

Purpose and Scope

The ALS Manual of Services provides an overview of the entire System program, describes specific services and explains policies.

The manual has been designed both as an orientation and continuing reference tool. We hope that when new library staff are hired they will review the sections(s) in the manual that pertain to their specific job responsibilities. The manual will also supplement the personal communication that takes place during ALS consultant visits to participating libraries.

In addition to orientating new library staff, the manual serves as a continuing resource for information about System services. While not designed to replace personal contacts with ALS consultants and staff, the manual should be checked as a quick reference when questions arise about ALS services, policies, and procedures.

Using and Updating the Manual

Two main sections are included in the ALS Manual of Services. Part I contains administrative policies and background information about the development of the System. Part II includes descriptions, policies, and step-by-step procedures for all ALS services. This section is arranged alphabetically.

In some cases, an ALS service may have various subcategories. For example, Non-Print Services is subdivided into books on tape, nostalgia kits(housed at Beloit Public Library), and storytelling aids. Additional categories are sometimes found within these subdivisions but are not listed in the general table of contents at the beginning of the manual.

Sections of the ALS Manual of Services will be periodically updated to reflect changes in policies and procedures.

If at any time you have questions about the use or content of the manual, please contact the System.

System Description

The Arrowhead Library System is a one-county federated system serving the libraries in Rock County. It was established in 1974 under Chapter 43 of the Wisconsin State Statutes. Although ALS is charged by the state to promote and coordinate multitype cooperation, by law it is a public library system.

Member public libraries are located in Beloit, Clinton, Edgerton, Evansville, Janesville, Milton, and Orfordville. In a federated system, each library retains its own autonomous library board. The system is governed by a seven member board appointed by the County Board of Supervisors. Two members are from the county board. The other five members represent local library boards and the county at large. Ex-officio representatives to the System Board are the

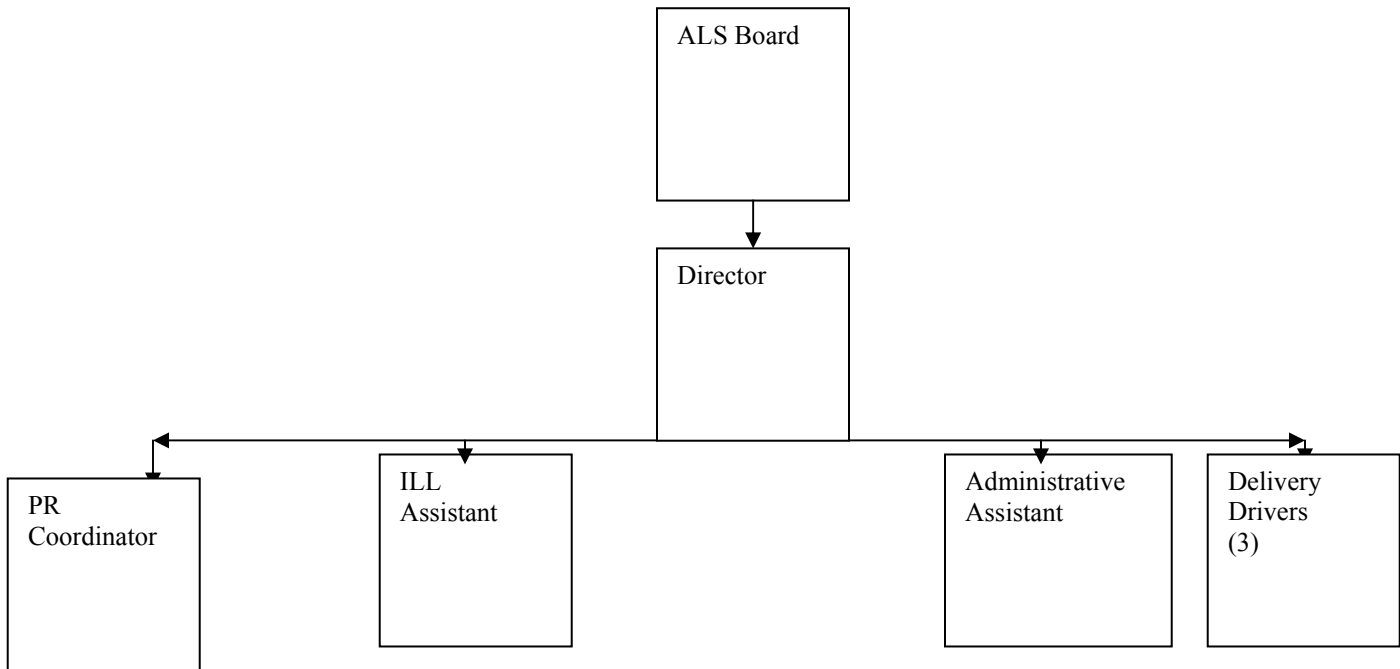
chairman of the Rock County Board of Supervisors; the administrator of the System; the directors of the Beloit and Janesville public libraries; a director of one of the other public libraries in the county. Voting board members serve three year terms.

Tax dollars pay for the system. Funding comes from the State of Wisconsin and the County of Rock. County monies are returned to local libraries as reimbursement for serving township residents. State aid monies are used for ALS operations and services. Local libraries have their own budgets which are funded by their own municipalities. Those municipalities are exempt from the county library tax if the local library tax is greater than the county's. Money for special projects is awarded to ALS through federal and/or state agencies, such as the Library Services and Technology Act and the Wisconsin Humanities Committee.

Through the Arrowhead Library System, any Rock County resident has access to all of the materials and services provided by the seven member libraries. Also, through contracts with neighboring systems, residents may borrow materials from public libraries in nearby counties. Other services available through the system included large type books, audio books, interlibrary loan of materials from libraries around the state and in other states, and extension collections for the jail and nursing homes.

As a library for libraries, the Arrowhead Library System operates a delivery system for the member libraries, offers consultant services, continuing education opportunities, and provides publicity and public relations for participating member libraries. As of 2000, we have twelve affiliate members of ALS, these include three academic, and 9 schools. Affiliate libraries pay a fee for services. It actively promotes and facilitates cooperative activities among all types of libraries (academic, public, school, and business) in the county.

Arrowhead Library System Organization Chart



Full Time Equivalents

Administrator	1.0
Public Relations Coordinator	1.0
Administrative Assistant	0.88
Interlibrary Loan Assistant	0.90
Delivery Driver	0.36
Delivery Driver	0.18
Delivery Driver	0.18

Staff

As of January 1, 2000

Staff	Position	Days Worked	Hours
Aasen, Martha	Administrative Assistant	Monday – Friday	8:00 – 3:30
Block, Dewane	Driver	Monday.	9:00 – 3:30
Gammons, Martha	Public Relations Coordinator	Monday – Friday	8:00 – 5:00
Montgomery, Ruth Ann	Administrator	Monday – Friday	8:00 – 5:00
Odegaard, Gordon	Driver	Tuesday	9:00 – 11:30
		Thursday	9:00 – 11:30
Peterson, Ron	Driver	Wednesday	9:00 – 3:30
		Friday	9:00 – 3:00
Schultz, Anita	Interlibrary Loan Assistant	Monday & Friday	8:00 – 4:30
		Tues. – Wed. – Thurs.	8:00 – 4:00

Days & Hours Open

The ALS office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. The office is closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day after Thanksgiving
- Christmas Eve
- Christmas Day

Sources and Purposes of Funds

The Arrowhead Library System is funded primarily through state aid monies as specified in state statutes, Chapter 43. County funds are also received. These two sources of funds and their respective uses are described below.

State Aid

The purposes of federated library systems as described in state statutes and as supported by state aid are:

1. To supplement and enhance existing library services after maximum local effort
2. To help libraries provide services that they could not effectively provide alone
3. To promote improved services to patrons through cooperative activities

The type of services described below, which are mandated by the state for public library system, (Chapter 43) support this view.

1. Interloan of library materials among all participating libraries
2. Reference and referral services from the headquarters library
3. Complete reciprocal borrowing between all public libraries
4. Continuing education
5. Rapid and regular delivery and communication systems
6. Service agreements with all adjacent library systems
7. Professional consulting to system libraries
8. Agreements with other types of libraries for the sharing of library resources
9. Continuous planning for effective materials collections, for service to disadvantaged and handicapped residents, and for associate or affiliate libraries.
10. Continuous planning for library automation and technical services.

County Support

As described in the state statutes one of the purposes of county library support is to provide library services to residents of cities, villages, and towns not maintaining a public library. These services may be provided directly by the county via a bookmobile, books by mail, the establishment of additional libraries and/or by contracting with the public library system or existing public libraries. In Rock County, library services to the approximately 31,789 residents in areas not maintaining a public library are provided by contract with the Arrowhead Library System.

In the ALS budget (beginning in 1987) all county funds are returned to the libraries providing the service to township residents. These libraries include the seven public libraries in ALS, Brodhead, and Whitewater Public Library. State aid funds are not used to support this direct service to users, but instead to fund the services and programs outlined in the statutes and as specified in the ALS Long Range Plan.

2006 Arrowhead Library System Budget

	2006 Budget
Funds Forward	\$ 100,083.25
Van replacement	\$ 12,500.34
Copy machine Replacement fund	\$ 3,800.00
Computer Replacement Fund	\$ 9,950.00
Revenue	
42200State Aid	\$ 435,552.00
county	\$ 937,280.00
44120Misc. Fees	\$ 9,000.00
46000Contributions	\$ 2,000.00
Forward Funds	\$ 28,962.00
Revenue Totals	\$ 1,412,794
Expenditures	
61100Salaries	\$ 164,300.66
61300Board Travel/Per diems	\$ 840.00
61400Social Security	\$ 12,569.00
61510Retirement	\$ 17,087.27
61610Health Insurance	\$ 33,905.00
61630Life Insurance	\$ 239.70
62119Service Contracts	\$ 101,579.00
62130Audit	\$ 700.00
62191Processing & Cataloging	
62194Summer Reading Performers	
62210Telephone	\$ 5,000.00
62410Vehicle Repair & Maint	\$ 2,500.00
62420Repair & Maint. Of Equip	\$ 1,000.00
63100Supplies	\$ 1,500.00
63101Postage	\$ 900.00
63104Printing & Duplication	\$ 1,000.00
63108Public Information	\$ 3,000.00
63200Dues & Subscriptions	\$ 1,600.00
63201Professional Collection	
63300Staff Travel	\$ 2,400.00
64200Training	\$ 1,500.00
64201Convention	\$ 1,000.00
64203AV Materials	
64205Staff C E	\$ 250.00

64303	Extension materials	\$	2,000.00
64305	Grants to libraries		
64306	Resource Sharing Contr.	\$	90,107.00
64307	Participating Libraries	\$	893,857.00
64309	Intersystem Agreements	\$	43,423.00
64904	Sundry & Contingency	\$	3,000.00
64918	Advertising	\$	350.00
65101	Insurance	\$	2,500.00
65321	Rent	\$	19,776.00
67199	Equipment	\$	5,750.00
TOTALS		\$	1,413,633.63

ARROWHEAD LIBRARY SYSTEM
210 Dodge Street
Janesville, WI 53545-3809

ARTICLE I - NAME AND AUTHORITY

The Arrowhead Library System (name changed from Rock County Library System on January 1, 1979) was organized January 1, 1974, under provisions of Chapter 43, Wisconsin Statutes, and the Wisconsin Administration Code, as a single county federated public library system.

ARTICLE II - MEMBERSHIP

Section 1. Membership in the system is composed of Rock County which, by actions of Rock County Board of Supervisors, adopted a resolution to participate, executed the agreement with the System Board, and appointed members to the System Board for terms effective January 1, 1974.

Section 2. Other counties may join Arrowhead Library System through procedures established by the Division for Library Services. Membership shall be effective January 1 of any year, provided a letter of intent is submitted to the System Board by the preceding June 30 and membership has been approved by the Division for Library Services, the county library planning committee and the County Board of Supervisors of the petitioning County, Rock County Board of Supervisors, and the System Board.

