WINNEFOX SERVICES RECEIVED BY WINNEFOX MEMBER LIBRARIES IN 2009

Winnefox Library System is funded by the State of Wisconsin through the Department of Public Instruction.
Most Winnefox services are available at no cost to libraries.

GENERAL ASSISTANCE AND CONSULTATION

Winnefox provides consultative services to Library Directors and trustees. In 2009, Winnefox:

- Responded to over 190 questions and inquires from Library Directors, trustees, and municipal officials
- Attended library board meetings, county board, and county board committee meetings
- Compiled a variety of statistical reports
- Assisted libraries with their annual reports filed with the state.
- Kept Directors informed of current legislative and legal developments
- Coordinated required statistical reporting to county clerks and Act-420 billings
- Assisted libraries in preparing county funding requests
- Coordinated group purchases of supplies

CONTINUING EDUCATION

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

- Twelve workshops attended by 254 persons at a variety of times and locations.
- Access to a professional collection of library-related books
- Online training opportunities
- Grant funding to assist with continuing education expenses (three Library Directors received a total of $432 in continuing education grant funding.)

INTERLIBRARY LOAN

Winnefox provides access to materials in libraries outside of Winnefox,
including the UW System and the State Historical Society. In 2009, libraries:

- Received 5,757 items from libraries outside Winnefox
- Loaned 10,680 items to libraries outside of Winnefox

SUMMER READING PROGRAM SUPPORT

Summer reading programs are an important part of library services, helping children maintain reading abilities over the summer vacation. In 2009, Winnefox:

- Paid for 25 summer reading program performers valued at $7,065
- Booked and handled paperwork for 58 summer program performers
- Provided commercially-produced SLP materials which would have cost libraries $892 and coordinated group purchases of other materials
- Printed posters, reading records, and other SLP materials

WCTS

Winnefox Cooperative Technical Services is funded by Green Lake, Marquette, and Waushara Counties to provide services to libraries in those counties. In 2009, libraries receive the following services from WCTS:

- 17,686 items were ordered and processed (barcoded and added to the catalog, plastic covers attached, labeled, etc.).
- Each library may receive two "workdays" each year where WCTS staff will assist the library director in a variety of tasks. In 2009, libraries took advantage of 15 workdays.
- Libraries received $35,159 in grants for collection enhancement, new PCs, or other special purposes.
- WCTS coordinates rotating collections of audiobooks on CD and cassette, large print books, DVDs, and PlayAway audiobooks which libraries use to supplement their own collections. Twenty libraries receive the audiobook circuit, seventeen receive the large print circuit, twenty two receive the Playaway circuit, and seventeen receive the DVD circuit.
- WCTS has a machine which refinishes damaged CDs and DVDs. In 2009, WCTS refinished 2,148 damaged discs for libraries.

PRINTING AND GRAPHICS

Winnefox provides a graphic design and printing service for member libraries. In 2009 we designed and printed 793 projects consisting of 500,527 pieces. Notable projects included: special materials for Menasha's 1000 Books program, Oshkosh's Money Smart Week, the Pine River historical calendar fundraiser, Kingston's cookie walk, North Fond du Lac's logo design, as well as bookmarks, stationery and business cards, and other program promotional materials

TECHNOLOGY SUPPORT SERVICES

Over the past few years technology and the internet has become a major component of library services. Winnefox provides libraries with the following technology support services:

- High-speed internet access, wireless support, and email accounts
- Access to a variety of online resources, including:
  - Health, business, auto repair, genealogy, and biography databases
  - Downloadable audiobooks, video, and music through Overdrive
  - NetLibrary ebooks
  - Live 24/7 chat and email reference service. In 2009, a total of 1,442 questions were received through this service.
- Support and maintenance for locally-produced databases:
  - Fond du Lac Vital Records and Fond du Lac Bookmobile Schedule
  - Waushara County Obituaries
  - Ripon Vital Records
  - Fond du Lac newspaper index
  - Oshkosh Vital Records and Oshkosh Newspaper Index
  - Menasha Newspaper Index
  - Winneconne Vital Records Database
- PC purchasing and troubleshooting services. In 2009 Winnefox :
  - Ordered and configured 110 PCs or peripherals
  - Serviced 417 PCs, either through remote access or by having the PC sent in.
  - Made 10 PC service calls to libraries
  - Answered 1,091 technical support questions
- Library website hosting, maintenance, and domain name purchasing
- Ongoing website maintenance for most libraries sites. In 2009, staff added 182 new features or functionalities to library web sites and updated web sites 3,305 times.

SHARED AUTOMATION SYSTEM

Winnefox maintains the shared online catalog, circulation system, and library patron database that lets library users easily use any member library. Winnefox also maintains the telecommunication network that connects the shared system to libraries. In 2009:

- The automated system was used by libraries to share 536,151 books, DVDs, CDs, and other items.
- Winnefox provided training to new member library directors.
- Winnefox produced daily, monthly, annual, and individual statistical, plus collection development and patron reports.
- 1,165 special reports were run or support calls were answered.
- Winnefox provided a customized annual circulation spreadsheet to libraries
- Winnefox coordinated purchases of supplies such as county library cards, barcodes, and receipt printer paper.
- Winnefox sent out paper and email notices for all 30 libraries.

DELIVERY

Winnefox provides the delivery service that connects Winnefox libraries with each other and with other libraries around the state. In 2009:

- Winnefox vans drove 80,475 miles and made 5,683 stops.
- All libraries and the Fond du Lac Public Library Festival location received delivery at least three days per week, six libraries receive delivery four days per week, and five libraries receive delivery five days per week. The Redgranite Correctional Institution contracts with us to receive delivery one day per week.
- Winnefox drivers handled 39,547 red delivery boxes.

OTHER

- The Assistant Director coordinated group purchase of public performance movie licensing
- **Winnefox coordinated subscriptions and delivery of the Milwaukee Journal-Sentinel for 6 libraries.**
- **Assisted one library in its director search process.**
- **Winnefox staff assisted in coordination of the Winnebago County Free Legal Assistance Clinic project.**
- Thirteen libraries received a total of $10,000 in "net-lender payments" because they loaned more items to other Winnefox libraries than they received.