

WLS Contact List for 2018
(Not sure who to talk to? Call the office at: 920-236-5220)

Topic	Contact	E-Mail	Phone
If You Don't Know Who To Call	WALS Staff	WALS-Staff@winnefox.org	
	Winnefox Office	winnefox-office@winnefox.org	
Bills and invoices	Julie Schmude Marcy Cannon	schmude@winnefox.org cannon@winnefox.org	(920) 236-5220 (920) 236-5220
Blogging	Jody Cleveland	cleveland@winnefox.org	(920) 236-5139
Budget issues	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Certification & CE (Library director)	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Chapter 43 compliance	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Constant Contact email newsletters	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Continuing education grants & opportunities	Mark Arend	arend@winnefox.org	(920) 236-5222
Delivery (in-system)	Julie Schmude	schmude@winnefox.org	(920) 236-5220
Delivery (in-system) Sorting errors	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 ext.4818
Delivery (statewide): Questions, problems, pink labels	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 ext.4818
Digitization	Keetra Baker	baker@winnefox.org	(920) 236-5182
Domain name registration & renewal for web sites	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Electronic resources: Database subscriptions, access, statistics, maintenance of pages	Keetra Baker	baker@winnefox.org	(920) 236-5182
Electronic resources: Training	Keetra Baker Sharon Schwartz	baker@winnefox.org Schwartz@oshkoshpubliclibrary.org	(920) 236-5182 (920) 236-5214
Email: Accounts and help	Pete Hodge Jody Cleveland	hodge@winnefox.org cleveland@winnefox.org	(920) 236-5273 (920) 236-5139
Email: training	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Extranet	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Fundraising	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
GoTo Meeting & GoTo Webinar	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Grant writing & researching	Mark Arend	arend@winnefox.org	(920) 236-5222
ILL: Renewals, rush requests, status checks, training, problems	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 ext.4818
ILL: Policies & practices, web forms	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
ILL: worldcat.org searching	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 ext.4818
Internet: Filtering problems	Pete Hodge Jody Cleveland	hodge@winnefox.org cleveland@winnefox.org	(920) 236-5273 (920) 236-5139
Invoices & Bills	Julie Schmude Marcy Cannon	schmude@winnefox.org cannon@winnefox.org	(920) 236-5220 (920) 236-5220
Legal issues	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Legislative issues	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Library service development	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Local history & genealogy databases & indexes	Keetra Baker	baker@winnefox.org	(920) 236-5182
LSTA grants	Mark Arend	arend@winnefox.org	(920) 236-5222
Magazines, professional (routing)	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Newsletter: Ides	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Newsletter: Sparks	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Newsletter: Trustee Tales	Mark Arend	arend@winnefox.org	(920) 236-5222
Open Meetings compliance	Mark Arend	arend@winnefox.org	(920) 236-5222
OverDrive: access problems	Keetra Baker	baker@winnefox.org	(920) 236-5182
PCs: Passwords, login problems, security, troubleshooting	Pete Hodge Jody Cleveland	hodge@winnefox.org cleveland@winnefox.org	(920) 236-5273 (920) 236-5139
PCs, printers, scanners, etc: Ordering	Pete Hodge	hodge@winnefox.org	(920) 236-5273

