

Wisconsin Public Library System Plan and Certification of Intent to Comply

Library System ID	WI2200
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Section I. GENERAL INFORMATION

<p>Library System</p> <p>Describe significant needs, opportunities, and challenges that influenced the development of this and other system plans.</p>	<p>South Central Library System</p> <p>In 2024, the SCLS Delivery department successfully relocated from its Gilson Street location to SCLS Headquarters on Pankratz Street. Staff have adapted very well to the change in environment, yet we continue to make adjustments in our operations as we learn to share the space under one roof. [PARAGRAPH] Member libraries continue to face challenges with funding, municipal and board relationships, and staffing. Turnover of member library directors continues and the intensive mentoring and orientation of the new directors and their boards places a heightened demand on SCLS services. There is also an insatiable demand for digital materials, and we continue to look for ways to work more efficiently, cut costs to members, and provide services and products that the libraries would otherwise have to pay for. [PARAGRAPH] Statewide delivery service continues to evolve, and its impact on SCLS remains somewhat uncertain. Fleet expenses have been unpredictable, as the cost of vehicles has gone up considerably, so the fleet is beginning to show its age. We have only recently been able to locate vehicles that will work for our purpose. We are also focusing on providing a competitive wage to our delivery drivers to ensure their retention. [PARAGRAPH] A significant change within the system has been the loss of leadership due to retirement. The directors of the system, the system resource library, and one of the largest member libraries all began their positions in early to mid 2024. [PARAGRAPH] However, change brings opportunity. In light of the change in system directorship, the SCLS Board agreed to extend the current strategic plan to include 2025, so that an exhaustive planning process can be conducted. An outside consultant has been hired to facilitate and develop a 2026-2029 strategic plan, based on extensive member library input.</p>
<p>Did the library system consult member libraries in the development of this plan?</p> <p>If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review.</p>	<p>Yes, the library system included member libraries in the development of this plan.</p> <p>The organizational hierarchy used to receive ongoing member library input and feedback starts with the Administrative Council (AC), the primary advisory group to the SCLS Board and SCLS staff. This body is made up of a total of ten member library directors or their designees, who are elected to represent each of the 13 clusters of libraries that make up the SCLS territory. The AC determines the course of action and oversight of "big picture" issues that affect all member libraries, receives reports from the committees, makes planning recommendations and sets service priorities for the system, and recommends adoption of the annual budget and annual system plan to the SCLS Board of Trustees. [PARAGRAPH] Two committees report to the AC. The Delivery Committee serves as a forum for discussion and decision-making concerning delivery. The Technology Committee focuses on library technology infrastructure and services. Also reporting to the AC are the Library Innovation Subcommittee and the Interlibrary Loan Subcommittee. [PARAGRAPH] A third committee, the ILS Committee exists to make decisions about the shared ILS. Three standing subcommittees report to the ILS Committee: the Collection Maintenance Subcommittee, the Circulation Services Subcommittee, and the Discovery Interface Subcommittee. [PARAGRAPH] SCLS staff are involved in the meetings and facilitation of all of these groups. This structure, while complex, provides both member libraries and SCLS staff with ample intersections for the gathering of information and input. We also convene four meetings of all member library directors in the system each year. [PARAGRAPH] In addition, all SCLS staff, with the exception of delivery staff, are required to conduct at least one visit to a member library each year. Staff report on the visits, share the information gathered with their colleagues and the SCLS Board, and elevate any concerns expressed by the visited library to the SCLS Director as appropriate. All of this member feedback is used to direct the activities of the system and the development of the plan.</p>
<p>Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)? If yes, describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board.</p>	<p>No, the library system does not have a formally appointed advisory committee.</p> <p>n/a</p>

Section II. ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for reporting period. Indicate, with a Yes or No, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.	Yes
The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15.	Yes
If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here.	<p>Sample copy: https://www.scls.info/sites/www.scls.info/files/Membership%20Agreement%202012.pdf [PARAGRAPH] List of members: https://www.scls.info/sites/www.scls.info/files/Members%20of%20SCLS%20Agreements%20List.pdf</p>

