PLSR Service Model Summaries
In May 2016, nine workgroups began work toward creating a new vision of better and more equitable cooperative public library services. Workgroups shared and answered questions about their service models at the 2016 WLA conference in October. The following are summaries of the models.

Chapter 43
*Workgroup summary from Fall 2016*
This workgroup is reviewing Chapter 43, the Wisconsin State law that provides funding for coordinated regional library services, along with library law from other states, and will make recommendations for changes in conjunction with workgroup recommendations.

*Since Fall 2016, the group has...*
- Gathered and summarized information for different resources:
  - Governor’s Commission on Government Reform, Efficiency, and Performance Report (Wisconsin)
  - 13 reports developed by various statewide groups and agencies between 1970 and 2005 that address public library systems and interlibrary cooperation in Wisconsin.
  - Jennifer Thiele Doctoral Paper
  - Conversation with Steve Conway, WLA lobbyist
  - Conversation with Paul Farrow, Waukesha County Executive
- Been researching library law, governance, funding, administration and coordinated and collaborative service models and providers in the following states: California, Colorado, Illinois, Iowa, Kansas, Massachusetts, Michigan, Minnesota, New Mexico, New York, Ohio, Texas, & Washington.

Collections (Was: Electronic Resources)
*Model summary from Fall 2016*
In order to provide equitable access to electronic resources (in particular databases), this model proposes centralized coordination of purchases and trials and access to a baseline level of resources for every library, which should result in a savings of time and effort by avoiding duplication and more competitive pricing by leveraging statewide buying power. The group has also crafted a vision for statewide digitization efforts that includes consultation services, centralized specialized tasks (regional digitization stations), traveling digitization kits, promotion and outreach, and a statewide digital preservation model.

*Since Fall 2016, the group has...*
- Clarified model around a standardized list of model elements:
  - Selection
  - Procurement/creation
  - Licensing/Rights Management
  - Discovery & Access, Preservation
  - Training
  - Support and Consulting
  - Publicity
- Developed draft lists of services under each element for Electronic Resources and Digital Collections. Determined which services are core or ideal and if services would be delivered regionally or statewide.
Discussed integration of other types of collections into the model.

Collected information from other states to help validate the model. Changed digital collections model to include centralized reformatting and metadata creation, based on information discovered from other states.

Discussed how the model would be able to accommodate other types of materials in the future.

**Continuing Education & Consulting (Was two separate workgroups. Combined January 2017)**

*Mission statement of the combined workgroup*

The Consulting and Continuing Education Workgroup hopes to build a flexible, regionalized Public Library Service Model that provides equal access to consistent consulting services, innovative continuing education strategies and quality training methods and resources that support the needs of public libraries of all sizes throughout the state. This model is hoped to empower Wisconsin public libraries and staff through its focus on equity, development, and support.

*Consulting model summary from Fall 2016*

In this model, each library in the state would be assigned to a consulting team and each team will have minimally a consultant expert in Facilities (Building projects, ADA compliance, Technology infrastructure, Security, etc.), Organization (Strategic planning, Human resources, Board training, Policy development, etc.), and Services (Youth services, Technology services, Community engagement, public programming, etc.). This model ensures that *all* public libraries have equitable and consistent access to consulting services.

*Consulting model summary from Fall 2016*

This service model proposes the creation of a centralized team dedicated to professional development and growth of library staff and volunteers. While local libraries and other entities will still carry out baseline training, the continuing education team may work with other groups to provide tools that can be used to develop more individualized training sessions. The service model imagines an online portal that will include a calendar of events, recordings/take-aways, a place to submit ideas, program evaluations, registration capabilities, and director certification tracking and information.

*Since Fall 2016, the group has...*

- From February 2017 through June 2017 created three sub-groups to focus on developing the following areas of the service model
  - Administration – Identify administrative and coordination needs to support the work consultants and CE coordinators.
  - Services – Identify specific service areas and scenarios to develop framework of what services will be available to libraries and how services would be delivered. This subgroup administered a survey to the survey panel for two weeks starting on May 22nd to gather information about service preferences and expectations.
  - Portal – Based on the work of the Help Center Topic Team, this group began identifying what CE and consulting resources and other tools would be available to libraries through a web portal.
- In June of 2017 the workgroup split into 5 subgroups: Facilities; Organization; Services; Continuing Education; & Administration, Tech Support, and Clerical Support. These groups are developing specific service lists and organizational staff models for how services can be provided.
Delivery

*Model summary from Fall 2016*

With this model, new delivery regions would be created to provide quicker delivery times. The regions have not yet been determined, but will dependent upon a 100-mile delivery radius. The model would accommodate 5-day delivery (if the library is open).

