**Technology and Resource Sharing Plan: 2014-2016**

**Nicolet Federated Library System**

**Approved February 18, 2014**

**Introduction**

Section 43.24(2)(m) of the Wisconsin Statutes specifically requires systems to engage in "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." State required system technology and resource sharing plans are to be submitted at least every five years. Technology plans required by the federal E-rate program are to cover a three-year period. In order to comply with state library system requirements and federal E-rate requirements, this plan covers a three-year period from January 1, 2014 through December 31, 2016.

While individual libraries must have an approved technology plan to participate in the federal E-rate program and the state-funded TEACH program (which provides subsidized T-1 telephone lines), the state recognizes that approved library system technology plans may be used to fulfill the individual member library requirements. This is true as long as the system plan supports and validates the E-rate eligible services used by the member libraries, and as long as the plan is developed by the system, working in collaboration with the member libraries. The Nicolet Federated Library System Technology and Resource Sharing Plan is in compliance with these specific requirements, thereby assuring compliance for all member libraries with the federal E-rate program and the state TEACH program.

**Background**

**Demographics**

According to the State of Wisconsin Department of Administration Demographic Services Center, which maintains and updates the 2010 Census information for the State of Wisconsin, the System area population estimate for 2012 is 435,390. The service area population details are as follows:

**System Population by County**

BROWN COUNTY250,281

Brown County Library

Branches: Ashwaubenon, Central (Green Bay) Denmark, Kress

Family Library (DePere), East, Pulaski, Southwest, Weyers-Hilliard

(Howard) Wrightstown, and Bookmobile.

Oneida Community Library. (This library is an 6,567

independent legally established library operated

by the Oneida Tribe of Wisconsin, Inc., with a

branch in Green Earth.)

DOOR COUNTY 27,867

Door County Library, Sturgeon Bay.

Branches: Bailey’s Harbor, Egg Harbor, Ephraim,

Fish Creek, Forestville, Sister Bay/Liberty Grove, Washington Island.

FLORENCE COUNTY 4,358

Florence County Library, Florence

KEWAUNEE COUNTY20,637

Algoma Public Library

Kewaunee Public Library

MARINETTE COUNTY 41,718

Stephenson Public Library, Marinette

Branches: Crivitz, Peshtigo, Wausaukee,

Coleman-Pound, Niagara, Goodman-Dunbar.

MENOMINEE COUNTY 4,214

Menominee Tribal/County Library (College of Menominee), Keshena.

OCONTO COUNTY 37,829

Farnsworth Public Library, Oconto

Gillett Public Library, Gillett

Lakes Country Public Library, Lakewood

Lena Community Library, Lena

Oconto Falls Community Library, Oconto Falls

Suring Area Public Library, Suring.

SHAWANO COUNTY 41,919

Shawano City-County Library, Shawano

Branches: Bonduel, Tigerton, Wittenberg,

Birnamwood, Mattoon-Hutchins.

TOTAL SYSTEM POPULATION 435,390

According to the statistics from the 2010 census, 6,844 residents in the NFLS service area 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 8 counties that comprise the System area, only Brown County is considered an “urban” area, according to the Census Bureau. The System service area covers approximately 5,000 square miles.

There are approximately 271,143 registered library users in the System; which comprises 62% of the System area population. In 2012, System-member libraries circulated 3,968,490 items. This equals nearly 15 items per user, or nearly 9 items per resident of the service area. NFLS member libraries added 108,505 volumes to their collections in 2012. Volumes owned including audio, video and DVD titles were 1,097,883 or over 2.5 items per resident. During 2012, the NFLS ILL service handled 48,383 ILL requests for NFLS and OWLS member libraries (under the joint automation agreement between the two Systems). All the NFLS member libraries have their usage statistics generated either from the OWLSnet (joint NFLS/OWLS) automation system, or from Sirsi Dynix, the automation system utilized by the Brown County Library.

