

**Polk County
Plan of
Library Service**

2019 – 2024

Public Hearing Draft

Introduction

The municipalities of Amery, Balsam Lake, Centuria, Clear Lake, Dresser, Frederic, Luck, Milltown, Osceola, St. Croix Falls, and Turtle Lake provide services to all residents of the County. The specifics of this commitment are outlined in this Plan of Library Service. In response to this commitment to offer services to the residents of the County, the County has approved this plan for the financial support of the service provided by these libraries.

Mission Statement

The mission of the Polk County public libraries is to cooperatively provide equitable library services to all county residents.

Vision Statement

Polk County recognizes the importance of free access to knowledge, information, and diversity of ideas for all residents of Polk County. The vision of the Polk County libraries is to provide library services and materials to fulfill the educational, informational, cultural, and recreational needs for the residents of Polk County. Polk County libraries will promote library use and the importance of reading literacy.

I. Background

A. Statutory Requirements of County Planning

WI Stat. §43.11 - County library planning committees.

(1) CREATION. Any county board may appoint a county library planning committee under this section. If a county board, in a county where all public library service is administered or coordinated by an existing county library board or where there is a single-county public library system board, determines to appoint a committee under this section, the existing library board may serve as the county library planning committee. The county board shall notify the division immediately upon appointment of the committee.

(3) DUTIES AND POWERS.

(a) The committee may prepare a new plan for the organization of a county or multicounty system, revise an existing plan or change the boundaries of a public library system. It shall conduct public hearings concerning these plans, revisions and changes to which representatives of all libraries in the county shall be invited.

(b) The committee's final report, including a new plan, revisions to an existing plan or changes to the boundaries of a public library system and copies of any written agreements necessary to implement the proposal, shall be filed with the county board and submitted to the division. Plans for multicounty systems shall include a method for allocating system board membership among the member counties.

(c) The plan of library service for a county, whether for a single county or a multicounty system, shall provide for library services to residents of those municipalities in the county not maintaining a public library under this chapter. The services shall include full access to public libraries participating in the public library system and the plan shall provide for reimbursement for that access. Services may include books-by-mail service, bookmobile service, the establishment of additional libraries or other services deemed appropriate by the committee. Services may be provided by contracting with existing public libraries in the county or in adjacent counties or with the public library system or by creating a county library organization under this chapter. The plan of library service for a county may provide for improving public library service countywide and in municipalities that have libraries. The plan shall specify the method and level of funding to be provided by the county to implement the services described in the plan, including the reimbursement of public libraries for access by residents of those municipalities in the county not maintaining a public library.

(d) The plan of library services for a county may include minimum standards of operation for public libraries in the county. The county shall hold a public hearing on any standards proposed under this paragraph. The standards shall take effect if they are approved by the county and the public library boards of at least 50 percent of the participating municipalities in the county that contain, according to the most recent estimate prepared under s. 16.96, at least 80 percent of the population of participating municipalities in the county.

(e) The plan of library services for a county may require that a municipality located in whole or in part within the county that operates a public library compensate another municipality located in whole or in part within the county that operates a public library whenever the latter public library provides library services to residents of the municipality that operates the former public library. The plan's compensation for each loan may not exceed the actual cost of the loan, as defined by the department by rule.

History: 1971 c. 152; 1981 c. 20; 1985 a. 29, 177; 1993 a. 184; 1997 a. 150; 2005 a. 420.

WI Stat. §43.12 - County payment for library services.

(1)

(a) By March 1 of each year, each of the following payments of not less than the minimum amount calculated under par. (b) shall be made:

1. Except as provided in subd. 2., by a county that does not maintain a consolidated public library for the county under s. 43.57 and that contains residents who are not residents of a municipality that maintains a public library under s. 43.52 or 43.53, to each public library in the county and to each public library in an adjacent county, other than a county with a population of at least 750,000 or a county that maintains a consolidated public library for the county.

2. If the adjacent county maintains a consolidated public library and provides the notice under sub. (1m), by a county that does not maintain a consolidated public library for the county under s. 43.57 and that contains residents who are not residents of a municipality that maintains a public library under s. 43.52 or 43.53, to the consolidated public library for the adjacent county providing the notice under sub. (1m).

3. If a county maintains a consolidated public library and provides a notice under sub. (1m), by that county to each public library in an adjacent county, other than a county with a population of at least 750,000, that provides a statement to the county under sub. (2).

