



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 State of Wisconsin Demographic Services Center, which maintains and updates the 2010 census information for the state, estimates that the 2011 population for the area served by the System is 442,821. 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 249,192 residents. Menominee County and Florence County are the two smallest, with populations of 4,202 and 4,337 respectively.

There are approximately 279,459 registered library users in the System, which is just over 56% of the System population. In 2011, System member libraries circulated 4,133,609 items. This equals approximately 15 items per registered borrower, or just over 9 items per resident of the System area. NFLS member libraries added 126,356 volumes to their collections in 2011. Volumes owned, including books, audio, video and DVD titles were 1,155,404, or nearly 2.6 items per resident. During 2011, the NFLS ILL service handled 57,556 ILL requests either to or for NFLS and OWLS member libraries. All the NFLS member libraries have their usage statistics generated either from the Innovative Interfaces "InfoSoup" automation system of OWLSnet (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.

With the exception of Brown County, which is designated as an urban county by the Census Department, all the other counties in the System are rural. Significant pockets of poverty exist in all the System area, especially within the two tribal library areas (Oneida and Menominee). All libraries within the System area qualify for at least a 50% discount on telephone bills, based on the number of children receiving free or reduced school lunches.

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

The decrease in System Aids over the past several years has created a challenge for NFLS to continue to offer the same level of services that has been provided to its member libraries for some time. In addition, all NFLS member libraries continue to find their services stretched, having either minimal increases, no increases, or decreases in their budgets. Declines in book purchasing by the member libraries, coupled with increased demand by library users for library materials, continues to swell the number of items being shipped between member libraries to meet the demand. In 2011, 1,030,120 items were loaned among the member libraries in the OWLSnet consortium. The increased growth in borrowing since the migration of the NFLS/OWLS shared automation system to the new Integrated Library System continues to be a concern in regards to member libraries being able to sustain such growth, and the System's ability to underwrite the delivery costs.

Active discussions and meetings with Brown County Library staff were held in 2008 and 2009 concerning the Dynix Horizon system utilized by the Brown County Library. The Brown County Library had been negotiating with OWLS to migrate the existing Dynix system to the OWLSnet Innovative platform. NFLS had applied for, and received a \$75,000 LSTA grant in 2009 to assist in migrating the Brown County Library to OWLSnet. However, in July 2009, the OWLS board ceased discussions with the Brown County Library citing difficulties in migrating the Brown County Library automation system to OWLSnet. NFLS and its member libraries had hoped that an agreement could have been reached. The Brown County Library moved forward with its own separate migration plans and selected Sirsi Dynix to upgrade their existing platform.

NFLS and the Brown County Library continue to work together to try to improve the overall relationship between the two parties, including the role the Brown County Library plays as Resource Library for the system.

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.)

An updated NFLS Technology Plan was adopted by the NFLS Board in early 2010, which will be current through 2013. A new System Plan of Service was adopted in early 2012. This latter plan was developed with the assistance of the NFLS librarians, and will be current through 2015. In addition, a new Special Needs Plan was adopted in August 2012, which will be current through 2014. All planning documents were submitted to DLTCL.

GENERAL INFORMATION (cont'd.)

NFLS continues to plan internally with its staff, and externally with member librarians as well as with NEWIL (Northeast Wisconsin Intertype Libraries) consortium members. NEWIL is the statutorily mandated multi-type consortium of public, academic, school and special libraries that is required of all library systems. NEWIL activities are coordinated by a the NFLS CE Coordinator, who works with the NEWIL board to discuss cooperation, and to plan for continuing education activities for librarians throughout the System area.

The NFLS librarians meet quarterly as an Advisory Committee, to provide input to System staff on a variety of issues. In addition, the OWLSnet consortium members meet five to six times per year to discuss issues related to automation and the online services offered through the automation partnership to libraries in both systems (including the Brown County Library). Planning is continuous with both these groups.

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 **2013**. 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.

- NFLS will continue to work with the Brown County Library by checking their current Sirsi-Dynix online automation system for materials not owned by NFLS member libraries, and requested by them via ILL.
- NFLS will continue to work with OWLS to provide cataloging and circulation services to the other NFLS member libraries that use the Innovative online system. NFLS and OWLS librarians will continue to be trained in the use of the "InfoSoup" catalog and associated products.
- NFLS staff will continue to work closely with the Brown County Central Library reference staff to fill subject requests (second level reference service) for other NFLS member libraries.
- NFLS will continue to use WILS and OCLC WorldCat resources in order to fill the ILL needs not only of NFLS member libraries and their users, but also OWLS member libraries and their users.
- NFLS will continue in its role as lead agency to manage ILL for libraries in both systems, and will be responsible for training NFLS and OWLS librarians in how to use the system.
- NFLS will continue to be responsible for handling all OCLC ILL requests for OWLS, and the two systems will continue to work together to integrate the work flow as seamlessly as possible.
- NFLS will continue to participate in the WPLC electronic books and digital audio/video projects.

