

# **Winnefox Services Received by Marquette County Libraries in 2008**

## **Consultation**

Winnefox provides consultative services to Library Directors and trustees. In 2008 the Winnefox Director or Assistant Director:

- Responded to 8 inquiries from Directors, trustees or municipal officials
- Assisted Library Directors with the state annual report. The Winnefox Assistant Director met with one new Director to review the report form, answered several questions from Directors, and reviewed completed reports before they were submitted.

Winnefox staff:

- Kept Directors informed of current legislative and legal developments
- Prepared statistical reports comparing funding and use between libraries and counties
- Edited and printed quarterly Trustee Tale newsletters
- Set up and maintained advocacy contact database (Speak up email list) and sent out monthly mailings
- Compiled 2007 non-resident use statistics

## **Continuing Education**

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

- Library Directors, staff members, or trustees attended 19 workshops
- Libraries have access to "professional collection" of library-related books
- One library director received \$150 in continuing education grant funds

## **County Planning**

The Winnefox Assistant Director:

- Coordinated and attended monthly county Library Director (LAC) meetings
- Attended Rural Planning, Finance, & County Board meetings
- Prepared and submitted 2009 county funding numbers and county agreement.
- Edited and printed quarterly Shhhout newsletters
- Coordinated required statistical reporting and billing to neighboring counties

## **Internet Access**

Winnefox provides libraries with:

- Wireless internet access
- High-speed internet access
- Email accounts for Library Directors 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
- Live 24/7 chat & email reference service (reference questions from 71 library users were answered via the chat, email & IM reference service)

Winnefox provides monthly usage statistics for these online resources.

## **PC Services**

Winnefox staff provides PC purchasing and troubleshooting services. In 2008,

- 2 PC or peripherals were ordered & configured
- Serviced 38 PCs, either through remote access or by having the PC sent in.
- 5 PC service calls were made to libraries

## **Interlibrary Loan**

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

- Received 172 items from Wisconsin libraries outside Winnefox
- Received 62 items from libraries outside of Wisconsin
- Loaned 192 items to libraries outside of Winnefox

### **Printing & Graphics**

Winnefox provides a graphic design and printing service for member libraries. In 2008:

- 10,840 pieces were printed for county libraries
- Notable projects included: summer library program materials, "Pave the Way" building project promotion and, hobo dinner raffle/ fundraiser for Endeavor, Wine & food tasting fundraiser for Montello, poetry & open mic program for Westfield.

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

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

### **Summer Reading Program Support**

- Winnefox provides free posters & bookmarks and coordinates purchases of other materials
- Winnefox paid for 4 summer reading program performers
- Winnefox staff booked and handled paperwork for 8 summer program performers

### **WCTS**

Winnefox Cooperative Technical Services is funded by Marquette, Green Lake, and Waushara Counties to provide services to libraries in those counties. In 2008, Marquette County libraries receive the following services from WCTS:

- 2,319 books, CDs, and other items were ordered and processed (barcoded and added to the catalog, plastic covers attached, etc.)
- Each library may receive two "workdays" each year where WCTS staff will assist the library director in a variety of tasks. In 2008 libraries took advantage of 4 workdays.
- Libraries received \$2,160 in grants (\$360 per library) for collection enhancement, new PCs, or other special purposes.
- WCTS coordinates rotating collections of audiobooks on CD and cassette, large print books, DVDs, and PlayAway audiobooks which libraries use to supplement their own collections. Six county libraries receive the audiobook circuit, five receive both the large print and DVD circuits, and four receive the Playaway circuit.
- Three library directors each received \$333 in grant funding to attend the national Public Library Association Conference in Minneapolis.
- WCTS has a machine which refinishes damaged CDs and DVDs. In 2008 WCTS refinished 173 damaged discs for county libraries.

### **Website Design**

- Library websites are hosted on Winnefox servers
- Winnefox coordinates purchase of library domain names
- Winnefox staff provided ongoing website maintenance for many library websites.
- Staff added access to 4 resources and 12 recommended websites on research tools pages
- A major redesign of one library's website was completed

### **Delivery**

Winnefox provides the delivery service that connects Winnefox libraries with each other and with other libraries around the state. In 2008, county libraries:

- Received van delivery service 3 days per week (Neshkoro has chosen to receive delivery only 2 days per week)
- Received and sent 3,484 red boxes
- Borrowed 29,488 items from other Winnefox libraries. Overall, 20.9% of the items checked out by county libraries were owned by other libraries.
- Loaned 18,067 items to other Winnefox libraries

### **Other**

Winnefox staff coordinated a group purchase of public performance movie licenses which included three county libraries.