

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

## **Consultation**

Winnefox provides consultative services to Library Directors and trustees.

In 2008 the Winnefox Director or Assistant Director:

- Responded to 2 inquiries from Library Director
- Reviewed the library 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

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.

## **Continuing Education**

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

- Library Director, staff members, or trustees attended 3 workshops
- Access to 'professional collection' of library-related books
- Two staff members earned a total of 24 CE contact hours through project play

## **County Planning**

For the benefit of all Winnebago Co. libraries, the Winnefox 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 752 items from Wisconsin libraries outside Winnefox
- Received 359 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

## **PC Services**

Winnefox staff provides PC purchasing and troubleshooting services.

- 5 PCs or peripherals ordered & configured
- 10 PC service calls via remote access
- 6 PCs sent in and repaired
- PC service calls to library

## **Printing & Graphics**

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

- 12,705 pieces printed for library
- Notable projects: summer library program, 1000 picture books promotion, Fox City reads publicity, limits bookmark

## **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 152 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/>)

Winnefox staff:

- Trained one staff person to monitor 24/7 chat service
- Set up a QuestionPoint account so all library reference staff may respond to AskAway email questions

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

- Daily, monthly and individual statistical reports were produced
- 269 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 \$82.70
- System-coordinated purchases of other materials
- Winnefox staff booked and handled paperwork for 1 summer program performer

## **Website Design**

- Library website hosted on Winnefox servers
- Winnefox coordinates purchase of library domain names
- Library had 4 features added to their web page and 2 features added to their blogs
- Major redesign of library's website completed
- Major redesign of library's research tools pages completed (<http://asp.winnefox.org/er2/neenah.asp>)
- Added access to 5 resources and 13 recommended websites on research tools pages
- Addressed 14 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 two van deliveries each day, Monday - Friday
- Library received and sent 5,546 red boxes
- Winnefox coordinated subscription and delivery of *Milwaukee Journal-Sentinel* newspaper
- Library borrowed 78,731 items from other Winnefox libraries. 9.42% of the items checked out by the library were owned by other libraries
- Library loaned 71,497 items to other Winnefox libraries

## **Other**

- The Assistant Director coordinated group purchase of public performance movie licensing
- Made recommendation for digitization of audio cassettes