September 2016 PLSR Project Update

Communications from the community:

- Milwaukee County Federated Library System PLSR Toolkit Presentation: Steve Ohs shared the following comments and questions that the directors at MCFLS raised when he and Bruce Gay, MCFLS, presented the PLRS toolkit.

These comments could be considered as conversation topics for the WLA program and areas of community concern the committee needs to consider as it develops a final set of recommendations.

- There was a comment about transparency: urging that transparency is critical if it will be any sort of change that is propagated from top down.
  - Information and thoughts for the committee to consider: Transparency has been a guiding principle driving this process. The process itself is designed to be community led without directive from any group, including DPI, for particular outcomes. Yet, in the end, the result will be recommendations from this committee to DPI and the steps after that to implement any change will rest in the hands of DPI and the legislature. Is this why there are concerns about change being propagated from the top down? How might we discuss and address this concern?

- There was a lot of concern related to making sure that the process doesn't undermine high standards of agencies that have worked hard at considerable expense to achieve those high levels of service.
  - Information and thoughts for the committee to consider: Loss of what we’ve worked so hard to collaborate on and build in the current systems and the “lessening” of standards are concerns that exist with this process and have been raised in previous examinations or explorations of combining systems. How do we factor standards into the model designs? How can a new models allow for service level flexibility so some libraries don’t feel they’ve gone backwards and some feel they’ve been forced into a level of service they don’t feel the need or can afford?

These are comments where process input is needed from the Steering Committee

- There was a comment about future phases of the project. It was requested that there be more of a concerted effort to educate the library community about the next phases of the project.
  - Information and thoughts for the committee to consider: We would love your input, as we map out the activities for Phase 3 after the new year and the process the Steering Committee is developing to create a final recommendation report, about how we might best educate the community about the next steps.

- It was suggested that work groups keep in mind that there may be good example models in use countries outside of the U.S.
  - Information and thoughts for the committee to consider: How might we do this?
These are comments in which discussion and information will be needed from DPI

- There was a question about how any recommended changes will be implemented from a legislative standpoint. The group felt that it will be very important to inform the library community about how any legislative effort will happen, and when it will happen.
- There was a question about the extent to which public hearings would be held prior to any changes taking effect.

- Amy Birtell, Eastern Shores Library System, requested that minutes from workgroup meetings be posted quicker.
- Terrie Howe, DPI, shared that she heard from a library director that there isn't much information available about the project.

WLA

- Steering Committee meeting: with this opportunity to meet in person, we thought it would be good for the committee to think of topics it feels would benefit most from discussing in person. Here are a few ideas from the project managers and chair.
  - Some workgroups will need to find out information and potential costs from vendors that could providing services or products in their new models. How should this be done?
  - It’s clear some workgroups are further along than others. There is a different level of complexity among the workgroups. When the roadmap for this process was first developed, some workgroups were only projected to need 6 months to develop a new service model design and some could take 2 years. What are the pros and cons of workgroups finishing their work at different times and what might we be able to do to move forward with “early wins” if workgroups are done sooner while maintaining the integrity of the process?
  - MCFLS comments and prep for program.

Workgroups

- The workgroups have been working incredibly hard to consider options for service models and begin outlines of potential new service models. The model outlines and sharing them at WLA is the focus of the Sept. 21 meeting. See the Sept. 21 agenda for more details about the day.
- Notes about the activities of two of the workgroups.
  - The Chapter 43 workgroup has not been meeting since all workgroups met in June. They felt their current scope of work was to consider potential legislative needs in response to new service model needs. The Chapter 43 leadership, liaisons, and project managers met on September 15 to discuss their scope and work plan. Because of the nature of this workgroup, they are currently in research mode and will not be exhibiting at WLA.
  - The Resource Libraries workgroup has been in research mode. The next steps of this workgroup will be informed by the model development of the other workgroups, along what they have learned about the current state of Resource Libraries in WI. This workgroup will be sharing what it knows about the current provision of services by Resource Libraries and the Resource Library contracts at both the Sept. 21 meeting and WLA. They will not have new model ideas that they will be sharing, as they will begin addressing that after WLA.