



GENERAL INFORMATION

Library System

Nicolet Federated Library System

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

The Nicolet Federated Library System includes 42 public libraries in the counties of: Brown, Door, Kewaunee, Florence, Oconto, Marinette, Menominee, and Shawano.

The State of Wisconsin Demographic Services Center, which maintains and updates the 2010 census information for the state, estimates that the 2015 population for the area served by the System is 432,662. According to the breakdowns from the 2010 census (the latest figures available), 6,844 residents are African American, 15,217 are Native American or Alaska Native, 22,457 are Hispanic, and 8,277 are Asian/Pacific Islander, with "other" races totaling 3,413 residents. Of the eight counties that comprise the Nicolet System service area, only Brown County is considered an urban area, according to the Census Bureau. The System service area covers approximately 5,000 square miles. Brown County is the largest county in the system, with 253,699 residents. Menominee County and Florence County are the two smallest, with populations of 4,256 and 4,474 respectively.

According to Wisconsin Workforce Development website, Florence and Marinette counties have the highest unemployment rates in the system, at 4.5-4.9%. Oconto, Shawano and Kewaunee counties follow at 3.5-3.9%. Menominee County has the highest unemployment rate in the state at greater than 7%. Libraries in these counties, and in all of the service counties, offer classes, job support and computer use to help library patrons who are unemployed and underemployed.

There are approximately 187,450 registered library users in the System, which is just over 43% of the System population. In 2018, System member libraries circulated 2,998,710 items. This equals approximately 16 items per registered borrower, or just over 7 items per resident of the System area. All the NFLS member libraries have their usage statistics generated either from the Innovative Interfaces "InfoSoup" automation system of OWLS net (the joint NFLS/OWLS automation system), or from Sirsi Dynix, the automation system utilized by the Brown County Library. NFLS and OWLS continue to work collaboratively on a variety of other projects benefiting their member libraries.

Two of Wisconsin's five tribal libraries (Oneida and Menominee) are members of NFLS.

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

In January of 2018 a new NFLS director began employment. This was a major change for the operations of the system and the staff, as the prior director had been in that role for 19 years. The assistant director resigned at the end of 2017. Currently, there are four people employed full-time at the system. NFLS is in the process of hiring an additional 1FTE.

Because of this sudden change in leadership and operations, NFLS had to focus on maintaining essential office operations, such as reassigning duties, and adjusting with one less staff member. While the new director does have public library experience, there is a learning curve to be negotiated.

The NFLS proposed budget is based on a state aid increase in 2019. Increased delivery costs, the removal of LSTA funding, the hiring of a new marketing & communications specialist, and an increase in expected services will not allow the system much budgetary freedom for 2019. NFLS has had a decrease in staff over the last 10 years. The flat budget in recent years and increases in services have provided challenges in system funding.

Describe the planning environment and process under which this and other system plans were developed. Include how member libraries are involved in plan development and review and whether your system has a formally appointed advisory committee. If an advisory committee is appointed under Wis. Stat. § 43.17(2m), how are appointments made, meetings posted, and how does the committee report to the board? (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

In 2014, a strategic plan was developed with the assistance of WILS, and it was adopted by the NFLS board in 2015. The plan included elements of the SRLAAW systems discussions, as well as the LEAN document developed by the Division. Member library directors were surveyed on how system improvement could be made. WILS and NFLS staff developed the goals, activities and timelines. As of the Summer of 2017, 95% of the initiatives of the plan were achieved. Strategic Plan updates were regularly given at NFLS Advisory meetings and NFLS Board meetings. The strategic plan was revised and expanded upon in 2018 with input from member library directors and NFLS staff. The plan spans from 2018-2020.

GENERAL INFORMATION (cont'd.)

The NFLS librarians meet six times per year as an Advisory Committee, to provide input to system staff on a variety of issues. At these meetings, member library directors also have the opportunity to bring up issues that are happening in the libraries and municipalities. In addition, the OWLSnet consortium members meet as an Administrative Advisory Committee (AAC) six times per year to discuss issues related to automation and the online services offered through the automation partnership to libraries in both systems. The Brown County Library has its own Integrated Library System (ILS) through SirsiDynix. Planning is continuous and ongoing with both these groups.

NFLS continues to plan internally with its staff by conducting bi-monthly meetings and assessing future initiatives and goals.

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 2019. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 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 that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.
 - A copy of the agreement with a list of all members signing and the dates signed provided to the division by January 15.
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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.
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Reference Referral, Interlibrary Loan, and Technology

- Wis. Stat. § 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.

