LEAN WI member libraries and commit to one pilot project annually.
16. Expand the use of technology for remote presence meetings and programming, and promote its value to member libraries in the LEAN WI footprint.
17. Pursue collaborative opportunities under LEAN WI.
18. Pursue collaborative opportunities internally with member libraries in the LEAN WI footprint.
19. Assist member libraries in the LEAN WI footprint with partnership development among each other, with local organizations, and digitally with remote libraries and organizations.

ASSURANCES (cont'd)

Reference Referral & Interlibrary Loan

Administers the MORE shared system (ILS).

Subscribes to and promotes electronic databases.

IFLS interlibrary loan staff continue to handle & refer reference and interlibrary loan requests as needed to all types of libraries in the IFLS area as well as to out-of-system and out-of-state libraries using the ILS, WISCAT and WorldCat/OCLC software.

Participates in WPLC projects including the statewide buying pool.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

ILS Improvement--Implement a consortium based bibliographic/cataloging service with the support of several member libraries to provide bibliographic records for all consortium members.

ILS Improvement--Add IFLS member libraries to the MORE consortium.

Inservice Training

- ☒ Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

Assess the CE needs of staff and directors of member libraries and the MORE shared system.

Provide 30 or more contact hours of CE for staff and directors and at least 12 hours of specialized training on the MORE shared system.

Collaborate with other library systems to develop training and development opportunities, particularly in a virtual environment

Strive to hold 50% of in-person workshops/opportunities outside of Eau Claire (though depending on COVID 19, all opportunities may be virtual)

Provide remote access to workshops and webinars as appropriate.

Continue to promote and offer inservices at individual libraries as COVID 19 allows (including sessions about customer service, crisis prevention, teens, the ILS and databases, self-care, and responding to other needs as indicated by library staff)

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

In 2020, we have instituted regular (weekly or bi-weekly) check-ins for directors, youth services and adult services library staff members to facility sharing and mutual support. This isn't continuing education exactly, but does prioritize allowing staff to connect with each other. We have prioritized this above some other activities due to requests from library staff and directors.

Promoting and supporting use of Inclusive Services Assessment and Guide; Equity and Inclusion (statewide effort); Compassion resilience (statewide effort); Libraries Activating Workforce Development Skills (statewide effort); Collection Development facilitated discussions; New Director Cohort; Support Staff retreat; Community Engagement; Advocacy and Board Development (some of these efforts are continued from last year due to the need to pivot in 2020).

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

Leah Langby, langby@ifls.lib.wi.us

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

Delivery and Communication

- ☒ Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.

Provide 3 day a week delivery to MORE public libraries; and twice a day, 5 days a week delivery for the resource library.

Provide 1-2 day a week delivery for other member libraries based on ILL volume.

Fund the system's share of the statewide delivery network.

Survey, monitor and evaluate the courier volume.

Provide consulting and training on websites and website development including mobile versions.

Disseminate information via electronic newsletters or blogs to staff from all types of libraries

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

Further strengthen our advocacy/communication/PR training and support. Refine the newly deployed IFLS website.

Monitor/evaluate courier performance and viability

	ASSURANCES (cont'd)	
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Service Agreements

- ☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- ☒ The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

Other Types of Libraries

- ☒ Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- ☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

Library Technology and Resource Sharing Plan

- ☐ Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- ☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See [the Library System Technology and Resource Sharing plan webpage](#) for the most current version of the system library technology and resource sharing plan.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

- ☒ Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
- ☐ No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

Indicate new or priority activities relating to this requirement for the plan year:

Continued integration of IFLS, NWLS, and IFLS into collaborative technology support platform. Continue development of collaborative backup program.

ASSURANCES (cont'd)

Professional Consultation

- ☒ Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

System Director -- Library Administration; Space and Building Consulting; Planning; Personnel; Library Law; Board Development;

Youth and Inclusive Services -- Programming; Collection Development; Community partnerships; Literacy; Inclusive services; Customer Service; Planning; Personnel and Staff Development

Technology -- Technology consultation, support, training, purchasing, and planning; Network monitoring, administration, security, and engineering; Website support; Domain management; Data provisioning; Remote Access; New technology innovation in partnership with Wisconsin Valley Library System and Northern Waters Library System

PR and Marketing -- PR; Advocacy; Social Media; Branding

Adult Services/Electronic Resources -- Collection Development; Programming; Consulting/Training on ILL, databases, e-material and device use; Reference; Resource Sharing

Business Manager -- Financial management/accounting

ILS Staff -- Circulation, Cataloging, Acquisitions, Statistics, and Patron Service

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

Library Space Planning/Construction

New director resources/orientation/mentoring

Staff hiring resources

Inclusive Services

- ☒ Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Indicate new or priority activities relating to this requirement for the plan year:

Promoting and supporting use of the Inclusive Services Assessment and Guide.

EDI resource sharing

Other Service Programs

Wis. Stat. § 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 each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Administration

- ☒ The system will not expend more than 20 percent of state aid received in the plan year for administration.
- ☒ The system will submit the 2020 system audit to the Division no later than September 30, 2021.
-

Budget

- ☒ The system completed and included the budget by service program category and fund source for the plan year ([see guidelines](#)).
-

	COLLABORATIVE ACTIVITIES	
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Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2021 resource library contract.*

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*


Activity	Amount
1. Participate in the CINC (Chippewa Valley Internetworking Consortium). This consortium provides a fiber-based, inexpensive, high-bandwidth network for IFLS and five of our member libraries. - > \$4000/year	
2. LEAN WI Technology Services Partnership	
3. WPLC Participation	\$1,105,000
4. MORE Shared ILS	\$325,000
5. Shared Cataloging and Bibliographic Services (CABS)	\$75,000
6. Delivery Coordination among IFLS and 53 member libraries along with the Statewide Network and Minitex	\$1,100,000
7. Webinars	\$85,000
8. Statewide Library System Dell purchasing collaboration	
9.	
10.	
Cost Benefit Total	\$2,690,000

	CERTIFICATION	
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WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2021**.

