

WLS Contact List for 2021
(Not sure who to talk to? Call the office at: 920-236-5220)

Topic	Contact	E-Mail	Phone
If You Don't Know Who to Call	WALS Staff	Wals@winnefox.org	(920) 236-5220
	Winnefox Office	WinnefoxOffice@winnefox.org	
	Winnefox Staff	winnefoxstaff@winnefox.org	
Bills and invoices	Julie Schmude Marcy Cannon	schmude@winnefox.org cannon@winnefox.org	(920) 236-5231 (920) 236-5220
Blogging	Jay Harland	harland@winnefox.org	(920) 236-5139
Budget issues	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Certification & CE (Library director)	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Chapter 43 compliance	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Closures, library	All Staff	winnefoxstaff@winnefox.org	920-236-5220
Constant Contact email newsletters	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Continuing education grants & opportunities	Clairellyn Sommersmith	sommersmith@winnefox.org	(920) 569-2179
Delivery (in-system) General concerns/problems	Julie Schmude	schmude@winnefox.org	(920) 236-5231
Delivery (in-system) Sorting errors	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 x 4818
Delivery (statewide): Questions, problems, pink labels	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 x 4818
Digitization	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Domain name registration & renewal for web sites	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Electronic resources: Database subscriptions, access, statistics, maintenance of pages	Keetra Baker	baker@winnefox.org	(920) 569-2117
Electronic resources: Training	Keetra Baker Joy Schwarz	baker@winnefox.org schwarz@winnefox.org	(920) 569-2117 (920) 234-6213
Email: Accounts and help	Pete Hodge Jay Harland	hodge@winnefox.org harland@winnefox.org	(920) 236-5273 (920) 236-5139
Email: training	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Extranet	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Fundraising	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Grant writing & researching	Clairellyn Sommersmith Jess Riley	sommersmith@winnefox.org jriley@cesa6.org	(920) 569-2179 (920) 236-0507
ILL: Renewals, rush requests, status checks, training, problems	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 x 4818
ILL: Policies & practices, web forms	Michelle Rosenberg	iil@winnefox.org	(920) 236-5219 X 4818
ILL: worldcat.org searching	Michelle Rosenberg	ill@winnefox.org	(920) 236-5219 x 4818
Internet: Filtering problems	Pete Hodge	hodge@winnefox.org	(920) 236-5273
Invoices & Bills	Julie Schmude Marcy Cannon	schmude@winnefox.org cannon@winnefox.org	(920) 236-5231 (920) 236-5220
Legal issues	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Legislative issues	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Library service development	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Local history/genealogy databases & indexes	Keetra Baker	baker@winnefox.org	(920) 569-2117
LSTA grants	Clairellyn Sommersmith	sommersmith@winnefox.org	(920) 569-2179
Magazines, professional (routing)	Winnefox office staff	WinnefoxOffice@winnefox.org	(920) 236-5220

