In August of 2015, State Superintendent Dr. Tony Evers appointed an ad hoc 10-member Steering Committee and a DPI staff liaison to oversee a process endorsed and recommended by the Council on Libraries and Network Development (COLAND). The Steering Committee members were recommended and selected based upon the individual's role in Wisconsin public libraries, their library or system size, as well as geographic location.

Building on the previous work done by the DPI LEAN System Study Workgroup and COLAND's *Strategic Vision for Library Systems in the 21st Century* report, this process follows the common goal of those efforts.

> Maximize organizational resources and state funding to deliver high-quality and equitable library services to all Wisconsin residents.

Expenses for this project are supported by the Institute of Museum and Library Services (IMLS) through Library Services and Technology Act grant funding. Information and documentation of the process, including names of Steering Committee members and other project participants, can be found on the [project website](#). A [video providing more detail](#) about the beginnings of the project is also available.

**Phase 1 of PLSR**

In November of 2015, the PLSR Steering Committee, after putting out a nationwide request for proposals, selected WiLS (Wisconsin Library Services) as the project manager for this process. During this first project phase, three primary activities occurred: development of project principles, initial information and data gathering, and creation of workgroups.

**Project principles**

- Communication is critical for the success of the process
- The process relies on openness and trust from all participants
- Information and data should be the bedrock of the process
- Outside expertise will add credibility and weight to the outcome
- Ownership of the process must belong to the Wisconsin library community
- The process will be used to grow skills needed to maintain flexible and community-driven service into the future
**Workgroups**

Workgroups were formed and populated with service experts and library staff that receive services from the systems. They were: Chapter 43, Consulting, Continuing Education, Delivery, Electronic Resources, ILL (Inter-Library Loan), ILS (Integrated Library Systems), Resource Libraries and Technology. Details about the workgroup membership can be found on the PLSR website. {Note: some workgroups were combined after Phase 1 was completed}

In addition, each library system has a communication liaison assigned to the project to share information with their member libraries and report information back to the project managers and the Steering Committee.

**Phase 2 of PLSR**

During this phase, the workgroups:

- Reviewed data and information
- Identified desired service outcomes
- Designed service model prototypes

The workgroups shared and answered questions about their service model prototypes at the 2016 WLA conference in October. A significant number of the ideas in the prototypes align with the recommendations in COLAND’s *Strategic Vision for Library Systems in the 21st Century* report.

More information about workgroup service model concepts can be found on each workgroup’s webpage, linked from http://www.plsr.info/workgroups/.

During this phase, the Steering Committee focused on the process to develop recommendations for the overall administrative, governance and funding structure, which will occur in Phase 3 and after.

**Phase 3 of PLSR**

Phase 3 of the project will be from April 1, 2017 through March 31, 2018. Activities during Phase 3 include further workgroup service model demonstration and development and, at the end of Phase 3, all workgroup service model recommendations will be completed and presented to the Steering Committee. As part of the development process, there will be broad library community communication and discussion of redesigned model recommendations.

The Steering Committee will be beginning their development of a redesigned administrative and support structure during this phase. They have formed 3 subcommittees (Events, HR, and Funding) to help with these efforts.

More information about the Phase 3 activities for the workgroups and the Steering Committee is provided in two videos, linked from the PLSR website. An organizational chart for this phase, along with an overall timeline for the process can be found on the project’s website.