**Development of Services**

The following is a brief list of some of the technology services and resource sharing activities sponsored or supported by NFLS. More details on the activities and services will be found later in this plan.

* Collaboration with OWLS on the OWLSnet automation project.
* Support for additional online databases from a variety of vendors to support member library patron information needs.
* Support for Wisconsin Public Library Consortium activities (NetLibrary electronic books, OverDrive digital audio titles, and digital video titles).
* Consulting services by NFLS staff in various technology areas.
* Development of technical training for member librarians.
* Financial support for continuing education activities and attendance at national conferences.
* Payment of OCLC and WisCat ILL fees so that all member libraries may participate.
* OCLC and WisCat ILL training and database training offered to all member librarians.
* Contracting for website service and support for member libraries through local providers.
* Contracting for web hosting services and website registration through national providers for all member library websites.
* Technology support, including hardware and software repairs and updates as well as on-call assistance by the NFLS staff Information Technology Coordinator.
* Coordination of hardware and software acquisitions/replacement for member libraries.
* Support of a collection of gaming equipment (Wii, X-Box 360, PS3), games, and adaptive equipment for game consoles which is made available to member libraries.
* ILL and second level reference services provided to member libraries.
* Delivery services to all member libraries and between OWLS and NFLS through a contract with WALTCO.
* Contract with the South Central Library System for statewide delivery.

Nicolet has worked to facilitate resource sharing between its member libraries since its inception 36 years ago. In 1994 and 1995, Nicolet developed a plan to initiate an automation project called NICNET, which would have involved all its member libraries. However, when the Brown County Library withdrew from the project in order to pursue its own automation project, the Outagamie Waupaca Library System (OWLS) made a proposal to include the remaining Nicolet libraries in the OWLSnet automation project which OWLS had begun in 1989. NFLS signed an agreement with OWLS in 1995 to cooperate in the OWLSnet consortium in order to provide OWLSnet services to the NFLS member libraries other than the Brown County Library. In 2000, the last of the NFLS member libraries were connected to OWLSnet.

In 2004, work began on the process of migrating OWLSnet to a new integrated library system (ILS). In June 2005, a contract was signed with Innovative Interfaces, Inc. to migrate to a new ILS. Data was migrated to the new system, OWLS staff provided training to the staff at NFLS OWLSnet member libraries, and a new online catalog, InfoSoup, was developed. NFLS OWLSnet member libraries went live on the new system on February 21, 2006, and public response to InfoSoup has been overwhelmingly positive. Since that time, InfoSoup has received many enhancements. Patron book ratings, reviews, and “My Lists” have been added. Several staff and patron review blogs have been developed, and more booklists have been created. In 2009, a version of InfoSoup for mobile devices, called “InfoSoup To Go” was launched, and a new Job and Career Resources page was developed. Additionally, the InfoSoup Memory Project went live in 2009. This enhancement uses CONTENTdm software to make OWLSnet member library digital collections available through InfoSoup.

Also in 1996, the Brown County Library had awarded a contract to Dynix for a multi-agency shared Integrated Library System (ILS). The system included database management with cataloging and authorities control, circulation and resource sharing and an online public access catalog and acquisitions. The system also incorporated serials control, external databases and community information.

By 2008, the Brown County Library’s (BCL’s) existing Dynix Integrated Library System (ILS) automation product, Horizon, was no longer being produced or supported, and needed to be replaced. Discussions between the Brown County Library, OWLS and NFLS about the possibility of the Brown County Library migrating to the OWLSnet ILS took place in 2009, but an agreement could not be reached and the Brown County Library SirsiDynix ILS was not migrated to the OWLSnet Innovative system.

