Overall Attendance Information (running total – SP, Rice Lake, Ashland, Wausau, Hartford, Muskego, Ontario, Kaukauna, Dodgeville, Marinette)

- System staff: 20
- System trustees: 10
- Library staff: 71 (est)
- Library trustees: 7
- Other: 11 (3 DPI staff at Sun Prairie)

Share what you hear about stories of service levels and desires and other examples or thoughts about equity of access to services.

- Overall, there generally seemed to be consensus of the attendees that they already take part in successful library system(s) and would not like to experience any negative impacts. (Ashland)
- Concern expressed about "equity of voice" - that local libraries will continue to be able to say what they want and need during and after the project, including after implementation - it is very important that local library hopes and dreams continue to be able to be expressed in equal measure (Wausau)
- Some attendees said they believe systems with more funding and resources will not be willing to make any changes to provide more funding or resources to systems that are struggling. (Dodgeville)
- One attendee requested a "ready reference" style document demonstrating the inequity across the state that we could share with reluctant supporters. (Dodgeville)
- EQUITY - may not be the correct term, not a "one size fits all" world, many things may not be needed in some regions/communities. What do the communities need? Stress need to retain regionality and the personal touch. (Marinette)
- EQUITY means different things to different people. (Marinette)

What process questions, ideas, or concerns did you hear?

Timeline Issues and Questions

- Is there enough time for steering to pull this off in the intervening weeks between hand-off from WiLS and submission of report to DPI?
- Clarification of timeline. Why is it so loose at the end?

Governance

- Governance is still a big question
- There is not much about governance or administration?
- What about System boards? What will happen with those?
- Lots of discussion of accountability: How will these various groups be held accountable for providing promised services? Discussion of current lack of accountability for systems.
"Broken system" with DPI "punishment" by withholding funds to libraries if they were to check the "not effective leadership" box.

- Need to keep difference between citizen-based accountability and informal professional association accountability (appointed trustees vs. organizations like WPLC, SRLAAW).
- Do you think we'll see a reduction in the number of systems across the state?
- Have we looked at library Districts as a model - Colorado, Wyoming, Kansas - love this model.

**Equity**

- It seems like a "tiered" approach is still inequity
- How will you guarantee or ensure equity in the end, esp urban vs. rural?
- How can equity across the state be achieved?
- What is the benchmark and who will define?
- Are we using National or State standards as benchmarks?
- Will Equity mean equity of voice? Will small libraries have a voice? We must ensure every library as a voice.
- What about support/equity for library programming? Programming hasn't been a system-supported service, so that's likely falling outside of the project.

**Implementation**

- How confident are you that your recommendations will be implemented?
- Will the recommendation report be flexible enough to shift/change/respond during implementation?
- What is the process for approval of this project and potential process implementation?
- Suggestion that if the whole plan doesn't pass for implementation that the workgroup components could be looked at and addressed individually by systems as they exist now
- What if we didn't do anything? What would happen? What if we don't get support for the project?
- Who will have final say - What if we don't like it?
- Will DPI take the recommendations from the workgroups and not cherry pick solutions the library community doesn't agree with?
- We've talked a lot about this type of change before, why will it happen this time?
- When will the work group recommendations be implemented? Systems and libraries need to know to plan their budgets.
- Do you have a timeline for actual implementation; lack of a timeline is complicating the recruitment directors for at least 2 systems.
- How is DPI going to put their foot down to implement these changes? What will happen if there are changes in leadership at DPI?
- We will stop supporting this process if we don't have anything tangible in the next year. We are going to figure out our own needs and move forward without PLSR.

**Feedback**
• Will the library community see a draft version of the final steering committee report before it is sent to DPI?
• How will you communicate with Municipal or County stakeholders?
• Concern expressed that we are asking for feedback and yet we aren't providing any specifics for them to respond to - what's needed is documentation of the problems that led to the solutions being sought.
• Would hope WLA would be consulted before "dropping the bomb."
• Does this work need to be approved by a "higher power?"
• Feedback seems very informal? Will there ever be a WLA vote? Or is it more if you have something to say, say it?
• How will steering gather feedback from small libraries?

