



**GENERAL INFORMATION**

Library System

Northern Waters Library Service

Describe demographic, economic, and other facts about your system that influenced the development of this and other system plans.

The system service area is largely isolated from urban centers and most libraries in the system are very small. About half the member libraries have a service population of fewer than 3,000 people and about half have a staff of fewer than 2 FTEs.

In comparison to other areas of the state, the member counties of NWLS tend to have higher than average unemployment and poverty levels.

Three of Wisconsin's five tribal libraries are members of NWLS. One of the three is a tribal and community college library.

Describe significant needs and problems that influenced the development of this and other system plans.

The system service area contains large geographic areas with no nearby public library. Burnett and Washburn counties each have 2 libraries, Sawyer has 3, and Douglas has one with two branches. Providing equitable access to library service to all residents of these areas is a challenge both for the libraries and NWLS.

Describe the planning environment and process under which this and other system plans were developed. (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

The NWLS Technology Plan was updated in 2013 and it has been submitted to DLT. The NWLS Board of Trustees approved a Strategic Plan at its September, 2012 meeting.

**ASSURANCES**

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2014**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

**S.43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:**

**Membership Agreements**

- (a) Written agreements to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15 (4) (c) 4., and to provide for the interlibrary loan of materials among all participating public libraries, as evidenced by agreements with those libraries.
- A copy of the agreement with a list of all members signing it will be provided to the division by January 15.

**Resource Library Agreement**

- (b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- A signed copy of the resource library agreement will be provided to the division by January 15.

**Reference Referral, Interlibrary Loan, and Technology**

- S.43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

**List ongoing activities related to this requirement.**

- Review and update member library agreements.
- Encourage all member libraries to actively participate in Merlin, the shared ILS of Northern Waters Library Service.
- Encourage member libraries to inventory their collections and provide assistance as needed.
- Maintain an accurate catalog.
- Provide collection development grants to member libraries to help them maintain strong local collections.
- Create a culture in which all member libraries share all materials.

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**ASSURANCES (cont'd.)**


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Encourage use of WISCAT for direct ILL.

Encourage timely fill of ILL requests.

Provide training on WISCAT through workshops and through consultations at individual libraries.

Assist member libraries with the promotion of ILL service.

Publicize RLL quarterly webinars to member library ILL staff and encourage participation

Update NWLS and member library Interlibrary Loan Procedures

Encourage member library ILL staff to subscribe to ILL communication channels

Use "Streams," the electronic newsletter of NWLS, to provide information on BadgerLink and the databases NWLS subscribes to on behalf of its member libraries.

**Indicate new or priority activities relating to this requirement for the plan year.**

Explore merging the ILSs of Northern Waters, Wisconsin Valley, and Indianhead into one multi-system ILS.

Create a system-wide disaster plan for library technology.

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**Inservice Training**

S.43.24(2)(e) Inservice training for participating public library personnel and trustees.

**List ongoing activities related to this requirement.**

Schedule CE programs in consultation with member library directors and NWLS staff through use of the NWLS discussion list and an annual survey.

Publicize system CE programs

Provide an average of one workshop per month in order to meet the wide variety of professional development needs of member library staff.

Monitor directors' progress toward certification or recertification, providing annual updates to each director.

Participate in meetings of state CE consultants.

Inform member libraries about changes to certification requirements.

Collaborate with other library systems to provide a wide range of CE opportunities

Actively publicize the CE opportunities offered by other library systems

Use GoToMeeting to conduct some trainings in order to limit travel costs and encourage member library staff to attend.

Encourage member libraries to join workshops being held in other areas that are made available through electronic means such as GoToMeeting.

**Indicate new or priority activities relating to this requirement for the plan year.**

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**ASSURANCES (cont'd.)**


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**Delivery and Communication**

- S. 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

**List ongoing activities related to this requirement.**

Monitor development of new technology that improves delivery and communication; implement them as appropriate.

Participate in statewide delivery.

Encourage use of electronic communication, including email and discussion groups.

Provide regular delivery to all member libraries and remote bookdrops located throughout the system service area.

Offer toll-free phone service to member libraries and Mail-A-Book patrons.

Review and update the delivery schedule on the South Central Library Service website.

Update delivery policies and procedures as necessary; post them on the NWLS website.

Hold annual ILL/delivery meetings to provide information and gather input from member library staff.

Use "Streams," the electronic newsletter of NWLS, to communicate regularly with member library staff, trustees, and patrons.

Use Directors Meetings to communicate important developments at NWLS and the larger library community.

**Indicate new or priority activities relating to this requirement for the plan year.**

Develop a plan for expanding as mentioned in the SRLAAW-approved service standards for public library systems and in the NWLS Strategic Plan.