The Brown County SirsiDynix system was migrated to the newest version, called Symphony, in 2010. The SirsiDynix system is Z39.50 compliant. Operations performed by the new ILS included updated check-out and check-in, reserves, renewals and overdue notices, fine calculation and payment, the online catalog, acquisitions, cataloguing, library card registration, telephone and e-mail notification systems, and an online catalog application for smart phone technology. The Brown County Information Services Department provides maintenance and upgrade services for the library ILS. Additional modules including e-commerce have also been installed.

The Innovative Interfaces Millenium software for OWLSnet was replaced by Innovative’s new Sierra software in 2012. Sierra is used to provide circulation control, a central bibliographic database, a central patron database, management reports, an online public access catalog (InfoSoup), overdue and reserve notices, resource sharing, online patron registration, e-commerce, digital signature capture, SMS notification and acquisitions functions to OWLSnet member libraries. The network also provides OWLSnet member libraries with training, cataloging services, technical support, a network library card program, a new materials database, various electronic resources, email service, antivirus and security software, and Internet service.

In 2006, OWLSnet member libraries were migrated to the state’s newly developed BadgerNet Converged Network (BCN), and OWLS doubled its Internet capacity to 9 mbps. The OWLSnet network continues to connect forty-nine public library sites and both system offices. Forty-eight of these sites are connected directly to the OWLSnet wide area network (WAN) through the BCN. Two sites access OWLSnet resources via the Internet, and Appleton Public Library has a local area network (LAN) connection. OWLSnet has continued to add bandwidth as feasible and affordable to meet the needs of member libraries. OWLSnet has also continued to upgrade routers and switches as necessary at the central site and at member library sites.

Currently, most member libraries connected to OWLSnet via the BCN are connected with 3.0 mbps or 5.0 mbps circuits. One library has been approved for a 10 mbps circuit, and it’s likely that others will be approved for 10 mbps in the near future. It was hoped that all member library connections would be increased to 20 mbps as a result of a federal American Recovery and Reinvestment Act (ARRA) grant received by the Wisconsin Department of Administration. However, the state decided not to accept the grant.

OWLSnet currently has a 100 mbps circuit to aggregate member library traffic on its WAN. In 2010 OWLSnet changed Internet service providers from NTD to WiscNet. OWLSnet currently has a 100 mbps circuit for Internet traffic between OWLSnet and WiscNet. It is likely that OWLSnet’s WAN and Internet bandwidth will need to be increased within the years this plan covers.

The Brown County Library and its branches are in a wide area network that is supported by the Brown County Information Services Department through a contract for county-wide service through AT&T. Fiber lines have been installed in many areas of the county to enhance the network, including to most of the libraries. In 2010, the Brown County library moved to a Voice Over I.P. (VOIP) system, replacing the countywide Centrex service.

In response to member library requests, OWLSnet began installing wireless networks in OWLSnet member libraries in both systems in 2007. Currently, forty-two sites make wireless Internet service available to patrons. Also in response to member library demand, OWLSnet began offering SAM workstation management software in 2008. Currently, thirty-seven OWLSnet member libraries are using SAM to manage public Internet computers. Separately, NFLS worked with the Brown County Library to support wireless installation in Brown County Library branches, and contracted with the SAM vendor to install SAM workstation management software in 2009 in Brown County branch libraries. In 2013, the Brown County Library upgraded from SAM to the ALPS print management and workstation reservation system.

OWLSnet provides NFLS members with automated library functions, Internet access, and web-based information resources. The Innovative Interfaces Millennium automation system is used to provide circulation control, a central bibliographic database, a central patron database, management reports, an online public access catalog (InfoSoup), overdue and reserve notices via e-mail, resource sharing between all libraries in the consortium, Z39.50 search and retrieval, and acquisitions functions to member libraries. Through the OWLSnet network, member libraries are provided with training, cataloging services, technical support, a network library card program, OCLC updating, a new materials database, supplemental online databases, e-mail service, and antivirus and security software. Web hosting services previously maintained by OWLS for OWLSnet members was discontinued for NFLS OWLSnet member libraries, and NFLS contracted for web hosting and web development assistance for all NFLS member libraries, including the Brown County Library.