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Topic	Contact	E-Mail	Phone
Personnel (Hiring, personnel policies, etc)	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Pharos software for public Internet use	Pete Hodge	hodge@winnefox.org	(920) 236-5273
Printing	Winnefox office staff	printing@winnefox.org	(920) 236-5220
Public Relations	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
Records retention policies	Julie Schmude	schmude@winnefox.org	(920) 236-5220
Reference/Adult Services	Oshkosh Reference	opl_ref@oshkoshpubliclibrary.org	(920) 236-5205
Rotations: LP books, ABC	Cindy Wallace	wallace@winnefox.org	(920) 361-1916
Statistics: Electronic resources use	Keetra Baker	baker@winnefox.org	(920) 236-5182
Statistics: Library circulation & Collection counts	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 236-5257
Statistics: Web site use	Jody Cleveland	cleveland@winnefox.org	(920) 236-5139
Substitute Library Assistant program	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Summer Library Program: Database	Keetra Baker	baker@winnefox.org	(920) 236-5182
Summer Library Program: Guest artists	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Summer Library Program: Materials	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Survey creation with SurveyMonkey	Mark Arend	arend@winnefox.org	(920) 236-5222
Substitute library assistant program	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Supplies & orders (WCTS)	Susan Burns	burns@winnefox.org	(920) 361-1916
Supplies & orders (WLS)	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Telecommunication problems	Pete Hodge Jody Cleveland	hodge@winnefox.org cleveland@winnefox.org	(920) 236-5273 (920) 236-5139
Trustee consulting & education	Mark Arend Jeff Gilderson-Duwe	arend@winnefox.org Gilderson-duwe@winnefox.org	(920) 236-5222 (920) 236-5220
WALS: Acquisitions	Kathy Grace	grace@oshkoshpubliclibrary.org	(920) 236-5232
WALS: Barcoding & short records	Kathy Grace	grace@oshkoshpubliclibrary.org	(920) 236-5232
WALS: Borrower records	Becky Srubas Karla Smith	srubas@oshkoshpubliclibrary.org smith@winnefox.org	(920) 236-5219 x4817 (920) 236-5257
WALS: Catalog display issues	Melissa Klein	klein@winnefox.org	(920) 236-5230
WALS: Catalog records & subject headings	Kathy Grace	grace@oshkoshpubliclibrary.org	(920) 236-5232
WALS: Circulation calendar changes	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 236-5257
WALS: Circulation loan periods & fines	Karla Smith	smith@winnefox.org	(920) 236-5257
WALS: Collection Agency	Karla Smith	smith@winnefox.org	(920) 236-5257
WALS: Financial issues, costs, bills	Mark Arend	arend@winnefox.org	(920) 236-5222
WALS: Hold & overdue notices	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 236-5257
WALS: Hold system & circulation problems	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 236-5257
WALS: Login problems & passwords	Karla Smith Melissa Klein Pete Hodge	smith@winnefox.org klein@winnefox.org hodge@winnefox.org	(920) 236-5257 (920) 236-5230 (920) 236-5273
WALS: Online payments	Karla Smith Melissa Klein	smith@winnefox.org klein@winnefox.org	(920) 236-5257 (920) 236-5230
WALS: Refunds for online payments	Karla Smith Winnefox office staff	smith@winnefox.org winnefox-office@winnefox.org	(920) 236-5257 (920) 236-5220
WALS: Reports & statistics	Karla Smith	smith@winnefox.org	(920) 236-5257
WALS: WorkFlows settings, toolbars, etc.	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 236-5257
WCTS: Cataloging & processing, invoices, material review meetings & lists, weeding	Cindy Wallace	wallace@winnefox.org	(920) 361-1916
WCTS: Ordering	Susan Burns	burns@winnefox.org	(920) 361-1916
WCTS: Workdays	Cindy Wallace	wallace@winnefox.org	(920) 361-1916
Web sites: Creation, maintenance & training	Jody Cleveland	cleveland@winnefox.org	(920) 236-5139
WILS (Wisconsin Library Services)	Mark Arend	arend@winnefox.org	(920) 236-5222
Wireless access	Pete Hodge Jody Cleveland	hodge@winnefox.org cleveland@winnefox.org	(920) 236-5273 (920) 236-5139
Winnie The Fox Mascot Reservation	Winnefox office staff	winnefox-office@winnefox.org	(920) 236-5220
Workshop information	Joy Schwarz	schwarz@winnefox.org	(920) 236-5218
Youth Services Liaison	Marie Boleman	boleman@oshkoshpubliclibrary.org	(920) 236-5207