ARTICLE III - PURPOSE

The purpose of the Arrowhead Library System is to provide, through cooperative efforts:

- (1) Improved library services to all the people of the area through their public libraries and to individual residents of the area who do not have access to public libraries;
- (2) Inter-library and inter-type library cooperation within the system and inter-system cooperation;
- (3) Improved access to the total library resources of the state;
- (4) Continuing education for librarians in the System; and
- (5) Provide an equitable formula for county and local financial support of library services.

ARTICLE IV - SYSTEM BOARD

Section 1. **General Powers and Objectives.** The System shall be governed by a System Board whose powers are defined in Section 43.58, Wisconsin Statutes, and whose objectives shall include, but not be limited to, the following:

- a) The implementation of the System's Plan of Service approved by the Division for Library Services.
- b) The continuing evaluation of said Plan of Service and Actions taken in implementation there and the making of recommendations for such additions to and revisions of said Plan of Service as the Board may deem necessary or advisable to better accomplish the purpose of the System.

Section 2. Number and Qualifications.

- a) Voting - The System Board shall consist of seven (7) voting members appointed by the county board. At least four (4) members of the System Board, at the time of their appointment, shall be active voting members of library boards governing public libraries. One of these shall be from the resource library, one from Beloit Public Library, and two shall rotate from among the other five libraries. Two members shall be from the county board, preferably one from an area representing libraries and one from an unrepresented area. One member shall be at large.
- b) Ex-officio representatives to the System Board shall be the Chairman of the Rock County Board of Supervisors; the administrator of the Library System; the director of the Beloit Public Library; the director of the Janesville Public Library; and the director of one of the five small public libraries, who shall be elected by the librarians. Ex-

officio librarian members shall be non-voting members on the board but shall vote on committees.

- c) Size of the Board may be changed in case of addition or withdrawal of a county from the System, within the limitations of the Wisconsin Statutes.
- d) No person employed by a public library that is a member of a public library system may be appointed to the public library system board. Should a System Board member become a public library employee, the Board will recommend resignation from the System Board.

Section 3. Term of Office. Terms shall be for three years and shall begin on January 1. No member of the System Board shall serve more than two full terms consecutively.

Section 4. Disqualification. When any board member fails to attend four meetings of the System, in one year, the Board may recommend to the county board that the position be declared vacant and the member may be removed for cause.

Section 5. Filling of Vacancies. Any vacancy on the Board occurring during the year shall be filled for residue of unexpired term by appointment by the county board.

ARTICLE V - OFFICERS, AND DUTIES OF OFFICERS

Section 1. The officers shall be a President, and Vice-President, elected from among the appointed Trustees at the Annual Meeting of the Board.

Section 2T The President shall preside at all meetings of the Board, authorize calls for any special meetings, appoint all committees, execute all documents authorized by the Board, serve as an ex-officio voting member of all committees, and generally perform all duties associated with that office.

Section 3. The Vice-President in the event of the absence or disability of the President, or of a vacancy in that office, shall assume and perform the duties and functions of the President.

Section 4. In addition to the foregoing duties, officers shall have such power and perform such duties as may be conferred upon them by the System Board.

Section 5. Officers shall serve a term of one (1) year from the Annual meeting at which they are elected and until their successors are duly elected.

ARTICLE VI – MEETINGS

Section 1. The regular meetings shall be held monthly; date, hour, and place to be determined by the System Board.

Section 2. The order of business for regular meetings shall include, but not be limited to, the following items.

- a) Roll call of members
- b) Disposition of minutes of previous regular meeting and intervening special meeting
- c) Financial report of the library system
- d) Action on bills
- e) Progress and service reports of the system
- f) Committee reports
- g) Communications
- h) Unfinished business
- i) New business
- j) Public presentation to, or discussion with, the Board
- k) Adjournment

Section 3. The Annual Meeting, which may be for the purpose of the election of officers, shall be held at the time of the regular meeting in January of each year.

Section 4. The System Board may provide annually for a joint meeting with all member library boards for review and discussion of System services and improvements.

Section 5. Special meetings may be called by the Administrator at the direction of the President, or at the request of three (3) members, for the transaction of business as stated in the call for the meeting. Notice thereof must be given to all trustees at least 24 hours in advance.

Section 6. A quorum for the transaction of business at any meeting shall consist of a majority of the Board present in person. In the absence of a quorum, the Board members present may adjourn a meeting to a day that they shall fix.

Section 7. An affirmative vote of the majority of all members of the Board present at the time shall be necessary to approve any action before the Board. The President may vote upon and may move or second a proposal before the Board.

Section 8. **Conduct of meetings:** Proceedings of all meetings shall be governed by Robert's Rules of Order.

Section 9. Open meeting laws. System Board meetings will be held in compliance with Chapter 66 of the Wisconsin Statutes.

ARTICLE VII - PERSONNEL

Section 1. The Board shall appoint a qualified library system administrator who shall be the executive and administrative officer of the library system on behalf of the Board and under its review and direction. The Administrator as recording secretary shall be responsible for keeping a true and accurate record of all meetings of the Board, and shall issue notice of all regular and special meetings. The Administrator shall inform the Board of the appointment and specific duties of other employees and shall be held responsible for the direction and supervision of the staff, for the care and maintenance of library system property, for an adequate and proper selection of books in keeping with stated policy of the Board, for the efficient delivery of library service to the public and for its financial operation within the limitations of the budgeted appropriations. Such administrator shall be directly responsible to the System Board.

Section 2. A table of organization, personnel policy, position classification and salary schedule shall be developed and adopted by the System Board. The salary schedule will be reviewed annually.

ARTICLE VIII - COMMITTEES

Section 1. Standing Committees shall include at least three (3) trustee voting members and shall be:

- a) Budget and Planning
- b) Personnel

Section 2. Ad hoc committees shall be considered to be discharged upon the completion of the purpose for which it was appointed and after the final report is made to the Board.

Section 3. The President shall appoint committees of one (1) or more members each for specific purposes as the business of the Board may require from time to time.

Section 4. All committees shall make a progress report to the Library System board at each of its meetings.

Section 5. No committee will have other than advisory powers unless, by suitable action of the board, it is granted specific power to act.

ARTICLE IX - DONATIONS, GIFTS AND GRANTS

The Board is authorized to accept donations, gifts or grants for any library purpose within the powers of the System Board.

ARTICLE X - AMENDMENTS

The Bylaws may be amended by the majority vote of all members of the Board provided written notice of the proposed amendment shall have been mailed to all members at least ten (10) days prior to the meeting at which such action is proposed to be taken.

ARTICLE XI - GENERAL

Any rule or resolution of the Board, whether contained in these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting at which two-thirds (5) of the members of the Board shall be present and two-thirds of those present shall so approve.

Revised 4-14-77

Amended 1-11-79

(Full Bylaws primarily for name change)

Amended 9-11-80

Article III. Section 4

Amended 11-83

Article I

Article III. Purpose; renumber Articles IV - XI

(New) Article IV. Section 2 a; b

Article VI. Section 4; Section 5; Section 6; Section 9

Article VII. Section 1; Section 2

Article VIII. Section 1

Amended 2-13-86 to take affect 7-1-86

Article IV. Section 2 a; and b

Amended 3-12-87

Article IV. Section 2 a

Amended 10-22-90

Article IV. Section 2 d

Article VI. Section 6

Amended 4-27-92

Article V. Section 1 & 4

Agreement Between the Arrowhead Library System and Member Libraries

Article I. **General**

The Arrowhead Library System (hereafter abbreviated as ALS) Board and the Library Board of the _____

name of library

located in the municipality _____

name of municipality

County of Rock, do hereby enter into an agreement as authorized by 43.15 (4) (c) of the Wisconsin Statutes. This agreement shall become effective as soon as it is approved and signed by both organizations.

Article II. **Definitions**

For the purpose of this agreement:

1. **Arrowhead Library System Board** is the body established by the Rock County Board of Supervisors in accordance with Section 43.19 of the Wisconsin Statutes.
2. **Arrowhead Library System** is the organization operating under the ALS Board in accordance with Section 43.17 of the Wisconsin Statutes.
3. **Member library** is a public library within Rock County organized under Section 43.52 and 43.54 of the Wisconsin Statutes and authorized by its municipal governing body to participate in the System.
4. **Affiliate or Associate library** is an academic, school or special library which meets the requirements described in the affiliate or associate membership agreement and has signed that agreement.

Article III. **Responsibilities**

The_____ verifies that it has
 name of library

been established under Chapter 43 of the Wisconsin Statutes and has been authorized by its municipal governing body to participate in the public library system. It also agrees to:

- a) Be open to all Rock County residents on the same basis as residents of the local municipality.
- b) Honor valid borrower's cards as issued by member libraries.
- c) Participate in interlibrary loan of materials with other member and affiliate libraries as described in the ALS area interlibrary loan plan and written procedures.
- d) Comply with Wisconsin's public librarian certification law as set forth in the Wisconsin Statutes (43.09) and the Administrative Code (PI 6.03).
- e) Be open to and circulate materials to all residents of other library systems subject to the conditions of the specific intersystem agreement(s).
- f) Maintain and provide ALS with accurate records and statistics necessary to plan and evaluate System services.
- g) Participate in the System and its activities to the extent possible.
- h) Comply with current System policies and procedures.
- i) Cooperate with all libraries in the county for sharing of library resources to benefit the clientele of all libraries.
- j) Maintain its local funding at a level not lower than the average of the previous three years, as stated in Wisconsin Statutes.
- k) Receive materials from patrons who have borrowed those materials from other member libraries and hold for pickup by ALS so that they can be returned to the library of origin.
- l) Accept responsibility for materials borrowed by their clientele through interlibrary loan and Infopass.
- m) Agree to pay for portion of costs of local residents' use of other member public libraries, as determined by the ALS Board of Trustees.

The ALS Board agrees that ALS shall:

- a) Administer the System.
- b) Provide reference and referral services from the System resource library.
- c) Provide in-service training for library personnel within the System.
- d) Provide regular delivery and communications.
- e) Support efficient and effective interlibrary loan among libraries.
- f) Facilitate and coordinate resource sharing activities among System member and affiliate libraries.
- g) Provide public information services.

- h) Conduct continuous planning with member public libraries in the area of automation, collection development, multitype cooperation, and services to users with special needs.
- i) Provide professional consultant services.
- j) Support information technology efforts in member libraries.
- k) Pursue and negotiate intersystem agreements.
- l) Provide regular opportunities for member library input into the ALS decision- making process.
- m) Reimburse member libraries for serving township residents following the policy and formula adopted by the ALS Board.
- n) Reimburse member public libraries for photocopying expenses related to System activities as described in the ALS policy manual.
- o) Work to maintain equitable funding from the County in accordance with the ALS Long Range Plan.

Article IV. **Mutual Understandings**

It is mutually understood and agreed that:

- 1) This agreement shall be subject to modifications as may be mutually agreeable.
- 2) This agreement shall automatically be renewed from year to year unless terminated by either party.

Arrowhead Library System Board

Witness	President	Date
---------	-----------	------

Witness	Secretary	Date
---------	-----------	------

Library Board

Witness	President	Date
---------	-----------	------

Witness	Secretary	Date
---------	-----------	------

**Agreement Between the Arrowhead Library System
and Affiliate Libraries
January to December, 2001**

The Arrowhead Library System (hereafter abbreviated as ALS) Board and _____ which is governed by _____ enter into this agreement for the **calendar year 2001**.

DEFINITIONS

For the purpose of this agreement:

1. **Arrowhead Library System Board** is the body established by the Rock County Board of Supervisors in accordance with Wisconsin Statutes section 43.19.
2. **Arrowhead Library System (ALS)** is the organization operating under the ALS Board in accordance with Wisconsin Statutes Sections 43.13 through 43.64.
3. **Affiliate library** is an academic library, public school library media center, private school library, state institution library, library of the Vocational, Technical and Adult Education system, or special library operated by a parent institution whose territory lies within Rock County, which accepts the responsibilities outlined in the Affiliate Library Agreement.