*Since Fall 2016, the group has...*

- Coordinated a 1-week delivery volume sample study in all 16 public library systems to gather daily delivery volume data for all 382 libraries and branch locations in the state.
- Created two sub-groups:
  - Vendor: Developed an RFI to gather vendor capacity and pricing information to provide statewide and regional delivery services along with regional sorting services.
  - In-house: This group is mapping in-house service route models to identify regional operational service (both delivery and sorting) needs and costs, both ongoing and capital, for the service model. In addition, the group is determining service design and costs for best in-house statewide delivery model.

ILL & ILS-Discovery (Was two separate workgroups. Combined January 2017)

*ILL model summary from Fall 2016*

The focus of this workgroup is to provide quick and easy access for patrons to the materials they need and simplify materials handling and processes for staff to gain efficiencies. Ideally, this means a single discovery access point for all libraries, simplifying the experience for patrons and making processes more efficient by reducing duplication of effort. Furthermore, consistent, statewide policies and training will improve staff confidence and decrease patron confusion.

*ILS-Discovery model summary from Fall 2016*

This model features a regional approach to ILS service, coupled with three components requiring implementation on a statewide basis. First, a physical “data hub” to link the service regions together at the ILS level. Second, a well-managed and flexible online discovery interface that would take advantage of the underlying data hub or service to allow effective searching of library collections. And, finally, a set of guidelines for service regions designed to achieve a basic level of parity in regards to governance, funding formulas and budgeting.

*Since Fall 2016, the group has...*

- Merged ILL Workgroup and ILS Workgroup into one.
- Merged models from the two workgroups into one.
- Drafted language explaining model and why it was chosen for group to review at July meeting.
- Drafted language defining what ILL and ILS mean in the model for review at July meeting.
- Formed a small team to discuss ILL services at the regional and state level and how other types of libraries will participate in the model.
- Formed a small team to discuss help center for ILL\ILS.
- Formed a small group to begin creating list of best practices and standards to support the discovery layer. Presented initial list to group and will further discuss at July meeting.
- Formed a small group to make a recommendation on statewide patron database/library card. Presented initial list to group and will further discuss at July meeting.
- Formed a small group to make recommendations on regional ILS staffing to support best practices. Presented initial list to group and will further discuss at July meeting.
- Formed a small group to consider centralized bibliographic database.
- Began discussion of list of services to include in model.
- Began discussion of interaction between ILL\ILS model and other workgroups, including technology and delivery.

**Resource Libraries**

*Workgroup summary from Fall 2016*

Members of this workgroup will work with the other workgroups to understand what a resource library might look like in a newly imagined world of cooperative library services. They will offer information and guidance to the Steering Committee as the other workgroups finalize their service models.

*Since Fall 2016, the group has...*
- Compiled summary information about existing system Resource Library agreements.
- Been communicating with the other workgroups to stay abreast of service model development and any potential utilization of Resource Libraries or libraries in general in the service model design.
- Developed a survey to gather information from libraries about usage and need of Resource Libraries as currently defined in Chapter 43 and potential roles in the future landscape of coordinated and collaborative services in the state.

**Technology**

*Model summary from Fall 2016*

The Technology workgroup envisions a single high-speed library network for all libraries across the state. Other technology services such as purchasing, technology help desk support, and the development of staff technology training would be coordinated on a statewide basis with frontline assistance provided by regional locations.

*Since Fall 2016, the group has...*
- Developed a detailed list of services.
- Created a proposed list of services that would be required, optional, or add-on for an additional charge.
- Created a list of hardware and software that would need to be standardized in order to realize efficiencies in services.
- From the list of services, began to identify areas that need further exploration and areas of concern. One area identified is the relationship between technology services and the ILS. There are concerns that, if there are different service regions for the ILS than technology, regional level technology staff will need to support multiple ILSs, which would mean less efficiency gained with the technology model. Discussions between the technology and ILS workgroups have begun to attempt to resolve these issues.