



COUNTY OF MARATHON
WAUSAU, WISCONSIN

OFFICIAL NOTICE AND AGENDA

**of a meeting of the Marathon County Public Library Task Force Library System Inquiry,
Monday June 15, 2020 at 11:00 a.m.
Library Headquarters, Wausau Community Room.**

The meeting site identified above will be open to the public. However, due to the COVID-19 pandemic and associated public health directives, Marathon County encourages Library Task Force members and the public to attend this meeting remotely. To this end, instead of attendance in person, Library Task Force members and the public may attend this meeting by **computer or telephone conference**. If Library Task Force members or members of the public cannot attend remotely, Marathon County requests that appropriate safety measures, including adequate social distancing, be utilized by all in-person attendees. Persons wishing to attend the meeting by computer or phone may log or call into the **conference beginning five (5) minutes prior to the start time indicated above using the following website: <https://global.gotomeeting.com/join/197608277> or number: [1 866 899 4679](tel:18668994679). Access Code for dialing in: 197-608-277.**

When you enter the conference, **PLEASE PUT YOUR COMPUTER AND PHONE ON MUTE!**

AGENDA

1. **Call to Order**
2. **The Public Comment portion of the agenda has been temporarily suspended, pursuant to Marathon County Resolution # R-29-20, dated April 21, 2020, because the technology necessary to afford the public the opportunity to address the County Board, or its subgroups, during public Comment is difficult to guarantee, if a large number of individuals have elected to call in.**
3. **Approval of Minutes**
4. **Review of WVLS & SCLS Mission, Values, and Goals documents**
5. **Discussion of July Topic: System Governance**
6. **Future Meeting Dates and Topics:**
 - **July 20: System Governance**
 - **August 17: Service to Customers Internal and SWOT Analysis and Summary**
7. **Adjournment**

Signed: /s/ Mark Arend
Committee Chair or Designee

***NOTICE - Pursuant to Wis. Stat. Section 19.84(2) and (3), notice is hereby given to the public that a quorum of the Marathon County Public Library Board of Trustees may be in attendance. No action will be taken.**

***All items on the agenda are considered action items, regardless of action taken.**

***All times are approximate and subject to change**

"Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the Library Administration Office at 715-261-7213."

FAXED TO: Wausau Daily Herald, City Pages, and
FAXED TO: Other Media Groups
FAXED BY: H. Wilde
FAXED DATE: June 8, 2020
FAXED TIME: 11:45 a.m.

NOTICE POSTED AT COURTHOUSE

BY: _____
DATE: _____
TIME: _____

Meeting of the Marathon County Public Library Task Force Library System Inquiry, Monday, May 18, 2020. Library Headquarters, Wausau Community Room.

Present: Mark Arend, Gary Beastro (remote), Rebecca Frisch (remote), Sharon Hunter, Shannon Schultz (remote), Scott Winch (remote)

Excused:

Others: Ralph Illick, Matt Derpinghaus, Leah Giordano (remote), Thomas O'Neill, Heather Wilde, Ben Deitz, 8 remote visitors

The meeting was called to order at 11:00 by Mark Arend.
Mark Arend welcomed visitors to the meeting.

Public Comments – Temporarily Suspended

Approval of Minutes

A motion was made by Sharon Hunter to approve the MCPL Task Force Library System Inquiry minutes from March 16, 2020. Seconded by Rebecca Frisch. Motion carried.

Review of System Membership Costs Spreadsheet

Mark put together a couple documents that compare the costs between the two systems. The costs for system services are broken down between; ILS, Network, Delivery and Overdrive. There is also comparison between the two systems on grants and other funding available.

More detailed information will be provided in June on these reports.

Review of S. Schultz; Statistical Report

Shannon Schultz had updated the document that was shared from March. Information was originally pulled together from the 2019 Annual Report data for the two library systems. The document handed out shows a brief comparison of both systems with and without MCPL. The information compared was; Total Municipal Population, Total Population, Number of Libraries, Service Outlets, Books in Print, E-Books, Total Holdings: Physical Only, E-Books, Total Holdings w/E-materials, MCPL % of System Holdings.