AGREEMENT

1. The ALS Board agrees that ALS shall:
 - a) Support and facilitate an efficient and effective interlibrary loan network which provides non-public libraries with direct access to resources at ALS participating libraries and access through the ALS Clearinghouse to the Wisconsin Interlibrary Loan Network.
 - b) Provide reference and referral services from ALS's resource library.
 - c) Reimburse libraries for interlibrary loan on a net lending basis.
 - d) Coordinate the ALS Interlibrary Loan Fax Network.
 - e) Provide regular van delivery service within ALS and connection to the state's intersystem delivery network.
 - f) Provide regular communications through ALS's weekly publication the *Monday Memo* and through publication of an annual *Directory of ALS Libraries*.
 - g) Coordinate the INFOPASS program.
 - h) Provide opportunities for affiliate library input into the ALS decision-making process.

- i) Provide opportunities for affiliate libraries to attend ALS continuing education workshops.
- j) Provide access to the ALS Professional Collection and storytelling resources.

2. In return, the _____ agrees to:

- a) Enter and maintain the library's bibliographic records and holdings into statewide databases and other tools maintained by ALS for the purpose of resource sharing.
- b) Lend, without charge, and borrow non-proprietary materials according to the Wisconsin Interlibrary Loan Guidelines of the Division for Library Services and the ALS Area Interlibrary Loan Plan and written procedures.
- c) Participate in the ALS's INFOPASS program.
- d) Receive materials from patrons who have borrowed these materials from other ALS libraries and hold for pickup by ALS so that they can be returned to the library of origin.
- e) Use all reasonable efforts to retrieve materials borrowed by its clientele through interlibrary loan and INFOPASS, and to reimburse the loaning library if the materials are not returned or are damaged.
- f) Maintain and provide ALS with accurate records and statistics necessary to plan and evaluate ALS services.
- g) Comply with current ALS policies and procedures.
- h) Reimburse ALS for services provided according to the Addendum attached to this Agreement.

MODIFICATIONS

This agreement shall be subject to modifications as mutually agreed upon by ALS and the affiliate member library.

PAYMENT FOR SERVICES

Payment shall be made in the amount and according to the dates specified in the Addendum attached to this Agreement.

EFFECTIVE DATES AND RENEWAL

The services called for in this agreement and addendum shall be made available by ALS effective January 1, 2001 and shall continue in force until the end of the calendar year. Renewal or revision of this agreement for 2002 shall take place during September and October, 2001.

Arrowhead Library System Board

President

Date

System Director

Date

Affiliate Library

Library Name: _____

Authorized
Executive Signature

Date

Library Director

Date

**ADDENDUM
AFFILIATE LIBRARY AGREEMENT
2001**

Library: _____

VAN DELIVERY SERVICE

Numbers of delivery stops per week: _____

Delivery should be suspended the following weeks: _____

Total number of delivery stops: _____

Cost for van delivery service during 2001: _____

INTERLIBRARY LOAN NETWORK & OTHER SERVICES:

Total cost for 2001: _____

GRAND TOTAL FOR 2001: _____

PAYMENT SCHEDULE

Invoices will be issued: **January 1, 2001**

Agreement Between the Arrowhead Library System

And Associate Libraries

January to December, 2001

The Arrowhead Library System (hereafter abbreviated as ALS) Board and the

_____ which is governed by _____

enter into this agreement for the **calendar year 2001**.

DEFINITIONS

For the purpose of this agreement:

1. **Arrowhead Library System** Board is the body established by the Rock County Board of Supervisors in accordance with Wisconsin Statutes section 43.19
2. **Arrowhead Library System (ALS)** is the organization operating under the ALS Board in accordance with Wisconsin Statutes Sections 43.13 through 43.64.
3. **Associate library** is an academic library, public school library media center, private school library, state institution library, library of the Vocational, Technical and Adult Education system, or special library operated by a parent institution whose territory lies within Rock County, which accepts the responsibilities outlined in the Associate Library Agreement.

Agreement

1. The ALS Board agrees that ALS shall:
 - a) Provide regular communications through ALS's weekly publication the Monday Memo and through publication of an annual Directory of ALS Libraries.
 - b) Coordinate the INFOPASS program.
 - c) Provide opportunities for associate library input into the ALS decision-making process.
 - d) Provide opportunities for associate libraries to attend ALS continuing education workshops.
 - e) Provide access to the ALS Professional Collection and storytelling resources.

2. In return, the _____ agrees to:

- a) Lend, without charge, and borrow non-proprietary materials according to the Wisconsin Interlibrary Loan Guidelines of the Division for Library Services and the ALS area interlibrary loan plan and written procedures.
- b) Participate in the ALS's INFOPASS program.
- c) Use all reasonable efforts to retrieve materials borrowed by its clientele through interlibrary loan and INFOPASS, and to reimburse the loaning library if the materials are not returned or are damaged.
- d) Comply with current ALS policies and procedures.
- e) Reimburse ALS for services provided according to the Addendum attached to this Agreement.

MODIFICATIONS

This agreement shall be subject to modifications as mutually agreed upon by ALS and the associate member library.

PAYMENT FOR SERVICES

Payment shall be made in the amount and according to the dates specified in the Addendum attached to this Agreement.

EFFECTIVE DATES AND RENEWAL

The services called for in this agreement and addendum shall be made available by ALS effective January 1, 2001 and shall continue in force until the end of the calendar year. Renewal of revision of this agreement for 2002 shall take place during September and October, 2001.

ARROWHEAD LIBRARY SYSTEM BOARD

President Date

System Director Date

ASSOCIATE LIBRARY

Library Name: _____

Authorized Executive Signature Date

Library Director Date

**ADDENDUM
ASSOCIATE LIBRARY AGREEMENT
2001**

LIBRARY: _____

INTERLIBRARY LOAN NETWORK & OTHER SERVICES:

Total cost for 2001: _____

GRAND TOTAL FOR 2001: _____

PAYMENT SCHEDULE

INVOICES WILL BE ISSUED: JANUARY 1, 2001

Laser Counter

The Arrowhead Library System owns a laser counter available for loan to any interested library. It's an electronic device that counts people that enter the library. It's great for documenting use or measuring peak periods of use. The counter is battery powered. Call ALS if you'd like to borrow the counter.

ALS Large Print Books and Books on Tape Collection Development Policy

ALS maintains a rotating collection of large print books to serve public library patrons and a large print extension collection which provides bulk loans of books to nursing homes in the ALS service area. The ALS role in large print collection development is essentially a supplemental one, to provide member libraries and nursing homes with an up to date browsing collection of popular materials. Member libraries are encouraged to develop their own large print collections to meet the further needs of their communities.

Titles for rotating and extension collections are acquired through subscription services and large print specialty jobbers. Although collection development is affected by the limited variety of titles and subjects available in large print, the subscription plan provides an assortment of bestsellers, all-time favorites, classic and contemporary authors (including non-fiction), mystery and suspense, westerns, and romances.

Procedure: The rotating large print collection consists of seven packages, each containing 75 titles of interest to adult readers. With each bimonthly rotation one package is returned to ALS for weeding and renewal. One third of the package is replaced with new titles. Withdrawn books in good condition are added to the extension collection or offered to another library.

Audio Books

ALS maintains a rotating collection of books on tape and compact disks (or audio books) to serve the general listening interests of public library patrons in the ALS service areas. The collection features contemporary and classic fiction and non-fiction titles in full-length format. The ALS role in audio book collection development is essentially a supplemental one, to provide member libraries with an up to date browsing collection of broad general appeal. Member libraries are encouraged to develop their own audio collections to meet the further needs of their communities. A subscription plan provides an assortment of bestseller, all-time favorites, classic and contemporary authors including non-fiction), mystery and suspense, westerns and romances.

***Procedure:** The Audio Books Collection consists of ten packages, each containing 100 to 125 titles, one of which is returned to the ALS office for maintenance and renewal with each bimonthly rotation.

Arrowhead Library System subscribes to the "Library Bill of Rights" and "Freedom to Read" statements of the American Library Association.

ALS Directory of Libraries

Description

ALS compiles a directory of libraries on an annual basis and distributes it free of charge to member, affiliate, and associate libraries. The directory includes information on every library in the Arrowhead Library System including individual school libraries as well as the school district media services department.

Information in the directory may change slightly from year to year but will include the following essential items for each library:

- Name of Library
- Address
- Telephone Number
- Fax Number
- Hours and Days of the Week Open
- Names of Staff and Job Titles (as appropriate)
- Public Library Board Meetings (day and time)
- E-mail addresses

Updates

Throughout the year ALS will include in the **Monday Memo**, updated information for the directory. Library staff should write these corrections and changes in their directory(ies). Once a year (September/October) a new directory will be compiled incorporating these and other changes.

Procedures

To participate in and receive a copy of the ALS directory, libraries should:

1. Fill out the directory questionnaire sent to them each year.
2. Let ALS know the number of copies needed and where these copies will be located.
3. Send changes and corrections to the ALS office in a timely manner, especially key information such as phone numbers and hours open.
4. Make changes in their copies of the directory as these changes are announced in the **Monday Memo**.

Monday Memo

Policy

The Monday Memo is ALS's regular means of communication with member, affiliate, and associate libraries. The Memo is produced every Monday, delivered via the system van or received online via email. Copies are made for all libraries (including individual schools within a school district), and multiple copies are made for large libraries. The purposes of the Memo are to provide information regarding system activities, to enhance communication among the member, affiliate and associate libraries, and to share information about the field of librarianship. Libraries wishing to contribute items to the memo are encouraged to call the ALS office at 608-758-6690.

Who To Call For What Systemwide Reference Resources

Budgeting: Karen Krueger – 758-6594

Clowning: Juggling, face painting, gag magic, skits, balloon twisting, etc.: Robin Hoefler-Hopper – 364-2915

Cooking: Robin Hoefler-Hopper – 364-2915

Facility Planning: Karen Krueger – 758-6594

Indexing: Laura Gottlieb – 758-6596 (Professional freelance indexer)

Library Planning: Karen Krueger – 758-6594

Music(vocal, opera, most areas): Diana McDonald – 758-6588

Needlework: Robin Hoefler-Hopper – 364-2915

Non-competitive recreation: Robin Hoefler-Hopper – 364-2915

Organizing: Robin Hoefler-Hopper – 364-2915

Storytelling (variety): Robin Hoefler-Hopper – 364-2915

Worship & Music: Robin Hoefler-Hopper – 364-2915

Youth Ministry & Christian Education: Robin Hoefler-Hopper – 364-2915

ALS Sponsored Workshops

According to Wisconsin statutes, library systems are to provide “inservice training for participating public library personnel.” ALS plans and offers continuing education workshops to all area library personnel, usually at no cost. A schedule of workshops is published annually, and workshop registration forms are sent directly to staff at libraries and distributed through the Monday Memo approximately one month in advance. ALS also uses the Monday Memo to publicize CE opportunities offered by other systems and educational institutions. Suggestions for speakers and topics is welcomed and regular input in planning the workshop calendar is gathered through a CE survey, workshop evaluation forms, and through a continuing education committee. Occasional workshops for public library trustees are also scheduled.

Continuing Education Grants

Policy

The Arrowhead Library System, in keeping with the mandated service requirement to provide continuing education (CE) for public librarians, provides CE scholarships to member libraries and to individual staff from these libraries. These grants complement the other continuing education activities of ALS, which include consultation, purchase and dissemination of library publications, and system-sponsored workshops. The amount of the grants is specified in the ALS budget, with consideration given to staff size. Continuing education money that has not been requested by October 31 of any calendar year, or that has been declined by an eligible library, may be used for Professional Collection purchases or made available to staff at other libraries according to CE grant guidelines. A member of the ALS public librarians’ group is eligible to receive a grant to attend the annual Wisconsin Library Association conference. The recipient will be chosen by lottery at the August librarians’ meeting. The grant is to be used for registration and expenses, not to exceed the amount budgeted for the grant.

Approved by ALS Board 1-8-87
Revised 4-14-88
Revised 8-28-92

Guidelines for Applications

1. Any Staff member of an ALS member library may apply for the continuing education funds, with the approval of the library director, for library-related activities. Libraries may also apply for funds to sponsor a CE activity especially designed for their staffs. Libraries
2. There may be more than one person per library receiving a CE grant as long as the total reimbursements for that library do not exceed the budgeted amount per library.
3. The ALS CE funds may be used for registration fees and expenses.