Similarly, the Brown County Library provides its branch libraries with automated library functions, Internet access, and web-based information resources; including all of those available through the OWLSnet ILS (InfoSoup), using the SirsiDynix ILS. The Brown County Library SirsiDynix ILS provides circulation control, central bibliographic and patron databases, management reports, and an online public access catalog. A self-check system using Radio Frequency Identification (RFID) and automated materials handling (AMH) check-in are in use at the Central location of the Brown County Library. RFID check-out is expanding to all Brown County Library locations, and the Weyers-Hilliard Branch will be installing an AMH check-in system in early 2014. Brown County branch libraries receive training, cataloging services, technical support, a countywide library card program, e-mail service, and antivirus and security software for staff and patron computers. The Brown County Library maintains a close relationship with the Brown County Information Services Department, which hosts the automation server, county web server, and maintains all staff and public PC’s and printers.

Each of the Brown County branch libraries is connected to the Internet through the Brown County Information Services Department, which maintains fiber optic lines for most of the libraries. Internet access and e-mail are also handled on a countywide basis through Information Services. The Brown County Information Services Department maintains a contract with AT&T for the fiber optic service, and also contracts for filtering of all county-owned and supported computers. Filtering is maintained through a separate server managed by the Information Services Department.

The development of the OWLSnet consortium has led to an explosive increase in the volume of resource sharing between libraries in both systems. In 2012, 953,344 items were shared among OWLSnet members as a result of placing and filling holds using the ILS. The workload associated with handling this volume of materials has become a significant burden for OWLS, NFLS, and many member libraries. Because the growth of resource sharing had become unsustainable, OWLSnet member libraries voted in 2009 to reduce the maximum number of holds allowed to 15 per patron in order to reduce the dramatic growth in resource sharing among OWLSnet libraries. In 2012, for the first time in OWLSnet history, resource sharing among member libraries decreased, and has continued to decrease during 2013. It is likely that this decrease is due to fewer physical items being added to member library collections coupled with the increase in adding to the popular digital collections.

In addition to participating in the OWLSnet shared automation network, NFLS does participate in and sponsor a number of other technology related activities and services. NFLS staff members provide hands on training to member librarians in a wide variety of technology related issues. Staff members also assist member libraries with general ILL and specific OCLC WorldCat, WisCat and BadgerCat training, technology support, and consulting assistance in many areas, as well as providing support for vendors to develop and maintain member library web sites. NFLS maintains a dedicated system web site with links to professional and library related web sites. An NFLS staff member also maintains a general blog for librarians called “NicBits” (http://nicbits.blogspot.com/), and one for children’s librarians called “Little NicBits” (http://littlenicbits.blogspot.com/).

**Appendices at the end of this document list the NFLS member libraries, and the OWLS member libraries.**

**Priorities**

With the exception of the Brown County Library, which has the stand-alone SirsiDynix integrated library system, the rest of the NFLS member libraries currently utilize the OWLSnet Innovative Interfaces Sierra Integrated Library System (ILS). OWLSnet's philosophy has been that when libraries become members of the consortium, they make a one-time investment in the infrastructure necessary to be linked to the network. Ongoing expenses to access the telecommunications and ILS services as well as upgrades to computers and printers are paid for by the OWLSnet member libraries. NFLS and OWLS also provide financial support for the OWLSnet consortium. The costs of moving to the OWLSnet integrated library system were an initial one-time responsibility for each NFLS member library that joined OWLSnet. Consequently, it has been viewed as the responsibility of OWLS and NFLS to pay for upgrades to the integrated library system, so that the cost of participating in the ILS is kept affordable for NFLS and OWLS member libraries.