(b) The minimum amount under par. (a) shall be calculated to equal 70 percent of the amount computed by multiplying the number of loans of material made by the library during the prior calendar year, for par. (a) 1. or 3., to residents of the county who are not residents of a municipality that maintains a public library under s. 43.52 or 43.53, or, for par. (a) 2., to residents of the county who are not residents of a municipality that contains a branch of the consolidated library, as reported under sub. (2), by the amount that results from dividing the total operational expenditures of the library during the calendar year for which the number of loans are reported, not including capital expenditures or expenditures of federal funds, by the total number of loans of material made by the public library during the calendar year for which the loans are reported.

(c) The library board of the public library entitled to a payment under this subsection may direct the county to credit all or a portion of the payment to a county library service or library system for shared services.

(1m) If a county maintains a consolidated public library, the library shall provide a notice not later than April 1 to any public library from which it requests payment under sub. (1).

(2) By July 1 of each year, each public library lying in whole or in part in a county shall provide a statement to the county clerk of that county and to the county clerk of each adjacent county, other than a county with a population of at least 750,000, that reports all of the following:

(a) The number of loans of material made by that library during the prior calendar year to residents of the county, or adjacent county, who are not residents of a municipality that maintains a public library under s. 43.52 or 43.53.

(b) If the library is in a county that is adjacent to a county with a consolidated library system, the number of loans of material made by that library during the prior calendar year to residents of the adjacent county who are not residents of a municipality that contains a branch of the consolidated library.

(c) The total number of loans of material made by that library during the previous calendar year.

(3) A county may enter into an agreement with its participating municipalities or with a public library system to pay no less than the amounts determined under sub. (1) to the public library system for distribution to the public libraries that participate in that system.

(4) Upon request of a county clerk, a public library shall provide access to all books and records used to determine the amount computed under sub. (2).

(5m) Nothing in this section prohibits a county from providing funding for capital expenditures.

(6) The county library board or, if no county library board exists, the county itself, shall either distribute the aid provided by the county to the public libraries, as provided in the plan prepared under s. 43.11, or shall transfer the aid for distribution to the public library system in which it participates.

(7) This section does not apply to a county having a population of 750,000 or more.

(8) For the purposes of this section, a county that provides library service solely under s. 43.57 (2m) is a county that maintains a consolidated public library, and a tribal college-county joint library under s. 43.57 (2m) is a branch of the consolidated library.

History: 1997 a. 150; 2005 a. 226, 420; 2007 a. 97; 2013 a. 157; 2015 a. 306; 2017 a. 207 s. 5.

B. Brief History of Library Development and Planning in the County

The public libraries located in the County have been members of the IFLS Library System since 1978 and have developed a plan by which each of the libraries is reimbursed for rural resident usage.

The 2013-2018 County Library Plan was drafted as the Polk County Library Federation was being phased out by the county. That plan outlined how the municipal libraries would provide services to the rural residents of the county. Prior plans had focused on the library federation and their services. The development of the 2019-2024 plan began in late 2018 and focused on reformatting the plan and updating the statistical information.

C. County Membership in the IFLS Library System

The IFLS Library System (IFLS) is established under Wisconsin State Statute 43.15 and is governed by a library system board appointed under Wisconsin State Statute 43.19.

By virtue of the County's population, the County has two (2) representatives on the IFLS board of trustees, each serving a three-year term. These slots have typically been filled with a member of the County Board of Supervisors and 1 (one) citizen-at-large.

The County and the public libraries continue their participation in IFLS.

II. Current Library Service to County Residents

A. Inventory of Services

All the public libraries in the County strive to provide services to meet the needs of their communities and will continue to expand those services to reflect technological advances. Each library's Board of Trustees determines that library's policy and the scope and extent of services provided by that library. Library services offered can be found at the end of this plan. See Attachment 1: Polk County Library Services-2019

B. Governance Structure of Library Organizations

All public libraries in the County are governed by library boards which meet regularly and are appointed by their municipality in accordance with Wisconsin State Statute 43.54. County appointments can be made to the local library boards in accordance with Wisconsin State Statute 43.60 (3).

C. Current Library Usage Statistics for County Residents

All public libraries in the County maintain detailed circulation statistics which indicate circulation by residence; that is, whether each item circulated is checked out by a resident of a municipality with a library or by a resident of a municipality without a library ("rural residents"), within or outside of the County.

