



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.

The development of this system plan was influenced by a number of factors affecting the system and member libraries. Some are specific to our service area and others by events occurring both regionally and statewide.

Additional state grants and state aid has allowed NFLS to offer 5 day a week delivery to all member libraries and service outlets. However, library systems locally and statewide rely exclusively on a single vendor. Ensuring this service will be sustainable for years to come is a complex problem for many libraries across the state.

The speed at which technology moves is challenging for many of our member libraries. Cybersecurity needs have become a priority for all on the shared OWLSnet ILS and network. However, compliance remains varied among the member libraries, many of which struggle to change operating procedures. However, obtaining insurance will likely require instituting more stringent practices.

The pandemic ushered in the era of virtual meetings. This has brought the opportunity to collaborate with regional and statewide partners on a greater level than ever before. However, the demand on staff to participate in collaboration has also grown exponentially. Staff struggles with prioritizing projects based on limited time, budgets and capacity.

Many member libraries are facing future budget cuts. Local governments are hampered by the inability to raise tax rates to be able to provide the same level of services with increasing inflation and wages. Libraries are facing the same challenges and will be faced with reducing regular services community members rely on.

Needs:

- Address efficiencies of scale opportunities and ways for libraries to collaborate.
- Assert library's value and define service to community.
- Establish solid funding base for libraries and assist libraries in additional funding opportunities.
- Establish municipal, tribal and county relationships to provide education for local governments and advocate for the member libraries.
- Assist libraries in meeting public library standards.
- Build upon collaborative services to meet the growing need for support by public libraries.

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 bi-weekly) and informally as they arise. Member library input is continually shaping the services NFLS provides.

In regard to the system plan, member libraries were given an opportunity to review and comment on this plan prior to submission. NFLS staff members and system board were also offered opportunities to review and comment on the plan 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:

NFLS member library directors are automatically appointed to the Advisory Committee. The Committee meets every other week to provide input to system staff on a variety of issues. At committee meetings, directors also have the opportunity to bring up issues that are happening in their libraries and municipalities. System staff bring issues identified by the committee to the system board as needed. Additionally, four library directors attend system board meetings and provide input to the system board annually.

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 2024. 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:

Reference Referral

-NFLS will continue to offer second level reference services from the Brown County Library for its member libraries and patrons.

Interlibrary Loan

- 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 within and outside of the system.
- 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.
- Facilitate WISCAT training for member library staff through DPI bi-annually.
- NFLS ILL staff will continue to update/add information to the ILL webpage for its member libraries and other systems.
- NFLS ILL staff provide ILL/Delivery Orientation to new employees as needed. 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.

Technology

- NFLS will work with OWLSnet to provide Cataloging and Circulation Services to all NFLS member libraries that use the CarlX ILS. NFLS will work with OWLSnet to continue to provide NFLS member libraries access to other area library catalogs via InfoSoup/Bibliocommons.
- NFLS and OWLS staff will continue to be trained in the use of the InfoSoup/Bibliocommons catalog and associated products.
- 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 technology staff will provide guidance and best practices for maintaining cybersecurity at the member libraries and within the system.
- NFLS will continue to provide and maintain Print Management System for member libraries.
- NFLS ILL and technology staff, and NFLS library representatives, will remain active on affiliated statewide committees.
- NFLS will continue to support county and local broadband development initiatives and efforts to increase broadband capacity to libraries and library communities.
- NFLS will continue participation in WPLC projects including the statewide buying pool.

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

- Increase collaboration between NFLS and OWLSnet technology staff.
- Provide additional in-person ILS training for member library staff.
- Update Technology & Resource Sharing Plan.
- Create toolkits to promote use of digital resources.
- Implement new software to automate library computer updates.
- Implement new multifactor authentication for ILS and system users.

	ASSURANCES (cont'd)	
--	----------------------------	--

Inservice Training

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

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

List ongoing activities related to this requirement.

- Continue membership in NEWI: Northeastern Wisconsin CE Partnership along with OWLS, MCLS and WLS.
- Provide 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," "Tech Days," etc.
- Provide orientation and training for new library directors.
- Provide on-call consulting and in-person training in the areas of technology, social media, customer service, and database management.
- Provide an annual training in conjunction with Resource Library for all member libraries and staff.
- Provide all tribal public libraries in Wisconsin a one-day conference with funding from LSTA Professional Learning funds.
- Provide member libraries with continuing education grants to be used for workshops, classes or conferences.
- Provide member libraries with institutional membership in WLA.
- Utilize webinar software to conduct or supplement meetings, as well as to conduct online training.
- Validate and maintain librarian certification records.
- Supports a collection development series with other library systems.
- Provide a minimum of four Trustee Development training sessions for Board of Trustees every year.
- Provides orientation and training for new board trustees.
- Provide trustees with membership in WLA.

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

- Outreach Coordinators within NFLS, OWLS and WVLS will begin to collaborate to provide additional trainings throughout the three systems.
- Investigate broadening training opportunities to intertype libraries throughout the system.

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

Tracy Vreeke - tvreeke@nflsoffice.org
 Lori Baumgart - lbaumgart@nflsoffice.org
 Hannah Good Zima - hzima@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.**Delivery:**

- Provide a 5-day per week delivery service (Waltco) to all of its member libraries as a means of supporting resource sharing.
- Collaborate with OWLS and continue to maintain a separate contract with Waltco for this delivery service.
- Maintain 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.
- Maintain working relationship and direct line of contact with vendors

Communication:

- Maintain a Delivery page on the NFLS website for its member libraries. NFLS will post the Delivery schedules and policies for Waltco and South Central on the NFLS Delivery webpage.
- NFLS will maintain a Facebook page, a system blog, weekly newsletter and an up-to-date website.
- NFLS will maintain good communication between its member libraries and the delivery service (delays, weather issues, library closings, etc.)
- 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.