It was also a priority to assist the Brown County Library as it migrated to the new SirsiDynix Symphony system. Although discussions regarding the feasibility of Brown County joining the OWLSnet consortium did not lead to migration to OWLSnet at this time, the issue will be revisited in the future the next time both automation systems need to be upgraded. Except for the possibility of adding the Brown County Library in the future, there are no current plans to expand the membership of OWLSnet.

NFLS will continue to work in tandem with OWLS, which will provide ongoing development and maintenance of the OWLSnet network infrastructure. This will assure that the OWLSnet consortium will continue to provide up-to-date technology-based services to NFLS and OWLS member libraries. In addition to deploying appropriate network servers and telecommunications equipment, OWLS will attempt to secure sufficient bandwidth to continue meeting the needs of OWLSnet member libraries. This will involve providing necessary information to enable the Department of Administration to plan for the overall needs of the BadgerNet converged network, continuing to monitor the bandwidth needs of OWLSnet member libraries, and securing adequate bandwidth to connect to an Internet Service Provider.

The rapid growth in resource sharing within the OWLSnet consortium has resulted in inequities among the member libraries. There is a small imbalance between OWLS and NFLS, but there are also significant inequities that exist between individual libraries. Several libraries lend significantly more materials to other libraries than they borrow from them, and several libraries borrow significantly more materials from other libraries than they lend to them. It has been a priority for NFLS and OWLS to address the imbalances between the two systems and between specific member libraries.

A priority in 2010 and 2011 was to assist NFLS member libraries that were receiving Gates Foundation grants, in deploying computers, printers, software, and other items. NFLS provided the required match of 25% in 2010 and 50% in 2011 from its Technology Reserve. In addition, NFLS provided $2000 in 2010 to every library in the System that was not receiving a Gates grant. These funds also came from the NFLS Technology Reserve. The NFLS Information Technology Coordinator coordinated the ordering, configuration, and deployment of the majority of the computer hardware, software and peripheral equipment.

Planning Environment

This plan was drafted by Mark Merrifield, the Director of the Nicolet System. Elements of the plan related to OWLSnet are also embodied in the recently completed OWLS Technology Plan. In addition, Merrifield met with the NFLS Librarian’s Advisory Committee to discuss the draft of the plan. The final version of this plan was sent to the NFLS librarians for them to review and submit comments on the draft.

NFLS professional staff meets on a regular basis throughout the year, and frequently discusses technology-related issues. Professional staff members also met individually with the staff of member libraries. The NFLS Director meets regularly with the Brown County Library Director. NFLS library directors meet quarterly, and technology and resource sharing topics are often discussed at these meetings. In the OWLSnet Consortium, OWLSnet Administrative Advisory Committee (AAC) meetings are held an average of six times during the year. These provide a forum for the discussion of OWLSnet technology and resource sharing issues. All the aforementioned meetings provide significant input and direction into the development of this plan.

In addition, NFLS supports a multitype consortium, the North East Wisconsin Intertype Libraries (NEWIL), which is an organization of over one hundred libraries of all types that exists to facilitate resource sharing in the eight county NFLS service area. Participation in NEWIL provides an opportunity for NFLS to interact with, share the resources of, and develop joint training opportunities for NEWIL member libraries.

This plan was submitted to the NFLS board and adopted on xxxx xx, xxxx.

Goals and Objectives

The following goals and objectives apply to all NFLS member libraries, unless otherwise specified. OWLSnet-related objectives are carried out in cooperation with OWLS and apply to all OWLSnet member libraries, i.e., libraries in both systems. NFLS objectives apply only to member libraries of the NFLS system.

Goal A: To provide services to NFLS and OWLSnet member libraries that help the libraries increase patron access to library and information resources and that help increase the efficiency and effectiveness of library operations.