Name of System Director	Signature of System Director 	Date Signed <i>Mo./Day/Yr.</i>
Name of System Board President	Signature of System Board President 	Date Signed <i>Mo./Day/Yr.</i>

	FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL	
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Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature 	Date Signed <i>Mo./Day/Yr.</i>
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Comments

PUBLIC LIBRARY SYSTEM 2021 ANNUAL PROGRAM BUDGET					
Program	2021 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1.					
2.					
3.					
4.					
5. Electronic Resources					
Program Total	\$0	\$0	\$0	\$0	\$0
Continuing Education and Consulting Service*					
1.					
2.					
Program Total	\$0	\$0	\$0	\$0	\$0
Delivery Services					\$0
Inclusive Services					\$0
Library Collection Development					\$0
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Youth Services					\$0
Public Information					\$0
Administration					\$0
Subtotal	\$0	\$0	\$0	\$0	\$0
Other System Programs					
1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$0	\$0	\$0	\$0	\$0

* These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.
Line 5 is reserved for the amounts budgeted for electronic resources ([see program budget guidelines](#)).

Strategic Plan Progress Report September 1, 2019 – August 1, 2020

Strategic Priorities

The IFLS Strategic Plan has three strategic priorities: Support, Innovate and Lead, and Advocate and Promote Awareness.

Support

- Consultation
 - a. Library Visits (In-Person/Virtual)
 - i. 240 visits -- 50 of the 53 libraries (Libraries not visited Cornell, Pepin and Plum City)
 - ii. Virtual check ins during COVID
 - 1. Library Directors
 - 2. Youth Services Staff
 - 3. Adult Services Staff
 - b. Topic areas (Partial Listing)
 - i. Administration
 - ii. Board Development
 - iii. Budget
 - iv. Collection Development
 - v. County Planning
 - vi. Inclusive Services (best practices for serving traditionally underserved people)
 - vii. Library law
 - viii. Personnel
 - ix. Planning
 - x. Space planning/Building
 - 1. Furniture selection
 - 2. Color selections
 - xi. Youth Services
- Training and Professional Development
 - a. Conference Scholarships
 - i. WLA Conference 2019: 2 scholarships
 - ii. Conferences were cancelled or postponed for Spring/Summer 2020
 - iii. 10 Scholarships for fall 2020 virtual conferences and iSchool courses planned
 - iv. Administering grant from DPI for Association for Rural and Small Libraries
Conference scholarships: 28 will attend (18 with DPI funds, 10 with IFLS funds)
 - b. 19 Continuing Education Programs with 460 live Attendees, 858 have viewed recordings.
 - c. Co-Sponsor (Collaborations)
 - i. Libraries Activating Workforce Development Skills (LAWDS) --year round webinars and resources
 - ii. Wild Wisconsin Winter Web Conference (January)
 - iii. Trustee Training week (web-based in August)
 - iv. Tech Days (in-person October 2019; virtual September 2020)
 - v. Coordination/hosting/fiscal agent for 3 statewide webinars
 - vi. Collaborations with other systems and with ADRC, UW-Madison Extension

- vii. Promoting Homelessness in Libraries training module, purchased by state library
 - d. In-services
 - i. Prepare Training (Bruce, Fall Creek, Eau Claire)
 - ii. Customer service (St. Croix Falls, Amery)
 - iii. Self care (Eau Claire)
 - iv. Youth development training (Rice Lake)
 - v. Inclusive Services Assessment and Guide (Rice Lake)
 - vi. MORE training
 - vii. New Director visits
- Board Development
 - a. Trustee Training Group Training
 - b. Individual Boards
- Technology Collaboration & Partnership
 - a. LEAN WI--IFLS, Northern Waters and Wisconsin Valley Technology Collaboration
 - b. Statewide back-up project planning
- Collaborative Services
 - a. MORE
 - b. Courier
 - c. Electronic Materials
 - d. Continuing Education
- Create Service Efficiencies
 - a. Shared Services and Cataloging and Bibliographic Services (CABS)
- Group Purchasing
 - a. Supplies
 - b. Library Cards
 - c. Magnets
 - d. Barcodes
 - e. Movie License— 38 Library participants.

Innovate and Lead

- Statewide/National Participation
 - a. Public Library System Redesign—John Thompson
 - b. Statewide Backup Collaboration Project Development—Kris Schwartz
 - c. WLA Conference Chair (2019)— Leah Langby
 - d. WLA Conference Exhibits Co-Chair—Kathy Setter
 - e. Wisconsin/Illinois IUG (WILIUG) Past Chair - Kathy Setter
 - f. Wisconsin Public Library Consortium (WPLC)—Maureen Welch
 - g. Interlibrary Loan Conference Presentation—Maureen Welch
 - h. New Library Director Bootcamp—John Thompson
 - i. Library Reopening Guide—John Thompson (drafting), Leah Langby, Maureen Welch, Lori Roholt (reviewers)
 - j. Self-care presentation (web-based) for Colorado library--Leah Langby
 - k. Wisconsin Libraries Transform Communities Cohort/Project--Leah Langby
 - l. Statewide online librarian book discussion of *Palaces for the People*--Leah Langby
 - m. Attend statewide training: Reimagining School Readiness--Leah Langby
- IFLS Partnerships & Collaborations
 - a. Marketing Cohort multi-system network

- Resource Creation
 - a. Library Director Hiring Guide
 - b. Marketing Monday design e-letter

Advocate and Promote Awareness

- IFLS Website redesign (in progress/evaluation) and Local library website redesign
- Increase presence on IFLS Facebook page
- Advocacy toolkit development

Strategic Priorities

- ❖ Support
- ❖ Innovate and Lead
- ❖ Advocate and Promote Awareness

Key Work Plan Directions Progress Update

Directions	YTD Progress	Final 4-month Activities 2020	Proposed Activities 2021
Increase Advocacy & Awareness Support			
<i>Evaluate IFLS Website. Develop enhancements based on stakeholder feedback.</i>			
<i>Continue to develop partnerships on behalf of IFLS and IFLS libraries to promote collaboration</i>	Increased collaboration with other systems and DPI for Continuing Education, System Directors, Technology,	Plan with League of Women Voters and Aging and Disability Resource Center for webinars in September and October; Working on facilitating partnerships between libraries.	More concerted efforts to partner with schools; continue to work more closely with other systems; and encourage partnerships between libraries.
<i>Offer Continuing Education opportunities to learn more about Advocacy and Awareness</i>	Webinars in May: Top Ten Tips to Educate Your Board; In Times of Crisis: Managing Key Relationships		Plan to offer at least one webinar on this topic
Board Development			
<i>Library Director hiring guide</i>		Review and update as needed	
<i>Monitor development of Trustee Training videos produced by DPI</i>	No activity at this point		
<i>Provide board orientation</i>	May webinar: Top Ten Tips to Educate Your Board	Webinar series in November/December for Library Board members about how to support the library director	At least one offering in 2021 for trustees/working with trustees