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

- Combine delivery information from OWLS and NFLS on one webpage to ensure consistent directions are given to all throughout the two systems.
- Streamline communication around planned or weather-related library closures.
- Send quarterly communications for standard delivery practice.
- Create and maintain FAQ of consulting questions and related resources for member libraries.
- Develop procedures for removing a separated employee from the system and for onboarding new staff at libraries.

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, 2024, 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:

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:

Tracy Vreeke, Director: Statutory compliance, library governance & administration, library policies, annual reports, library standards, consolidated counties, director certification, budgeting, data collection, building projects, municipal relations, and advocacy.

John Kronenburg, IT Coordinator: technology-related issues, provides tech purchasing assistance, web training, cybersecurity

Lori Baumgart, Marketing & Communication Coordinator: social media & website development

Hannah Good Zima, Outreach Coordinator: internal and external grants, library board training, Continuing Education & Professional Development

Sue Lagerman, Brown County Library: Youth Services Liaison

Emily Rogers: Brown County Library: Inclusive Services Consultant

OWLSnet: ILS, automation, cataloging, technical services, network, email

Additional consulting services provided by:

- WILS' strategic planning for small libraries
- WLA's leadership training and professional development resources.
- DPI's accurate interpretation of Wisconsin statutes
- WLA's LD&L Committee for state budget and advocacy resources
- WILS for cooperative purchasing 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):

- Create and maintain a directory of statewide experts on various topics.
- Provide communication and training for county/municipal leaders.
- Assist in planning for co-locating Job Center & Brown County Library (Brown County, Brown County Library, Wisconsin Workforce Development, Bay Area Workforce Development Board, Workforce Development partners)
- Plan and implement virtual access points for Workforce development services in member libraries (Brown County, Brown County Library, Wisconsin Workforce Development, Bay Area Workforce Development Board, Workforce Development partners)

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:

- Provide one-on-one consultation with member libraries to utilize Inclusive Services Toolkit in their libraries.

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.)

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 2022 system audit to the Division no later than September 30, 2024.

Budget

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

	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 2023 resource library contract.*

- WPLS Digital Library
- Shared Delivery Services
- OWLSnet Consortium – shared ILS, databases, & tech assistant position
- NEWI Continuing Education Partnership
- Wild Winter Web Conference
- Trustee Training Week
- Library Legislative Day
- WLA Leadership Development Institute
- WISCAT Licenses
- WILS Small Library Strategic Planning
- Recollection Wisconsin
- Beanstack
- InfoSec Cybersecurity Training
- Statewide Marketing Cohort
- Library Workforce Connection
- Dell Statewide purchasing group
- Winnefox Library System Accounting Services
- Parks Pass Program (w/WDNR)

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

Activity	Amount
1. WPLC Digital Library	1,599,000
2. Shared Delivery Services	104,500
3. OWLSnet	550,000
4. NEWI CE Consortium	31,500
5. WI Wild Winter Web Conference	4,500
6. Trustee Training Week	2,000
7. Library Legislative Day	17,000
8. WLA Leadership Development Institute	3,000
9. WISCAT License	7,500
10. WILS Small Library Strategic Planning	5,000
11. Recollection Wisconsin	10,000
12. Beanstack	10,000
13. InfoSec Cybersecurity Training	25,000
14. Statewide Marketing Cohort	15,000
15. Library Workforce Connection	3,000

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

Activity	Amount
16. Dell statewide purchasing group	5,000
17. Winnefox Library System Accounting services	25,000
Cost Benefit Total	\$2,412,000

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 **2024**.

Name of System Director <i>Tracy Vreeke</i>	Signature of System Director <i>[Signature]</i>	Date Signed Mo./Day/Yr. <i>10/12/2023</i>
Name of System Board President <i>Rebecca Berger</i>	Signature of System Board President <i>[Signature]</i>	Date Signed Mo./Day/Yr. <i>10/12/2023</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 <i>[Signature]</i>	Date Signed Mo./Day/Yr. <i>11/20/23</i>
---	--	--

Comments

**PUBLIC LIBRARY SYSTEM 2024
ANNUAL PROGRAM BUDGET**

Program	2024 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	\$486,672			\$328,900	
2. ILL & Reference	\$133,917				
3. Multi-type	\$11,993				
4.					
5. Electronic Resources	\$53,889				
Program Total	\$686,470	\$0	\$0	\$328,900	\$1,015,370

Continuing Education and Consulting Service*

1. Professional Learning	\$139,913				
2. Consulting	\$95,940				
Program Total	\$235,854	\$0	\$0	\$0	\$235,854

Delivery Services	\$313,805				\$313,805
Inclusive Services					\$0
Library Collection Development	\$106,048			\$101,823	\$207,871
Direct Payment to Members for Nonresident Access					\$0
Direct Nonresident Access Payments Across System Borders					\$0
Youth Services	\$25,984				\$25,984
Public Information	\$29,981				\$29,981
Administration	\$169,895				\$169,895
Subtotal	\$645,713	\$0	\$0	\$0	\$747,536

Other System Programs

1.					\$0
2.					\$0
Program Total	\$0	\$0	\$0	\$0	\$0
Grand Totals	\$1,568,037	\$0	\$0	\$430,723	\$1,998,760

* 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).