With the advent of (MORE- **My Online REsource**; the online catalog and circulation system), the circulation and borrower's residence are automatically tabulated. All of the public libraries in the County are part of this system.

**2018
Library Visits and Borrowers**

	Library Visits	Resident Registered Borrowers	Nonresident Registered Borrowers	Total Registered Borrowers
Amery	67,338	1,309	2,530	3,839
Balsam Lake	15,184	609	835	1,444
Centuria	4,888	257	114	371
Clear Lake	13,936	357	512	869
Dresser	7,672	287	180	467
Frederic	NA	630	1,293	1,923
Luck	16,614	471	1,067	1,538
Milltown	25,428	479	786	1,265
Osceola	41,470	1,141	1,940	3,081
St. Croix Falls	55,180	1,199	2,129	3,328
Turtle Lake	15,264	471	685	1,156
Total	262,974	7,210	12,071	19,281

Frederic library visits data was unavailable due to electronic door counter malfunction

2018 Circulation

	Local Municipal Circulation	Other Polk County Resident Circulation with a Library	Polk County Rural Nonresident Circulation	Total All Other Circulation	Total Circulation
Amery	30,482	3,240	55,032	7,622	96,376
Balsam Lake	8,756	1,961	10,005	485	21,207
Centuria	3,473	333	2,981	220	7,007
Clear Lake	14,270	229	10,292	4,072	28,863
Dresser	6,779	1,611	6,012	153	14,555
Frederic	11,520	906	19,844	11,396	43,666
Luck	6,793	1,330	16,143	1,424	25,690
Milltown	9,700	2,263	19,243	657	31,863
Osceola	24,330	2,316	37,767	4,086	68,499
St. Croix Falls	18,731	3,212	28,518	6,638	57,099
Turtle Lake	8,686	204	7,234	8,119	24,243
Total	143,520	17,605	213,071	44,872	419,068

2018 Technology

	Internet Computer Uses	Uses of Public Wireless Internet	Total Uses of Electronic Works*
Amery	6,574	20,050	13,918
Balsam Lake	2,623	7,969	3,088
Centuria	1,241	966	568
Clear Lake	2,176	10,201	2,632
Dresser	782	6,505	640
Frederic	4,302	NA	6,686
Luck	3,262	24,521	4,609
Milltown	4,765	21,062	2,872
Osceola	5,573	14,206	8,054
St. Croix Falls	5,573	38,311	9,685
Turtle Lake	9,308	16,595	2,750
Total	46,179	160,386	55,502

*E-books, E-Audio, and E-Video

Frederic's wireless usage was not tracked by their equipment

III. Current Funding of Library Services to County Residents

Chapter 43.12 of Wisconsin Statutes requires that counties reimburse libraries for the cost of serving residents living within municipalities located in the County that do not have their own municipal library. Such residents are referred to in Wisconsin library finance terms as "rural residents". This cost is determined by dividing the total operating expenditures by the total number of circulations. This amount is then multiplied by the number of actual circulations provided to rural residents of the County who have used that municipal library. Because the cost of providing library circulation items to rural residents is no less per item than the cost of providing library circulation items to residents living within a library's jurisdiction, the County Library Planning Services Committee recommends that it is just and proper to reimburse the libraries at no less funding than the full cost of providing library services to rural residents and to not arbitrarily cause a funding shortage by providing any lesser support.

**ACT 150 Calculation Chart
2018 Data for Payment in 2020
Libraries within Polk County**

	Total Expenditures	Total Circulation	Cost Per Circulation	Polk County Nonresident Circulation	100% Funding
Amery	\$392,890	96,376	\$4.08	55,032	\$ 224,345.51
Balsam Lake	\$131,939	21,207	\$6.22	10,005	\$ 62,245.94
Centuria	\$58,695	7,007	\$8.38	2,981	\$ 24,970.71
Clear Lake	\$136,507	28,863	\$4.73	10,292	\$ 48,675.81
Dresser	\$69,391	14,555	\$4.77	6,012	\$ 28,662.23
Frederic	\$155,542	43,666	\$3.56	19,844	\$ 70,686.01
Luck	\$123,262	25,690	\$4.80	16,143	\$ 77,454.98
Milltown	\$144,301	31,863	\$4.53	19,243	\$ 87,147.61
Osceola	\$284,271	68,499	\$4.15	37,767	\$ 156,733.13
St. Croix Falls	\$212,389	57,099	\$3.72	28,518	\$ 106,077.33
Turtle Lake	\$90,810	24,243	\$3.75	7,234	\$ 27,097.29
Total				213,071	\$ 914,096.55