<i>Additional resources on IFLS website</i>	Posted Trustee Training overview on website		
<i>Continue to co-sponsor and promote Trustee Training Week series of webinars</i>	Series set for August 24-28; IFLS co-hosting one session		Will continue to participate in Trustee Training Week in whatever way possible.
Study ILS Improvements			
<i>Monitor bibliographic record quality</i>	Assessed record quality; developed and proposed a new centralized bibliographic service	Finalize and prepare library staff for the implementation of a new centralized bibliographic service	Implement and continue to develop the new centralized bibliographic service in cooperation with cataloging partner libraries
<i>Implement New Online Catalog</i>	Introduced staff and patrons to the new MORE Catalog in stages, with full public launch in February 2020; facilitated vendor-lead training sessions and provided direct training and support to library staff and patrons	Ensure that all aspects of the new MORE Catalog work as expected, and explore new possibilities to improve patron access to library collections; provide staff training to better equip them to help patrons	Ensure that cataloging practices are aligned to maximize patron and staff access via the MORE Catalog; monitor changes in the public-facing library software landscape
<i>Reinvestigation of App development</i>	Awaited details on BiblioCommons' app product in development; monitored other public-facing library app options	Evaluate BiblioCommons' app product against patrons' current and future needs	Implement BiblioCommons' app or explore other app options
Evaluate System Capacity			
<i>MORE staffing</i>	Assessed support for cataloging certification option and developed a more efficient centralized bibliographic service; planned for shifting duties	Further refine staff roles as we begin implementing the new centralized bibliographic service and; provide training and support for all libraries to streamline their acquisitions process and introduce them to the new bibliographic service	Evaluate workload in the centralized bibliographic service era
IFLS Services and Staffing		Hire technology support position	Evaluate existing staff capacity in relationship to current services and

			possible new services discussed during the planning process.
Monitor Courier Performance and Viability			
<i>Conduct delivery study</i>			

Strategic Plan

2019-2021

**Inspiring and
Facilitating
Library
Success**

Serving the 53 libraries of Barron, Chippewa, Dunn, Eau Claire,
Pepin, Pierce, Polk, Price, Rusk and St. Croix Counties

Introduction

The approval of this strategic plan marks a transformative period in our 40-year history. The Indianhead Federated Library System officially changed our name to the IFLS Library System. Our new public name will be branded as IFLS: Inspiring and Facilitating Library Success.

This plan is a result of input gathered during a planning event held on August 30, 2018, along with input from the IFLS Advisory Committee and IFLS Staff. Over 50 IFLS Board and Staff members; IFLS-member library directors, staff, and trustees; and non-public librarians participated. The day included a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis; an analysis of system services strengths and weaknesses; and priority setting. A new mission and vision were also shared with participants for their feedback.

The IFLS Board approved this document at their September 26, 2018 meeting. The strategic plan will help guide the IFLS staff work plan and the allocation of resources.

IFLS Overview

10 member counties
53 public libraries along with one branch location
Population Served: 463,025
Square Miles: 7,969
2018 State Aid: \$1,162,585

IFLS Services

Advocacy and Promotion

- Marketing and communication resources & consulting
- Website design
- Training in Divi, a WordPress website template
- Library Legislative Day
- Relationships with local government

Administration

- Annual reports
- Budgeting & Financial consulting
- Board development
- Library Director hiring
- Building projects & Planning
- Library law

Adult Services

- Collection development
- Program Support
- Kits

Collaborative Services & Networking

- Facilitating communication between libraries
- Mentor program
- Community area networks
- Public-private partnerships
- Local, county government and nonprofit agencies

Continuing Education

- Webinars & Workshops
- Professional development resources
- In-services at your library
- Director certification

Delivery

- Local courier
- Statewide delivery

Inclusive Services

- ADA compliance
- Best practices & resource sharing
- Grant-writing
- Partnerships
- Planning & Evaluation of programs and services

Integrated Library System (MORE)

- Consortium administration
- Training & support
- Circulation
- Cataloging
- Serials
- Acquisitions

- Online catalog
- Statistics

Interlibrary Loan & Reference Services

- Best practices
- Training
- ILL Clearinghouse
- Subject requests
- Electronic resources (databases & e-content)
- OverDrive Support & Advantage selecting

Shared Services *and* Cataloging & Bibliographic Services (CABS)

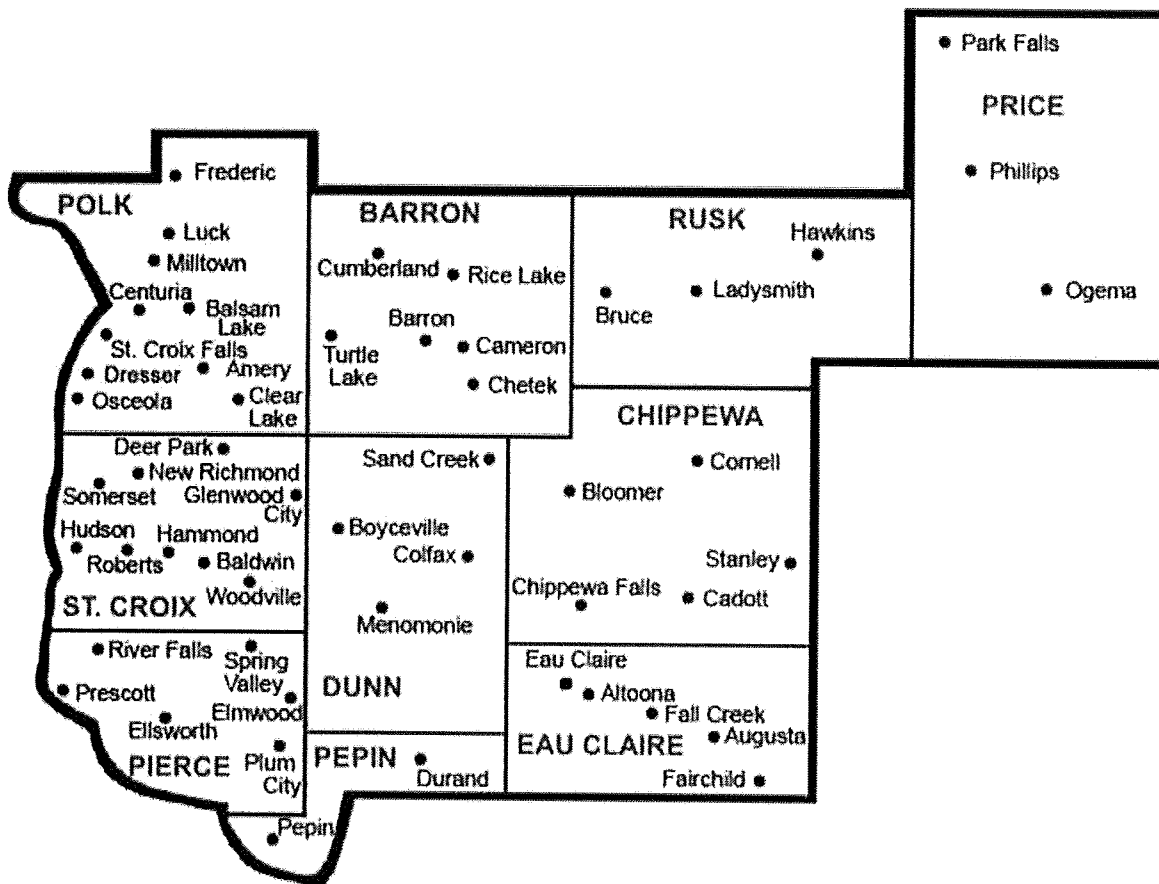
- Centralized cataloging
- Centralized materials processing
- Database cleanup