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**Service Agreements**

- S.43.24(2)(g) Service agreements with all adjacent library systems

- A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.
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**Other Types of Libraries**

- S.43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

- The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.

- Other types of libraries in the system area have had an opportunity to review and comment on the plan.
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**Library Technology and Resource Sharing Plan**

- S.43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

- Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.

- A copy of the written plan, including any revisions and amendments, for library technology and resource sharing is attached to this document or is on file with the division.
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**ASSURANCES (cont'd.)**


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**Professional Consultation**

- S. 43.24(2)(h) Professional consultant services to participating public libraries.

**List ongoing activities related to this requirement.**

Provide consultation to member libraries on an as-needed basis via phone, email, or in person, depending upon need.

Set aside time at Directors Meetings to discuss challenges faced by member libraries.

Conduct new director orientation within 30 days of the hire of each new director.

Communicate with library directors electronically and in person as appropriate.

Conduct orientation of key library staff , including training on system services relating to their positions.

Encourage member libraries to develop strategic plans.

Communicate legislative actions regarding libraries to members as necessary.

**Indicate new or priority activities relating to this requirement for the plan year.****Services to Users With Special Needs**

- S.43.24(2)(k) Promotion and facilitation of library service to users with special needs.

**List ongoing activities related to this requirement.**

Collect and distribute appropriate demographic data on special needs patrons in the NWLS area.

Attend DLTCCL and other meetings on special user populations and ways to serve them. Share information with member library staff.

Apply for systemwide LSTA grants to serve special populations.

Assist member libraries in developing methods to serve special populations in their own communities.

Encourage member libraries to comply with the Americans with Disabilities Act.

Conduct workshop on a special needs topic.

**Indicate new or priority activities relating to this requirement for the plan year.**

Update NWLS Plan for Services to Users with Special Needs.

**Other Service Programs**

S.43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

List each "other" service programs individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Mail-A-Book is a program to help make library services accessible to shut-ins and people living far from the nearest library.

**Administration**

- The system will not expend more than 20 percent of the state aid projected to be received in the plan year for administration.

- The 2013 system audit will be submitted to the division no later than September 30, 2014.

**Budget**

- A copy of your public library system budget by service program category and fund source for the plan year (see attached guidelines) is attached.

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**CERTIFICATION**


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**WE, THE UNDERSIGNED, CERTIFY** that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2014**.

Name of System Director	Signature of System Director	Date Signed
		

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Name of System Board President	Signature of System Board President 	Date Signed
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<b>FOR DPI USE</b> <b>LIBRARY SYSTEM PLAN APPROVAL</b>		
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Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature 	Date Signed
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Comments



<b>PUBLIC LIBRARY SYSTEM 2014 ANNUAL PROGRAM BUDGET</b>					
Program	2014 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
<b>Technology, Reference and Interlibrary Loan*</b>					
1. Interlibrary Loan & Refer	\$57,317		\$5,205		
2. Merlin & Technology	\$158,893		\$2,805	\$181,864	
3. Cooperative Cataloging	\$36,451			\$1,620	
4. Electronic Resources	\$25,324		\$16,911	28325	
<b>Program Total</b>	\$277,985	\$0	\$24,921	\$211,809	\$514,715
<b>Continuing Education and Consulting Service*</b>					
1. Continuing Education	\$41,960		\$3,000		
2. Consultant Service	\$62,496			\$5,161	
<b>Program Total</b>	\$104,456	\$0	\$3,000	\$5,161	\$112,617
<b>Delivery Services</b>	\$49,776		\$15,000	\$57,713	\$122,489
<b>Library Services to Special Users</b>	\$7,771				\$7,771
<b>Library Collection Development</b>	\$1,074			\$53,010	\$54,084
<b>Direct Payment to Members for Nonresident Access</b>					\$0
<b>Direct Nonresident Access Payments Across System Borders</b>					\$0
<b>Library Services to Youth</b>	\$12,331				\$12,331
<b>Public Information</b>	\$20,056				\$20,056
<b>Administration</b>	\$55,655	\$41,762			\$97,417
<b>Subtotal</b>	\$146,663	\$41,762	\$15,000	\$110,723	\$314,148
<b>Other System Programs</b>					
1. Mail-A-Book				\$56,127	\$56,127
2.					\$0
<b>Program Total</b>	\$0	\$0	\$0	\$56,127	\$56,127
<b>Grand Totals</b>	\$529,104	\$41,762	\$42,921	\$383,820	\$997,607

\* These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1. Line 4 is reserved for the amounts budgeted for electronic resources (see Program Budget Guidelines).