



Project Proposal Outagamie-Waupaca and Winnefox Library Systems Combined System Services Exploration

April 2, 2015

Introduction

The purpose of this document is to outline the proposed process and associated costs for exploring coordinating and/or consolidating system services provided by the Outagamie-Waupaca (OWLS) and Winnefox (WLS) Library Systems.

Please note that this document is intended as a starting point. We welcome feedback on process and costs and would be happy to discuss any aspect of the proposed services with you.

Proposed Process

1. **Library Director Focus Group:** WILS will facilitate a conversation of a small group of library directors from both systems. This conversation will focus on the following:
 - o Determining the perceived problems or barriers in patron service caused by separate system services.
 - o How combining the delivery of different services might solve any problems or barriers that currently exist.
 - o Additional perceived opportunities for patron services in merging any of the system services.
 - o What challenges and potential problems might occur by merging any of the system services.
2. **Library Survey:** Based on the discussion with the library director focus group and information gathered from the two systems, WILS will develop a survey to be administered to all the libraries in the two systems. This survey will identify the level of importance the libraries place on current services and potential new services, both as they are currently delivered to the libraries and their perception of what service improvement could exist with any services being combined between the two systems. Some of the survey will be made up of components from the service assessment survey developed to assist system planning supported by funds from DPI. Additionally, data is available from other systems' use of the service assessment survey that can be used for applicable comparison and service planning reasons. Lastly, a survey may be potentially developed with support of LSTA funds to study the potential impact of merged resource sharing environment for residents in multiple systems. If developed, use of this survey could be considered for this exploration.

3. System Staff Meeting: WiLS will facilitate a meeting of the two system staff to identify, based on the information gathered from the focus group discussion and survey, what services to libraries and patrons might benefit from being combined.
4. System Service Work Groups: For any services identified in Step 3, the systems will form work groups from the two systems' staff. The charge of the work groups will be to develop a vision of what the combined service could look like. WiLS will provide a template for the combined service exploration, including a webinar training covering processes for coordinating the work group and their findings.
5. Work Group Presentation of Service Visions: The work group(s) will present their findings and vision of a combined service(s) at a meeting of staff from both systems. WiLS will facilitate this meeting and serve in an advisory role when appropriate. The goal of this meeting will be to determine which, if any, services are both desirable and feasible to combine. For any services where it is both desirable and feasible to combine, the system staff will identify next steps, including prioritizing the service redesigns.
6. Presentation to Libraries: We do not think, at this point, that WiLS assistance will be needed to present the work done in Steps 1-5 to the libraries. The process for presenting and gathering feedback can be discussed later in the process.

Cost allocations

1. \$600.00 – 2 hrs. prep., 2 hrs. meeting, 3 hrs. driving and mileage
2. \$1050.00 – 4 hours question development/review (assuming use of common system planning survey as a basis), 2 hours communication with libraries for initial survey availability/reminders/answering questions, 8 hours analysis/visual preparation (assuming use of common visualizations and no coding of open ended questions)
3. \$1,200.00 – 4 hrs. prep., 4 hrs. meeting, 3 hrs. driving and mileage
4. \$1,650.00 – 16 hrs. process development, 4 hrs. webinar prep, 2 hrs. webinar
5. \$450.00 – 2 hrs. prep, 3 hrs. driving and mileage

Total: \$4950.00

Cost allocations include preparation time, facilitation time, mileage expenses and supplies for facilitation processes.