- As part of the Resource Library Agreement, NFLS will check Brown County Library's online system (SirsiDynix) for items and if they do not own the items, NFLS will request them through ILL on behalf of Brown County Library. Conversely, NFLS will check SirsiDynix for items requested through ILL and if owned, will lend those items to the requesting libraries.
- NFLS will continue to offer second level reference services from the Brown County Library for its member libraries.
- NFLS will work with OWLS to provide Cataloging and Circulation Services to all NFLS member libraries that use the Innovative online system. NFLS will work with OWLS to continue to provide NFLS member libraries access to other area library catalogs via InfoSoup.
- NFLS and OWLS staff will continue to be trained in the use of the "InfoSoup" catalog and associated products.**
- NFLS will continue to use UW-Madison, Minitex and the Wiscat ILL resources in order to fill the ILL needs of its member libraries and its users.
- NFLS will continue to be the Central Hub for all its member libraries ILL needs in order to reduce costs and help improve delivery speed.
- Wiscat training for member libraries staff will be available through NFLS as needed.
- NFLS ILL staff will continue to update/add information to the ILL webpage for its member libraries and other systems.
- NFLS will continue to provide collection development grants to member libraries.
- NFLS will continue to sponsor or co-sponsor a minimum of six technology credits per year.
- NFLS will continue to provide website assistance by underwriting the cost of website domains, web hosting and contracting with local web hosting companies.
- NFLS technology staff will continue to assist in computer/device research, purchases, and support for member libraries.
- NFLS technology staff will continue to research, install, and support new applications/software for member libraries..
- NFLS ILL staff provide a yearly (will have more often, if needed) ILL/Delivery Workshop that will be beneficial to new employees. It includes a tour of the delivery dept., go over Wiscat changes, and general ILL information.
- NFLS will inform its member libraries of ILL updates and changes via a mailing list.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

- NFLS will explore ways to to assist member libraries in web hosting and web development.
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| | ASSURANCES (cont'd.) | |
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-NFLS will continue to assess and improve its own website to communicate information to its member libraries.

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Inservice Training

Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

List ongoing activities related to this requirement.

- NFLS provides at least 50 contact hours of training per year, either as stand-alone programs, or sponsored with other library systems. This will continue in 2019.
- NFLS staff are available for on-call consulting and library visits in the areas of technology, social media, customer service, and database training. This will continue in 2019.
- NFLS provides regional workshops at its consolidated libraries for its staff members and other system members.
- Advisory meetings are held six times per year with NFLS staff, with continuing education activities occurring at these meetings.
- NFLS provides its member libraries with continuing education grants to be used for workshops, classes or conferences.
- NFLS uses Go To Meeting /Webinar software to conduct or supplement meetings, as well as to conduct online training.
- NFLS will continue to validate and maintain librarian certification records.
- NFLS IT Coordinator will continue to provide technology-related training at the libraries
- .NFLS is a sponsor of "Tech Days," a day-long workshop focusing on tech trends.
- NFLS supports a collection development series with other library systems.
- NFLS sponsored a representative at the WLS Leadership Institute

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

- NFLS will continue to offer regional workshops at its consolidated libraries in 2019.
- NFLS will continue to sponsor the "Wild Wisconsin Winter Web Conference," a three-day web conference featuring speakers from all over the country. It will take place January 2019.
- NFLS will continue to sponsor and support "Trustee Training Week," a week-long web series geared toward public library trustees, in August of 2019.
- NFLS will seek out targeted training for its member libraries to meet their needs in 2019.

List specific staff and resources dedicated to this requirement and/or contract arrangements with other libraries or systems.

- NFLS has entered into NEWI (Northeast Wisconsin) CE agreement with OWLS, MCLS, & Winnefox to provide 36 hours of joint CE services for 2019 (with contract renewal after the first year).
- The Manitowoc-Calumet Library System works with the NFLS Associate Director/CE Coordinator to share the cost of youth-related programs (SLP Workshop and Grassroots meeting) during the year.
 - The Wild Wisconsin Winter Web Conference is sponsored by NFLS
 - NFLS will continue to provide its New Director Orientation to new directors hired within the system.
 - IT Coordinator will continue to travel to NFLS libraries to provide training for library staff as necessary, or as requested.
 - The IT Coordinator will continue to participate in Camp Tech-a-Talka, the state-wide annual library technology staff conference in Stevens Point.
 - NFLS maintains a line item in its budget specifically for training.
- New NFLS marketing specialist will provide training to member libraries

ASSURANCES (cont'd.)