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

- NFLS and OWLS will continue working together in using OCLC's World Cat ILL product, providing it to member libraries in both systems. The NFLS ILL Department will also explore moving back to WISCAT.
 - An updated ILL FAQ will be made available on the updated NFLS website, and increased ILL training will be offered in 2013.
 - With several recent retirements on the ILL staff, a reorganization of staff work flow and tasks began in 2010, and will continue into 2013, with a goal of streamlining ILL functions.
 - NFLS will develop and promote new training in how to use the WPLC electronic books and digital audio/video service.
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ASSURANCES (cont'd.)

Inservice Training

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

List ongoing activities related to this requirement.

- A wide variety of continuing education opportunities will continue to be offered to member libraries, library staffs, as well as to the Trustees of member libraries. Collaborative programs with OWLS and other regional library systems, as well as with NEWIL (North East Wisconsin Intertype Libraries) the multitype consortium, will also be offered. NFLS is increasingly using GoToMeeting and webinar software to supply training in areas of library and technology skills.
- On-call consultations by NFLS staff are provided to all member library staff and Trustees in the areas of general planning, building and space planning, Board governance, fundraising, "InfoSoup" catalog training, and financial management, to name just a few.
- Librarian's Advisory Committee meetings are held quarterly and time is often allocated during these meetings for continuing education activities.
- NFLS provides travel grants for state, regional and national conferences to the staff of member libraries.

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

Every two years, NFLS plans a continuing education opportunity for member library trustees. Held in the spring,, the event has been a half day program with lunch, on a topic of interest based on suggestions from the previous evaluations. In 2013, taking into account the general decline in attendance over the past few years, and mindful of the issues and concerns that have been identified by member librarians as important trustee topics, a new format will be explored in 2013 that will seek to attract greater trustee participation. Expenses will be covered in the NFLS budget.

Additional webinars are planned for 2013, based on the success and positive feedback of the webinars offered in 2012. A full day series of 6 webinars planned by NFLS on a variety of topics, will be the first mini "conference" of its type offered in Wisconsin, and it is being supported financially by a number of other library systems.

ASSURANCES (cont'd.)

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.

- Delivery service is provided to all member libraries by NFLS as a means of supporting resource sharing, as well as the automation collaborative with OWLS. NFLS maintains a contract with Waltco, with most libraries receiving five day per week delivery. All libraries receive at least three-day per week delivery depending on when they are open. The Brown County Library, which has its own separate Sirsi-Dynix automation system, maintains a separate contract with Waltco for delivery service between its branch libraries. NFLS supplements this with additional delivery service from Waltco, at a level that is equal to that received by the other NFLS libraries.
- NFLS has a contract with the South Central Library System to provide four-day per week delivery between Madison and the NFLS office in Green Bay. This enables NFLS to provide out-of-System materials requested by NFLS library users to those users in a timely fashion.
- NFLS has an arrangement with OWLS to provide e-mail access for all NFLS libraries participating in OWLSnet. The Brown County Library maintains its own e-mail system for the staff through Brown County government.
- The NFLS website (<http://www.nfls.lib.wi.us>) provides links to information for the NFLS librarians as well as Trustees. Currently under redevelopment, the website is the primary access point for information on System activities and services.
- Two electronic newsletters (blogs) are being maintained by the Continuing Education, Youth, Special Needs and Public Information Coordinator. NicBits is sent out whenever there is general library news to share, and Little NicBits is sent out with information specifically targeting the children's librarians. These electronic newsletters focus on timely issues and concerns as well as news about what is happening in other System member libraries. As blogs, they also invite and encourage feedback, which is useful for planning purposes.

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

- A continuing priority for NFLS will be to upgrade and refresh the NFLS and member library websites. The NFLS website will provide links to library-related information based on the interests expressed by member librarians, as well as provide links to NFLS-related services and information. A web development firm will continue working with NFLS.
 - NFLS will use webinar technology to provide expanded opportunities for member librarians to meet together online and stay informed on a wide variety of topics. The GoToMeeting technology will be used to hold the "Wild Wisconsin Winter Web Conference" in February 2013. An all day series of 6 webinars on a variety of topics has been lined up, and is in the final stages of development by the NFLS CE Coordinator. Several other systems are pooling financial resources to underwrite this first all day webinar mini-conference held in Wisconsin. Use of webinar training has been growing, and will continue to be relied on, since the costs of the programs and corresponding travel expenses for attendees are significantly lower. In addition, more offerings can be made during busy times of the year, and planning around inclement weather is no longer a major factor.
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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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ASSURANCES (cont'd.)