**Budget / Funding**

• When is the budget going to be discussed?
• Is it the responsibility of the workgroups to come up with funding recommendations?
• How will there be enough funding to accomplish the recommendations?
• Will this process create unfunded mandates or will the state provide funding?
• Is Cross County Funding part of this process?
• General concern that this will end up costing libraries more for enhanced services.
• Will you be addressing cross-border funding for borrowing across systems
• Did the funding study that was done recently give any information that will help with this project?
• Will the basic funding formula for systems change to help systems with low funding level?
• Has there been any talk about how to fund the roll-out, once LSTA funds are gone? It's hard to stomach the amount that has been put into this project, while those funds could go directly towards benefiting SWLS.
• SWLS librarian: There's no way to achieve this without a major funding increase.
• There are areas that are lacking - LSTA $ should be used for library services, not just large library grants. Spend LSTA money on smaller libraries.
• How much $ from LSTA is tied up in administration?

**Legislative Concerns/Iissues**

• Integration of PLSR with a legislative agenda (how? who involved? at what point?)
• One attendee was having trouble supporting the process because she still doesn't see WHY we are changing anything - needs specific examples of problems we are trying to solve and the solutions being developed. She expressed great concern about PLSR undoing the hard work that LD&L has done to build legislative support of public libraries and systems - for example, if we present something in the end that LD&L won't support or that isn't agreed upon widely across our stakeholders, legislators will see disorder and lack of collaboration that may affect future support and undo years of work that has been done.
• We’re on a roll in terms of advancing our cause in WI with legislature - this process can further that progress.
• At what point do we start involving/reporting to legislators whose support will be needed to make Chapter 43 changes?

If Systems

• Will the process clarify the system maps now to deliver services as widely as possible, so we're not waiting for a funding crunch that will impose a new system design on Wisconsin?
• Has there been discussion of setting up system boundaries so they're more compact?
• If one single statewide system is created, or fewer larger systems how will they be held accountable?
• Will the outcome of the process make it impossible for libraries to meet with their system staff without having to drive many hours for in-person meetings?

County relationships

• What can we do to strengthen the county relationship (partnerships)?
• County library planning plays a key role in funding, communication, decision making, etc.
  (it's an outstanding "carrot" in the carrot/stick game).
• Close collaborative contact between libraries is critically important.
• Connie Meyer reiterated her concerns about respecting the role and funding provided by counties. She cited the current structure, in which counties make system appointments, which provides county taxpayers a sense of accountability.
• Counties - is there an organized steering group about contacting counties?

Other

• Assuming there will be unanswered questions at the end of the workgroup/steering portion of the project, how will those unanswered questions be handled?
• Will there be (and what roles will be played by) a post-WiLS facilitator?
• What organization will be doing the work at the end?
• Small libraries will need robust support (generally speaking, but also specifically in regard to any transitions required by outcomes of PLSR).
• Where does IFLS fit in terms of system services- high level or low level?
• Have you done cost analysis?
• Will jobs be lost?
• Will patrons notice any changes?
• What is the general consensus of this project that steering committee members have been hearing around the state?
• What is the make-up of the steering committee and workgroups?
• What are the problems presently? Specific examples are needed.
• Reference to the establishment of current library systems as being established by "warlords" who didn't want to/couldn't work together - how will this process work if there is still resistance to change/collaboration/letting go of "territory?"
• Have Patrons been surveyed?
• When should I talk to my library board and patrons about this process?
• Who is ultimately the owner of PLSR?
• Steering committee members should be recognized for the work they've done. Huge amount of time invested and spent away from their libraries. Could those libraries get bumps in state aid? Or some other type of recognition or reimbursement/compensation?
• Will this process result in changes to public library director licensing requirements?
• When will libraries “get credit” for check out of electronic resources by patrons, and will systems or libraries ever be reimbursed for them?
• Is there a way to get more members of the steering committee to SWLS?
• Often the libraries that aren't interested in merging/sharing resources don't realize how much the smaller/rural libraries can contribute.
• How is PLSR being funded? How much has been spent on the process, that could've directly benefited SWLS and other systems in need.
• SWLS Interim (Jen) I'm really concerned that SWLS doesn't have the funding to stay open. We can't wait for the process. We are paying our system staff peanuts but we still compete.
• Concerned about representation by small libraries - originally the systems were designed to help small and rural libraries. The focus of the project should be on small libraries, not the large libraries. Nicolet is a separate consortium - shared w/OWLS, yet not getting what they pay for from Brown County. Feeling is that there are too many systems, large libraries and especially the bottom 1/4 of the state is over-represented on the committee.