Objectives:

1. NFLS will work with OWLS to assure that OWLSnet will continue to provide and support the current Sierra integrated library system (ILS) software from Innovative Interfaces that offers a variety of functions to members including circulation control, a central bibliographic database, a central patron database, management reports, an online public access catalog (InfoSoup), online patron registration, e-commerce, overdue and reserve notices, resource sharing, and acquisitions. (2014-2016)

2. NFLS will work with OWLS to assure that OWLSnet will continue to provide and support the network infrastructure necessary for OWLSnet services, including firewalls, servers, telecommunications equipment, data circuits, and software. (2014-2016)

3. NFLS will work with OWLS to assure that OWLS will provide Internet services (e.g., World Wide Web access, and email accounts) to OWLSnet member libraries. NFLS staff will continue to provide training to NFLS member libraries in how to use these resources effectively. (2014-2016)

4. NFLS will work with OWLS to assure that OWLSnet will continue to provide access to subscription-based electronic information resources (e.g., Ancestry, Overdrive, Tumblebooks, OneClickDigital) for all network libraries, and with the Brown County Library to assure equitable access. (2014-2016)

5. NFLS will work with OWLS to assure that OWLSnet will continue to work with member libraries to provide enhanced information resources to patrons via InfoSoup (e.g., staff reviews, InfoSoup Memory Project, recently added materials database, booklists). (2014-2016)

6. NFLS will work with OWLSnet to assure that the network infrastructure necessary for OWLSnet services, including firewalls, servers, telecommunications equipment, data circuits, and software will continue to be provided and supported for NFLS OWLSnet members.

7. NFLS will work with OWLSnet to secure sufficient bandwidth to meet the needs of

NFLS OWLSnet members by monitoring the bandwidth needs of member libraries, upgrading bandwidth from the BadgerNet converged network, exploring alternative bandwidth sources, and by securing adequate bandwidth to connect to an Internet Service Provider. (2014-2016)

8. NFLS and OWLS will apply for appropriate telecommunications discounts that may be available to member libraries through state or federal programs (e.g., E-rate, TEACH Wisconsin). (2014-2016)

9. NFLS will work with OWLS to assure that OWLSnet will continue to provide and

support workstation management software in OWLSnet member libraries, and with the Brown County Library to support their workstation management software. (2014-2016)

10. NFLS will work with OWLS to assure that OWLSnet will continue to provide and

support wireless Internet access in OWLSnet member libraries. (2014-2016)

11. Representatives of NFLS, OWLS, and all member library participants in the shared automation network (i.e., the Administrative Advisory Committee (AAC)), will meet a minimum of four times per year to discuss the technical and administrative operation of the network. (2014-2016)

12. NFLS will work with OWLS to encourage the Administrative Advisory Committee (AAC), of OWLSnet, to standardize policies, procedures, and practices among the OWLSnet member libraries. (2014-2016)

13. NFLS and OWLS will continue to provide consultation and assistance to all member libraries in upgrading computers and other local library hardware. (2014-2016)

14. NFLS will continue to act as the purchasing coordinator for NFLS member libraries wishing to purchase computers, printers and software from approved vendors. (2014-2016)

15. NFLS will work with OWLS and with NFLS and OWLS member libraries that have RFID (Radio-frequency Identification) systems to potentially develop suggested standards for RFID configuration to further assist with resource sharing activities. (2014-2016)

Goal B: To further develop the OWLSnet shared automation network in order to improve and enhance the services and information available to NFLS OWLSnet member libraries, BCL, and their patrons.

Objectives:

1. NFLS and OWLS, in cooperation with OWLSnet member libraries, will continue to develop and enhance InfoSoup. (2014-2016)

2. NFLS will work with OWLS to assure that OWLSnet will provide training and support for member libraries to add unique local resources to the InfoSoup Memory Project. (2014-2016)

3. NFLS will work with OWLS to assure that the OWLSnet Administrative Advisory Committee (AAC) will continue to assess the desirability and feasibility of implementing additional Sierra software modules or other new services. (2014-2016)

4. NFLS will work with OWLS and the Brown County Library to assure that OWLSnet will regularly evaluate current use of online electronic resource subscriptions and make any changes necessary to optimize the use and affordability of such resources. (2014-2016)