Delivery and Communication

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

List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.

- NFLS will provide a delivery service (Waltco) to all of its member libraries as a means of supporting resource sharing. NFLS will collaborate with OWLS and continue to maintain a separate contract with Waltco for this delivery service.
- NFLS has a delivery contract with the South Central Delivery System to provide four days per week delivery service between Madison and the NFLS office in Green Bay, WI. This allows NFLS to provide out-of-system materials to its member libraries in a timely fashion.
- NFLS maintains a Delivery page on the NFLS website for its member libraries.
- NFLS posts the Delivery schedules and policies for Waltco and South Central on the NFLS Delivery webpage.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

NFLS will maintain its Facebook page, as well as three system blogs - Nic Bits (general information), Little Nic Bits (information on youth and inclusive services), and Tech Bits (tech trends and news).

-In 2019, NFLS staff will keep its website up-to-date and fresh.

-NFLS will maintain good communication skills between its member Libraries and the delivery service (Waltco). NFLS will relay any delivery problems to its member libraries.

-NFLS Delivery staff and ILL staff will continue to cross-train and keep each other up to date on anything new in their departments.

-NFLS Delivery staff will meet with each new member Library Director to go over general delivery.

Service Agreements

- Wis. Stat. § 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

- Wis. Stat. § 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

- Wis. Stat. § 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.
- By January 1, 2019, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

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

-NFLS continues to offer GotoMeeting as a means for its member libraries to attend meetings virtually.

-In 2017, NFLS updated its Library Technology and Resource Sharing Plan, effective through 2020.

ASSURANCES (cont'd.)

Professional Consultation

- Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Specifically identify consultants, their service areas, and related activities.

- During 2018, NFLS staff provided one-on-one assistance in the areas of technology training, customer service, database training and web training.
- The NFLS Technology Coordinator consults with member libraries on technology-related issues and provides computer purchasing assistance.
- NFLS connected member libraries with building consultants from other systems when seeking information on projects.
- NFLS works closely with DPI to provide accurate interpretation of Wisconsin statutes
- NFLS worked with Marinette County to complete its plan of service.

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

- NFLS is an active PLSR participant and will continue to provide input into this process.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

The NFLS website can be used to provide specific pages on advocacy information. It also contains a calendar of key events happening in the system and around the state. The Director sends out information to board members via email on legislative updates. Information is also sent out to member library directors. NFLS director can be reached by phone or email.

Inclusive Services

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

The division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

List ongoing activities related to this requirement.

- NFLS had a representative in the Inclusive Services Institute.
- NFLS maintains resources on Inclusive Services on its website.
- NFLS provides information on upcoming workshops, webinars or learning opportunities on Inclusive Services via its Youth blog, "Little Nic Bits."
- NFLS represents itself at regional and state-wide meetings regarding Inclusive Services.
- NFLS focuses part of its annual summer workshop on meeting the needs of all library users.

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

- NFLS would like to continue focusing on seeking funding for hearing loops in at least one member library in each county.
- NFLS will have Inclusive Services Institute representative give presentation to member libraries.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

- NFLS uses its youth list serve, NFLSKids, to communicate information on services being provided in NFLS and around the state.
 - NFLS will continue to post articles on its youth blog, "Little Nic Bits," on opportunities within the state on Inclusive Services.
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ASSURANCES (cont'd.)

Other Service Programs

Wis. Stat. § 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 program 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.)

Youth Services:

-In 2018, NFLS continued its Youth Services Partnership Agreement with the Marinette County Library Service, to serve as a representative at youth meetings and be the "face" of youth services for the system. In this agreement, this liaison will meet with the NFLS Continuing Education Coordinator 4 times per year, as well as present at 2 workshops. This liaison is also responsible for keeping NFLS up-to-date on youth services trends and needs. Lara Lakari, the representative from Marinette County, will continue this partnership in 2019.

-NFLS revamped its funding for youth services programs by providing funds (\$10,000) to all member libraries to use at their discretion and will continue to provide these funds in 2019.

-NFLS sponsored a series of Collection Development webinars with other library systems that featured youth services-related programs. If the opportunity is there, NFLS will sponsor this series in 2019.

-NFLS continues to support the 1,000 Books Before Kindergarten App, managed by Bridges Library System, and will continue to support it in 2019.

