

# **Winnefox Services Received by the Hancock Public Library in 2008**

## **Consultation**

Winnefox provides consultative services to Library Directors and trustees. In 2008 the Winnefox Director or Assistant Director responded to 1 inquiry from Library Director

The Assistant Director kept Directors informed of current legislative and legal developments, including:

- Summary of Act 61 (relating to gift funds)
- Information on new ADA & FMLA regulations
- Posting of labor law posters

The Assistant Director prepared statistical reports comparing funding and use between libraries and counties

Winnefox staff:

- Set up and maintained advocacy contact database (Speak up email list) and sent out monthly mailings
- Edited and printed quarterly Trustee Tale newsletters
- Winnefox staff compiled 2007 non-resident circ statistics

## **Continuing Education**

Winnefox provides continuing education programs for Library Directors, staff, and trustees

- Library Director, staff members, or trustees attended 7 workshops
- Access to 'professional collection' of library-related books

## **County Planning**

For the benefit of all Waushara Co. libraries, the Assistant Director:

- Prepared and submitted 2009 county funding numbers and county agreement
- Attended Library Services, Finance, & County board meetings
- Edited and printed quarterly Shhhout newsletters
- Coordinated and attended county Library Director (LAC) meetings
- Coordinated required statistical reporting to county clerks and Act-420 billings

Winnefox coordinates group purchase of county library cards

## **Interlibrary Loan**

Winnefox provides access to materials in libraries outside of Winnefox, including the UW System and the State Historical Society. In 2008 the library:

- Received 7 items from Wisconsin libraries outside Winnefox
- Received 4 items from libraries outside of Wisconsin

## **Internet Access**

Winnefox provides:

- Wireless internet access
- High-speed internet access
- Email accounts for Director and staff

## **Online Resources**

Winnefox provides access to a variety of online resources, including:

- Health, business, auto repair, genealogy, & biography databases
- Downloadable audiobooks, video, & music through Overdrive
- NetLibrary ebooks
- Waushara County Obituary Database (at <http://www.winnefox.org/waushara/>)
- Live 24/7 chat & email reference service (Reference questions from 6 patrons were answered via chat, email & IM reference service)

Winnefox provides monthly usage statistics for these online resources (available at <http://asp.winnefox.org/extranet/erstats/>)

### **PC Services**

Winnefox staff provided PC purchasing and troubleshooting services

- 8 PC service calls via remote access

### **Printing & Graphics**

Winnefox provides a graphic design and printing service for member libraries.

- 280 pieces printed for library
- Notable projects: craft fair publicity, Friends brochure

### **Shared Automation System and Technology Support**

- Daily, monthly and individual statistical reports were produced
- 15 individual questions answered or reports run
- Winnefox provided customized annual circulation spreadsheet
- System-coordinated purchases of county library cards, barcodes, receipt printer paper, etc.

### **Summer Reading Program Support**

- One summer reading program performer
- Free posters & bookmarks
- System-coordinated purchases of other materials
- Winnefox staff booked and handled paperwork for 3 summer program performers

### **WCTS**

- 331 items ordered & processed through WCTS
- 21 CDs/DVDs refinished through WCTS
- Library is a member of the DVD, large print, & playaway circuits
- Library received \$690.00 in grant funding for library improvements

### **Website Design**

- Library website hosted on Winnefox servers
- Winnefox coordinates purchase of library domain names
- Winnefox staff provided ongoing website maintenance
- Added access to 4 resources and 12 recommended websites on research tools pages (<http://asp.winnefox.org/er/hancock.asp>)
- Addressed 2 Research tools technical help requests

### **Delivery**

Winnefox provides the delivery service that connects Winnefox libraries with each other and with other libraries around the state.

- Library receives van delivery service 3 days per week
- Library received and sent 445 red boxes
- Library borrowed 2,333 items from other Winnefox libraries. 13.14% of the items checked out by the library were owned by other libraries.
- Library loaned 3,749 items to other Winnefox libraries