4. The applicant should return a completed application form that includes a description of the CE activity, relevance to present position and/or library career goals, dates of the program, registration fee, total estimated expenses and requested amount from ALS. (copy of the form follows).
5. The application will be reviewed and approved by the ALS administrator. The form will be returned to the applicant, and a copy will be sent to the library director
6. Depending on the cost of the CE activity, reimbursement for registration may be made either prior to or following the activity. (Prior reimbursement usually requires about six weeks advance notice). Prior payment for registration fees may be partial, with final payment upon completion of the activity. Expenses are reimbursed following submission of appropriate receipts and county voucher.
7. To receive reimbursement, the applicant must:
 - a) Return the approval form with a copy of the paid registration form or check and, where applicable, receipts for expenses attached to a completed county voucher;
 - b) Briefly summarize the program's content;
 - c) Provide copies of appropriate handouts, especially bibliographies, to be shared with other ALS librarians.
8. Vouchers submitted by the end of the month are approved at the next month's ALS board meeting. Checks are issues the following week.

Budgeted amounts: \$100 to smaller public libraries
 \$200 each to BPL & HPL

**Arrowhead Library System
Application for Continuing Education Scholarship**

Name: _____

Library: _____

Describe the CE activity you plan to attend/sponsor:

How does this apply to your present position and/or library career goals of to the library's goals (if your library is sponsoring)?

Would you be willing to share what you have learned at an ALS workshop? _____

If your library is sponsoring this event, can staff from other member libraries attend? If yes, explain the registration procedure: _____

Dates of the activity: _____

Total cost of the activity: _____

Amount requested from ALS:

*Expenses (estimated): _____

Registration Fee: _____

Speaker Fee (if applicable): _____

Total: _____

Library Director approval: _____ Date: _____

ALS approval: _____ Date: _____ Amount: _____

*Expenses will be reimbursed following submission of appropriate receipts and a completed county voucher. If expenses are more than 10% over estimated amount, a copy of the application form should be re-submitted to ALS indicating library director's approval of higher amount.

Certification

The State of Wisconsin requires certification for administrators of public libraries. The grade levels and requirements for public librarian certification are found in the Wisconsin Administrative Code. There are three grades of certification based upon educational requirements. The population of the municipality or municipalities supporting a library determines the grade level of certification required of the administrator. Certificates are obtained by completing an application form from the Wisconsin Department of Public Instruction. Requirements for **certification renewal** are based upon the accumulation of Continuing Education Points (CEPs). One CEP is the equivalent of 10 hours of participation in a learning activity – contact hours.

The ALS administrator is designated as the valuator to work with individuals in identifying learning needs, setting goals, and evaluating the outcome of learning activities. The primary role of the valuator is to review the Learning Activity forms and annual Summation forms that participants complete as part of their certification renewal process.

Professional Collection

Policy

ALS maintains a collection of materials on librarianship at the ALS office. The collection contains materials to support ALS staff in fulfilling its consulting role, and to meet the needs of member and affiliate libraries for information in the field of librarianship. Criteria for selection include:

- 1) That the title contributes to the core collection by providing basic, practical information a major area of librarianship;
- 2) A cost justified by estimated use;
- 3) Format appropriate to the topic;
- 4) Favorable reviews;
- 5) Numbers of titles on the topic currently available in the collection
- 6) Relevance to the ALS services, goals, and objectives;
- 7) Authority of the author;
- 8) Relevance to the services, goals, objectives and size of ALS member and affiliate libraries;
- 9) How long the information will remain relevant vs. its cost;
- 10) The existence of other copies or similar titles held by member and affiliate libraries.

In order to provide the most current information, the emphasis is on journal subscriptions. Journal subscriptions are routed to member and affiliate libraries on request. Due to limited funding, member libraries may be given priority over affiliate libraries in determining the availability of a journal for routing. Duplicate journal subscriptions may be purchased dependent upon the numbers of libraries requesting routing and on available funding. The system reserves the right to suggest that individual libraries consider a journal purchase, should the routing list become too long and result in dated material being circulated.

Back issues of journal subscriptions and books are available for one month loan periods. Photocopies of articles, etc. are also available. Library staff may visit the system office to use the collection, or call and ask that materials be sent via the van delivery. ALS monographs are listed on WISCAT. System librarians are encouraged to call the ALS office with subject, title, or author requests. Library patron requests for materials in the ALS collection should be handled through established interlibrary loan procedures.

New titles are publicized periodically in the Monday Memo. Subject lists will be developed on request, or to enhance system continuing education workshops. ALS invites librarians to suggest titles to be considered for the collection.

Approved by ALS Board 4-9-87
Revised 4/91
Revised 11/30/05

<u>MONDAY/WEDNESDAY</u>	<u>TUESDAY/THURSDAY</u>	<u>FRIDAY</u>
9:00 Van pick up	9:00 Van pick up	9:00 Van pick up
9:05 Arrowhead Library System Office	9:05 Arrowhead Library System Office	9:05 Arrowhead Library System Office
9:15 Hedberg PL	9:15 Hedberg PL (Janesville)	9:15 Hedberg PL (Janesville)
9:45 Janesville SD-Admin. Office (Monday only)	9:45 Wisconsin Sch for the Visually Handicapped (Thursday only)	10:30 Beloit SD Admin. Office
10:30 Beloit PL	10:15 Blackhawk Tech College	10:40 Beloit College Library
10:45 Beloit College (Monday only)	10:30 Beloit Turner SD-HS Lib. (Tuesday only)	11:00 Beloit PL
11:00 Beloit SD - Admin. Office	10:45 Beloit PL	11:20 Clinton PL
11:30 Clinton PL	11:25 Beloit College	12:00 Hedberg PL (Janesville)
11:40 Clinton SD -MS L	12:00 Hedberg (Janesville)	12:45 Bas/Break
12:00 Hedberg PL (Janesville)	12:10 Courthouse	1:00 Milton PL
12:45 Gas/Break	12:15 Arrowhead Library System Office	1:10 Milton SD-HD Lib.
1:10 Milton PL	12:30 Van drop off	1:30 Edgerton PL
1:20 Milton SD - HS Lib.		2:00 Eager Free PL
1:40 Edgerton PL		2:30 Orfordville PL
1:50 Edgerton SD - HS Lib		3:45 Courthouse
2:20 Eager Free PL		3:55 Arrowhead Library System Office
2:40 Evansville SD - HS Lib		4:00 Van drop off
3:10 Parkview SD -HS Lib.		
4:00 Hedberg PL (Janesville)		
4:10 Courthouse		
4:15 Arrowhead Library System office		
4:30 Van drop off		

Delivery

Policy

ALS provides direct van delivery service to member, affiliate and associate libraries. Frequency of stops ranges from twice weekly to twice daily depending on the needs of each individual library. Deliveries are made to one designated location for each institution; stops are not made at individual buildings within an institution, except for special requests.

This service is considered essential for the sharing of materials among libraries as well as for communication among ALS and its libraries. All materials relating to library services qualify to be transported on the van: books, magazines, audio recordings, video tapes, multi-media kits, AV equipment, communications, etc. Delivery bins will be provided by ALS for transporting material to and from each library. ALS is responsible for items handled on its delivery service and will reimburse libraries for materials damaged or lost in transit.

No delivery service will be provided on days on which ALS offices are closed.

Approved by ALS Board 3-12-87

Procedures

When sending materials through the delivery, clearly mark the destination on the outside of the materials. Routing slips are available from ALS for this purpose.

Correspondence, including photocopies, should be sent in envelopes preferably departmental. All correspondence for a particular destination should be placed in one envelope.

When packing heavy materials, keep the ALS van drivers in mind. Use medium size boxes and commonsense when filling them. (Do not send materials in paper grocery bags.)

If particularly bulky items, such as large exhibits or boxes of discarded books, are to be sent, libraries should call the ALS office prior to the van departure from ALS to alert the van driver. Every effort will be made to pick up the large items on that day or the next delivery day, but this will depend on the delivery load that day. Occasionally a special trip may need to be scheduled.

Place materials in the same place each day for pick up.

Sending and Returning Interlibrary Loan Materials

General Guidelines

1. All material sent in the delivery should bear the owning library's ownership label. Stamps or labels should be on videocassettes, and other AV materials, as well as on the box. Call the ALS office if you need sources for labeling materials.

2. For out-of-system delivery, check the list of libraries served by the intersystem delivery van. Mail items to libraries not on the list. ALS will reimburse for postage for materials you send in response to an interlibrary loan request, but not for returning materials.
3. Send materials directly to the receiving library. Do not send to the ALS office to forward.

In-System

1. Items going to libraries within ALS should be delivered via the ALS delivery service. Use either an inter-office mail envelope (for photocopies or small items) or an ALS delivery label with the name of library and the department or person to receive the item.
2. See delivery schedule on the following page for frequency and time of delivery.

Statewide Wisconsin Delivery Service Procedures

Material Preparation

1. Bundle materials (no more than 4 items) of the same size going to the same library. Wrap a rubberband around the stack to prevent damage to the materials. You may also bundle 3 or 4 small items in a padded mailer or Jiffy bag. This will help reduce sorting time and will conserve space in the delivery basket.
2. Put correspondence, documents, pamphlets, periodicals, and photocopies in an inter-departmental mailing envelope (or use the red South Central inter-departmental mail folders.)
3. Fragile items and equipment require special packaging to protect from damage.

Labeling

1. Use the SCLS Delivery Service routing label on all items delivered out-of-system.
2. Fill out the SCLS Delivery Service routing label with the full name (do not use initials) of the system and the name of the library the material is to be sent to.
3. Tape down both ends of the routing label using Scotch Magic Plus Removable Transparent Tape 811. Tape only one label on the top item of bundles of materials.
4. Tape a label to inter-departmental mailing envelopes.

Lost and damaged items

1. Items lost or damaged in delivery: report to the ALS office within 6 weeks of the due date.
2. Items lost or damaged by the borrowing library: report to the lending library. The borrowing library must meet all replacement or repair costs.

South Central Library System

Wisconsin Intersystem Libraries' Delivery Service Network
User's Guidelines
May 1, 2000

HOW TO CONTACT US

For requests and questions contact:

Delivery Service Requests: Management Team Staff

delivery@scls.lib.wi.us or (608) 266-6039

Delivery Customer Service: Bruce Smith

bsmith@scls.lib.wi.us or (608) 266-4695

Delivery Policy/LINK Express/New Service Development: Bob Blitzke

bblitzke@scls.lib.wi.us or (608) 266-4805

WEB PAGE INFORMATION

Delivery Service Information can be found by pushing the corresponding information button on the SCLS Delivery Service Web Page: <http://psw.scls.lib.wi.us/delivery/index.html>

SCLS DELIVERY SERVICE WEB PAGE INCLUDES THE FOLLOWING INFORMATION:

A. Member Public Library Delivery Service

1. User's Guide
2. Delivery Timetable
3. Delivery Route Schedules
4. Delivery Volume Sample (Most Recent Results)
5. Delivery Volume Share (Pie Chart of Distribution by County)
6. Delivery Volume Growth (Past Five Year Results)
7. Total Delivery Volume Growth Graph (Past Five Year Results)

8. Wisconsin Libraries Delivery Network List (In Five Sections: A-E, F-K, L-O, P-S and T-Z) If a library is not listed, use another means of shipment, i.e. US Mail or UPS.

9. SCLS Intersystem Libraries Delivery Timetable

B. Wisconsin Intersystem Delivery Service

1. User's Guide

2. Delivery Route Schedules

3. Wisconsin Libraries Delivery Network List (In Five Sections: A-E, F-K, L-O, P-S and T-Z)

4. Transit Time Calculations

5. Wisconsin Intersystem Delivery Timetable If a library is not listed, use another means of shipment, i.e. US Mail or UPS.