Technology

- Technology purchasing and setup
- Troubleshooting
- Pharos - Public computer time management
- Security
- Networking and bandwidth
- Training
- Help desk

Youth Services

- Programming & kits to borrow
- Collection development
- Advocacy
- Early literacy
- Child and teen development
- Collaboration & Partnerships
- Planning & Evaluation
- Resource sharing & best practices



Vision:

We envision a network of amazing libraries. IFLS staff and our partner libraries collaborate to provide outstanding, engaged, and inclusive services that contribute to informed, connected, and literate communities.

Mission:

To inspire and facilitate library success by providing member libraries with the tools to serve, empower, and lead their communities.

Core Values:

- Serve
- Empower
- Lead

Strategic Priorities:

★ Support

- Consultation
- Training & Professional Development
- Board Development
- Technology
- Collaboration & Partnerships
- Collaborative Services
- Create Service Efficiencies
- Group Purchasing

★ Innovate and Lead

- Emerging Trends
- Pilot & Experiment
- Statewide Participation
- IFLS Partnerships & Collaborations
- Leadership Modeling
- Resource Creation

★ Advocate and Promote Awareness

- Consultation
- Resource & Toolkit Development Support
- Training
- Staff & Board Development
- Legislative Communications
- Branding
- Website & Social Media Support
- Statistics & Data
- Support Community Engagement

Key Work Plan Directions

(Based on themes that emerged from the planning day)

- Increase Advocacy & Awareness Support
- Board Development
- Study ILS Improvements
- Evaluate System Capacity
- Monitor Courier Performance and Viability

2021 Planning Process

Recommendation: IFLS Staff conduct planning process 2022 3-Year Plan

Hold Virtual Meeting with Advisory Council September 2020

- Share Planning Process Concept
- Review existing plan status
 - Report from IFLS Staff
 - Mission
 - Vision
 - Strategic priorities
 - Possible mid-plan changes for 2020-2021

Individual/Small Group Conversations

- Virtual
- IFLS Staff will conduct
 - Discussion leader
 - Note taker
- Determine priorities
- Participants
 - Library Directors
 - Library Staff
 - Library Board Members by County
 - Include IFLS board members in County groups

Large Group Meeting In-Person (Desirable)/Virtual Meeting

Report from Individual/Small Group Conversations

Review existing plan for updates/revisions

Mission

Vision

Strategic priorities

Library Updates by County
As Reported September 14, 2020

Resource Library:

L.E. Phillips Memorial Public Library

We are now about two months into successfully implementing an “appointment only” public service model. We’ve heard from many that browsing the collection and accessing public internet computers in the library facility during a national pandemic has helped them realize how crucial these services are to dealing with life challenges.

Throughout this trial period, we’ve made a number of adjustments to increase efficiencies and safety.

During this phase, we’ve noticed customers are being very good at following the guidelines of keeping six feet apart from one another and wearing masks. In general, customers have also chosen to minimize their allotted time in the library. At the same time, many customers calling to make appointments have experienced wait times and have voiced their desire for more availability.

With the recent surge of new positive cases of COVID, largely attributed to UWEC students, we are not in a position to offer open browsing times. Instead, we are extending the number of appointments for browsing and for access to internet computers.

We are monitoring the City/County Health Department’s metrics, but also taking into account customer behaviors and our ability to manage the services and workflow in a safe and health manner, as well as our capacity to accurately assist with contact tracing.

We are continuing to offer Holds Pickup now and will do so in the new library facility. Information about the LEPMPL library renovation/expansion project and Story Builder Campaign, go to the webpage [here](#).

Chippewa County:

Cadott

Cadott has been open to Walk-Ins and still encouraging appointments since July. We are also continuing to offer Curbside. We did not make a big deal about mask requirements, and most people are wearing them with just a few hold-outs (even after the mandate). But whether that is because they don’t have access to masks, health reasons, or just willingly refuse, I can’t say.

I used our limited patron interactions and closure as time to do really hard, extensive weeding in our Nonfiction and Juvenile Nonfiction areas. I literally removed a book that hadn’t circulated since 2008.

For Virtual programming, I did Chapter a Day via Facebook, starting in April or May, and then in July and August I read a different fairy tale every day. I have some things coming up for NaNoWriMo, and I'll be reading Frankenstein on Facebook Live in October.

Other than that, things have been quiet and we're just doing what we can and keeping busy.

Chippewa Falls

Throughout COVID, the Chippewa Falls Public Library has remained accessible to patrons, even when we weren't open. When we first closed, staff was dispersed to other city departments, and played a critical role in the April election, helping with preparing mail-in ballots.

The library has progressively increased services over the past few months.

- In May, we started curbside pick-up. Patrons could stop any time of day, without appointment.
- At the end of July, we started in-person services by appointment during limited hours, with a capacity of 10 patrons per hour and continued on with curbside, on a limited basis.
- In early September, we began in-person services without appointment, continuing on with the capacity of 10. Curbside is now by appointment and will be phased out in October. I anticipate home delivery picking up.