Please document questions, ideas or concerns for the workgroups in general or specifically (if specific, please note workgroup name)

Final Recommendation Report

• What does the report to steering look like?
• If there are unanswered questions that come out of the workgroup when they deliver their report to steering, who will address them?

Chapter 43

• Chapter 43 Funding - Long discussion about Act 420. KAW talked about talking to counties about supporting their residents wherever they live and wherever they want to get their library materials. LDL attending Wisconsin County Association to work with counties to help them understand Act 420.
• Will Chapter 43 (or the funding subcommittee) be looking at solving cross-county payments? Lots of staff time taken up with this process, would love to see PLSR solve this. Kris spoke up and said LD&L has been working on messaging about this - that we're looking
at it all wrong and the message to counties needs to simply be to have the money follow the 
patron and pay for service wherever they might choose the receive service.

- Chapter 43 Should be doing more and being more productive, look at the law and 
specifically wording; rewrite Act 420

**CE/Consulting**

- How responsive can consultants really be? Will consultants be working with 
municipal/county boards?
- Where is the data on the equity of services slide from?
- Central log in, will you be able to track out of state attendances? Options like ALA. PLA, Central Licensing Organization? Market central login as money saver.
- Statewide purchase of Web Junction/Lynda/Gale ?
- Is the CE group looking at BadgerLearn as a possible CE portal model? Muskego librarian formerly working in Chicago PL system found the central CE portal they had access to very useful.
- A building consultant at the statewide level is a great idea. Other consulting is very reliant on relationship building and harder to systemize/ scale.
- Why can't you log in as a director and see your certification status and what requirements you need to fulfill to maintain your certification? This already exists for teachers in the state, why not libraries?
- Excited about the central calendar for CE and also automatic recording of CE hours when attending WLA, Meetings, Webinars, etc. When will this happen? Why are the 10 tech credits so hard to get? Why aren't more courses offered in Tech? (suggested they attend the WEMTA annual conference, tons of tech there). If there is already a site for teachers, why isn't there one for librarians? Easy to set up links to each system and one calendar with course offerings from each CE person.

**ILS / ILL**

- How will standalone libraries deal with larger regions of ILS service? They don't have technical expertise.
- Will the UW System be searchable in the proposed Discovery Layer?
- Can we get a state rate on Google Linked Data?
- How will access to items be determined? RFID Tags? What about access to the "extras?"
- What is needed? What are the barriers? We need specifics examples. Before you boil it down to solutions should show how it came before (show what problems exist before you're trying to solve it or people are wondering what exactly are we trying to fix).
- Does this mean there will be a state library card?
- Is there some way to access records, in order to find out "naughty patrons"? Centralized patron database would be nice. Everyone would benefit. The DMV has a centralized database...
- Lots of questions about what a Discovery Layer would actually do. "I want to see a demo of a Discovery Layer right now! I want to be able to show my board what this would look like."
Very excited about the potential availability of this. Seems like a tangible thing they could use to start talking about the process in general.

- Can you explain what a discovery layer is and how it will help patrons find resources?
- Michigan - Statewide Library system and the librarians love it

**Collections**

- What about physical collections?
- MA - Central Digitization of anything a library wants them to digitize, the central library will even send a driver to pick it up!
- What about same service going away - what about the inequity caused by advantage collections or individual libraries starting to offer things like Hoopla?