Resource Library Agreement

Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.	Yes
The system will provide a signed copy of the resource library agreement to the Division by January 15.	Yes

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here.	Statutory agreement: https://www.scls.info/sites/www.scls.info/files/2025%20Statutory%20Resource%20Services%20Agreement.pdf [PARAGRAPH] Supplementary services agreement: https://www.scls.info/sites/www.scls.info/files/2025%20Supplementary%20Services%20Agreement.pdf
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Reference Referral, Interlibrary Loan, and Technology

Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.	Yes
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Services

For each reference, referral, and interlibrary loan service listed below, click the Yes or No radio button to indicate whether your system intends to provide the service. If your system intends to provide reference, referral, and interlibrary loan services that are not shown here, please list those services in Others.

Reimbursed member libraries for ILL	Yes
Maintained ILL Clearinghouse	No
Contracted for ILL Clearinghouse	Yes
Maintained a shared database of member library bibliographic records and holdings	Yes
Utilized WISCAT to promote interlibrary loan	Yes
Maintained a system interlibrary loan plan	Yes
Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so).	1. Add bibliographic records from the Recollection Wisconsin library digitization projects to LINKcat. 3. Conduct marketplace analysis of ILS and discovery layer interface products.

Reference Referral, Interlibrary Loan, and Technology Part 2

Others	Reference[PARAGRAPH] 1. Provide authentication services for all databases that member libraries offer to the public. 2. Maintain forms for email reference for member libraries as needed. 3. Coordinate with member libraries to provide access to databases for member library staff and patrons. 4. Work with WiLS on database selection/acquisition/billing for member libraries. [PARAGRAPH] ILL[PARAGRAPH] 1. Manage WorldCat for SCLS libraries. 2. Work with Madison Public Library to manage WorldCat, WISCAT and ILLiad ILL services. 3. Coordinate and chair the system's ILL subcommittee to work on issues related to ILL. 4. Continue the use of resource library contract funds to purchase materials requested for interlibrary loan, when appropriate. [PARAGRAPH] Integrated Library System (ILS) [PARAGRAPH] 1. Operate a shared automated system, LINKcat, to enhance resource sharing throughout SCLS. 2. Support and train members on the use of the shared integrated library system (ILS). 3. Maintain a shared database of members' bibliographic records and holdings. 4. Provide cooperative cataloging of materials using OCLC. 5. Provide authority control and other database maintenance services. 6. Provide in-kind services for the ILS (business, personnel, general management, public relations, etc.). 7. Provide email, text and telephone notices for ILS-related notices. 8. Coordinate self-check, RFID, and Automated Material Handling services with third party vendors. 9. Support RFID conversions by providing conversion carts, training and finding available funding. 10. Coordinate third-party products including debt collection, enhanced content for LINKcat Discovery, and notices. 11. Manage development products including prioritization of development, specifications and testing of software. 12. Strive to stay aware of new products and services that pertain to the ILS and share with the members, as appropriate. 13. Generate lists of new, popular, and award winning materials for inclusion in the public catalog. 14. Participate in local and national ILS user groups. 15. Support members joining the LINKcat ILS. 16. Maintain Link news blog, end user documentation and LINKcat support web site. 17. Support online credit card payment option for payment of fines and fees in LINKcat. 18. Extract data from LINKcat to be used for pre-populating the state annual report. 19. Provide downloadable mobile app version of LINKcat for IOS & Android systems.
Other Comments	

Inservice Training and Professional Consultation

Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.	Yes
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Training Services

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities. For each inservice training listed below, click the Yes or No radio button to indicate whether your system intends to provide the opportunity. If your system intends to provide inservice training to participating public library personnel and trustees that is not shown here, please list those opportunities in Others below Professional Consultation.

Conducted workshops for member library staff and trustees	Yes
Maintained a calendar of CE events	Yes
Provided scholarships and grants for member library staffs	Yes
Maintained a professional collection for system and member library staffs	Yes
Indicate new or priority activities relating to the inservice training requirement for the plan year (if none, indicate so).	None

Continuing Education Staff

Identify the names and email addresses of continuing education staff employed by the system for continuing education services.

