Plan of Service 2017 - 2020

DANE COUNTY LIBRARY SERVICE MISSION

The Dane County Library Service (DCLS) is dedicated to delivering a full range of library services to every resident of Dane County.

Goal I: Plan for structural and financial needs of future library service

Strategies:

~~A. Establish a Marketing Plan for Dane County Library Service~~
Work with UW Madison Marketing Department to develop marketing plan

B. Participate as a member of South Central Library System, including service on SCLS committees

~~C. Increase circulation at Bookmobile stops by a minimum of 1% per year~~
Stabilize circulation through quality collection development

D. Build an active Friends of the Bookmobile group who provide financial and political support

~~E. Participate in the Racial Equity/Social Justice (RESJ) initiatives put forth by the County~~
Establish DCLS as a resource of Racial Equity/Social Justice information for Dane County libraries

Goal II: Provide direct library service to residents in areas taxed by the county for library service

Strategies:

~~A. Explore and enhance library material delivery~~

B. Explore and enhance online services for county residents

C. Develop book, media and magazine collections to serve the needs of ~~Bookmobile~~ DCLS patrons

D. Explore ways to extend library service to non/under-served areas (includes #1)

E. Plan for and adapt to shifts in usage based on county library use

Goal III: Develop & deliver library services to those who experience barriers to traditional library services and areas of special needs

Strategies:

A. Maintain current levels of service to those unable to access traditional library services

B. Seek and serve new populations in need of library services

C. Explore new methods of delivering library services to group facility residents

D. Increase number of participants in Home Service program

~~E. Explore the use of volunteers to deliver library services and materials~~

F. Seek partnerships with other county agencies to further DCLS outreach

G. Utilize social media to publicize and deliver library service

H. Utilize County and DPI RESJ tools to develop awareness of racial/social barriers to service

Goal IV: Maintain full access to library service within Dane County for every resident of Dane County

Strategies:

A. Maintain service model that towns and villages under 2,500 residents are better served by the umbrella of the Dane County Library Service

B. ~~Maintain~~ Enforce full county funding of the Operating and Facility Reimbursement Programs without compromising direct services

C. Evaluate ~~and improve the~~ methodology and measurements used for reimbursement program

D. Offer, as required by WI State Statute, reimbursement to each public library in Dane County equal to 70% of the state defined operating cost for providing service to residents of areas taxed by the county of library services, in lieu of the standard package of non-exempt reimbursement and delivery, outreach and facilitating cross-municipal compensation

E. Secure funding sufficient to reimburse libraries in adjacent counties for service to Dane County residents as required by WI State Statute 43.12
F. Recommend and advocate for changes in state law, county ordinance, and contractual agreements that will enable library services in Dane County to be delivered equitably, effectively, and efficiently

Goal V: Implement, update and enforce municipal library compliance with the Dane County Library Standards as developed through the county planning process and adopted by the County Board

Strategies:

A. Hold municipal libraries accountable to the following requirements:
    a. Utilize a delivery service that connects with all other Dane County public libraries, the DCLS, and the South Central Library Service with a minimum of 5-day/week service
    b. Employ a director who is properly certified by the WI Department of Public Instruction
    c. Offer delivery service to qualified confined-to-the-home individuals either directly or through a service contract with another library agency
    d. Provide patron access to the Internet, governed by a locally determined policy
    e. Share an automated library system
    f. Annually compensate all other standards-compliant libraries within Dane County, for the cost of services provided to residents of the library's municipality (service measured by checkouts; compensation model established by DCLS Board for compensating municipal libraries for serving residents of areas taxed by the county for library service)
    g. Act as a source of RESJ information and resources for Dane County Libraries
B. Enforce the following minimum quantitative standards based on WI Official Population Final Estimates issued by WI DOA for the most recent year:

