

## **OWLS/Winnefox Joint Planning Process Overview**

### Purposes of the project

It is expected that this project will:

- Identify what services would benefit (and what would not) from the two systems working together to provide the services. Specifically, the process will identify services that could provide direct patron benefits if provided collaboratively by the two systems.
- Strengthen relationships between OWLS and Winnefox.
- Provide additional understanding of the needs/concerns of member libraries.
- Discover possible paths to improving the sustainability of system service to libraries.

### Process and Services Provided

1. Library Director Focus Group: WiLS will facilitate a conversation of a small group of library directors from both systems. This conversation will focus on identifying:
  - Perceived problems or barriers in patron service caused by separate system services.
  - Any problems or barriers that currently exist that may be solved by combining the delivery of different services.
  - Additional perceived opportunities for patron services in merging any of the system services.
  - Challenges and potential problems that might occur by merging any of the system services.
  - The risks and costs of maintaining the status quo.
2. Library Survey: Based on the discussion with the library director focus group and information gathered from the two systems, WiLS will develop a survey to be administered to all the libraries in the two systems. This survey will identify the level of importance the libraries place on current services and potential new services, both as they are currently delivered to the libraries and their perception of what service improvement could exist with any services being combined between the two systems. Some of the survey will be made up of components from the service assessment survey developed to assist system planning supported by funds from DPI. Additionally, data is available from other systems' use of the service assessment survey that can be used for applicable comparison and service planning reasons.

3. System Staff Meeting: WiLS will facilitate a meeting of staff involved providing system services at both systems to identify, based on the information gathered from the focus group discussion and survey, what services to libraries and patrons might benefit from being combined.
4. System Service Work Groups: For any services identified in Step 3, the systems will form work groups from the staff involved providing system services at both systems. The charge of the work groups will be to develop a vision of what the combined service could look like. WiLS will provide a template for the combined service exploration, including a webinar training covering processes for coordinating the work group and presenting their findings.
5. Work Group Presentation of Service Visions: The work group(s) will present their findings and vision of a combined service(s) at a meeting of staff involved providing system services at both systems. WiLS will facilitate this meeting and serve in an advisory role when appropriate. The goal of this meeting will be to determine which, if any, services are both desirable and feasible to combine. For any services where it is both desirable and feasible to combine, the staff will identify next steps, including prioritizing the service redesigns.
6. Presentation to Libraries: The process for presenting any visions and details of combined services will be determined later in the process. It is expected that the systems will both develop and facilitate this process.