**Delivery**

- Would current system offices be used as hubs (delivery slide)?
- Has consideration been given to how a 5-day a week delivery service would impact local library staffing costs?
- Next day delivery won't work for all libraries
- Has delivery been costed out? Where are the figures? Will the costs be shared?
- ILL will affect delivery, has this been considered?
- UW Campuses for Delivery?
- Do you have a map of the delivery model? Steering Committee is asking for input without giving us enough hard data.
- Where does MN fit in, will we still have delivery from MN?
- "I like my delivery - I want to keep my delivery." Hubs have the potential to make it worse. What we have didn't come overnight it's over a quarter century of work.
- Next Day Delivery: how do we know this is an improvement, and to whom? Who asked for this, the patron? And how does that relate to equity?
- 3 day schedule has a negative impact on a 5-day library (it takes longer to get the books)
- The Delivery workgroup recommendation for 5 day delivery would be expensive - where will the $ come from.
- What about current providers? (Outside contractors?) Illinois outgaps

**Resource Libraries**

- Although there weren't any questions, there seemed to be a consensus that they were written in long ago, and maybe should be changed
- Steering asked when the last time attendees used a resource library was. One response, maybe 3-4 months ago. Others send patrons with WPLC or Overdrive questions to the resource library. General consensus was the reference aspect is used more and more infrequently, but general concern that the service might go away completely.
- Resource libraries charge too much and give back too little. Not necessary anymore. Sometimes they don't even respond to questions. (Marinette)
Technology

- Do other States have a state-wide discovery layer (tech slide)?
- Field offices be tied to hubs?
- Network data- where does it fall (is technology workgroups considering things like Office 365 and not just software/hardware support) - will we migrate data to other systems?
- What exactly is meant by Technology Services? What Is included?
- Who will I call when I need to move my circ desk? Now I call the system and they let me know when they can help move equipment and tell me who else I should call (ISP, telco, etc.)? Libraries will call the field office, might be the same people you currently call.

Presentation Feedback

- An interesting recommendation: Add a slide "What we've heard so far".
- Reiteration of the importance of the equity slides: That information is enlightening, and really helps drive home why we are doing this. Perhaps a couple other slides to help make that point.
- Could systems be more involved in setting up these regional meetings? A system meeting was held on the Thursday prior with much larger attendance. Libraries expect to meet on Thursdays in WRLS, so a Tuesday meeting was confusing and hard to make. Will there be a debrief at SRLAAW about these regional meetings?

Other information or notes to share from the meeting.

- Fear: reinventing the wheel to be crooked.
- Fear: all this work goes un-implemented or un-heeded? This must be successful somehow. Can't be just another report.
- Hope: Wisconsin can be a leader if we can pull this off.
- Hope: Must only implement if the results will be awesome.
- Hope: Silo effect seems baked -in to DNA of PLSR. There needs to be an effective process to mesh together the models.
- Fear: that ILS and Technology services will be separated, which would have a bad outcome.
- Hope: there will be a high standard of communication and collaboration between systems or units of service.
- PLSR work groups and steering should refrain from using the term "poor systems" because it is pejorative
- I’m going to WLA, but I’m only going to pick one PLSR session to attend. It's too intense and I need to focus on my own professional development too. Concern that feedback at the conference would be biased based on attendees self selecting their attendance only at the workgroups they feel are more "interesting." Noted that the PowerPoint slides and recordings will be available afterwards. Consensus in the room that watching 7 webinars will also be too much and likely won’t happen. Attendees were reminded that they are always welcome to contact steering members. Could this be a separate, statewide mini-conference that was one full day?
• Comment from a library director in attendance, "I have been sitting back waiting for something to react to. Now I'm paying attention."

• Observation from Jessie after Dodgeville meeting: This was an interesting meeting, it was much different than I expected- SWLS has been supportive of the PLSR process so far, but today it became evident that they are feeling pressure to find immediate solutions to problems, and that they have lost hope in PLSR. One attendee said, "We will stop supporting this, because we need to find solutions sooner". I hope to work with SWLS leadership on developing a plan to address our most pressing and immediate concerns. There are concerns that the models being developed will never be achievable due to financial limitations.

• Members of SWLS feel that any changes that may help them may come too late. When retirees from Madison or Milwaukee move to smaller communities in other system areas they bring their expectations for resources with them, which sometimes can't be met. How can that issue be addressed?