2018 Municipal Per Capita Support

	Municipal Population	Total Municipal Appropriation	Resident Support Per Capita
Amery	2,878	\$187,540	\$ 65.16
Balsam Lake	1,019	\$69,139	\$ 67.85
Centuria	946	\$47,369	\$ 50.07
Clear Lake	1,093	\$68,325	\$ 62.51
Dresser	906	\$48,835	\$ 53.90
Frederic	1,123	\$70,000	\$ 62.33
Luck	1,084	\$59,975	\$ 55.33
Milltown	911	\$79,303	\$ 87.05
Osceola	2,629	\$129,200	\$ 49.14
St. Croix Falls	2,090	\$120,000	\$ 57.42
Turtle Lake	1,037	\$56,259	\$ 54.25
Total		\$935,945	

2018 County Per Capita Support

Polk County Nonresident Population	County Library Payments*	Non-Resident Support Per Capita
29,611	\$ 749,480	\$ 25.31

*includes payments to libraries in Polk County and adjacent counties

IV. Priorities and Strategies

A. Priority – Promote equitable and well-funded libraries

Strategies:

- 1) Provide 100% reimbursement to each library established under Chapter 43 of Wisconsin Statutes located in whole or in part of Polk County, serving Polk County residents without a library
- 2) Maintain the reimbursement rate to libraries in adjacent counties at a rate of 70%
- 3) Encourage library trustees, library staff, county board members and patrons to advocate with local officials and legislators to promote funding of libraries

B. Priority - Provide equitable access to library services to all residents of the County

Strategies:

- 1) Each library shall continue to provide hours of operation and a range of services in accordance with Wisconsin Statutes 43.11(c)
- 2) Each individual library shall provide inclusive services to their communities
- 3) All libraries will provide inter-library loans in the manner prescribed by IFLS and will follow IFLS's guidelines, policies, and procedures
- 4) All libraries will provide shared research and information service
- 5) Each library will continue IFLS courier service among public libraries
- 6) Each library will participate in MORE (MORE- **My Online RE**source; Online circulation/online catalog for sharing resources)
- 7) Each library will support and promote literacy activities and programs

C. Priority - Maintain the relevancy of the Plan of Library Service

Strategies:

- 1) The Library Directors in the County will meet at least annually to evaluate and review the plan and will make recommendations to the County Administrator and/or IFLS Director for changes that need to be made
- 2) The County Library Planning Committee shall be appointed when deemed necessary by the County Administrator and the Director of IFLS to revise the plan

D. Priority – A library director will continue to represent the county on the IFLS Advisory Council of Libraries

E. Priority - The Library Directors will communicate and cooperate effectively and hold meetings at least annually on a rotating location basis

Strategy:

- 1) Work collaboratively with IFLS and other county libraries when appropriate

F. Priority - The County's residents will continue to be made aware of the scope of library services
Strategies:

- 1) Publicize the full range of library services and programs within each library service area utilizing techniques such as:
 - a. Local press releases
 - b. Submit special interest stories to local media
 - c. Publish information about library services and programs
 - a. Flyers
 - b. Posters
 - c. Websites
 - d. Maintain and expand presence on county website and provide information to the Information Technology Department to publish on the County web pages
 - a. Post shared programming calendar/publicity for story time and high interest programs
 - b. Add social media links
 - e. Utilize various social media platforms
 - f. Share stories on how library services impact the lives of community members
- 2) The Library Directors shall make library services reports to the General Government Committee and/or to the County Board, as needed

V. Implementation

Reimbursement to the libraries for rural residents' library use will be determined based on statistical information provided by the libraries to the County. These figures will be taken directly from the Public Library Annual Report that is filed with the Wisconsin Department of Public Instruction. These payments are made as direct payments to the library per the requirement in Wisconsin Statutes 43.12

VI. Evaluation

The County Library Directors along with the IFLS Director will monitor the progress of this plan implementation and evaluate it against changing conditions on a minimum of five-year intervals, or as significant changes warrant. When updates are to be implemented, the County Library Directors will request the formation of a new County Library Planning Committee.