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Newsletter: Trustee Tales, Tales from the Fox	Clairellyn Sommersmith	sommersmith@winnefox.org	(920) 569-2179
Open Meetings compliance	Clairellyn Sommersmith	sommersmith@winnefox.org	(920) 569-2179
OverDrive: support questions	Oshkosh Reference Keetra Baker	opl_ref@oshkoshpubliclibrary.org baker@winnefox.org	(920) 236-5205 (920) 596-2117
Papercut mobile printing	Pete Hodge	hodge@winnefox.org	920) 236-5273
PCs: Passwords, login problems, security, troubleshooting	Pete Hodge Jay Harland	hodge@winnefox.org harland@winnefox.org	(920) 236-5273 (920) 236-5139
PCs, printers, scanners, etc: Ordering	Pete Hodge	hodge@winnefox.org	(920) 236-5273
Personnel (Hiring, personnel policies, etc)	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Pharos software for public Internet use	Pete Hodge	hodge@winnefox.org	(920) 236-5273
Printing	Winnefox office staff	printing@winnefox.org	(920) 236-5220
Public Relations	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
Records retention policies	Julie Schmude	schmude@winnefox.org	(920) 236-5231
Reference/Adult Services	Oshkosh Reference	opl_ref@oshkoshpubliclibrary.org	(920) 236-5205
Rotations: LP books, ABC	Cindy Wallace	wallace@winnefox.org	(920) 361-1916
Statistics: Electronic resources use	Keetra Baker	baker@winnefox.org	(920) 569-2117
Statistics: Library circulation & Collection counts	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 569-2940
Statistics: Overdrive	Winnefox office staff Keetra Baker	WinnefoxOffice@winnefox.org baker@winnefox.org	(920) 236-5220 (920) 569-2117
Statistics: Web site use	Jay Harland	harland@winnefox.org	(920) 236-5139
Substitute Library Assistant program	Winnefox office staff	WinnefoxOffice@winnefox.org	(920) 236-5220
Summer Library Program: Database	Keetra Baker	baker@winnefox.org	(920) 569-2117
Summer Library Program: Guest artists	Winnefox office staff	WinnefoxOffice@winnefox.org	(920) 236-5220
Summer Library Program: Materials	Winnefox office staff	WinnefoxOffice@winnefox.org	(920) 236-5220
Survey creation with SurveyMonkey	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Supplies & orders (WCTS)	Susan Burns	burns@winnefox.org	(920) 361-1916
Supplies & orders (WLS)	Winnefox office staff	WinnefoxOffice@winnefox.org	(920) 236-5220
Telecommunication problems	Pete Hodge Jay Harland	hodge@winnefox.org harland@winnefox.org	(920) 236-5273 (920) 236-5139
Trustee consulting & education	Clairellyn Sommersmith Jeff Gilderson-Duwe	sommersmith@winnefox.org Gilderson-duwe@winnefox.org	(920) 569-2179 (920) 236-5220
WALS: Winnefox App, MobileStaff App	Melissa Klein	klein@winnefox.org	(920) 236-5230
WALS: Acquisitions	Stephanie Thomas Melissa Klein	SThomas@oshkoshpubliclibrary.org klein@winnefox.org	(920) 236-5219 x 4821 (920) 236-5230
WALS: Barcoding & short records	Stephanie Thomas	SThomas@oshkoshpubliclibrary.org	(920) 236-5219 x 4821
WALS: BLUEcloud products	Melissa Klein	klein@winnefox.org	(920) 236-5230
WALS: Borrower records	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 569-2940
WALS: Catalog display issues	Melissa Klein	klein@winnefox.org	(920) 236-5230
WALS: Catalog records & subject headings	Stephanie Thomas	SThomas@oshkoshpubliclibrary.org	(920) 236-5219 x 4821
WALS: Circulation calendar changes	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 569-2940
WALS: Circulation loan periods & fines	Karla Smith	smith@winnefox.org	(920) 569-2940
WALS: Collection Agency	Karla Smith	smith@winnefox.org	(920) 569-2940
WALS: Financial issues, costs, bills	Clairellyn Sommersmith	sommersmith@winnefox.org	(920) 569-2179
WALS: Hold & overdue notices	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 569-2940
WALS: Hold system & circulation problems	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 569-2940
WALS: Login problems & passwords	Pete Hodge Melissa Klein Karla Smith	hodge@winnefox.org klein@winnefox.org smith@winnefox.org	(920) 236-5273 (920) 236-5230 (920) 569-2940

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Topic	Contact	Email	Phone
WALS: Online payments	Melissa Klein Karla Smith	klein@winnefox.org smith@winnefox.org	(920) 236-5230 (920) 569-2940
WALS: Refunds for online payments	Melissa Klein Winnefox office staff	klein@winnefox.org	(920) 236-5230
WALS: Reports & statistics, BLUECloud Analytics	Karla Smith Melissa Klein	smith@winnefox.org klein@winnefox.org	(920) 569-2940 (920) 236-5230
WALS: WorkFlows settings, toolbars, etc.	Karla Smith Melissa Klein	smith@winnefox.org klein@winnefox.org	(920) 569-2940 (920) 236-5230
WCTS: Cataloging & processing, invoices, material review meetings & lists, weeding	Cindy Wallace	wallace@winnefox.org	(920) 361-1916
WCTS: Ordering	Susan Burns	burns@winnefox.org	(920) 361-1916
WCTS: Workdays	Cindy Wallace	wallace@winnefox.org	(920) 361-1916
Web sites: Creation, maintenance & training	Jay Harland	harland@winnefox.org	(920) 236-5139
WILS (Wisconsin Library Services)	Clairellyn Sommersmith	sommersmith@winnefox.org	(920) 569-2179
Wireless access	Pete Hodge Jay Harland	hodge@winnefox.org harland@winnefox.org	(920) 236-5273 (920) 236-5139
Winnie The Fox Mascot Reservation	Winnefox office staff	WinnefoxOffice@winnefox.org	(920) 236-5220
Workshop information	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213
Youth Services Liaison	Marie Boleman	boleman@oshkoshpubliclibrary.org	(920) 236-5207
Zoom	Joy Schwarz	schwarz@winnefox.org	(920) 234-6213