Discussion of June Topic: Innovation, Organization Excellence

Director Illick explained layers of innovation that will impact the library over the coming years and we would hope we could get support with those. The items that are listed; aged equipment for processing our RFID's, from our ILS we have a need to get into the reporting features that are not accessible at the moment, we would like to know if Koha has the capability to access the information that is needed for old debt. The old debt is no longer collectable, but we have to figure out to identify it first and then retire that old debt.

Future Meeting Dates and Topics:

- June 15: Innovation, Organization Excellence
- July 20: System Governance
- August 17: Service to Customers Internal and SWOT Analysis and Summary

Comments from chat

11:03 a.m. Anne Hamland: @Matt, Is there a way to project the document?

11:03 a.m. Anne Hamland: Or share your screen with the document?

11:09 a.m. Anne Hamland: <https://wvls.org/wp-content/uploads/2020/05/May-18-2020-Financial-Information-for-Task-Force.pdf>

11:10 a.m. Anne Hamland: @matt

11:17 a.m. Marla: Thank you, Mark.

11:35 a.m. Marla: WVLS requests a recording of this meeting. Thank you.

11:35 a.m. Shannon Schultz:
<https://docs.google.com/spreadsheets/d/1hY3JEttT2uyW7Wdgmkd7TKWE-G7A4MXOgzt5yUHKJqM/edit?usp=sharing>

11:37 a.m. Jamie Matczak: It's disappointing that this meeting started to be recorded at 11:35 a.m.

11:44 a.m. Marla: Thank you Shannon!

11:45 a.m. Joshua: Shannon, I will share the apples to apples comparison worksheet I've done to learn about the high pressures on MCPL to supply materials into the existing SCLS membership across every metric... you can analyze it, and utilize any part of it that you find meaningful for future projection efforts.

11:53 a.m. Shannon Schultz: Joshua that would be great

11:53 a.m. Joshua: Our current cycle strategic technology plan is in development and incorporated the needs expressed by member library plans. It would be helpful for this task force to review the MCPL strategic plan as a template for comparison of any service partner's strategic plans.

11:56 a.m. Scott Winch: I would agree with Becky too.

11:58 a.m. Marla: Thank you Becky.

Adjournment

A Motion was made by Sharon Hunter to adjourn the meeting at 11:57 a.m. Seconded by Scott Winch. Motion carried.

/s/ Mark Arend
Committee Chair or Designee

Note: These minutes subject to approval at the next Marathon County Public Library Task Force Library System Inquiry meeting scheduled for June 15, 2020.

Meeting of the Marathon County Public Library Task Force Library System Inquiry, Monday, March 16, 2020. Library Headquarters, Wausau Community Room.

Present: Mark Arend, Gary Beastrom, Rebecca Frisch, Sharon Hunter, Shannon Schultz (remote)

Excused: Scott Winch

Others: Ralph Illick, Matt Derpinghaus, Leah Giordano, Thomas O'Neill, Heather Wilde, Marla Sepnafski, Joshua Klingbeil, Anne Hamland (remote), Kris Adams Wendt (remote), Sonja Ackerman (11:13 a.m.)

The meeting was called to order at 11:00 by Mark Arend.
Mark Arend welcomed visitors to the meeting.

Public Comments - None

Approval of notes and minutes of previous two meetings

A motion was made by Sharon Hunter to approve the MCPL Task Force Library System Inquiry notes from January and minutes from February. Seconded by Gary Beastrom. Motion carried.

Review of System Statistical Comparison

Shannon Schultz had pulled together information from the 2019 Annual Report data for the two library systems. The document handed out shows a brief comparison of both systems. The information compared was; Total Municipal Population, Total Population, Number of Libraries, Books in Print, E-Books, Total Holdings, MCPL % of System Holdings.

The Number of Library Locations will be added to the document along with a better understanding of E-Books numbers.

Review of System Answers to Technical Questions

The task force reviewed the answers submitted by both library systems.

Library Director was asked to have library staff determine our vision and how the answers from the library systems fit into the vision for MCPL.

Review of System Answers to Financial Questions

This agenda item will be discussed in April.

