



## Memorandum of Understanding WILS and Winnefox Library System Process Management and Facilitation for Combined System Services Exploration

### Introduction

The purpose of this MOU is to define the parameters and costs for the process management and facilitation for a combined system services exploration WILS will provide to the Winnefox Library System (WLS) and Outagamie-Waupaca Library System (OWLS).

### Contacts

Communication regarding this agreement and the provided service should be directed to:

#### **WILS**

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bsmith@wils.org

#### **WLS**

Jeff Gilderson-Duwe  
106 Washington Avenue  
Oshkosh, WI 54901  
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### Purposes of the project

It is expected that this project will:

- Identify what services would benefit (and what would not) from the two systems working together to provide the services. Specifically, the process will identify services that could provide direct patron benefits if provided collaboratively by the two systems.
- Strengthen relationships between OWLS and Winnefox.
- Provide additional understanding of the needs/concerns of member libraries.
- Discover possible paths to improving the sustainability of system service to libraries.

### Process and Services Provided

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 identifying:
  - Perceived problems or barriers in patron service caused by separate system services.
  - Any problems or barriers that currently exist that may be solved by combining the delivery of different services.
  - Additional perceived opportunities for patron services in merging any of the system services.
  - Challenges and potential problems that might occur by merging any of the system services.
  - The risks and costs of maintaining the status quo.
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.

3. System Staff Meeting: WiLS will facilitate a meeting of staff involved providing system services at both systems 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 staff involved providing system services at both systems. 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 presenting 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 involved providing system services at 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 staff will identify next steps, including prioritizing the service redesigns.
6. Presentation to Libraries: The process for presenting any visions and details of combined services will be determined later in the process. It is expected that the systems will both develop and facilitate this process.

### Total Cost allocations for Both Systems

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: \$4,950.00

### **WLS Cost Share: \$2,475.00**

The above cost allocations include preparation time, facilitation time, mileage expenses and supplies for facilitation processes.

### Additional Services

Beyond the proposed services WiLS will provide as identified in steps 1 through 5, WiLS will perform additional services as requested by OWLS/WLS. These services may include, but are not limited to:

- Reviewing work group documents and offering feedback.
- Consultation and/or development of combined service presentations to libraries, boards or other stakeholders.

Upon request for a service, WILS will respond with a time and completion date estimate or with clarifying questions within three working days. WILS will track time spent on OWLS/WLS work and provide updates on time spent after each requested service is provided. WILS will provide additional services at a rate of \$75/hour. Time spent in preparing estimates will not be considered billable time. Payment for additional services will be billable upon completion of #5 unless work is completed after that day; then payment will be billable per completion of each additional service performed.

Payment Schedule –WLS Share

Payable in full upon completion of #5:           \$ \$2,475.00

Duration of agreement/cancellation

WILS, OWLS and WLS will work together to create a timeline to complete the different components of the project. During the course of the agreement the contracting parties have the right to stop work at any time and WILS will be paid for any work and expenses incurred through the time of cancellation.

Agreed to and accepted by:

WILS

WLS



\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Bruce Smith

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

Community Liaison

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Title

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Title

May 4, 2015

\_\_\_\_\_  
Date

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Date