Summary	8	8
	Name	Email
	Jean Anderson	jean@scls.info
	Shawn Brommer	sbrommer@scls.info
	Tim Drexler	tdrexler@scls.info
	Mark Jochem	mjochem@scls.info
	Tracie Miller	tmiller@scls.info
	Tamara Ramski	tramski@scls.info
	Shannon Schultz	sschultz@scls.info
	Rose Ziech	rziech@scls.info

Continuing Education Service Contracts

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or

copy of, the current agreement. Scroll to the right in your browser to view the 4 columns.

Summary				
	Library System or Service	Other Entity	Provide contract or URL	Contract URL

Inservice Training and Professional Consultation, Part 2

Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries. Yes

Profession Consultation Services

For each professional consulting service listed below, click the Yes or No radio button to indicate whether your system intends to provide the service. If your system intends to provide professional consultant services to participating public libraries that are not shown here, please list those services in Others.

Public library administration and governance	Yes
Adult services	Yes
Youth services	Yes
Library automation	Yes
Building and remodeling	Yes
Technical services	Yes
Interlibrary loan and resource sharing	Yes
Staff development (certification, CE, etc.)	Yes
Planning and evaluation, standards	Yes
Collection development	Yes
Legal issues	Yes
Public relations	Yes
Reference and information services	Yes
Inclusive services	Yes
Indicate new or priority activities relating to the professional consultant services requirement for the plan year (if no change from current year, indicate so).	None

Professional Consultants

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title. Scroll to the right in your browser to view the 5 columns.

Summary	9	9	6		9
	Consultant Name	Service Area	Related Activities	Member Library	Title
	Jean Anderson	Continuing Education, Director Support	Wood County contact		Consulting Services Coordinator, Continuing Education & Multitype Consultant
	Shawn Brommer	Youth Services, Community Engagement	Dane County contact		Community Engagement & Youth Services Consultant
	Tim Drexler	Data Services			Data Services Consultant
	Deb Haeffner	Building Design, Graphics			Building & Design Consultant
	Mark Jochem	Workforce Development, Inclusive Services	Green County contact		Workforce Development Consultant
	Tracie Miller	Public Library Administration, Director and Board Support	Columbia County contact		Public Library Administration Consultant
	Tamara Ramski	Digitization, Professional Collection	Sauk County contact		Digitization Consultant
	Shannon Schultz	Director and Board Support, Advocacy	Adams and Portage Counties contact		System Director
	Rose Ziech	Web Services			Web Services Consultant

Inservice Training and Professional Consultation, Part 3

Others	1. Provide professional development opportunities both in-person and via web conferencing. 2. Provide access to on-demand professional development including recorded webinars. 3. Maintain a calendar of CE events, and provide information on CE opportunities offered by other organizations. 4. Provide continuing education opportunities on issues related to library management, including budgeting and Chapter 43. 5. Coordinate the annual Trustee Training Week webinar series including topics related to advocacy. 6. Work with other systems to provide statewide events like Tech Days, Wild Wisconsin Winter Web Conference, Spring Webinar Series, and the Wisconsin Libraries Talk About Race series. 7. Provide scholarships and grants for member library staff and trustees to attend continuing education events. 8. Assist member librarians in the statutory certification processes. 9. Create, coordinate, and facilitate in-service programs for members on topics such as intellectual freedom, customer service, vision & values, digitization and creating metadata, workforce development, and online resources like Libby.
Other Comments	

Delivery and Communication

Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries. Yes

Delivery Services

For each delivery or communication service listed below, click the Yes or No radio button to indicate whether your system intends to provide the service. If your system intends to provide delivery and communication services that are not shown here, please list those services in Others.