Discussion of April Topic: Innovation, Organization Excellence – What Information would the committee like to have for the April meeting?

Questions will be sent to the two systems to help the task force understand the information.

Future Meeting Dates and Topics:

- April 20: Innovation, Organization Excellence
- May 18: System Governance
- June 15: Service to Customers Internal and SWOT Analysis and Summary

Adjournment

A Motion was made by Rebecca Frisch to adjourn the meeting at 11:53 a.m. Seconded by Sharon Hunter. Motion carried.

/s/ Mark Arend

Committee Chair or Designee

SCLS Mission Statement and Principles

Mission

The mission of the South Central Library System is to help its member libraries provide the best possible service to the public.

Vision Statement

SCLS embraces challenges and opportunities to provide innovative solutions that empower our member libraries.

SCLS Staff Values

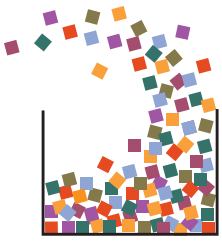
1. We stay focused on our mission and measure all of our work, plans, programs, activities and behaviors against it.
2. We strive to do excellent work that exceeds member expectations.
3. We are responsible for achieving and maintaining good working relationships with every member library and with every co-worker. We make it a high priority to treat people well. We are always courteous to members and to each other. When we make mistakes, we acknowledge them, apologize, and move on.
4. We are a strong team with diverse talents and serve a community of people who are different from each other in many ways. We respect the contributions and viewpoints of members and of each other. We freely share information and communicate our plans, activities and concerns to the other members of our team and give credit where credit is due.
5. We work toward solutions for problems and connect our members to the resources they need. Innovation is an integral component of our daily work life.
6. We keep our commitments, meet our deadlines, and take responsibility for getting the training and resources we need to do our work.
7. We are sensitive to members' perceptions and strive with each interaction to make them more positive than before.

8. We are mindful of the long term costs and impacts of our work in order to remain efficient and sustainable.
9. Our work is far too important for us to always be serious. We approach it with a sense of fun and include as many laughs as we possibly can.

SCLS Basic System Principles

- Every member library must have a voice in the planning and [governance](#) of the South Central Library System (SCLS) and clear opportunities for input into system direction and service priorities. Every member library has an accompanying responsibility to participate in these planning and governance processes.
- SCLS and member libraries will attempt to [clearly communicate library issues](#) to all stakeholders.
- SCLS is a community of libraries that differ from each other in many ways. SCLS must be designed so as to offer something of value to all its members, to respect diversity, and to engender mutual respect among members and between members and system staff. Because of this diversity, SCLS may have different structural relationships with different counties within the system. To the extent feasible, each county should have the primary responsibility for determining the general nature of that relationship.
- [SCLS exists to make its members stronger](#). To this end, SCLS will concentrate on providing services to and through its member libraries rather than directly to the public. An exception to this principle may occur when an existing agency cannot deliver a needed service, or when the system can provide the service in a substantially more effective manner.
- SCLS should be a trailblazer, an innovator, and a catalyst. SCLS should initiate projects and then empower local libraries to continue them. System funds must in no way replace local efforts for established services.
- [SCLS, as a whole, must be greater than the sum of its parts](#). The services provided to each member library must be of greater value than that member could achieve by simply spending its own share of the funds separately.
- SCLS must operate within the framework of statutory requirements while striving to meet member needs.

(originally adopted 8/1981; revised 8/2000; revised 7/2014 SCLS Board of Trustees)



SCLS Quality Standards

Relationship

Relationship is the connection we have with our member libraries and with each other, developing over time.

- ✓ We treat our community with respect and dignity.
- ✓ We are friendly and fair.
- ✓ We are inclusive.
- ✓ We are trustworthy.
- ✓ We provide worry free service.

Helpfulness

Helpfulness underpins everything we do and entails providing the right information or solution to the right person at the right time.

- ✓ We are friendly.
- ✓ We are knowledgeable.
- ✓ We respond in a thoughtful way.
- ✓ We provide simple self-help options.
- ✓ We are straightforward.
- ✓ We are resourceful.
- ✓ We respond promptly.