Children's department activities included:

- Virtual storytimes – some from home, at first on FB, then moved to dedicated YouTube channel, 2 per week through August
- Loom tutorials on accessing digital resources
- Booktalks highlighting books available digitally
- Demonstration videos, often coordinated with at home activity or Grab and Go kit
- Summer Learning Challenge setup on Beanstack, coordinating paper program & promo
- Free digital resources assessed and added to website
- Grab and Go Kits – 1,667 over the course of the summer, continuing with registration required
- Custom book bundles for families
- Community Cupboard distribution of family meal packs/no kitchen needed meal packs in conjunction with Feed My People Food Bank
- Inventory of children's collection begun

Pepin County

Durand:

We are excited to welcome student back into the library, it's been a boomin place:)

Kids can come in and check out books as well as classes are held in the library. Everyone wears a mask and sanitizes before entering.

Public patrons are coming in as well and have been great about wearing masks and sanitizing before entering. We have a station set up in the lobby for a

reminder. Curbside has slowed way down but in-person has picked up. We are now open on Saturdays until noon.

Library board meeting Monday night to discuss POSSIBLY joining the MORE system. Lots of steps to take before we get there, and still need to do some convincing, but being hopeful! Still quarantining books for 96 hours and also doing the same for the school items. So far, we have had no issues. No programming happening as of now and missing it terribly, but riding out the waves of covid before any planning, just to be on the safe side.

Pepin:

We have been fully open since May 26 following local health department guidelines for indoor gatherings; no more than 10 people, then 25, now 15 inside the building. We haven't had any issues with having too many people inside yet. Browsing is increasing again, but most people are getting their items and not loitering. Masks are being worn since the governor's order was put in place. We are still providing curbside service for those who prefer. This is a service we had provided before, it just didn't have the name "curbside service"

We provided fabric for kits to make masks and people in the community who can sew made extra masks and donated them in addition to sewing the kits. Almost 550 masks or kits were made available to the community through the local grocery store.

Summer reading was held online/virtual with Beanstack for logging the reading and awarding prizes and Page Turner Adventures providing shows, crafts and special guests. The amount of readers was down, but most of the readers who registered completed the reading challenge. We offered small prizes or coupons from local businesses for a treat for each level completed. The businesses were pleased to work with us and we purchased the items redeemed. We will continue to use Beanstack for "1000 Books Before Kindergarten" and "Battle of the Books" later in the school year. Our Silent/Online Quilt Auction finished in July and raise almost \$900. This will be added to the funds raised the prior two years to pay for the antique maps that have been restored and now await framing.

We have started holding the adult book club in person in the library. We have not had to worry about having too many people in the building. Masks and social distancing is being observed. We have not scheduled any in person programming for children or teens.

We have hired a new staff member at the beginning of September. I am hoping once she is trained and comfortable she may be willing to do story time. New ideas and a fresh face!

Polk County

St. Croix Falls Public Library

The library has been providing curbside services that include phone, email support for library services as well as laptop use in the library plaza, printing, faxing, scanning and pick-up for items requested. Providing curbside services is a way to get the community what they need and keep everyone safe from community spread of COVID 19. We will be creating a space in our meeting room to have computer use as the weather becomes

colder and outside is no longer an option. With a larger library space and a small staff (5), we don't have the cleaning staff to keep providing all the services we provide and keep the facility clean enough to be safe for public use. We have been super busy and successful with our curbside services.

Rusk County

Ladysmith

Ladysmith Library opened with ½ hours the last week of May. We have been open 6 days per week since then, with staff staggered so as to allow a larger number of patrons in at a time. We are allowing about 20% full capacity in now as many times a parent with 2 or 3 children will come. We still have people at the door to regulate the number of people entering. We have slightly less than usual traffic.

We have desk guards for the door people and for the circulation desk. We have patrons scan their own cards and their materials to lessen the contact needed. This has mixed success! I think patrons are learning that staff do more than just “scan stuff.”

We have no in person programs, and do not plan to offer them until some time in 2021. We had excellent success with the Summer Reading being online, and we offered Take-and-Make kits every week.

Needless to say, we are sanitizing all pcs after each use. We have only half the pcs available to the public right now to ensure social distancing. Quarantining continues for 96 hours. We are not renting rooms out until at least January, and this will continue to be evaluated as we progress through these interesting times.

Hawkins

Current Services

These guidelines will only be in place until it is safe to remove them. We appreciate your cooperation and patience.

Hours: Monday-Thursday 9:00am-5:00pm Friday 9:00am-1:00pm

Safety of our patrons and staff is our number one priority. Anyone not following established safe policies set forth may be asked to leave the facility. If you or any person in your household is not feeling well, please remain home for the safety of everyone.

9:00am – 10am is reserved for senior citizens and those who are at risk.

Six feet social distancing must be maintained with anyone who is not a member of your household.

You will be required to use hand sanitizer upon entering the building.

Only 5 people will be allowed in at one time. We will operate at a **reduced capacity** to comply with social distancing requirements.

Prolonged socializing is not permitted at this time.

4 computers will be available and a strict 30 minute time restriction will be in place. Restrictive tape or barriers of any kind may not be removed to accommodate access.

A face covering is highly encouraged for anyone, unless a medical condition prevents its use.

The children's play area is closed, only patrons over the age of 16 will be permitted to enter the building to get books.

There will be a bin located inside the door to place any book returns, do not bring them to the desk.

All return items will be in quarantine for the recommended 72 hours.

We encourage everyone to continue to use the Curbside Pickup.

If you wish to browse for books, you will be required to wear a mask and gloves, because we would need to quarantine any books or movies you touch, or a staff member will be happy to get the books/DVDs for you.

We will provide the gloves, however you need your own mask.

The Historical Center will remain closed until further notice.

Curbside Pickup

Curbside Pickup Details

We are excited to announce that we will be trying a curbside pickup which is allowed under the new regulations from the governor.

Beginning Monday, May 4, we will begin a curbside program as a trial basis.

We will be following very strict rules with this and ask for your patience and cooperation as we see how this will work for everyone. Safety will come first and we ask that you follow the guidelines below.

- Place your order by looking through our online catalog: <https://hawkinspl.org/>
- You can create a list and email it: hawkinslibrary@gmail.com
- Or give us a call (715-585-2311) to check out items.
- You will receive a call when your items have been pulled and are ready for pickup.

Pick Up Procedure

Pickup will only be available at the following times, no exceptions:

- Mondays 10:00am-1:00pm
- Thursdays 1:00pm- 5:00pm

We will have a designated pickup window, when you arrive come up to the window to get your order.

If you have books to return you must put them in the book return slot in the door. All items will be put in quarantine for 72 hours before we disinfect them and return them to the shelves.

Please do not linger, you must take your items and leave.