VII. Attachments

- 1) Polk County Library Services-2019
- 2) Polk County Library Directors-2019

Polk County Libraries

Amery Area Public Library

Balsam Lake Public Library

Centuria Public Library

Clear Lake Public Library

Dresser Public Library

Frederic Public Library

Luck Public Library

Milltown Public Library

Osceola Public Library

St. Croix Falls Public Library

Turtle Lake Public Library (a portion of the village is in Polk County)

County Library Planning Committee to Revise and Present Final Plan – 2018-2019

Linda Heimstead, Balsam Lake Public Library (began term 2/1/2019)

Jerissa Koenig, St. Croix Falls Public Library

Kelly McBride, Osceola Public Library (resigned 1/30/2019)

Michael Prichard, Chair, Polk County Board of Supervisors

Kris Surbaugh, Secretary, Frederic Public Library

Debbie Trantow, Citizen Member

Bea Volgren, Vice-Chair, Milltown Public Library

Heather Wiarda, Amery Area Public Library

John Thompson, IFLS Director (advisor)

Attachment 1
 Polk County Library Services 2019
 Services offered evolve. Check with the libraries for the most current services.
Services available at all libraries

Collection

Books	Audiobooks (compact disc or MP3)
Videos/DVDs/Blu-Ray/Video Games	Music CDs
Magazine and newspaper subscriptions	Digital book, audiobook, and magazine collections
Community and family history	Interlibrary loans

Services

Reference and readers advisory service	Student homework resources
Programming for children and adults	Summer reading programs
Income tax forms	Proctoring of exams
Online information resources	Outreach services
Technology help	

Equipment

Public computers with internet access and/or word processing capabilities and printers	Copy machines with color capabilities for the public
WiFi access for the public	Fax machine for the public
Meeting room(s) open to public use at all but one library	Scanner for the public
	Study Rooms

Additional services available at some libraries

Collection

Theme Kits for Kids	Balsam Lake, Dresser, Milltown, Osceola, St. Croix Falls, Turtle Lake
Book Club in A Bag	Amery, Osceola
Juv Kits	Amery
Wii Games	Frederic, Milltown, St. Croix Falls, Turtle Lake
Puppets	Balsam Lake, Dresser
Games	Balsam Lake, Dresser, Osceola, Turtle Lake
Backpack Exploration Kits	Amery
Caregivers Kits	Frederic
Puzzles	Milltown

Equipment

Kindle	Balsam Lake
Low-vision reader	Amery
3D Printer	Frederic
Yeti Microphones	St. Croix Falls
Launchpad	Amery
WiFi Hotspot checkout	Balsam Lake
iPads	Balsam Lake, St. Croix Falls, Turtle Lake
Lap tops in Library	Amery, Clear Lake, Milltown, St. Croix Falls, Turtle Lake
Bicycles	Frederic
Snowshoes	Balsam Lake
Pickle-ball Kits	Frederic

In House Availability

AWE Early Literacy Station	Amery, Balsam Lake, Frederic
Laminator	Frederic, Milltown
Button maker	Milltown
Digitization Lab	Amery
Create Space: K'nex, LittleBits, Lego WeDo, Button maker, Makey Makey, Raspberry Pi, Legos, Silhouette Cameo, Sewing Machine	St. Croix Falls
Scan and email	Amery
Oculus-Go	St. Croix Falls
Legos	Balsam Lake, Clear Lake, Frederic, Milltown, Turtle Lake
Imagination Playground	St. Croix Falls
Cricut and cartridges	Balsam Lake
Projector and screen	Amery, Balsam Lake, Clear Lake, Frederic, Milltown
Binding machine	Milltown
Card Games	Balsam Lake, Milltown
Board Games	Balsam Lake, Frederic, Milltown
Floor Puzzles	Balsam Lake, Clear Lake, Frederic

Attachment 2
Polk County Library Directors
2019

Library	Director
Amery	Amy Stormberg
Balsam Lake	Linda Heimstead
Centuria	Leslie Peterson
Clear Lake	Christine LaFond
Dresser	John Wolfe
Frederic	Kris Surbaugh
Luck	Jill Glover
Milltown	Bea Volgren
Osceola	Rebekah Palmer (interim)
St. Croix Falls	Su Leslie
Turtle Lake	Allison Lutz