Efficiency

Efficiency means utilizing time and resources effectively to produce accurate results in a cost effective manner.

- ✓ We work quickly but accurately.
- ✓ We create economies of scale.
- ✓ We strive for cost effectiveness.
- ✓ We identify the priorities.
- ✓ We plan out workflow.
- ✓ We offer continuity of service.

Creativity

Creativity means being open to all sorts of solutions, opportunities and ideas. We try new solutions and have the flexibility to assess and fine-tune as we proceed.

- ✓ We are proactive.
- ✓ We are attentive.
- ✓ We are innovative.
- ✓ We are continually learning.
- ✓ We are empowered to provide the best solution possible.
- ✓ We don't improvise.

“Helping our member libraries provide the best possible service to the public.”

South Central Library System Strategic Plan

2019 – 2021

OUR MISSION

The mission of the South Central Library System is to help our member libraries provide the best possible service to the public.

OUR VISION

SCLS embraces challenges and opportunities to provide innovative solutions that empower our member libraries.

HOW WE SERVE

Our quality standards of service are based on: **relationships, helpfulness, efficiency, and creativity.** These standards are at the core of our service to members, collaborations with one another, and connections with community partners.

CORE VALUES

We:

- ☞ stay focused on our mission and measure all of our work, plans, programs, activities and behaviors against it.
- ☞ strive to do excellent work that exceeds member expectations.
- ☞ are responsible for achieving and maintaining good working relationships with every member library and with every co-worker. We make it a high priority to treat people well. We are always courteous to members and to each other. When we make mistakes, we acknowledge them, apologize, and move on.
- ☞ are a strong team with diverse talents and serve a community of people who are different from each other in many ways. We respect the contributions and viewpoints of members and of each other. We freely share information and communicate our plans, activities and concerns to the other members of our team and give credit where credit is due.
- ☞ work toward solutions for problems and connect our members to the resources they need. Innovation is an integral component of our daily work life.
- ☞ keep our commitments, meet our deadlines, and take responsibility for getting the training and resources we need to do our work.
- ☞ are sensitive to members' perceptions and strive with each interaction to make them more positive than before.
- ☞ are mindful of the long term costs and impacts of our work in order to remain efficient and sustainable.

Our work is far too important for us to always be serious. We approach it with a sense of fun and include as many laughs as we possibly can.



SERVICE PRIORITIES

Our service is centered on **relationships**, which is the connection we have with our member libraries and each other. Our service priorities for our 2019 – 2021 Strategic Plan are: **Equity, Communication, and Innovation.**

FRAMEWORK TO MEASURE THE IMPACT OF STRATEGIC PLAN

EQUITY

The South Central Library System will continue to provide equitable service to member libraries. The strength of our system comes from the diversity of the communities served by SCLS member libraries, and we will focus on solutions that serve libraries of various regions, sizes, and needs.

- ☞ We are aware of the unique communities that our member libraries serve and will provide equitable system services that fit the needs of libraries of diverse sizes, regions, demographics, resources, and needs.
- ☞ We are aware of the unique experiences, knowledge, and skills of member library staff and we will offer a variety of services that address the diverse needs of the individuals we serve.

COMMUNICATION

The South Central Library System will continue to utilize effective methods of communication with member library staff. Communication methods will be consistent and based on the SCLS mission. We recognize that listening is a crucial component of effective communication, and we will diligently gather input from our colleagues in the libraries we serve.

- ☞ We will integrate opportunities for staff members from libraries of all sizes and regions to meet, gather, learn, and grow with one another.
- ☞ We will continually provide channels through which staff from all libraries can provide input about projects, resources, and services that affect them and the communities they serve.

INNOVATION

The South Central Library System will continue to be leaders in public library system service and we will employ creative and efficient methods of service delivery to support new ideas, member library needs, and constantly changing communities.

- ☞ We support ideas and seek methods that allow member libraries to provide innovative programs and services to their communities.
- ☞ We are trailblazers and will work cooperatively with member library staff, library colleagues from across the state and nation, and community partners to identify and implement innovative public library services and programs

