



Required by § 43.17(5) and 43.24(3) Wis. Stats.

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 generally isolated from the state's urban centers and most libraries are very small. About half the libraries have a service population below 3,000 people and about half have a staff of fewer than 2 FTEs. Most have seen their budgets drop below the former MOE level since that was eliminated as a requirement for system membership.

In comparison to most areas of the state, the member counties have higher unemployment and poverty levels.

Three of Wisconsin's five tribal libraries are members of NWLS and Red Cliff continues to explore becoming a member in the future.

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 public library nearby. Burnett and Washburn Counties have two public libraries, Sawyer has three, and Douglas has one library with a main branch and two smaller branches open just a few days per week. Equitable access to library service is a challenge for both NWLS and its member libraries.

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 Strategic Plan was approved in 2012.

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 **2015**. 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 that comply with s. 43.15(4)(c)4. with all member libraries.
- A copy of the agreement with a list of all members signing that 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 participate in the system shared ILS, Merlin.
- Encourage member libraries to inventory their collections and assist with that process.
- Maintain an accurate catalog.
- Provide collection development grants to members to help them maintain strong collections.
- Create a culture in which all members share all their materials.
- Encourage use of WISCAT for direct ILL.
- Encourage timely fill of ILL requests.

ASSURANCES (cont'd.)

Provide training on WISCAT through workshops and in individual sessions.
 Publicize RL&LL webinars to member library ILL staff and encourage them to participate.
 Update NWLS ILL procedures.
 Encourage member library ILL staff to subscribe to state communication channels.
 Provide information on BadgerLink and system resources through the NWLS website.

Indicate new or priority activities relating to this requirement for the plan year.
 Work with other systems to establish a central ILL hub in order to reduce costs and improve delivery speed.
 Complete work begun in 2014 on the system-wide disaster plan for library technology.

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 surveys, email, and meetings.
 Publicize CE programs held by NWLS and by other systems.
 Provide an average of at least one workshop per month in order to meet a wide variety of training needs.
 Monitor progress toward certification and recertification for member library directors.
 Inform member library directors when certification requirements change.
 Collaborate with other systems to provide a wide range of CE opportunities.
 Use webinars to conduct some training in order to limit travel costs.
 Publicize webinars held by other systems or states that may interest NWLS member library directors and staff.
 Provide at least one workshop for public library trustees.

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

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.

Continue exploring methods to reduce intersystem delivery costs and increase the number of days of delivery.
 Encourage all members of Merlin to pay for a third day of delivery.

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

Work with other systems to establish a northern hub for statewide delivery in order to improve speed and decrease costs.

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.

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.

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.
- By January 1, 2015, the system's current plan for library technology and resource sharing will be submitted to 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.

Provide consultation to member libraries on an as-needed bases 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 hire of the director.

Communicate with directors electronically and in person, individually and in groups.

Conduct orientation of key library staff including training related to system services related to their work.

Encourage member libraries to develop strategic plans.

Communicate information about new and pending legislation affecting libraries to directors and trustees.

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 distribue 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 the information with member libraries.

Apply for systemwide LSTA grants to develop services for special populations.

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

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

Conduct at least one workshop on a special needs topic.

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

Complete the 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.)

The Mail-A-Book program is available for shut-ins and those living at least 15 miles 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 2014 system audit will be submitted to the division no later than September 30, 2015.
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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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COLLABORATIVE ACTIVITIES

COLLABORATIVE ACTIVITIES (cont'd.)

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 2014 resource library contract.*

We contributed funding for CE webinars planned by other systems and publicized them; these are reported below. We also planned webinars on our own and publicized them to other systems at no cost; these are not reported below since they did not save NWLS money or provide better service at the same cost.

We also created a direct delivery connection to Wisconsin Valley, so materials move between the two systems without going through South Central. While this does not save funding for WVLS or NWLS (it saves some sorting time for SCLS), it provides faster service at the same cost, so we are reporting it.

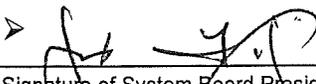
NWLS is participating in the planning and presentation for the New Director Boot Camp. However, this is being coordinated by DLT and we consider it a state program. As a result, we are not reporting it.

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

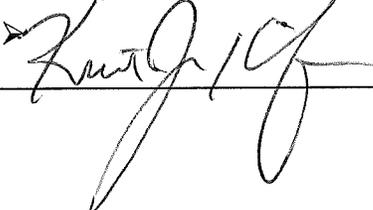
Activity	Amount
1. CE Webinars (30 webinars)	\$5,440
2. Direct delivery to WVLS	\$0
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	\$5,440

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 2015.

Name of System Director Jim Trojanowski	Signature of System Director 	Date Signed 9-20-14
Name of System Board President Tuula Harris	Signature of System Board President 	Date Signed 9-20-14

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

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 11-21-14
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Comments

PUBLIC LIBRARY SYSTEM 2015 ANNUAL PROGRAM BUDGET					
Program	2015 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. ILL & Reference	\$59,473		\$5,205		
2. Merlin & Technology	\$155,402		\$5,587	\$192,006	
3. Cooperative Cataloging	\$38,702			\$1,620	
4. Electronic Resources	\$8,408		\$10,508	\$42,465	
Program Total	\$261,985	\$0	\$21,300	\$236,091	\$519,376
Continuing Education and Consulting Service*					
1. Continuing Education	\$46,585		\$3,000		
2. Consultant Service	\$64,555			\$5,161	
Program Total	\$111,140	\$0	\$3,000	\$5,161	\$119,301
Delivery Services	\$53,214		\$15,000	\$59,738	\$127,952
Library Services to Special Users	\$7,874				\$7,874
Library Collection Development	\$2,661			\$47,094	\$49,755
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Library Services to Youth	\$12,486				\$12,486
Public Information	\$20,320				\$20,320
Administration	\$59,424				\$59,424
Subtotal	\$155,979	\$0	\$15,000	\$106,832	\$277,811
Other System Programs					
1. Mail-A-Book				\$58,824	\$58,824
2.					\$0
Program Total	\$0	\$0	\$0	\$58,824	\$58,824
Grand Totals	\$529,104	\$0	\$39,300	\$406,908	\$975,312

* 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).