6. Public Library Systems Delivery Timetables (17 Total)

7. Delivery Volume Sample (Most Recent Results)

8. Delivery Volume Share (Pie Chart of Distribution by System)

9. Delivery Volume Growth (Past Five Year Results)

10. Total Delivery Volume Growth Graph (Past Five Year Results)

11. SHSW Archival Container Shipment Record (Previous Month)

12. SHSW Archival Container Cumulative Shipment Record (Academic Years: 1996/1997-Present)

C. Wisconsin Highway Detour and Construction Information

D. Wisconsin Winter Driving Road Conditions

E. Madison and Wisconsin Weather Conditions

ROUTING LABELS GUIDELINES

How to Label Pink Routing Slips: The list of Wisconsin Library Delivery Service Network members has two columns. Find the Member library in the left-hand (For:) column. Write its name on the For: line of the pink Wisconsin Libraries Delivery Network routing label. Look across to the right-hand column and copy that name on the To: (System Delivery Hub) line:

Example A Network List:

Member (For:) Beloit Public Library

Delivery Hub (To:) Arrowhead

Write on Label:

To: Arrowhead

For: Beloit PL

Example B Network List:

Member (For:) UW-Manitowoc Library

Delivery Hub (To:) UW-Manitowoc

Write on Label:

To: UW-Manitowoc

Attaching Labels to Individual Items:

1. Use only **Removable Scotch Tape** when affixing routing labels to library materials, tape down both ends. Place a rubber band around the item and routing label to prevent the book from opening and ILL slips from falling out.
2. If the book has a cloth cover, removable tape will not stick to it. In this case, place the routing label on the book and wrap a rubber band around them. Tape across the rubber band affixing the label to the rubber band only.

MATERIAL PACKAGING GUIDELINES

Bundling Library Materials:

1. Same Library. All materials in a bundle must be for the same library.
2. Same Size. Bundle materials of the same size.
3. Maximum size = 4 inches. Don't build bundles over 4 inches high.
4. Avoid creating pyramid bundles. They waste space & break rubber bands.

Cardboard Boxes and Envelopes: Cross out any previous destinations. When attaching a routing label, use regular Scotch tape to firmly affix the label to the paper or cardboard.

Another option is to simply write the destination directly on the envelope or cardboard box in this format:

(Delivery Hub) To: (Member) For:

Example (just write on envelope or box): Winnefox/Fond du Lac PL

BLUE BOX (BASKETS) & RED BOX (BASKETS) GUIDELINES

Blue Box (Basket): Place materials in this blue container for your driver to sort en route to those libraries after yours on the delivery route in order to provide faster interlibrary loan service. A blue sheet listing the en route libraries is provided.

Red Box (Basket): Place materials for all the other libraries in this red container. Its materials will be sorted after the driver returns to the SCLS Delivery Service headquarters in Madison. Be sure to flip the "South Central Library System" red box (basket) label facing outward to indicate to your driver that it is to be picked up.

Equipment Purchase, Insurance, Repair and Maintenance

Policy

The Arrowhead Library System occasionally purchases equipment for member public libraries, either out of its normal operating budget or with special grant funds. When purchased, ALS has the option of retaining ownership of the equipment and placing it on long term loan at member libraries, or of granting ownership of the equipment to member libraries.

When ALS retains ownership of equipment, insurance, maintenance and repair of equipment is a system responsibility. When equipment is granted outright to member libraries, insurance maintenance and repair is the responsibility of the member library.

When ALS owned equipment breaks, ALS pays for the cost of repair. Arrangements for repairs will be handled by ALS, although in some instances libraries may be asked to have equipment repaired locally. When ALS owned equipment is repaired locally, libraries are required to obtain an estimate of repair costs and inform ALS of that estimate before proceeding with repairs.

Libraries will only be reimbursed for repairs that have been approved by ALS in advance.

Equipment may be transported on the ALS delivery van. Routine maintenance is required. Records will be kept at ALS on the repair history of each piece of equipment. When ALS decides not to repair a certain piece of equipment, the library will have the option of deciding whether or not it wants to keep the item and repair it at its own expense. If the library chooses to repair the item, ALS will turn over ownership to the library with the understanding that ALS has no further obligation for insurance, repair or maintenance.

ALS owns equipment which can be borrowed by member and affiliate libraries for in-library programming. Libraries may reserve and borrow the equipment by calling the library which is housing the equipment. Equipment will be delivered via the system van. Equipment will be loaned for the requested amount of time if possible. Although a circulation period of one week is preferred.

Approved 1/20/92
Revised 12/14/2005

Rock County Jail Library Service Policy

Purpose:

The purpose of the Arrowhead Library System service to the Rock County Jail is to meet the recreational, self-help, and informal learning needs of inmates confined to the institution. The program benefits the overall rehabilitation effort of the county jail, and provides an outlet for the inmates to relieve the monotony brought about by long periods of confinement. To a lesser extent ALS also serves the information needs of the jail staff by purchasing requested materials such as road atlases and other ready reference items.

Scope:

In general people in jail enjoy the same kinds of books the general public does, although there are perhaps more of them who need materials that are high-interest but easy to read. The collection at the Rock County Jail consists of an assortment of popular fiction and non-fiction for entertainment, self-help, and informal learning. These books are selected and purchased specifically for the jail collection according to professional library standards, and are limited to paperback format to comply with jail security regulations. Individual subject, title and foreign language requests are relayed to ALS by the jail staff, and such materials are considered for purchase if they fall within the general interest guidelines of the collection.

Legal materials are available to inmates from the county law library through an arrangement between the Sheriff's Department and the Rock County Corporation Counsel's office. Inmates submit written requests to a court officer who provides courier service between the law library and the jail.

Paperback books that are donated by libraries and individuals are accepted by ALS with the understanding that the System may do with them as it sees fit. ALS depends upon monetary contributions from individuals or agencies for the purchase of books or needed equipment for the jail library service.

Arrowhead Library System subscribes to the Library Bill of Rights and Freedom to Read statements of the American Library Association. Provision of library service and materials to jail inmates, however, is subject to established security regulations of the Rock County Sheriff's Department.

Approved by ALS Board 5/18/92
Revised by ALS Board 8/24/2005

Nursing Home Service Policy

Arrowhead Library System provides extension library services to all Rock County nursing homes which request them. The purpose of the program is to serve the general reading interests of nursing home residents through a rotating collection of large print all-time favorites, classic and contemporary authors (including non-fiction), mystery and suspense, westerns, and romances. Books for the extension collection are purchased through standing order plans or selected as individual titles. The System Administrator is responsible for collection development.

To initiate service, nursing homes are asked to sign a rotating collection agreement accepting general responsibility for the books loaned to them and to appoint a contact person in charge of the collection at the facility. Reasonable wear or loss of books is expected. However, loss or damage beyond reasonable wear and tear shall be the responsibility of the nursing home. Nursing home service begins with a rotating collection of books and a new selection is delivered on a regular monthly schedule thereafter. Each month the nursing home should return some books the residents have finished reading.

If nursing home staff or residents request materials that ALS does not own, ALS will refer the nursing home staff to the local library.

Arrowhead Library System subscribes to the Library Bill of Rights and Freedom to Read statements of the American Library Association.

Arrowhead Library System
NURSING HOME
Rotating Collection Agreement

Agency: _____ Date: _____

Address: _____ Telephone: _____

The undersigned agency/institution hereby makes application for a rotating collection of books from the Arrowhead Library System and agrees to provide adequate care and housing at the above location, where books will be available and may be circulated to the members of the institution. Books cannot be made available to the general public nor set up in such a way that they might be interpreted or construed as library service to the general public.

The agency agrees to be responsible for the proper use of the books, for their care and protection, and for reasonable efforts to recover books that have been checked out. Reasonable wear or loss of books is expected; however, loss or damage **beyond** reasonable wear and tear shall be the responsibility of the agency.

Books for the rotating collection will be selected by Arrowhead Library System staff.

The agency agrees to appoint one person as custodian of this collection who will carry on the necessary communications with ALS.

The right to administer the rotating collection cannot be transferred nor the location changed without the consent of the Arrowhead Library System.

This agreement will be in effect immediately and indefinitely from its date of signing. It may be terminated at the option of either party upon written notice at any time.

Authorized Agency Signature

Arrowhead Library System Authorized Signature

Revised November 30, 2005

2/7/2008

2/7/2008

Standardized Procedure for Patron Registration Among ALS Libraries

Since accurate patron registration is needed for budgeting purposes and for annual reports, all ALS libraries will use this standardized procedure to insure accuracy and consistency when registering patrons.

Libraries will:

1. Ask patrons for current address information on a regular basis to confirm registration information on file is correct.
2. Libraries will not accept P.O. boxes for the purposes of coding patrons. Street and road addresses will insure that township and other city residents will always be registered accurately.
3. Keep a listing of all streets and roads in the library's service area and indicate the ranges of addresses. Libraries will specifically note when city streets and roads run into township areas.
4. Call ALS or member libraries to question and confirm the proper coding of patron registrations.
5. Annually share a list of city streets or range of numbers of city streets with ALS and other member libraries.

Reference Resources

Animals and birds, raising:

Bicycling: Linda Rogers – 758-6608

Chicago: Coral Swanson – 755-2490

Copyright: Marnie Boylen – 758-6344

County government: Ilah Hartung – 752-3020

Cross Country Skiing: Linda Rogers – 758-6608

Deafness: Kimberly Faurot – 758-6585

Dried flower arranging: Judith Bergman – 868-3248

Films and film history: Linda Beyer – 364-2912

Fourth Ward, Janesville: Ilah Hartung – 752-3020

Genealogy: Marge Weimer (25 years experience doing my own family) – 363-2567(work) or 365-5224(home); Karen Helwig – 758-6596

Government documents: Karen Helwig – 758-6596

Greyhounds and tracks:

Handweaving: Karen Helwig – 758-6596

Horses: Linda Rogers – 758-6608

Knitting: Carol Connors – 758-6328

Salt and pepper shaker collectibles: Linda Beyer – 364-2912

Sign language: Kim Faurot – 758-6585

Spinning: Carol Connors – 758-6328

Travel: Czechoslovakia: Karen Helwig (unable to translate) – 758-6596

Czechoslovakia, Germany, Spain, Yugoslavia: Coral Swanson – 755-2490

Intersystem Agreements

Policy

According to State Statutes, ALS must have service agreements with its three adjacent public library systems. In addition, ALS would like to have such agreements with the remaining thirteen. It is an ALS Board policy to continue to work toward total intersystem reciprocal borrowing and other intersystem cooperative activities as may be deemed desirable.

Approved by ALS Board 1-8-87

Description

ALS currently has service agreements with the Lakeshores Library System, the South Central Library System, the Southwest Wisconsin Library System, the Outagamie Waupaca Library System, and the Mid-Wisconsin Library System (copies follow). Each agreement includes reciprocal borrowing. The list of libraries which Rock County residents may borrow materials from (and vice versa) also follows.

Procedures

In order to borrow materials from a library in another system, the user must have a card from his or her local library. The local library assumes responsibility for items checked out by its patrons. Borrowers must follow the rules and regulations of the loaning library. Materials may be dropped off at any library within either system, although some delay in the delivery of these materials to the loaning library is inevitable. Patrons may receive overdue notices as a result of this in-transit time. Libraries are strongly encouraged to see to it that materials are returned as quickly as possible, in no case should a library take longer than one week to initiate delivery to the owning library. All agreements specify that easily damaged materials such as art prints, films, videocassettes, phonograph records, AV equipment, etc. must be returned to the same library from which they were checked out.

Reimbursement – Whitewater & Brodhead

Reimbursement to libraries is determined by the language in the agreements and may vary from agreement to agreement. At present, only two libraries receive reimbursement from ALS. Reimbursement is made to the Whitewater Public Library and the Brodhead Public Library based on use of that library by Rock County residents who apply for a WPL library card. (Use by residents who have a library card from an ALS library is not included). Each year the WPL Director determines the unit cost per circulation for the previous year by dividing the local appropriation for that year (minus capital expenditures) by the total circulation. That unit cost is multiplied times the amount of circulation attributable to Rock County residents who have a Whitewater or Brodhead library card.

For example, in 1999 the WPL local appropriation was \$407,520 and circulation was 171,639. Per unit cost was \$2.37. (\$407,520 divided by 171,639). Circulation to Rock County residents was 8,263 which amounted to a payment of \$19,519. This payment, based on 1999 data, is made by ALS in 2000.

At present, only one ALS library, Edgerton Public, receives reimbursement from another system. Reimbursement is made according to the following formula:

Edgerton Public Library's circulation to Dane County residents is divided by Edgerton's total circulation to determine the percent of their circulation attributed to Dane County Library Service. That percent minus 5%, as specified in the ALS/SCLS Intersystem Agreement, is the percentage DCLS reimburses EPL. The dollar value is the local appropriations times the percentage to be reimbursed. The amount of the contract is determined in May each year using the current year appropriation amount and the preceding year's circulation figures. The ALS and Edgerton Boards approve the contract amounts at their June meetings and this information is sent to DCLS for inclusion in their budget for the following year.

