



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

**GENERAL INFORMATION**

Library System

Nicolet Federated Library System

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

- Need to address efficiencies of scale opportunities and ways for libraries to collaborate
- Need to assert library's value and define service to community
- Need to establish solid funding base for libraries
- Need to assist libraries in meeting public library standards
- Need to assist libraries with pandemic implications (programming, data collection, etc.)

Did the library system consult member libraries in the development of this plan?

- No, the library system did not include member libraries in the development of this plan.
- Yes, the library system included member libraries in the development of this plan.

**If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:**

NFLS maintains an open channel of communication with member libraries and member library directors. NFLS engages and works with member libraries in some form or another on a daily basis. Library concerns and issues are heard and addressed both formally via scheduled meetings (occurring weekly since mid March) and informally as they come up. Member library input is continually shaping the services NFLS provides. Additionally, this plan is reviewed by all member library directors prior to submission.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

- No, the library system does not have a formally appointed advisory committee.
- Yes, the library system has a formally appointed advisory committee.

**If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any 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. The Strategic Plan updates were regularly given at NFLS Advisory Committee 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. A new Strategic Plan will be developed and adopted in the beginning of 2021.

NFLS member library directors are automatically appointed to the Advisory Committee. The Committee meets six times per year to provide input to System staff on a variety of issues. System staff bring issues identified by the Committee to the Board as needed. At Committee meetings, directors also have the opportunity to bring up issues that are happening in their libraries and municipalities. With the onset of the coronavirus pandemic, the Committee began meeting on a weekly basis to allow for discussion of library operations during the pandemic and to help provide guidance on how to deal with new difficulties that arise on a daily basis.

In addition, the OWLSnet consortium is made of member library directors which 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. Additionally, AAC has met monthly to accommodate the changing nature of the pandemic as well as an ILS merger.

NFLS continues to plan internally with its staff by conducting bi-monthly meetings and assessing future initiatives and goals. NFLS staff has also been meeting on a weekly basis since the beginning of the pandemic, and the NFLS director holds weekly virtual office hours for staff and member library directors.

**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 2021. 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**

- Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

**If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:**

**Resource Library Agreement**

- Wis. Stat. § 43.24(2)(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.
- The system will provide a signed copy of the resource library agreement to the Division by January 15.

**If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:**

**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 CarIX 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 design and maintenance support and training, website assistance by underwriting the cost of website domains, webhosting and contracting with local webhosting 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 yearly (will have more often, if needed) ILL/Delivery Workshop that will be beneficial to new employees. It includes a tour of the delivery department, Wiscat procedures, and general ILL information.
- NFLS will inform its member libraries of ILL updates and changes.

**Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):**

- Print Management System for libraries
- ILS update or migration
- Evaluate library indoor/outdoor Wi-Fi access
- Provide hotspot homework lab

ASSURANCES (cont'd)

Inservice Training

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

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

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, such as "Wild Wisconsin Winter Web," "Trustee Training Week," etc. This will continue in 2021.
- 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 2021.
- NFLS provides regional workshops at its consolidated libraries for its staff members and other system members.
- Advisory meetings are, at a minimum, 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 Zoom, Microsoft Teams, 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 two day-long workshop focusing on technology resources and trends.
- NFLS supports a collection development series with other library systems.
- NFLS provides a scholarship for member library directors to attend the WLA Leadership Institute.
- NFLS offered grants for member libraries to participate in the 2020 ARSL Virtual Conference.

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 2021.
- NFLS will develop a more robust Youth & Inclusive Services plan for communication between member libraries, NFLS and DPI.
- NFLS will seek out targeted training for its member libraries to meet their needs in 2021.

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

Tracy D. Vreeke - tvreeke@nflsoffice.org  
Lori Baumgart - lbaumgart@nflsoffice.org

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

NEWI: Northeast Wisconsin CE Partnership (agreement attached as Exhibit A)

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 delivery service four days per week 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.
- NFLS maintains a Facebook page, a system blog, weekly newsletter and an up-to-date website.
- NFLS maintains good communication between its member libraries and the delivery service (delays, weather issues, library closings, etc.)
- NFLS Delivery staff and ILL staff continue to cross-train and keep each other up to date on anything new in their departments.
- NFLS Delivery staff meet with each new member Library Director to go over general delivery.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

NFLS will work with the PLSR initiative to assess delivery options.  
NFLS continues to strive to provide 5 day delivery service to all member libraries and library outlets.

ASSURANCES (cont'd)

Service Agreements

- Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

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. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

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.
- The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See the [Library System Technology and Resource Sharing plan webpage](#) for the most current version of the system library technology and resource sharing plan.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

- Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
- No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

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

- NFLS continues to offer Zoom and 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. NFLS is currently working on updating the plan for 2021.

**ASSURANCES (cont'd)**

**Professional Consultation**

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

**Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:**

- During 2020, NFLS staff provided one-on-one assistance in the areas of technology training, customer service, database training, web training, social media training, staff training, board training, and communication between libraries and funding entities.
- The NFLS Information Technology Coordinator consults with member libraries on technology-related issues and provides computer purchasing assistance.
- NFLS connected member libraries with WiLS for small library strategic planning.
- NFLS utilizes WLA for leadership training and professional development resources.
- NFLS works closely with DPI to provide accurate interpretation of Wisconsin statutes.
- NFLS works with a Youth Services consultant from Marinette Public Library.
- NFLS works with an Inclusive Services consultant from Brown County Library.
- NFLS utilized WLA's LD&L Committee for budgeting and advocacy resources.
- NFLS works with WiLS for cooperative purchasing (transparent languages) and project management (WPLC, Tech).

**Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate None):**

NFLS would like to provide more services in the area of county planning and board training.  
 NFLS would like to provide more support and training in library advocacy.

**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.

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

Continual training on the Inclusive Services checklist including one-on-one consultation to aid member libraries with assessment and continual and tailored growth in this area.  
 Diversity training via NEWI  
 Accessibility options for WPLC

**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: Ongoing.

- In 2020, 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 four times per year, as well as present at two 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 2021.
- NFLS provides Youth Services funds (\$10,000) to all member libraries to use at their discretion.
- NFLS sponsored a series of Collection Development webinars with other library systems that featured youth services-related programs.
- NFLS supports the 1,000 Books Before Kindergarten App, managed by the Bridges Library System.
- NFLS is active in the statewide DPI Youth Services cohort.

New or Priority activities: None

WPLC: Ongoing.

-NFLS is a partner in the Wisconsin Public Library Consortium (WPLC). The main and most popular service the consortium has developed is the Wisconsin Digital Library, which is available to all Wisconsin residents with a public library card. The digital

**ASSURANCES (cont'd)**

library provides library patrons access to digital audio and e-books as well as other e-content on a wide range of subjects.

-NFLS is represented on the WPLC board, steering committee, and collection development committee. Additionally, NFLS provides an Overdrive support person for all NFLS library patrons. Laura Kayacan, at Door County Library, currently fills this role.

New or Priority Activities:

-Advocate for library access to and funding for digital material for the purpose of collection development.

-Focus on increasing the collection to better meet patron needs.

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**Administration**

- The system will not expend more than 20 percent of state aid received in the plan year for administration.
- The system will submit the 2020 system audit to the Division no later than September 30, 2021.

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**Budget**

- The system completed and included the budget by service program category and fund source for the plan year (see guidelines).
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**COLLABORATIVE ACTIVITIES**

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 2021 resource library contract.*

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

Activity	Amount
1. WPLC Digital Library	\$1,274,000
2. Shared Delivery Services	\$198,000
3. OWLSnet Consortium	\$284,000
4. NEWI: Northeast Wisconsin CE Partnership (includes Wild Winter Web & Trustee Training, etc.)	\$6,500
5. Library Legislative Days	\$1,070
6. 1,000 Books Before Kindergraten App	\$5,000
7. Transparent Language Database (WiLS)	\$5,000
8. WiLS Small Library Strategic Planning	\$2,500
9. Beanstack	\$5,000
10. InfoSec Training	\$20,000
<b>Cost Benefit Total</b>	<b>\$1,801,070</b>

**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 2021.

Name of System Director <b>Tracy Vreeke</b>	Signature of System Director ➤ <b>Tracy Vreeke</b>	Date Signed Mo./Day/Yr. <b>10/15/2020</b>
Name of System Board President <b>Julia Wallace</b>	Signature of System Board President ➤ <i>Julia Wallace</i>	Date Signed Mo./Day/Yr. <b>10   19   2020</b>

**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 Mo./Day/Yr. <b>10/26/2020</b>
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Comments

PUBLIC LIBRARY SYSTEM 2021 ANNUAL PROGRAM BUDGET					
Program	2021 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. Technology	\$349,468			\$330,945	
2. ILL & Reference	\$102,388				
3. Multitype	\$8,018				
4.					
5. Electronic Resources	\$47,000				
<b>Program Total</b>	<b>\$506,874</b>	<b>\$0</b>	<b>\$0</b>	<b>\$330,945</b>	<b>\$837,819</b>
<b>Continuing Education and Consulting Service*</b>					
1. CE & Training	\$106,898				
2. Consulting	\$76,154				
<b>Program Total</b>	<b>\$183,052</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$183,052</b>
<b>Delivery Services</b>	<b>\$219,706</b>				<b>\$219,706</b>
<b>Inclusive Services</b>	<b>\$375</b>				<b>\$375</b>
<b>Library Collection Development</b>	<b>\$63,558</b>			<b>\$87,678</b>	<b>\$151,236</b>
<b>Direct Payment to Members for Nonresident Access</b>					<b>\$0</b>
<b>Direct Nonresident Access Payments Across System Borders</b>					<b>\$0</b>
<b>Youth Services</b>	<b>\$14,195</b>				<b>\$14,195</b>
<b>Public Information</b>	<b>\$23,374</b>				<b>\$23,374</b>
<b>Administration</b>	<b>\$129,511</b>				<b>\$129,511</b>
<b>Subtotal</b>	<b>\$450,719</b>	<b>\$0</b>	<b>\$0</b>	<b>\$87,678</b>	<b>\$538,397</b>
<b>Other System Programs</b>					
1.					\$0
2.					\$0
<b>Program Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Grand Totals</b>	<b>\$1,140,645</b>	<b>\$0</b>	<b>\$0</b>	<b>\$418,623</b>	<b>\$1,559,268</b>

\* 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 5 is reserved for the amounts budgeted for electronic resources (see program budget guidelines).



**Signature:** Tracy D. Vreeke  
Tracy D. Vreeke (Oct 15, 2020 15:09 CDT)

**Email:** tvreeke@nflsoffice.org

**Signature:**

**Email:** jwallace4923@gmail.com