We can all get through this together by following the guidelines and being patient.

Bruce:

It has been very difficult since COVID-19 struck. As you recall, libraries closed and we were only able to enter the library for essential business at first. Then one person was able to work in the library at a time, due to the size and number of enclosed spaces in our building. Most libraries have other staff, but I'm the only one in Bruce. Since libraries were able to reopen, I have worked mostly by myself. Just now I am finally almost to the point of having a volunteer each day the library is open to the public. So, although the "staffing" situation is improving, I fear that the COVID-19 cases are growing at a faster rate in our county and we might have to reduce services.

Pierce County

Ellsworth

The library building has been closed to the public since mid-March. The shift to online programs has seen varying degrees of success, but doorside pickup and Grab & Go activity kits have been very popular. While closed, staff has completed inventory, which had not been done for at least five years. The air conditioning went out in the library in late August. We are hoping for installation of a new a/c unit and furnace by the end of September. The Village Board is still considering two options for the library building project. This process slowed due to the pandemic, but is slowly moving forward. All Pierce County libraries have worked closely with the Pierce County Public Health department on the safe reopening of our buildings. Ellsworth hopes to open by appointment within the next couple of weeks.

Elmwood

Curbside, delivery, and library by appointment have all been going well these past few months at Elmwood. The biggest struggle is noticing patrons who were originally following the mask mandate have been less and less likely to wear a mask when they show up to the library - I have a feeling this is being seen everywhere which is unfortunate. Aside from COVID related things, we have been able to use this time to get some maintenance done. We had some brick work done earlier this summer and we just had a new sign made. We are looking forward to getting the exterior of the building painted and refreshed soon as well.

Plum City

Plum city has recently seen our circulation numbers return to our pre-covid average. We are currently open 3 days a week, 10am to 4pm and seeing about 40 inside appointments a week. Our curbside and locker pickup continue to be very popular and these services are here to stay.

We recently began looking at more programming for the fall. Currently we have one virtual book club and up and would like to host another. We are exploring online story times and craft walk throughs. Our cookbook club is meeting for an outdoor, social distance self-picnic in the park. We have partnered with Colossal Fossils and surrounding area libraries to provide 16 weeks of programs available Fridays at 1pm. Our summer wasn't nearly as exciting as we are used to but we did partner with the League of Women Voters, PBS kids, Habitat for Humanity and are now reaching out to our community Lions club to host a program for Halloween.

We continue to follow social distance and mask guidelines and look for ways to meet the needs of our community while operating at reduced staffing and hours.

Prescott

Prescott's excited to have received a technology donation from a local foundation this year. We were able to purchase Kindles, Launchpad tablets for kids and more Wi-Fi

Hotspots for our community. Additionally, the library board has approved painting our library this fall.

Although we miss seeing patrons, our Curbside Pickup and virtual programs have been going well. We've heard positive feedback and thanks from our patrons for providing alternative services during this time. Pierce County Public Health has been a great resource for us and is very supportive of our plans as we navigate through this ever-evolving process.

Spring Valley

Here in Spring Valley we are still in a "closed to the public status." Right now, I have no idea when we will consider allowing people in by appointment. We plan on waiting to see how the first two weeks of school being in session work out and will assess and make a decision from there, following recommendations from the county health department. It has been a challenge to serve patrons during this time as many would like to come in and browse but the majority are just grateful to have curbside pickup and courier services.

The Summer Reading Program went well, all things considered. Even though our overall attendance was lower than in previous years we did have more participation by both teens and adults, which was exciting! The Beanstack app was a wonderful tool this summer and we plan to utilize it for a Winter Reading Program. We created 250 STEM take-home kits for the Summer Reading Program and they were a big hit with our SRP families.

Staff has been taking this opportunity to weed areas of the collection and to do creative projects that we don't always have time for. Example: my assistant is creating a large drop-in activity Scrabble board using felt and buttons so that a game can be ongoing and patrons can play as they visit the library. The St. Croix County Administration committee approved funding for the library's two WI-FI hotspots for 2021. Without their generous funding we would be unable to provide this technology to our community.

Any plans of reopening are still up in the air so it's really difficult to plan the next few months and the school has decided NOT to allow public library visits by classes at all this year so even my interaction with the school will be minimal. I can do curbside pickup for students and teachers but that is about it.

River Falls

Curbside Pickup

- Responding to about 600 to 700 calls a week
- Processing about 90 curbside pickups a day
- Workflow is well organized and highly efficient
- Service is popular and brings in many nice public comments
- Turnaround time for Interlibrary loans (ILL) is still slow but improving

Access to Internet and Technology

- Range of outdoor WiFi service around the library was extended
- 15 new hotspots on a two-year contract were added by the Foundation

- Total hotspots in circulation is now 26
- One computer and one printer are available for use outside the library during curbside pickup hours.
- Five Chromebooks are circulating but are not in demand
- Four iPads with children's educational games will soon be circulating

The new WiFi hotspots have been available for about a month and have each circulated twice on a two week checkout period.

Community Partners

The library has partnered with many non-profit agencies to help our community connect with community resources. Partnerships include:

- St. Croix Valley United Way
- St. Croix Valley United Way (drive-up food share with used book and puzzle giveaway)
- St. Croix Valley Job Center (handouts in curbside pickup and upcoming program)
- American Red Cross (blood drives at the library)
- Our Neighbor's Place (handouts in curbside pickup)
- St. Croix Valley Habitat for Humanity (promoted coloring contest)
- League of Women Voters (handouts in curbside pickup)
- Hope for Creation (upcoming program)
- UWRF (upcoming program)
- Community Education (handout in curbside pickup and upcoming program)
- NAMI (handouts in curbside pick and upcoming program)

Upcoming Collaborative Programs

The following programs may all be viewed from the River Falls Public Library Facebook page or YouTube.

October 1 (6pm) – Retired research librarian Michael Edmonds from the Wisconsin Historical Society will present *News, Fake News, and Spin: Deciding Who to Trust in an Age of Disinformation*. Learn to analyze messages, evaluate arguments, assess evidence and locate reliable sources. Registration is required through River Falls School District - Community Education.

October 12 (6pm) - Nobel laureate Dr. Terry Root from Stanford University will be providing a virtual presentation titled *Climate Change and Species Extinction*. Collaborating partners include: RF Conservation and Efficiency Coordinator Mike Noreen, UWRF Sustainability Director Mark Klapatch and leadership members of Hope for Creations.