Adopted by ALS Board 2-12-87

Although not mentioned above, it is understood that capital expenditures are not included in the local appropriation amount.

Nostalgia Kits

Policy

These multimedia kits, consisting of slides, poems, songs, skits, program manuals, and memorabilia, are designed to encourage groups of older persons to share their experiences. Topics include Remembering Automobiles, Remembering Fall, and Remembering School Days. These kits circulate to the public, are owned by ALS, and housed at ALS. Reservations for use should be made by library staff through ALS. The loan period is one week. Delivery is made via the system van to the specified library. One slide projector is available for circulation along with the kits. ALS is responsible for the maintenance of the collection and the equipment. Should the kits be lost or damaged while in the library circulation, it is the library's responsibility to retrieve them and/or collect payment. Should the library not be successful in these efforts, the library will not be held financially responsible.

Approved by ALS Board 4-9-87
Revised by the ALS Board 1/25/2006

Storytelling Aids

Policy

ALS provides and maintains a collection of storytelling aids housed with the ALS Professional collection. The aids, which include storytelling kits (Tales – To – Go) built around special themes, storywoods, puppets, and filmstrip stories, are primarily for the use of member and affiliate libraries in presenting storytelling programs. Institutions, such as nursery schools and day care centers, may also borrow the materials through their local public libraries.

Libraries may reserve and borrow the materials by calling the ALS office, and library staff are invited to visit the ALS office in person to look over the materials. Materials are delivered to libraries via the system van. The loan period is two weeks. Arrangements for circulating the materials to institutions should be handled by the local library. ALS will check the material out to the library. The library, in turn, will circulate the material to the requesting institution. General guidelines for institution circulation are that only one kit should be checked out per library card and kits can be booked for up to eight weeks in advance.

ALS is responsible for the maintenance of the collection and adding new materials. Suggestions for purchases from system librarians are welcomed. Should the materials be lost or damaged while in circulation to a library, it is the library's responsibility to retrieve the item and/or collect payment from the patron. Should the library not be successful in these efforts, the library will not be held financially responsible.

Approved by ALS Board 4-9-87
Revised by the ALS Board 1-25-06

Participating Libraries Reimbursement

Policy

It is the policy of the Arrowhead Library System (ALS) Board to use all the funds received from Rock County to provide basic library service to county residents who do not have a library (hereafter referred to as township residents). These residents are those living (outside) the seven municipalities with libraries: Beloit, Clinton, Edgerton, Evansville, Janesville, Milton, and Orfordville. Since ALS does not operate a bookmobile, books-by-mail service, or other service intended for these residents, the burden falls solely on the existing libraries in the county and, to a lesser degree, on the public libraries in Whitewater and Brodhead which border Rock County. Because of this arrangement, all monies ALS receives from the county are used to reimburse ALS libraries and the public libraries in Brodhead and Whitewater for providing library services to township residents. ALS refers to this program of reimbursement to its member libraries as the Participating Libraries Program. Reimbursement to public libraries in Brodhead and Whitewater is not included in this program but rather under Intersystem Agreements. (See that section of this manual).

Approved by ALS Board 1-8-87
Revised 9/92

Participating Libraries Reimbursement Formula

Reimbursement is based on use of each library by township residents. Use is determined by the number of items circulated. The formula takes into account the cost to each municipality for serving township residents. This cost is determined by multiplying the percent of township use in a library by the local appropriation. This formula is shown on an attached sheet.

The most recent data available is used in calculating this formula, which is done in July each year prior to sending the budget request for the following year to the county. Local appropriations for the current year and usage figures for the preceding 12 months (July through June) are used in the formula.

Procedures for collecting and reporting data and calculating payments use

Usage is calculated using sampling techniques. The resulting figures do not represent actual counts but rather a percentage of each library's use which can be attributed to township residents. ALS chooses 4 days during the mid-year period (July-June) on which it asks libraries without automated circulation systems to keep statistics on circulation to township residents, other member library patrons, their own patrons, and residents outside ALS. Reporting forms are provided. About one week before the survey day, ALS informs libraries which day has been selected and sends out workforms, instructions, and definitions of terms. (Copies are attached). After the last survey day is over and data has been reported, ALS calculates the percentage of township use for the library. This is done by dividing a library's township use by its total use.

Cost to Municipalities

In July of each year ALS asks each library to report on its local appropriations for the current year using the definitions agreed upon by ALS libraries. (attached)

Final Calculations & Payment

When the County budget is approved, which is usually in November, ALS calculates the amount to be given to each library. Checks are sent to participating libraries by mid-April.

Definition of Local Support (Appropriation and in-kind services)

Local Support is defined as the amount of money appropriated by the municipality for library operations during a specified budget year. It does not include income from fines, photocopiers, or carryover monies from previous years. The amount shown in the public library annual report (filed with the System & DPI) as library appropriation from city, village, or town should be used.

Exceptions: Funds for capital expenditures over \$5,000 that were provided through the local appropriation must be subtracted from the appropriation amount. (These will be funds that were reported separately on the public library annual report).

Additions: The amount of money expended by the municipality on behalf of the library for heat, electricity, maintenance, staff fringe benefits, insurance, postage, accounting, purchasing, legal, and personnel services may be added to the appropriation amount.

These additional costs should be calculated as described below:

Heat, electricity, maintenance, staff fringe benefits, insurance, postage, and legal services:

Ask the municipality to provide exact costs, when available, and estimates when exact costs are not available.

Accounting services: Determine the total cost of accounting services in the municipality's budget. Determine the library's share of the municipality's overall budget. Multiply the two.

Example: The city's accounting budget is \$45,000
The library accounts for 6% of the city's budget.
 $\$45,000 \times .06 = \$2,700.00$
\$2,700 is the value of the accounting services given to the library by the municipality. (Accounting services include: check writing, monthly budget reports, etc.)

Purchasing services: Same as above, except replace the municipality's accounting services budget with the purchasing services budget. (Purchasing services include the provision of supplies through central purchasing procedure, handling bids, issuing specs,)

Personnel services: Determine the total cost of personnel services in the municipality's budget. Determine the percent of municipal employees that are library employees (in full-time equivalents). Multiply the two.

Example: The budget in the municipality for personnel services (not personnel) is \$25,000
The library accounts for 8.75% of municipal employees (3.5 FTE + 40 FTE = 8.75).
 $\$25,500 \times .0875 = \$2,231$

Personnel services continued: (Personnel services include maintenance of all employee records, including performance evaluations, use of vacation, sick leave, etc., issuing job advertisements, receiving job applications, communicating with applicants, handling grievances, worker's compensation claims, etc.)

Definition of Circulation: Circulation includes items checked out of your library to library users and includes all items that circulate (books, magazines, video, DVD's, pamphlets, audiotapes, equipment, etc.). Each item is counted separately except when packaged together physically, such as two records in a record album, a book and cassette kit, etc. Pamphlets and other vertical file materials may be counted individually. Renewals are counted as circulation. Interlibrary loans are counted when checked out to your patrons, not when you send items from your collections to fill another library's request. Loans to users outside Rock County should be counted separately.

Definition of reference questions (transactions): A reference transaction is any request for information, in person or by mail or phone, from either a child or an adult, that requires staff assistance in the use of library materials or the professional judgement of the librarian to answer the question. Count questions, not users. Therefore if one patron asks two questions, count this as two reference transactions.

Reference transactions for this study include:

- Assistance in finding materials on a specific topic.
- Help in using the card catalog to find needed materials
- Assistance in using reference tools (like Reader's Guide)
- Help in finding "a good book" to read
- Referral elsewhere for information
- Answers to specific factual questions
- Subject requests sent in through interlibrary loan
- Determination of whether the library owns a particular item and/or whether it is available

Reference transactions for this study do not include:

- Directional transactions such as "Where are the children's magazines?", "What are your fines?" and "When is the next story hour?"
- Assistance in the use of the photocopy machine

If a directional question turns into a reference question, it should be counted. Likewise, if a question sounds like a directional question but requires professional knowledge to answer it, include it in this study. For example, if a patron asks for the location of books on glassware and the librarian gives the classification number (with or without looking in the card catalog), this transaction should be counted.

Population of Legal Service Area – 2000 Estimates

Beloit Public Library

Beloit (city)	36,217
Beloit (twp)	7,271
Newark (twp)	1,596
Turtle (twp)	<u>2,507</u>
	47,591

Clinton Public Library

Bradford (twp)	999
Clinton (village)	2,035
Clinton (twp)	<u>912</u>
	3,946

Eager Free Public Library

Center (twp)	928
Evansville (city)	3,673
Magnolia (twp)	746
Porter (twp)	980
Union (twp)	<u>1,785</u>
	8,112

Edgerton Public Library

Edgerton (city)	4,665
Fulton (twp)	<u>3,106</u>
	7,771

Hedberg Public Library (Janesville)

Footville (village)	760
Harmony (twp)	2,324
Janesville (city)	59,794
Janesville (twp)	2,958
Johnstown (twp)	865
LaPrairie (twp)	925
Rock (twp)	<u>3,109</u>
	70,735

Milton Public Library

Lima (twp)	1,318
Milton (city)	5,123
Milton (twp)	<u>2,774</u>
	9,215

Orfordville Public Library

Avon (twp)	578
Orfordville (village)	1,256
Plymouth (twp)	1,202
Spring Valley (twp)	<u>790</u>
	3,826

Grand Total 151,196

Special Programs & Publicity

ALS coordinates programming and/or publicity for events that a majority of our members participate in, such as National Library Week, Summer Library Programs, Banned Books Week, and Children's Book Week. ALS coordination can reduce costs and duplication of effort and increase a program's impact.

ALS provides special programs three times a year to member public libraries, which includes arranging and scheduling performers and publicizing the event for each library. Programs are negotiated as block bookings with the performers, so in general each library must participate during the booked period or pass up the program. During the Summer Library Program, two performances of each program will take place at Beloit and Janesville, and one performance at each of the smaller libraries. In order to work out a schedule that balances the needs of the libraries with the availability of the performers, libraries are asked to choose three dates and times in priority order for each program.

ARROWHEAD LIBRARY SYSTEM

Area Interlibrary Loan Plan

Introduction

This Area Interlibrary Loan Plan for the Arrowhead Library System discusses interlibrary loan within the area covered by ALS, which is Rock County. All public and affiliate member libraries of ALS participate in this plan. Through the membership agreement contract, all ALS libraries have agreed to share their resources following the patterns as outlined below and the ALS interlibrary loan policies and procedures.

Sharing resources must and can be a two way street, libraries, large and small, can be both borrowers and lenders. Protocols for accessing and using materials without placing too heavy a burden on any one library are incorporated into the borrowing patterns. The collection at Hedberg Public Library in Janesville serves as the resource collection for ALS. Requests not filled within ALS or at the Hedberg Public Library can then be referred into the State Network. Working together through resource sharing, libraries and ALS can meet the goal of providing the best service to the user.

Bibliographic Access

Access to the resources within ALS is gained using three primary tools.

1. The statewide database, Wisconsin Catalog, known as WISCAT.
2. Access to the book collections of the Beloit and Hedberg public libraries is available by searching their online catalogs over the Internet.
3. Beloit College and UW Rock County also have their collections available on WISCAT and both collections are searchable via the Internet.

Patterns

A guideline for the routing of requests is necessary to prevent placing too heavy a burden on any one library. Of course, at all times the routing of each request should be considered in terms of type of material, date needed, and modes of transmittal and delivery.

The resources of all ALS libraries can be accessed directly. Within ALS, there are three types of libraries: academic, public and school. These libraries, by their location, can be grouped into the seven largest communities in Rock County: Beloit, Clinton, Edgerton, Evansville, Janesville, Milton, and Orfordville. These seven communities are the focus of the first step of the borrowing patterns for all types of libraries. Libraries are required to verify all requests to the extent possible within their own collections. WISCAT and Badgerlink (for online serials and referral to WISCAT) are the resource sharing tools that need to be checked to determine which, if any, ALS library can fill the request. For author/title requests, after identifying potential lending libraries, the following order of libraries will be used in submitting the request:

1. Libraries, regardless of type, within the requesting library's community.
2. Other ALS libraries, except for the resource library, using the smaller libraries before the larger.

