

Winnefox Services Received by the Oshkosh Public Library in 2008

Consultation

Winnefox provides consultative services to Library Directors and trustees.

In 2008 the Winnefox Assistant Director:

- Responded to 5 inquiries from Library Director or staff
- 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

Continuing Education

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

- Library Director, staff members, or trustees attended 11 workshops
- Access to 'professional collection' of library-related books
- Coordinated EBSCO Introduction to Winnefox's new databases webinar for tech services department.
- Three staff members earned a total of 36 CE contact hours through project play

County Planning

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

- Assisted in coordinating Legal Assistance Clinic program
- Prepared and submitted 2009 county funding numbers and county agreement.
- Attended Ag & Ed committee meeting
- 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 808 items from Wisconsin libraries outside Winnefox
- Received 408 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
- Oshkosh Vital Records Database (at <http://www.oshkoshpubliclibrary.org/vitalrecords.html>)
- Oshkosh Newspaper Index (at <http://www.oshkoshpubliclibrary.org/newsindex.html>)

- Live 24/7 chat & email reference service (reference questions from 161 patrons were answered via chat, email & IM reference service)
- monthly usage statistics for above online resources (available at <http://asp.winnefox.org/extranet/erstats/>)

PC Services

Winnefox staff provides PC purchasing and troubleshooting services.

- 10 PCs or peripherals ordered & configured
- 20 PC service calls via remote access
- 15 PCs sent in and fixed
- 14 PC service calls to library

Printing & Graphics

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

- 162,445 pieces printed for library
- Notable projects: summer library program (children, teen & adult), various author visits including Victoria Houston & Elizabeth Berg, family space open house, Oshkosh bookfest, collaborate events with the Grand Opera House and the Oshkosh Public Museum

Shared Automation System and Technology Support

- Daily, monthly and individual statistical reports were produced
- 621 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 \$121.55
- 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
- Purchase of 2 additional domain names were researched
- Library had 23 features added to their web page
- Winnefox staff provided ongoing website maintenance (including extensive behind-the-scenes work)
- Major redesign of library's website completed
- Set up click-tracking mechanism on 1 new resource at library's request
- Addressed 50 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 borrowed 82,053 items from other Winnefox libraries. 7.39% of the items checked out by the library were owned by other libraries.
- Library loaned 98,545 items to other Winnefox libraries

Other

- Evaluated specialty software (360°) for project at library's request
- Worked on house re-numbering database for future addition to website
- Winnefox coordinated subscription and delivery of *Milwaukee Journal-Sentinel* newspaper