

# Winnefox Services Received by the Menasha Public Library in 2008

## **Consultation**

Winnefox provides consultative services to Library Directors and trustees.

In 2008 the Winnefox Director or Assistant Director:

- Responded to 5 inquiries from Library Director
- Responded to 1 inquiry from library trustee
- Reviewed the library's annual report

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
- Compiled 2007 non-resident circ statistics
- System provided library with 10 copies of *Trustee Essentials*
- 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 8 workshops
- Access to 'professional collection' of library-related books
- Ten staff members earned a total of 106.5 CE contact hours through project play

## **County Planning**

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

- Assisted in coordinating Legal Assistance Clinic program
- Prepared and submitted 2009 county funding numbers and county agreement
- Attended Ag & Ed committee meeting
- Coordinated and attended county LAC meetings
- Coordinated required statistical reporting to county clerks and Act-420 billings

## **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 361 items from Wisconsin libraries outside Winnefox
- Received 215 items from libraries outside of Wisconsin

## **Internet Access**

Winnefox provides:

- Wireless internet access
- High-speed internet access
- Library receives 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
- Fond du Lac Vital Records Database (at <http://www.fdlpl.org/vital.html>)
- Oshkosh Vital Records Database (at <http://www.oshkoshpubliclibrary.org/vitalrecords.html>)

- Live 24/7 chat & email reference service (reference questions from 17 patrons were answered via chat, email & IM reference service)
- Menasha Newspaper Index (at <http://www.menashalibrary.org/research/newspaper>)

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

### **PC Services**

Winnefox staff provides PC purchasing and troubleshooting services.

- 3 PCs or peripherals ordered & configured
- 21 PC service calls via remote access
- 13 PCs sent in and repaired
- 4 PC service calls to library

### **Printing & Graphics**

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

- 58,345 pieces printed for library
- Notable projects: summer library program (children, teen & adult), monthly newsletter, 1000 book before kindergarten promotion, go green, passport to nature, brain walk, cool salsa carnival, library of the year publicity, Friends brochure & invite, various bibliographic bookmarks

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

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

### **Summer Reading Program Support**

- One Summer Reading Program performer
- Winnefox provided commercially-produced SLP materials which would have cost the library \$62.65
- System-coordinated purchases of other materials
- Winnefox staff booked and handled paperwork for 1 summer program performer

### **WCTS**

- 910 CDs/DVDs refinished through WCTS

### **Website Design**

- Library website hosted on Winnefox servers
- Winnefox coordinates purchase of library domain names
- Library had 29 features added to their web page
- Winnefox staff provided ongoing website maintenance
- Minor redesign of library's website and research tools pages completed
- Added access to 5 resources and 14 recommended websites on Research Tools pages
- Addressed 4 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 5 days per week
- Library received and sent 4,363 red boxes
- Library borrowed 43,592 items from other Winnefox libraries. 8.27% of the items checked out by the library were owned by other libraries.
- Library loaned 53,101 items to other Winnefox libraries

### **Other**

- Assistant Director coordinated group purchase of public performance movie licensing
- Staff made recommendations for digitization of audio cassettes
- Winnefox coordinated subscription and delivery of *Milwaukee Journal-Sentinel* newspaper