3. If the request cannot be filled by any of these ALS libraries, the resources of the resource library (Hedberg) will be checked.

By contract, Hedberg Public Library serves as the resource library for all ALS libraries, both public and affiliate. The online catalog and WISCAT are the resource sharing tools that will be checked to determine if Hedberg can fill the request. All subject requests should be sent to Hedberg as the system's resource library.

Requests not filled within ALS will be referred outside of ALS by the system clearinghouse (located in the ALS office). Referrals are made based on guidelines issued by Reference and Loan Library. If a request cannot be filled within the state and the patron wishes it, the request will be referred out of state by the state level clearinghouse at the Reference and Loan Library.

Patterns other than those stated above exist and may be followed. Some libraries are participants in other networks that include libraries outside of ALS. These libraries will follow their own guidelines and procedures for deciding whether to submit a request to an ALS library or to a library within their other network. Likewise, they will decide whether to use the ALS clearinghouse or to use a clearinghouse in their other network.

Transmittal of Requests

Within ALS, requests will be sent directly to the potential lending library by the requesting library. Requests may be sent by QuILL, fax, mail or telephone (if within the guidelines of the lending library) to communicate the request. Those libraries participating in the OCLC ILL subsystem can transmit a request using that system. Libraries with the capability may place reserves on items at the Hedberg PL following ILL referral guidelines. Requests to be referred by the area clearinghouse outside of ALS will be communicated to ALS in the same way as described above except that ALS does not participate in the OCLC ILL subsystem. Requests will be referred outside of ALS only after exhausting in system resources by transmitting requests using QuILL either directly to another owning library or clearinghouse using the state ILL referral guidelines or via the ALS clearinghouse, which will then refer the request on.

Delivery of Materials

Within ALS, materials will be delivered to the requesting library via the ALS delivery service. Materials for schools will be delivered to the building of the district coordinator as specified in the school's membership agreement form. The delivery service stops at the Beloit and Hedberg public libraries, Monday through Friday and at the remaining public libraries on Monday, Wednesday and Friday. Outside of ALS, there is an intersystem delivery van connection Monday through Friday with the South Central Library Delivery System that delivers to most libraries in Wisconsin and connects with the Minitex system in Minnesota.

Requests from Libraries Outside of ALS

As resources outside of ALS will be used to fill requests from ALS libraries, resources of ALS libraries may be used to fill requests from outside of ALS. Such requests will be sent directly to ALS libraries using the QuILL automated system and to the ALS clearinghouse for referral to libraries identified as loaning libraries not using QuILL in ALS. The ALS interlibrary loan procedures will be followed in filling these requests.

Evaluation of Interlibrary Loan Service

Information necessary to maintain an efficient and effective interlibrary loan system within ALS will be regularly gathered from the participating libraries.

Summary of the Interlibrary Loan Process

The Arrowhead Library System office serves as the clearinghouse for some interlibrary loan requests sent to libraries outside of Rock County. Requests that need to be initiated using QuILL for system libraries not using the automated ILL software and unfilled requests initiated by system libraries on QuILL that need to be resent to additional locations. The clearinghouse accepts requests sent using QuILL (Quick Inter Library Loan), van, mail, fax or phone.

The Hedberg Public Library serves as the system resource library. All subject/reference requests from ALS libraries are sent to Hedberg. Requests not filled by Hedberg are sent to the ALS Clearinghouse to be forwarded to the state resource library, Reference and Loan Library in Madison.

If a patron needs an item owned at a library within Rock County, the request is sent directly to the owning library. If the item is owned outside of Rock County, the request is sent either to the ALS Clearinghouse to be forwarded to another owning location if within the state or directly to another owning location using QuILL.

If necessary, the ALS clearinghouse will send requests to the Reference and Loan Library for out of state referral.

All requests sent to libraries within ALS must be verified on WISCAT, Badgerlink or using the libraries online catalogs, if available. If a request cannot be verified using one of these tools, send the requests to the ALS Clearinghouse.

Code to Library Systems

<p>AR Arrowhead Library System Ruth Ann Montgomery 210 Dodge Street Janesville, WI 53545-3809 (608) 758-6690 or 758-6693 (direct) Fax: (608) 758-6689 Email: montgomery.ruthann@als.lib.wi.us</p>	<p>MD Mid-Wisconsin Federated Library System Shannon S. Lang, Director Renaissance Center, 201 North Main Street, Rm 22 PO Box 267 Mayville, WI 53050 (920) 387-7284 Fax: (920) 387-7288 Email: lang@mwfls.org</p>
<p>ES Eastern Shores Library System David Weinhold, Director 4632 S. Taylor Drive Sheboygan, WI 53081 (920) 208-4900, Ext 12 Fax: (920) 208-4901 Email: weinhold@esls.lib.wi.us</p>	<p>NI Nicolet Federated Library System Mark Merrifield, Director 515 Pine Street Green Bay, WI 54301-5194 (920) 448-4414 Fax: (920) 448-4420 Email: mmerrifi@owls.lib.wi.us</p>
<p>IN Indianhead Federated Library System Milton Mitchell, Director 1538 Truax Boulevard Eau Claire, WI 54703-1569 (715) 839-5082 Fax: (715) 839-5151 Email: mitchell@ifls.lib.wi.us</p>	<p>NW Northern Waters Library Service Joan Airoidi, Director Ashland Industrial Park, 3200 E. Lakeshore Dr Ashland, WI 54806 (715) 682-2365 Fax: (715) 685-2704 Email: nwls@win.bright.net</p>
<p>KE Kenosha County Library System Douglas Baker, Director 812 56th Street PO Box 1414 Kenosha, WI 53141-1414 (262) 605-2160, Ext. 1024 Fax: (262) 605-2170 Email: dbaker@kenosha.lib.wi.us</p>	<p>SC South Central Library System Peter Hamon, Director 5250 East Terrace Drive, Suite A-2 Madison, WI 53718-8345 (608) 246-7970 Fax: (608) 246-7958 Email: hamon@scls.lib.wi.us</p>
<p>LS Lakeshores Library System Bernard Bellin, Director 730 Wisconsin Avenue Racine, WI 53403-1274 (262) 636-9211 Fax: (262) 636-3710 Email: bbellin@wi.net</p>	<p>SW Southwest Wisconsin Library System Walter Burkhalter, Director 1775 Fourth Street Fennimore, WI 53809 (608) 822-3393 Fax: (608) 822-6251 Email: wburkh@swls.org</p>
<p>MC Manitowoc-Calumet Library System Alan Engelbert, Director /Carol Gibson, Coordinator 707 Quay Street Manitowoc, WI 54220 (920) 683-4870, Ext. 337 for Director, Ext. 333 for Coordinator Fax: (920) 683-4873 Email (for Director): alanempl@mcls.lib.wi.us Email (for Coordinator): cgibson@mcls.lib.wi.us</p>	<p>WK Waukesha Co. Federated Library System Thomas J. Hennen, Jr., Director 831 N. Grand Avenue, Suite 220 Waukesha, WI 53186-4822 (262) 896-8081 Fax: (262) 896-8086 Email: thennen@wcfls.lib.wi.us</p>

<p>WF Winnefox Library System John V. Nichols, Director Ken Hall, Coordinator 106 Washington Avenue Oshkosh, WI 54901-4985 (920) 236-5220 Fax: (920) 236-5228 Email (for Director): nichols@winnefox.org Email (for Coordinator): hall@winnefox.org</p>	<p>WR Winding Rivers Library System David Polodna, Director 800 Main Street La Crosse, WI 54601-4122 (608) 789-7119 Fax: (608) 789-7123 Email: dlp@lacrosse.lib.wi.us</p>
	<p>WV Wisconsin Valley Library Service Heather Eldred, Director 300 North First Street Wausau, WI 54403-5405 (715) 261-7251 or 261-7250 Fax: (715) 261-7259 Email: heldred@wvls.lib.wi.us</p>

RULES

Anyone wanting to use reciprocal borrowing privileges at system libraries must present a valid borrower's card from a system member library in the county in which they reside.

All patrons must conform to the rules and regulations of the library from which they borrow materials.

Framed art prints, films, videocassettes, records, CDs, AV equipment, and other easily damaged materials must be returned to the same library from which they were checked out. All other materials may be returned to any member library of any system listed above.

ALS member libraries are responsible for sending materials returned at their library to the owning library, either by system van, if owning library is listed on the state delivery list, or by mail. Libraries are strongly encouraged to see to it that materials are returned as quickly as possible, and in no case should a library take longer than one week to return an item. ALS will reimburse for postage, upon submission of an itemized bill, for materials mailed outside of the system as a result of ALS intersystem agreements.

ALS member libraries are responsible for materials checked out by their Clientele through reciprocal borrowing.

**Arrowhead Library System
Public Library Reciprocal Borrowing Privileges**

<u>Library</u>	<u>County</u>	<u>System</u>	<u>Library</u>	<u>County</u>	<u>System</u>
Abbotsford	Clark	WV	Cassville	Grant	SW
Adams	Adams	SC	Cedar Grove	Sheboygan	ES
Albany	Green	SC	Cedarburg	Ozaukee	ES
Algoma	Kewaunee	NI	Centuria	Polk	IN
Alma	Buffalo	WR	Chetek	Barron	IN
Altonna	Eau Claire	IN	Chilton	Calumet	MC
Amery	Polk	IN	Chippewa Falls	Chippewa	IN
Amherst	Portage	SC	Clear Lake	Polk	IN
Antigo	Langlade	WV	Clinton	Rock	AR
Arcadia	Trempealeau	WR	Cobb	Iowa	SW
Argyle	Lafayette	SW	Colby	Clark	WV
Arpin	Wood	SC	Colfaz	Dunn	IN
Ashland	Ashland	NW	Coloma	Wausara	WF
Augusta	Eau Claire	IN	Columbus	Columbia	SC
Baldwin	St. Croix	IN	Comberland	Barron	IN
Balsam Lake	Polk	IN	Cornell	Chippewa	IN
Baraboo	Sauk	SC	Crandon	Forest	WV
Barneveld	Iowa	SW	Cross Plains	Dane	SC
Barron	Barron	IN	Cuba City	Grant	SW
Bayfield	Bayfield	NW	Darien	Walworth	LS
Beaver Dam	Dodge	MD	Darlington	Lafayette	SW
Belleville	Dane	SC	De Forest	Dane	SC
Belmont	Lafayette	SW	De Sota	Vernon	WR
Beloit	Rock	AR	Deer Park	St. Croix	IN
Benton	Lafayette	SW	Deerfield	Dane	SC
Berlin	Green Lake	WF	Delafield	Waukesha	WK
Big Bend	Waukesha	WK	Delavan	Walworth	LS
Black Earth	Dane	SC	Dodgeville	Iowa	SW
Black River Falls	Jackson	WR	Dorchester	Clark	WV
Blair	Trempealeau	WR	Dresser	Polk	IN
Blanchardville	Lafayette	SW	Drummond	Bayfield	NW
Bloomer	Chippewa	IN	Durand	Pepin	IN
Bloomington	Grant	SW	Eagle	Waukesha	WK
Boscobel	Grant	SW	Eagle River	Vilas	NW
Boulder Junction	Vilas	NW	East Troy	Walworth	LS
Boyceville	Dunn	IN	Eau Claire	Eau Claire	IN
Brandon	Fond du Lac	MD	Edgerton	Rock	AR
Brillion	Calumet	MC	Elkhart Lake	Sheboygan	ES
Brodhead	Green	SC	Elkhorn	Walworth	LS
Brookfield	Waukesha	WK	Ellsworth	Pierce	IN
Brownsville	Dodge	MD	Elm Grove	Waukesha	WK
Bruce	Rusk	IN	Elmwood	Pierce	IN
Burlington	Racine	LS	Elroy	Juneau	WR
Butler	Waukesha	WK	Endeavor	Marquette	WF
Cable	Bayfield	NW	Etrick	Trempealeau	WR
Cadott	Chippewa	IN	Evansville	Rock	AR
Cambria	Columbia	SC	Fairchild	Eau Claire	IN
Cambridge	Dane	SC	Fall Creek	Eau Claire	IN
Cameron	Barron	IN	Fennimore	Grant	SW
Campbellsport	Fond du Lac	MD	Florence	Florence	NI