November 10 (2pm) - Pat Miller from the St. Croix Valley Job Center is working with us to provide a virtual presentation on job hunting. The library has updated its online links for job hunters and those seeking online workforce development resources.

November 19 (6pm) - Lorna Ross from NAMI is working with us to provide a virtual presentation on reducing anxiety, stress and depression during COVID-19

Online Program Series

The Library was quick to move programs from in person to virtual. Examples are:

- Storytime by Monica using Facebook Live and YouTube
- Storytime by patrons using Flipgrid
- Summer Reading Program for all ages using Beanstack
- Diverse Stories for all ages using Beanstack and Facebook Live
- Adult programs using Facebook Live, YouTube and StreamYard
- Middle school and high school book clubs on GotoMeeting
- Adult book clubs will be resuming in October using GotoMeeting

In general, we are seeing a drop in program participation since going entirely virtual. Patrons really love sharing programming experience in person. One of the exceptions is Storytime. Sometimes, Monica has had more attendance at virtual storytime than in person. Our use of Beanstack and Diverse Stories during the summer reading program was masterfully executed but it was still not as popular as the in person program.

Automated Material Handling (AMH) System

- Almost 90,000 circulating library items have been processed with a Radio Frequency Identification (RFID) tag.
- Roughly 1,500 remain to be tagged.
- Facilities is making modest modifications to the workroom area in anticipation of AMH installation during the first week of October.

The AMH system, RFID tags, and related equipment has been paid for through the Library Board Trust Fund which is made possible by years of accumulated community donations.

St. Croix County

Baldwin Library

Disinformation program - On Sept. 28th we're having a WI Historical Society researcher and teacher do a virtual presentation on how to find good sources of news information and evaluate social media for disinformation. We'll do our part to improve research skills before the election.

School Supply Collecting- we helped Culvers collect and offered their coupons to people who brought things in. We quarantined the supplies before handing them over to families who asked us for help or to the schools. Felt so good to see the kids' eyes light up when we gave them a new backpack and supplies they needed to walk into school and not feel embarrassed without them.

Summer Reading Program had to move to online, not the same. We did try one guest performer event in person, outside with distancing. We had Colossal Fossils from Wausau come and bring dinosaur bones, a mastodon tusk, a narwhal horn that stimulated tales of unicorns, cool stuff.

Grant Event – got a grant and worked with a gardening organization to offer free pollinator –friendly plants and native trees to folks to plant in their yards, a Master Gardener educated them.

Distance learning – trying to offer more resources for the increased number of families who might be starting to do distance learning or home schooling soon – manuals, family activity packs, etc.

Reopening is going pretty well. We are not allowing children in the playroom, or anyone working on puzzles, games, meetings, or lingering too long. So a lot of the function of the library – being a community gathering and hang-out place, has not been able to happen. People come in and pick up their requested items and leave. It's sad and I hope we get over this phase soon.

IT Director Report

IFLS Board of Trustees, September 2020

Kris Schwartz, IT Director

Technology as Libraries Re-open

As libraries start re-opening their doors, I have been working with them on getting the computers setup to be used by patrons again and making sure the computers are functional and up to date. Many of the libraries had to shut down the library computers during the quarantine and closures as they were closed for months. One problem with computers being turned off is they are not able to update themselves and keep licensing up to date on the licensing servers for various software vendors. I have been able to remote into the computers and work on making sure the computers are secure and in good working condition before patrons start using them. As I visit some libraries, I have also been helping them move some computers around in the library to keep them separated for social distancing purposes. At some libraries it is possible to move computers around but others it is not because the wiring limits the locations computers can be installed so some libraries are shutting down every other computer to keep distance between patrons using the computers. The libraries that use the time management software Pharos I have been working with them to update schedules for temporary hours and change the time patrons can use the computers every day. The LWIN partnership is working together to use some grants to help libraries expand their wireless coverage outside the building so patrons with limited or no access to internet can still access the internet via the library WiFi. We will also be looking into several other projects through grants including adding WiFi access points outside the library building to expand coverage and adding network wiring inside the buildings to allow for public computers to be spaced out better to allow for proper social distancing.

Board Report, September 2020

Reb Kilde

Canva hands-on virtual workshops a success

I held three hands-on workshops in August and early September. They were well-attended and useful, and I'll be launching Canva+Design virtual office hours in October.

Website Survey

The results of the website survey are in. Overall the website content is rated highly by library staff and directors. Searchability needs improvement, and I'll be implementing some changes over the next few months to improve that.

Thank you to the Trustees who completed the survey!

New for You on the Website

We've added links to digital versions of everything you get in your orientation packet, so if you misplace your paper copies you'll know where to look for them. It's on the IFLS Trustee page.

Navigate to it from the home page dropdown menu, or use this link:

<https://iflweb.org/home/ifls-trustees/>

IFLS Library System Board of Directors
Library Development and Youth Services Coordinator's Report of Activities
Submitted by Leah Langby September 15, 2020

Keeping Libraries Connected

- I'm continuing to host and facilitate check-ins for library staff: youth services, adult services, and library directors. Currently directors and youth services librarians meet weekly and adult services staff meet every other week. I follow up each meeting with an email with highlights, resources, etc.

Continuing Education Highlights:

- There have been a tremendous amount of online opportunities for librarians. To help librarians take advantage of that we have:
 - Provided funding to allow 12 library staff to attend a webinar from the iSchool about promoting civic engagement.
 - Worked with DPI to coordinate funding to allow 44 librarians from around IFLS-land to attend the Association for Rural and Small Libraries virtual conference the week of 9/28 (\$35/person, DPI funding)
 - Promoted and awarded 18 scholarships to fall virtual conferences and courses (Back in Circulation; Lead the Way: Libraries at the Heart of Community Engagement; Libraries Advocacy and Funding Conference; Association for Library Service to Children Institute; Young Adult Library Services Association Symposium; and a Youth Services 101 iSchool course).
 - Additional funds will be used to allow some librarians to attend a *Library Journal* Equity in Action: Fostering an Antiracist Library Culture course.
- On September 14, we did a home-grown webinar about Innovative and Successful Virtual Programs for Teens and Adults with Stacey Brown (Augusta) and Samma Johnson (Cadott). Attendance: 16 live. It was recorded and captioned.
- Many other upcoming online programs! Please see our calendar: <https://iflswb.org/calendar/>
- **Mark your calendars now** for a trustee series about supporting library directors: November 5, 12, and 19 from 12-1; with a virtual discussion on December 3 from 7-8 pm. More information coming soon.
- Helping to plan the Wild Wisconsin Winter Web Conference (coming up January 27-28), including planning, hosting, and coordinating the Public Services Track and making initial contact and negotiations with keynote speakers.