Minimum Hours open annually per capita

		RANGE
Villages up to 2,500 population	1	1,000 to 1,875 hours
Villages/cities between 2,500 and 5,000	.75	1875 to 2,250 hours
Villages/cities between 5,000 and 10,000	.45	2,250 to 2,500 hours
Villages/cities between 10,000 and 25,000	.25	2,500 to 3,000 hours
Villages/cities between 25,000 and 50,000	.12	3,000 to 3,250 hours
Villages/cities between 50,000 and 99,000	.065	3,250 to 3500 hours
Cities over 100,000	.05	3,500 to 12,500 hours

Minimum FTE Paid Staff Per Capita

		RANGE
Villages up to 2,500 population	.001 (1 FTE min total)	1.00 to 2.00 FTE
Villages/cities between 2,500 and 5,000	.0008	2.00 to 4.00 FTE
Villages/cities between 5,000 and 10,000	.0008	4.00 to 7.00 FTE
Villages/cities between 10,000 and 25,000	.0007	7.00 to 15 FTE
Villages/cities between 25,000 and 50,000	.0006	15 to 25.00 FTE
Villages/cities between 50,000 and 99,000	.0005	25 to 40.00 FTE
Cities over 100,000	.0004	40 to120.00 FTE

Minimum Public Internet Access Workstations per capita

		RANGE:
Villages up to 2,500 population	.001	1 to 3 Workstations
Villages/cities between 2,500 and 5,000	.001	3 to 5 Workstations
Villages/cities between 5,000 and 10,000	.001	5 to 7 Workstations
Villages/cities between 10,000 and 25,000	.0007	7 to 13 Workstations
Villages/cities between 25,000 and 50,000	.0005	13 to 25 Workstations
Villages/cities between 50,000 and 99,000	.0005	25 to 50 Workstations
Cities over 100,000	.0005	50 to 125 Workstations

Minimum Annual Material Expenditures Per Capita

		Range:
Villages up to 2,500 population	$6.00	$6,000 to $14,250
Villages/cities between 2,500 and 5,000	$5.70	$14,250 to $28,500
Villages/cities between 5,000 and 10,000	$5.70	$28,500 to $54,000
Villages/cities between 10,000 and 25,000	$5.40	$54,000 to $127,500
Villages/cities between 25,000 and 50,000	$5.10	$127,500 to $240,000
Villages/cities between 50,000 and 99,000	$4.80	$240,000 to $340,000
Cities over 100,000	$3.40	$340,000 to $850,000

Minimum Total Items Held per capita – includes digital collections

		RANGE
Villages up to 2,500 population	8	8,000 to 16,250
Villages/cities between 2,500 and 5,000	6.5	16,250 to 28,500
Villages/cities between 5,000 and 10,000	5.7	28,500 to 44,000
Villages/cities between 10,000 and 25,000	4.4	44,000 to 85,000
Villages/cities between 25,000 and 50,000	3.4	85,000 to160,000
Villages/cities between 50,000 and 99,000	3.2	160,000 to 250,000
Cities over 100,000	2.5	250,000 to 625,000

Minimum Annual Item Acquisitions as a Percent of Standard Range for Items Held per capita

Villages up to 2,500 population	400 - 813
Villages/cities between 2,500 and 5,000	814 – 1,425
Villages/cities between 5,000 and 10,000	1,426 -2,200
Villages/cities between 10,000 and 25,000	2,201 – 4,250
Villages/cities between 25,000 and 50,000	4,251 – 8,000
Villages/cities between 50,000 and 99,000	8,001 -12,500
Cities over 100,000	12,501 – 31,250



Plan of Service 2017 - 2020

DCLS Standards Considerations:

- These are minimum standards per WI Statute 43.64(2m), (floor, not ceiling).
- These standards were established in accordance with Wisconsin Statutes 43.11(3)(d) by Resolution 185, 2011-12 of the Dane County Board of Supervisors, and subsequently amended by Resolution 98, 2013-14.
- Standards require data provided to DPI through the Annual Report.
- Standards are based on municipal (not service) population for the most recent year.
- Standards must be met by any municipality seeking an exemption from the county library tax.
- Libraries not meeting one or more standard may be granted a provisional exemption by submitting a compliance plan for the DCLS Board approval.
- Libraries are limited to 3 provisional exemptions in a 10-year period.
- Newly established libraries (WI Statutes 43.52) may be granted provisional exemptions in the first three years of existence, with a plan approved by the DCLS Board to bring the library into full compliance by year four of operation.
- Newly established libraries that comply in year four but fail to meet standards relating to collection size in a future year may be granted one additional provisional exemption in the first 10-year period of operation, contingent upon the DCLS Board's approval of a plan to bring the library back into compliance.

DCLS Standards Decision Timeline and Appeals Process

Municipal libraries will supply the data demonstrating compliance by April 1 of the year in which an exemption is desired. Should such data demonstrate that one or more standards have not been met, as judged by the County Library Board and noticed to the affected library by May 15 the Library will submit by June 15, a plan designed to bring the library into full compliance within the allowed time period. By July 15, the County Library Board will determine for each library that minimum standards have been met or will decide whether a library's submitted plan to meet all standards within the required time frame is sufficient. Any decision of the County Library Board may be appealed by any municipal library. Such an appeal must be filed within 15 days of the date of the original decision.

Appeals must be made in writing and delivered to: Dane County Library Board, 1819 Aberg Av., Madison, WI 53704. The basis for an appeal shall include one of the following:

- Natural disasters affecting the library's ability to meet the standards;
- Significant library building projects affecting the library's ability to meet the standards;
- Action of a governmental body whose authority exceeds that of the city, village, or county and which prevents compliance with these standards.

All appeals will be heard within 30 days of filing, at a regularly scheduled County Library Board meeting. Any such meeting will include a presentation by the appealing library and a public hearing. All libraries in Dane County will receive notice of the appeal and the hearing. The County Library Board will act on the appeal within 30 days of the hearing. The affected library will be notified. The decision of the County Library Board shall be final.

Plan of Service 2017 - 2020

Responsibilities of the Dane County Library Board

The Dane County Library Board has been designated by the Dane County Board of Supervisors as the County Library Planning Committee under the provisions of Chapter 43.11(1) Wis. Statutes. Per Wisconsin Statute 43.11 (3), the following responsibilities are assigned to this body (emphasis added):

(a) The committee may prepare a new plan for the organization of a county or multicounty system**, revise an existing plan** or change the boundaries of a public library system. It shall conduct public hearings concerning these plans, revisions and changes to which representatives of all libraries in the county shall be invited.

(b) The committee's final report, including a new plan, revisions to an existing plan, or **changes to the boundaries of a public library system** and copies of any written agreements necessary to implement the proposal, shall be filed with the county board and submitted to the division. Plans for multicounty systems shall include a **method for allocating system board membership** among the member counties.

(c) The plan of a library service for a county, whether for a single county or multicounty system, **shall provide for library services to residents of those municipalities in the county not maintaining a public library** under this chapter. The services shall **include full access to public libraries** participating in the public library system and the **plan shall provide for reimbursement for that access**. **Services may include books-by-mail, bookmobile service, the establishment of additional libraries or other services deemed appropriate by the committee.** Service may be provided by contracting with existing public libraries in the county or in adjacent counties or with the public library system or by creating a county library organization under this chapter. The plan of library service for a county may provide for **improving public library service countywide** and in municipalities that have libraries. The plan shall specify the **method and level of funding to be provided by the county to implement the services** described in the plan, including the reimbursement of public libraries for access by residents of those municipalities in the county not maintaining a public library.

(d) The plan of library services for a county may **include minimum standards of operation for public libraries in the county**. The county shall hold a public hearing on any standards proposed under this paragraph. The standards shall take effect if they are approved by the county and the public library boards of at least 50% of the participating municipalities in the county that contain, according to the most recent estimate prepared under s. 16.96, at least 80% of the population of participating municipalities in the county.