WINNEFOX SERVICES RECEIVED BY THE MENASHA PUBLIC LIBRARY 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.

CONSULTATION

Winnefox provides consultative services to Library Directors and trustees.

In 2009 the Winnefox Director or Assistant Director:

- Responded to 11 inquiries from Library Director, staff, or trustees
- Kept Directors informed of current legislative and legal developments
- Prepared statistical reports comparing funding and use between libraries and counties

Winnefox staff:

- Set up and maintained advocacy contact database (Speak up email list) and sent out monthly mailings
- Edited and printed quarterly Trustee Tale newsletters
- **Compiled 2008 non-resident circ statistics**

CONTINUING EDUCATION

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

- Library Director, staff members, or trustees attended 9 workshops
- Access to 'professional collection' of library-related books
- Ten staff members earned a total of 5 CE contact hours through Project Play

COUNTY PLANNING

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

- Assisted in coordinating Legal Assistance Clinic program
- Prepared 2010 county funding numbers and county agreement
- Attended Ag & Ed committee meeting
- Coordinated and attended county LAC meetings
- Coordinated required statistical reporting to county clerks and Act-420 billings

INTERLIBRARY LOAN

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

- Received 578 items from Wisconsin libraries outside Winnefox
- Received 235 items from libraries outside of Wisconsin

INTERNET ACCESS

Winnefox provides:

- Wireless internet access
- High-speed internet access
- Library receives email accounts for Director and staff

ONLINE RESOURCES

Winnefox provides access to a variety of online resources, including:

- Health, business, auto repair, genealogy, & biography databases
- Downloadable audiobooks, video, & music through Overdrive
- NetLibrary ebooks
- Live 24/7 chat & email reference service (reference questions from 52 patrons were answered via chat, email & IM reference service)
- Menasha Newspaper Index (at http://www.menashalibrary.org/research/newspaper)

Winnefox provides monthly usage statistics for these online resources (available at http://asp.winnefox.org/extranet/erstats/).
Winnefox also provides support for these databases and answered 7 questions from library staff.

WINNEFOX LIBRARY SYSTEM

PC SERVICES

Winnefox staff provides PC purchasing and troubleshooting services.

- 10 PCs or peripherals ordered & configured
- 12 PC service calls via remote access
- 16 PCs sent in and repaired
- 105 technical support questions answered
- Winnefox staff supported the Pharos PC timing program, internet filtering for public PCs, and antivirus and regular software updates for all library PCs

PRINTING & GRAPHICS

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

- Winnefox staff designed and printed 56 projects comprising 52,147 pieces
- Notable projects: 100 Books program

SHARED AUTOMATION SYSTEM AND TECHNOLOGY SUPPORT

- Daily, monthly and individual statistical reports were produced
- 110 individual questions answered or reports run
- Winnefox staff visited library to install new Java WorkFlows program on library's circulation PCs.
- Winnefox provided customized annual circulation spreadsheet
- System-coordinated purchases of barcodes, receipt printer paper, etc.

SUMMER READING PROGRAM SUPPORT

- Winnefox paid for one summer reading program performer valued at $300
- Winnefox provided commercially-produced SLP materials which would have cost the library $62.65
- System-coordinated purchases and in-house printing of other materials
- Winnefox staff booked and handled paperwork for 1 summer program performer

WCTS

- 1,223 CDs/DVDs refinished through WCTS

WEBSITE DESIGN

- Library website hosted on Winnefox servers
- Winnefox coordinates purchase of library domain names
- Winnefox staff provided ongoing website maintenance, providing 159 updates and added 28 new features

DELIVERY

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

- Library receives van delivery service 5 days per week
- Library received and sent 4,865 red boxes
- Library borrowed 49,482 items from other Winnefox libraries. 8.73% of the items checked out by the library were owned by other libraries.
- Library loaned 59,195 items to other Winnefox libraries

OTHER

- The library received $1,710.41 as a net-lender credit for items lent in 2008
- Assistant Director coordinated group purchase of public performance movie licensing
- Winnefox coordinated subscription and delivery of *Milwaukee Journal-Sentinel* newspaper