**Arrowhead Library System
Public Library Reciprocal Borrowing Privileges**

<u>Library</u>	<u>County</u>	<u>System</u>	<u>Library</u>	<u>County</u>	<u>System</u>
Fontana	Walworth	LS	Lakewood	Oconto	NI
Fort Atkinson	Jefferson	MD	Lancaster	Grant	SW
Fox Lake	Dodge	MD	Land O' Lakes	Vilas	NW
Frederic	Polk	IN	Laona	Forest	WV
Galesville	Trempealeau	WR	Lena	Oconto	NI
Gays Mills	Crawford	SW	Livingston	Grant	SW
Genoa City	Walworth	LS	Lodi	Columbia	SC
Germantown	Washington	MD	Lone Rock	Richland	SW
Gillett	Oconto	NI	Lormira	Dodge	MD
Gilman	Taylor	WV	Lowell	Dodge	MD
Glenwood City	St. Croix	IN	Loyal	Clark	WV
Grafton	Ozaukee	ES	Luck	Polk	IN
Granton	Clark	WV	Madison	Dane	SC
Grantsburg	Brunett	NW	Manitowish Waters	Vilas	NW
Green Bay	Brown	NI	Manitowoc	Manitowoc	MC
Green Lake	Green Lake	WF	Marinette	Marinette	NI
Greenwood	Clark	WV	Markesan	Green Lake	WF
Hamond	St. Croix	IN	Marshall	Dane	SC
Hancock	Waushara	WF	Marshfield	Wood	SC
Hartford	Washington	MD	Mauston	Juneau	WR
Hartland	Waukesha	WK	Mayville	Dodge	MD
Hawkins	Rusk	IN	Mazomanie	Dane	SC
Hayward	Sawyer	NW	McFarland	Dane	SC
Hazel Green	Grant	SW	Medford	Taylor	WV
Hillsboro	Vernon	WR	Mellen	Ashland	NW
Holmen	La Crosse	WR	Menasha	Winnebago	WF
Horicon	Dodge	MD	Menomonee Falls	Waukesha	WK
Hudson	St. Croix	IN	Mequon	Ozaukee	ES
Hurley	Iron	NW	Mercer	Iron	NW
Hustisford	Dodge	MD	Merrill	Lincoln	WV
Independence	Trempealeau	WR	Middleton	Dane	SC
Iron Ridge	Dodge	MD	Milltown	Polk	IN
Janesville	Rock	AR	Milton	Rock	AR
Jefferson	Jefferson	MD	Mineral Point	Iowa	SW
Johnson Creek	Jefferson	MD	Minocqua	Oneida	WV
Juneau	Dodge	MD	Minocqua	Oneida	WV
Kendall	Monroe	WR	Minocqua	Oneida	WV
Kenosha	Kenosha	KE	Minomonie	Dunn	IN
Kewaskum	Washington	MD	Mondovi	Buffalo	WR
Kewaunee	Kewaunee	NI	Monona	Dane	SC
Kiel	Manitowoc	MC	Monroe	Green	SC
Kingston	Green Lake	WF	Montello	Marquette	WF
Kohler	Sheboygan	ES	Montfort	Grant	SW
La Crosse	La Crosse	WR	Monticello	Green	SC
La Farge	Vernon	WR	Mount Horeb	Dane	SC
La Pointe	Ashland	NW	Mukwonago	Waukesha	WK
La Valle	Sauk	SC	Muscoda	Grant	SW
Lac du Flambeau	Vilas	NW	Muskego	Waukesha	WK
Ladysmith	Rusk	IN	Necedah	Juneau	WR
Lake Geneva	Walworth	LS	Neenah	Winnebago	WF

**Arrowhead Library System
Public Library Reciprocal Borrowing Privileges**

<u>Library</u>	<u>County</u>	<u>System</u>	<u>Library</u>	<u>County</u>	<u>System</u>
Nekoosa	Wood	SC	Trempealeau	Trempealeau	WR
Neshkoro	Marquette	WF	Turtle Lake	Barron	IN
New Berlin	Waukesha	WK	Two Rivers	Manitowoc	MC
New Glarus	Green	SC	Union Grove	Racine	LS
New Holstein	Calumet	MC	Verona	Dane	SC
New Lisbon	Juneau	WR	Vesper	Wood	SC
New Richmond	St. Croix	IN	Viola	Richland	SW
North Fond du Lac	Fond du Lac	MD	Viroqua	Vernon	WR
North Freedom	Sauk	SC	Wabeno	Forest	WV
North Lake	Waukesha	WK	Walworth	Walworth	LS
Norwalk	Monroe	WR	Washburn	Bayfield	NW
Oakfield	Fond du Lac	MD	Waterford	Racine	LS
Oconomowoc	Waukesha	WK	Waterloo	Jefferson	MD
Oconto	Oconto	NI	Watertown	Jefferson	MD
Oconto Falls	Oconto	NI	Waukesha	Waukesha	WK
Odanah	Ashland	NW	Waunakee	Dane	SC
Ogema	Price	IN	Waupun	Dodge	MD
Omro	Winnebago	WF	Wausau	Marathon	WV
Oneida	Brown	NI	Wautoma	Waushara	WF
Ontario	Vernon	WR	Webster	Brunett	NW
Oostburg	Sheboygan	ES	West Bend	Washington	MD
Oregon	Dane	SC	Westboro	Taylor	WV
Orfordville	Rock	AR	Westby	Vernon	WR
Osceola	Polk	IN	Westfield	Marquette	WF
Oshkosh	Winnebago	WF	Whitehall	Trempealeau	WR
Osseo	Trempealeau	WR	Whitewater	Jefferson	MD
Owen	Clark	WV	Wild Rose	Waushara	WF
Oxford	Marquette	WF	Williams Bay	Walworth	LS
Pacckwaukee	Marquette	WF	Wilton	Monroe	WR
Palmyra	Jefferson	MD	Winchester	Vilas	NW
Pardeeville	Columbia	SC	Winneconne	Winnebago	WF
Park Falls	Price	IN	Winter	Sawyer	NW
Pepin	Pepin	IN	Wisconsin Dells	Columbia	SC
Pewaukee	Waukesha	WK	Wisconsin Rapids	Wood	SC
Phelps	Vilas	NW	Withee	Clark	WV
Phillips	Price	IN	Wonewoc	Juneau	WR
Pine River	Waushara	WF	Woodville	St. Croix	IN
Pittsville	Wood	SC			
Plain	Sauk	SC			
Plainfield	Waushara	WF			
Platteville	Grant	SW			
Plum City	Pierce	IN			
Plymouth	Sheboygan	ES			
Port Washington	Ozaukee	ES			
Portage	Columbia	SC			
Poy Sippi	Waushara	WF			
Poynette	Columbia	SC			
Prairie du Chien	Crawford	SW			
Prairie du Sac	Sauk	SC			
Prescott	Pierce	IN			

Reciprocal Borrowing, ALS Associate and Affiliate Libraries INFOPASS

Non-public library members of ALS make their collections available to Rock County residents through interlibrary loan or Infopass. Sometimes Infopass, instead of Interlibrary Loan, provides a customer the best access to another library's resources.

An Infopass allows your customer walk-in access to resources at libraries in the Arrowhead Library System not usually opened to the general public.

You may issue an Infopass to your customer when:

1. You have exhausted all of your library's resources and still cannot provide the customer with the requested information.
2. Your customer cannot wait for an interlibrary loan.
3. Your customer would like to examine the other library's resources personally, or needs material not available through ILL such as certain AV materials and whole issues of magazines.

Responsibilities of library issuing Infopass to its customers:

1. Make sure that all resources at your library have been explored.
2. If the pass is for Blackhawk Tech, please call and tell them who has been issued an Infopass and what the topic of their search will be. If the pass is for Beloit College, notify the customer that the college may put limits on the number of items they can check out, the College does not need to be notified that an Infopass has been issued. UW Rock County will issue a card to the customer and no Infopass is needed.
3. Use all reasonable efforts to assist lending the library retrieve materials borrowed by your clientele through Infopass, and reimburse the lending library if the materials are not returned or are damaged.
4. The library issuing the Infopass is not responsible for payment or collection of fines.

Responsibility of library accepting Infopass customers:

1. Decide if the customer must use the material in the library or if the customer may check out the material.
2. Use all reasonable efforts to retrieve materials borrowed and to collect any fines owed.

Infopass forms are available from the Arrowhead Library System Office.

Reciprocal Borrowing/Open Access/ALS Public Libraries

Because of the variety of methods used by libraries to register patrons and check out materials there is no countywide library card or single registration file. Libraries may choose to:

1. Re-register and issue their own cards to non-residents.
2. Use and accept the non-resident card.
3. Place their own identifying number on the non-resident card.

For information on use of public libraries outside of ALS, or use of ALS by residents of other Wisconsin counties see Intersystem Agreements.

Non-public library members of ALS make their collections available to Rock County residents through interlibrary loan or Infopass. (See section on Infopass).

Procedures – Submitting a Reference/Subject Interlibrary Loan Request

The Hedberg Public Library is the resource library for the Arrowhead Library System. If, after exhausting your local resources, you cannot provide a patron with the information requested, forward the request to HPL. If HPL cannot provide the information they will send the request to the ALS clearinghouse to be sent to the Reference and Loan Library in Madison.

1. Conduct a thorough reference interview to gather all information the patron knows about the subject that will be helpful in answering the request. This includes the level of difficulty of information wanted (basic, advanced, or technical) and the patron's name and phone number so the resource library can contact the patron directly if they don't understand the request. ALS subject request forms will be helpful in recording this information. Call ALS if you need a supply of the subject request form or, photocopy the form supplied in this manual.
2. If there is a deadline date, indicate it on the request.
3. Indicate the sources already checked to try to locate the information.
4. Transmit the request to the Hedberg Public Library using the ALS delivery.

Databases Searches:

- HPL will conduct a database search if necessary to answer reference questions, but does not do "on demand" database searches for ALS libraries.
- The Reference & Loan Library also uses database searching to answer subject/reference requests if this is the most effective means of finding the requested information.
- Resources at the Hedberg Public Library must be exhausted before a subject/reference request is forwarded to the R&L Library.

Discounts from jobbers

Libraries can receive discounts from vendors of library materials. Several vendors have websites and provide on-line ordering.

Vendors with discounts:

Baker & Taylor, Inc.

1-800-775-1800 to open an account

1-800-775-1100 to order

1-800-775-7480 to fax an order

www.btol.com/library

Books, videos, DVD, audio books, music, multimedia

Ingram Library Services, Inc.

1-800-937-5300

www.ingramlibrary.com

Books, videos, audio books, DVD, music, multimedia
Offers standing order programs

The Bookmen, Inc.

525 North Third Street

Minneapolis, MN 55401

1-800-328-8411 to order

1-800-266-5636 to fax an order

E-mail: Bookmen@Bookmen.com

www.Bookmen.com

Paperbacks, board books, big books

Cooperative Purchasing Arrangements/Discounts

If you have questions about cooperative purchasing arrangements and available discounts at WILS. Here's the word.

Wisconsin Interlibrary Services (WILS) operates a cooperative purchasing program. That program is divided into two areas:

1. Discounts available to any Wisconsin library
2. Discounts available to WILS members only include discounted pricing on software, hardware, reference products, supplies, equipment and services from a variety of vendors. For additional information contact Cheryl Bradley at 608-265-4167.

The WILS website describes discounts, membership services, a list of companies that offer discounts, and a catalog of services.

A catalog of services is available at the website: www.wils.wisc.edu

Arrowhead Library System and Hedberg Public Library are WILS members.

Supplies Furnished by Arrowhead Library System

ALS will supply the following items. Call the office at 758-6690 to request.

Delivery slips

ALA ILL forms

ALS ILL subject forms

ILL mailing envelopes (for responding to out of system requests that cannot be placed in the van delivery)