

Dear Workgroup Leadership and Members,

Thank You! As workgroup members, you have put in a great deal of time in developing your models. As a result of our recent Steering Committee retreat discussions with workgroup leadership and others, Steering wanted to share some clarifying direction.

- As we move forward, we'd like to emphasize the idea that we are trying to create service models that provide the best service to ALL Wisconsin residents. We will be trying to speak and think in these terms, and would encourage you to do the same.
- Your role is to create the ideal model for service. We understand that designing services while not knowing the future structure is challenging. We would encourage you to focus on what's best for your service area, and we'll do our best, along with the project managers, to let you know when your ideas conflict with any other workgroup's model.
- Part of the job of each workgroup is to develop a map of how to best provide the services in their model, based on the map created by the Delivery workgroup. You may determine the delivery service map framework is something that works for your needs or you may need to develop a different service map based upon your service needs.
- As you develop the central and regional components of your model, you do not need to define who is going to be providing the services at the central or regional levels. The Steering Committee will define this as part of their work, based on the recommendations from the DPI Lean System Study Work Group Recommendations ([https://dpi.wi.gov/sites/default/files/imce/pld/pdf/LSSWG\\_recommendations.pdf](https://dpi.wi.gov/sites/default/files/imce/pld/pdf/LSSWG_recommendations.pdf)): *"The result could be some services delivered centrally via libraries; systems or system like organizations; federal, state, county or municipal agencies; academic partners; non-profit organizations and agencies or private vendors and contracted services. It also could be that some are delivered regionally with the same options for potential service providers."*
- As you develop your staffing, include the staff needed to provide the services you describe in your model and the day-to-day management to ensure the operations of the services. Don't worry about any management structure beyond that. The overall upper level service coordination/administration/support for all workgroup models will be developed by the Steering Committee after the workgroup reports are shared.
- Use the workgroup report template as a checkpoint to ensure that your model addresses the concepts in the report. We would encourage you to emphasize the following:
  - What options did you consider?
  - How does the model provide the best service to all Wisconsin residents?
  - Why this model?
- The amount of detail needed in the report will vary by workgroup. Some groups may need to detail a more robust infrastructure. Delivery, for example, will need hubs and routes to effectively cost out their models.

- Recommendations on implementation, governance and administration support can be shared if needed as part of the workgroup report
- As we move into this phase of report develop, the roles of your Steering Committee and DPI liaisons will shift. They will be sharing more expertise and also encouraging you to challenge yourselves around your model concept. They will be asking for clarification, justification, etc. to make you strengthen your model and report. Steering Committee liaisons will also be sharing feedback and will also be asking for your feedback.

Thank you for helping share you experience and viewpoints as we create improved service models for the betterment of Wisconsin's public libraries and residents.