Had regular courier or van delivery service	Yes
Provided an 800 number, phone credit card, or accepted collect calls	Yes
Used fax for document delivery/communication	Yes
Used mail as primary delivery system	No
Published a newsletter	Yes

ILL Transactions Sent By

Email	Yes
OCLC	Yes
Local automated system	Yes

WISCAT	Yes
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Services

Indicate new or priority activities relating to delivery and communication for the plan year (if none, indicate so):	Collaborate with partner systems to advance hub model implementation.
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Delivery and Communication, Part 2

Others	Electronic Delivery [PARAGRAPH] 1. Support member libraries in the use of electronic resources, including reference databases and the OverDrive collection. 2. Provide authentication of databases for members. 3. Provide access to marketing materials to ensure that the public is aware of remote services available to them. 4. Enable remote access to library materials and services offered by the state, SCLS, and member libraries. 5. Participate in the Wisconsin Public Library Consortium and its services, including OverDrive and Advantage. [PARAGRAPH] Physical Delivery [PARAGRAPH] 1. Provide delivery services for SCLS member public libraries with staff of 26.25 FTEs. This is an important infrastructure component for supporting lifelong learning to all customers. It allows a wide range of materials from across the state to be placed into the hands of the learners. Delivery within SCLS ranges from a minimum of 3 days per week up to 5 days per week and up to twice daily for 5 days per week for the resource library. 2. Constantly review and enhance intersystem delivery service in order to provide service at highest possible levels of safety, efficiency, and effectiveness. 3. Deliver materials necessary to support programming; story props, wireless lab, maker kits, and special requests. 4. Work with member libraries to develop best practices for delivery, including assistance with in-house workflows. 5. Continue use of Reduced Transportation Holds (RTH) in the ILS to reduce delivery time of popular materials. 6. Pursue contractual agreements (Waltco, UW) to help support and reduce costs of intersystem delivery service. 7. Provide LINK Express service to non-public library agencies. 8. Work with member libraries to design appropriate areas for delivery and materials handling. 9. Partner with member libraries to provide service to senior centers, day cares, schools and homebound patrons. 10. Deliver Capital Times, the Isthmus, and distributions for local organizations and non-profit agencies. 11. Act as collection point for File 13 recycling. 12. Facilitate the exchange of physical items like furniture, displays, and other special material requests among members. 13. Deliver and collect technology hardware for installation and repair.
Other Comments	

Service Agreements

Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.	Yes
The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.	Yes
If the system is providing the service agreements through a publicly available webpage, provide the URL here.	

Services

For each of the services listed below, click the Yes or No radio button to indicate whether the service is provided for in the adjacent library system agreements for the report year. If your system intends to provide for services in its adjacent library system agreements that are not shown here, please list those services in Others.

Reciprocal borrowing between systems	Yes
Cash payments in cross-system lending	No
Continuing education	Yes
Delivery	Yes
Newsletter exchange	Yes
Cooperative planning/information exchange	Yes
Audiovisual services	No
Cooperative purchasing	No

Service Agreements, Part 2

Others	
Other Comments	

Inclusive Services

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.	Yes
Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so).	1. Assist members in creating and supporting a culture of inclusion and belonging. 2. Plan webinars and workshops that address inclusive services topics. 3. Support members in developing and defending collections that are inclusive and foster a sense of belonging for all community members. 4. Update online resources using plain language principles. 5. Plan webinars and workshops that address inclusive services and workforce development topics, such as assisting patrons with employment barriers.
Summary of Services or Initiatives	
Agencies with which the system had the most contact	
Continuing Education	
Other Comments	

Other Types of Libraries

Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.	Yes
The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.	Yes

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here.	
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Services

For each service provided to other types of libraries listed below, click the Yes or No radio button to indicate whether your system intends to provide the service. If your system intends to provide services to other types of libraries that are not shown here, please list those services in Others.