-NFLS will continue to keep youth services librarians aware of grant opportunities, news and workshops through its list serve, NFLSKids, as well as its system blog, Little Nic Bits

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 2018 system audit will be submitted to the division no later than September 30, 2019.
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Budget

- A copy of your public library system budget by service program category and fund source for the plan year is attached (see guidelines).
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| | COLLABORATIVE ACTIVITIES | |
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Summary of Activities Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2019 resource library contract.

| <i>Cost Benefit For each activity above, list the activity name and estimated cost benefit realized.</i> | |
|--|--------------------|
| Activity | Amount |
| 1. WPLC Electronic Books | \$1,150,000 |
| 2. Shared Delivery Service | \$178,800 |
| 3. Wild Wisconsin Winter Web Conference | \$3,849 |
| 4. Trustee Training Week | |
| 5. OWLSnet Consortium | \$289,834 |
| 6. CE workshops & webinars | \$7,000 |
| 7. Library Legislative Days | \$1,070 |
| 8. WLA Sponsorship | |
| 9. 1,000 Books Before Kindergarten" App | \$5,000 |
| 10. | |
| Cost Benefit Total | \$1,635,553 |

2019 BUDGET INCREASE ACTIVITIES

Summary of Activities *Identify any specific activities and allocations supporting broadband access, workforce development, and lifelong learning.*

Exploring lifelong learning data bases (ie. Gale Courses)

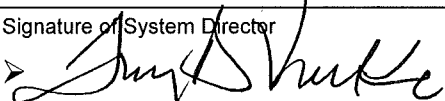
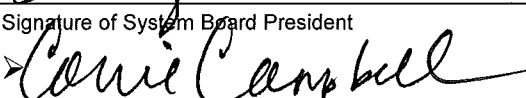
Exploring workforce databases (i.e. Reference USA, Cypress Resume)

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

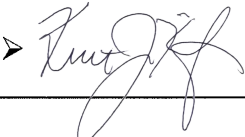
| Activity | Amount |
|---------------------------|------------|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |
| 6. | |
| Cost Benefit Total | \$0 |

CERTIFICATION

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 2019.

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|---|---|-------------------------------------|
| Name of System Director Tracy D. Vreeke | Signature of System Director  | Date Signed Mo./Day/Yr. 10/12/18 |
| Name of System Board President Corrie Campbell | Signature of System Board President  | Date Signed Mo./Day/Yr. 10/12/18 |

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

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|--|---|---------------------------------------|
| Pursuant to Wis. Statutes, the plan contained herein is: <input checked="" 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 Mo./Day/Yr. 11/13/2018 |
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Comments

| PUBLIC LIBRARY SYSTEM 2019 ANNUAL PROGRAM BUDGET | | | | | |
|---|--------------------------------------|--|---|------------------|--------------------|
| Program | 2019 Public Library System Aid | System Aid Carryover and Interest Earned | Other State and Federal Library Program Funds | All Other Income | Total |
| Technology, Reference, and Interlibrary Loan* | | | | | |
| 1. Technology | \$379,262 | \$-15,286 | | \$273,275 | |
| 2. ILL & Reference | \$97,331 | | | | |
| 3. Multitype | \$8,532 | | | | |
| 4. Electronic Resources | \$35,000 | | | | |
| Program Total | \$520,125 | \$0 | \$0 | \$273,275 | \$793,400 |
| Continuing Education and Consulting Service* | | | | | |
| 1. CE & Training | \$105,659 | | | | |
| 2. Consulting | \$72,822 | | | | |
| Program Total | \$178,481 | \$0 | \$0 | \$0 | \$178,481 |
| Delivery Services | \$214,828 | | | | \$214,828 |
| Library Services to Special Users | \$438 | | | | \$438 |
| Library Collection Development | \$66,117 | | | \$81,033 | \$147,150 |
| Direct Payment to Members for Nonresident Access | | | | | \$0 |
| Direct Nonresident Access Payments Across System Borders | | | | | \$0 |
| Library Services to Youth | \$14,068 | | | | \$14,068 |
| Public Information | \$24,896 | | | | \$24,896 |
| Administration | \$121,692 | | | | \$121,692 |
| Subtotal | \$442,039 | \$0 | \$0 | \$81,033 | \$523,072 |
| Other System Programs | | | | | |
| 1. | | | | | \$0 |
| 2. | | | | | \$0 |
| Program Total | \$0 | \$0 | \$0 | \$0 | \$0 |
| Grand Totals | \$1,140,645 | \$0 | \$0 | \$354,308 | \$1,494,953 |

* 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).