Consulting Highlights

- New director meeting with Somerset director
- New youth services meeting with Ellsworth staff
- Help with supervisory questions and issues, mental health concerns for patrons, and many other questions and concerns.

Other projects and learning opportunities

- Wisconsin Libraries Transform Communities: I am coaching teams from Brodhead and Kenosha—I have been learning a lot from them and from the process. Virtual training has been excellent, despite its limitations.
- LAWDS (Libraries Activating Workforce Development Skills) continues, recently a webinar with Job Center staff helping librarians understand how to manage the Job Center Wisconsin website.
- Bonus project last month: helping Mary Ellen Brue record a short video about raising monarch caterpillars! She wanted to make this to share with libraries. It currently has 103 views.

Reference & Interlibrary Loan Coordinator's Report – September 2020

New Director Orientations & Training

I had a virtual session with each of these directors:

August 10 – Jenna/Elmwood

August 26 – Lori/Durand

September 1 – Kristina/Somerset

September 15 – Elizabeth/Stanley

My orientation/training covers interlibrary loan/intro to WISCAT; databases and electronic resources such as the Wisconsin Digital Library; troubleshooting MORE holds; delivery; and collection development as needed.

Wisconsin's Digital Library (WDL) & Ancestry Library Edition

I am back to my regular selection/ordering of two ebook carts of Advantage copies per month; and every other month there has been some high demand funds available for a third cart. I have also done some troubleshooting selection at the consortium level for older holds. I continue to handle the IFLS area OverDrive Support requests for IFLS area.

Courtesy of Proquest and its partner Ancestry, remote access to Ancestry Library Edition has now been extended through the end of 2020. You can go through the MORE Research page to find instructions for how to access through your MORE account.

<http://www.more.lib.wi.us/screens/research.html>

Meetings/Webinars

WPLC Board Meeting

WPLC Selection Committee Meeting

WISCAT/ILL Restart Webinar presented by state WISCAT staff

WISCAT User Group Meeting

RWA (Romance Writers of America) Librarians Day – keynote and three webinar sessions which included readers' advisory info on trends in romance and authors to know

Adults Services Programming webinar presented by 2 IFLS librarians

IFLS Advisory Council Meeting

WPLC Steering Committee Meeting

And I continue to attend the IFLS Directors Check In meetings as well as the Adult Services Check In meetings (all on Zoom)

Delivery

The courier guidelines have changed a couple of times since my last report. First by new data from the REALM project which is testing how long the virus is detected on library materials, and then by input from the IFLS library directors. We are asking all libraries to quarantine their returned materials for 96 hours. Library staff are asked to wear a mask when paging and to sanitize or wash hands before/after packing bins. WALTCO is not quarantining bins before sorting. And the libraries determine the amount of quarantine time for incoming bins based on their staff risk and the guidelines.

Most of the IFLS libraries are back to their regular schedule of courier delivery and each week more are moving in that direction. The statewide South Central Delivery Service is back to its regular 4 day a week schedule.

The Systems delivery managers' virtual meetings are down to once a month but we continue to discuss how we are doing within each of our systems as we move back to full interlibrary loan and delivery services.

Interlibrary Loan (ILL)

WISCAT interlibrary loan borrowing/lending restarted on August 3. Both amount of traffic and fill rate are lower, but ILL requests are getting filled. ILL due dates have been extended to compensate for quarantine times.

I presented a WISCAT Basic Training webinar on August 4. The 1.5 hour session was recorded and is available on the IFLS website.

IFLS ILL Clearinghouse Statistics

Requests Received	2017	2018	2019	2020
January	1705	1718	1744	2023
February	1573	1606	1599	1555
March	1716	1897	1554	962
April	1521	1612	1611	*
May	1536	1453	1452	*
June	1503	1462	1357	*
July	1464	1465	1573	59*
August	1605	1565	1415	877
September	1523	1377	1553	
October	1693	1607	1760	
November	1472	1444	1255	
December	1464	1405	1534	
Total	18,775	18,611	18,407	5,476

*April-July saw about 59 requests come through the ILL software to be handled despite statewide shutdown of interlibrary loan. Most of these requests were returned to requester as unfilled but a few requests could be filled by digital materials.

Budget & Long Range Plan

Prepared revised 2020 and estimated 2021 budgets for delivery, electronic resources, and interlibrary loan.

Participated in review of current long range plan and the 2021 plans to update it.

Maureen Welch 9/16/2020

MORE Administrator's Report

Lori Roholt

September 2020 – IFLS Board of Trustees

COVID-19 Response

My colleagues who primarily work with MORE and I continue to be responsive to the changing needs of member libraries as many gradually resume regular services:

- Adjusting notices for clear communication with patrons
- Supporting evolving services
- Remaining accessible as resources to directors and staff

Possible new MORE-member libraries

LSTA funds will be available in the current grant cycle for public libraries in Wisconsin that are not members of an ILS/resource-sharing consortium (like MORE) to join. I am awaiting confirmation from any of the 4 IFLS-member libraries that are not members of MORE that they are interested in membership. As of now, Fairchild Public Library and Durand Community Library seem to be the most likely additions to MORE; Hawkins Area Library and Cornell Public Library seem less likely to join at this time. The last library to join MORE was Ogema in 2012.

2021 MORE Budget

At their July 17 meeting, MORE Directors Council approved the 2021 MORE budget. A preliminary discussion was held at the May Directors Council meeting, and directors and staff were invited to attend a budget hearing in late June, after which the MORE Executive Committee made a recommendation on the budget. The approved budget represents a 6.3% cost increase over 2020.

The approved budget includes funding for “Centralized Bibliographic Services,” so IFLS and three cataloging partner libraries will be responsible for all bibliographic- (or title-) level cataloging for MORE beginning in January. A centralized approach to cataloging work is a common service model among public library consortia like MORE, including among consortia in Wisconsin. The service’s goals are to improve patron access to all libraries’ collections, and to streamline the technical services work of member libraries. IFLS will add a full-time cataloger position to the existing bibliographic services team to provide this expanded service.

My colleagues Kathy Setter and Bridget Krejci have begun visits with all libraries that will be using the service, about half of which will be new to the service. We hope to tailor the service to their needs and existing workflows while ensuring that sufficient information about library acquisitions is relayed to the bibliographic services team, allowing them to create high-quality bibliographic records.