Consultation	Yes
Continuing education / workshops	Yes
ILL (Direct)	Yes
Union list of serials	No
Directory of libraries	Yes
Delivery services	Yes
Back-up reference services	Yes
Newsletter	No
Technical services	No

Other Types of Libraries, Part 2

Others	
Others Comments	

Library Technology and Resource Sharing Plan

Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.	Yes
The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2022, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See the Library System Technology and Resource Sharing plan webpage for the most current version of the system library technology and resource sharing plan.	Yes
If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here.	https://www.scls.info/plans-reports

Library Technology and Resource Sharing Plan, Part 2

Is the plan current and comprehensive for the technology and resource sharing services the system provides?	Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
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Library Technology and Resource Sharing Plan, Part 3

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board).	
Indicate new or priority activities relating to this requirement for the plan year.	1. Explore solutions for increasing cybersecurity protection. 2. Pursue E-rate for mobile hotspots for interested libraries and encourage libraries to participate in E-rate. 3. Work with other Wisconsin public library systems to explore the next generation solution for the Backup Collaboration and Digital Archives Storage projects.

Other Service Programs

Wis. Stat. § 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

Numbering or other formatting entered on this form will not be saved. A single paragraph may be entered. For bulleted lists or multiple paragraphs, load the response as an attachment and add 'See Attachment' to the first question.

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)	See attachment.
Other Service Programs Attachment	2025 SCLS Other Services Programs.pdf

Administration

The system will not expend more than 20 percent of state aid received in the plan year for administration.	Yes
The system will submit the 2023 system audit to the Division no later than September 30, 2024.	Yes

Budget

The system completed and included the budget by service program category and fund source for the plan year (see guidelines).	Yes
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Section III. COLLABORATIVE ACTIVITIES

Briefly describe a new or enhanced collaborative activity with other libraries, public library systems, or other organizations.	1. Wisconsin Public Library Consortium (WPLC) OverDrive purchasing pool. 2. Shared delivery service of materials among SCLS members instead of U.S. Mail at \$4.00 per item 3. Wild Wisconsin Winter Web Conference: a 2 day web conference with national speakers. 15 Wisconsin library systems will share the cost. 4. Partnership between SCLS & the Madison Mallards & Wisconsin Rapids Ratters baseball teams for 10,000 tickets & PSAs 5. SCLS coordinates Trustee Training Week with other systems and shares the cost of presenting (5) 1-hour training webinars for library trustees. 6. Member of the System Office Managers and Bookkeepers Association of Wisconsin (SOMBAW). 7. Tech Days: Partner with other library systems for 4 Tech Days online presentations. 8. Wisconsin Public Library Consortium (WPLC) statewide magazine purchasing pool. 9. Participate in the planning and implementation of the statewide Wisconsin Libraries Talk About Race project.
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Section IV. CERTIFICATION

Name of System Director	Shannon M. Schultz
Name of Board President	Joan M. Honl

Section V. FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is:	
Comments	

Section VI. ANNUAL PROGRAM BUDGET

Technology, Reference, and Interlibrary Loan

These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1. Line 5 is reserved for the amounts budgeted for electronic resources.

Program	System Aid	System Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Technology	930,955	0	0	3,969,581	4,900,536
2. ILS/Reference/ILL					0
3.					0
4. Electronic Resources	50,697	0	0	392,607	443,304
5. Electronic Resources					0
Subtotal	981,652	0	0	4,362,188	5,343,840

Continuing Education and Consulting Services

These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.

Program	System Aid	System Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Consultant Services	482,497	0	0	0	482,497
2. Continuing Education	33,625	0	43,118	0	76,743
Subtotal	516,122	0	43,118	0	559,240

Programs

Program	System Aid	System Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Delivery	984,482	0	0	1,573,703	2,558,185
Inclusive Services	64,081	0	0	0	64,081
Collection Development	5,205	0	0	0	5,205
Member Nonresident Access	0	0	0	0	0
Cross-System Nonresident Access	0	0	0	0	0
Youth Services	96,222	0	0	0	96,222
Public Information	209,274	0	0	0	209,274
Administration	418,324	0	0	196,700	615,024

Other System Programs

These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.

Program	System Aid	System Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Other Types of Libraries	23,688	0	0	0	23,688
2. Contingency	0	0	0	421,806	421,806
3.					0
4.					0

System Program Totals

	System Aid	System Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total Programs
System Programs Subtotal	1,801,276	0	0	2,192,209	3,993,485

Totals

System Aid	System Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Grand Totals 3,299,050	0	43,118	6,554,397	9,896,565