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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Professional Consultation

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

List ongoing activities related to this requirement.

During 2012, the NFLS Director and staff consulted with all member libraries in a variety of topics. In some cases, NFLS staff provided one-on-one assistance or training to member library staff, while in other cases, the Director worked with the library Directors and Trustees. Some examples of assistance provided in 2012 include:

- Worked with the member librarians in Oconto County and the Oconto County Library Services Board to carry out the county plan of service.
- Worked with the County Library Services Boards, librarians, and the County Administrator s in Kewaunee and Oconto Counties on the question of complying with the Act 420 request for reimbursement by the Brown County Library.
- Worked with the trustees of the Suring Area Public Library as they sought a new Director.
- As building consultant for both NFLS and OWLS, the NFLS Director provided space planning assistance to the Clintonville Public Library.
- All member libraries – Provided technical assistance, computer purchasing assistance, and computer configuration and installation assistance.
- All member libraries — Continued to provide member libraries with e-rate filing services.

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

It is anticipated that the following issues and activities will be a priority in 2013:

- Continue working with the Oconto and Kewaunee County Library Services Boards and library directors,, to address Act 420 issues related to Brown County Library requests for reimbursement for service.
 - Continue working with the Oconto County Library Services Board in carrying out the county plan of service, and planning for its update..
 - Continue to provide technical assistance, computer purchasing assistance, and computer configuration and installation assistance to member libraries.
 - Continue working with the Clintonville Public Library Board and staff on space and signage planning.
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ASSURANCES (cont'd.)

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.

- NFLS staff will seek outside funding for System-wide activities related to Special Needs.
- NFLS staff will identify sources of funding for member libraries, in order that they may seek financial support for local Special Needs activities and services. Such information will also be posted on the NFLS website and blog.
- NFLS staff will maintain current information on Special Needs issues and topics on the NFLS website.
- NFLS staff will attend and participate in meetings sponsored by DLTCL related to Special Needs.
- The NFLS Director, in his role as building consultant for both NFLS and OWLS, will work with any library needing assistance with building planning or collection reorganization to assure that handicap accessibility issues are addressed.

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

- NFLS and its member libraries will work together to develop a survey of SN services offered through the libraries and through other agencies in member library communities.
- NFLS and its member libraries will work together to develop an inventory of assistive devices available in the member libraries, and will use the inventory to identify equipment that should be acquired, replaced, or upgraded.
- NFLS will work with the member libraries needing accessible entrances on a hoped-for LSTA grant submitted by NFLS. The NFLS director will also provide grant application assistance to those member libraries in applying for other grants.
- Based on input from the member libraries and from NFLS staff, the NFLS CE Coordinator will identify, locate, and develop continuing education activities for member librarians related to assistive equipment.

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.)

n/a

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 2012 system audit will be submitted to the division no later than September 30, 2013.
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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

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 **2013**.

Name of System Director Mark D. Merrifield	Signature of System Director 	Date Signed <i>Mo./Day/Yr.</i>
Name of System Board President Denise Bellmore	Signature of System Board President 	Date Signed <i>Mo./Day/Yr.</i>

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

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 <i>Mo./Day/Yr.</i>
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Comments

PUBLIC LIBRARY SYSTEM 2013 ANNUAL PROGRAM BUDGET					
Program	2013 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	\$255,808		\$42,583	\$444,343	
2. ILL & Reference	\$221,493				
3. Multitype	\$6,691				
4.					
Program Total	\$483,992	\$0	\$42,583	\$444,343	\$970,918
Continuing Education and Consulting Service*					
1. CE & Training	\$113,180				
2. Consulting Services	\$95,419				
Program Total	\$208,599	\$0	\$0	\$0	\$208,599
Delivery Services	\$183,766				\$183,766
Library Services to Special Users	\$438				\$438
Library Collection Development	\$73,600				\$73,600
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders		\$21,327			\$21,327
Library Services to Youth	\$11,938				\$11,938
Public Information		\$19,452			\$19,452
Administration	\$107,080	\$52,300			\$159,380
Subtotal	\$376,822	\$93,079	\$0	\$0	\$469,901
Other System Programs					
1. Payroll Liability Fund		\$31,718			\$31,718
2.					\$0
Program Total	\$0	\$31,718	\$0	\$0	\$31,718
Grand Totals	\$1,069,413	\$124,797	\$42,583	\$444,343	\$1,681,136

* 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).