5. NFLS will work with OWLS to assure that OWLSnet will continue to work with member libraries to explore their participation in the acquisitions module of the Sierra ILS. (2014-2016)

6. NFLS will work with OWLS to assure that OWLSnet will regularly replace servers, computer room network equipment (i.e., firewalls, routers, and switches), uninterruptible power supplies, and backup units. (2014-2016)

7. NFLS will work with OWLS to assure that OWLSnet will work with the Brown County Library to explore methods for optimizing resource sharing between Brown County Library and OWLSnet member libraries, including future ILS merger plans. (2014-2016)

8. This plan will be reviewed annually as part of the system’s annual planning process. Any revision to this plan will include an examination of the relevance of current goals and objectives and consideration of emerging needs and new technologies.

Goal C: To facilitate effective resource sharing among NFLS member libraries and between NFLS libraries and other libraries in the state in order to provide patrons with convenient access to library and information resources.

Objectives:

1. NFLS will continue to encourage the sharing of all local materials in NFLS member

libraries with OWLSnet network members, (pursuant to the OWLSnet resource sharing policy), as well as with the Brown County Library. (2014-2016)

2. NFLS and OWLS will work together to continue to provide member libraries and their patrons with access to WorldCat or WisCat for interlibrary loan activity via InfoSoup and the Brown County Library catalog. (2014-2016)

3. NFLS will evaluate its role as the ILL clearinghouse for member library patrons. (2014)

4. NFLS will evaluate its utilization of the OCLC WorldCat ILL system in favor of WisCat to manage out-of-network interlibrary loan transactions. (2014)

5. NFLS will work with OWLS to assure that OWLSnet will evaluate the impact of its decision to limit patrons to a maximum of 15 holds on resource sharing growth and member library operations. (2014-2016)

6. NFLS will work with OWLS to assure that OWLSnet will make its Sierra server available as a z39.50 target in order for other libraries in the state to have access to information about member library materials. (2014-2016)

7. NFLS and OWLS will explore the possibility of linking the OWLSnet Sierra ILS to other Sierra ILS systems in Wisconsin in order to facilitate resource sharing. (2014-2016)

8. NFLS and OWLS will continue to monitor resource sharing among OWLSnet members and, if necessary, will implement methods for addressing resource sharing inequities that may exist between systems and libraries. (2014-2016)

9. NFLS will continue to subsidize delivery service to member libraries, between the NFLS and OWLS offices, and other libraries statewide for as many as five days a week***,*** in order to expedite resource sharing as much as possible. (2014-2016)

10. NFLS and its member libraries will continue to participate in the North East Wisconsin Intertype Libraries consortium (NEWIL) in order to facilitate resource sharing with other types of libraries in the NEWIL/NFLS service area. (2014-2016)

11. NFLS will continue to participate in the Wisconsin Public Library Consortium, and

will continue to promote the use of digital audio and video titles, and any other products or services made available through the WPLC partnership. (2014-2016)

Goal D: To provide training and assistance to member library staff in developing or using technology and electronic information resources effectively in order to improve or enhance the services available to library patrons.

Objectives:

1. NFLS will continue to offer training and consultation to staff of member libraries using in-person, distance learning, or web-based formats. Training may include, but is not limited to, the effective use of electronic resources, computers, software, and other technologies. (2014-2016)

2. NFLS will work with OWLS to assure that OWLSnet will continue to provide group and individual training to staff of member libraries in the effective use of Sierra software and related management reports. (2014-2016)

3. NFLS will work with OWLS to assure that OWLSnet will continue to provide assistance to staff of NFLS member libraries in troubleshooting problems with the use of OWLSnet services. (2014-2016)

4. NFLS will work with OWLS to assure that OWLSnet will continue to provide training to OWLSnet member libraries and to the Brown County Library in using CONTENTdm software to add digital collections to the InfoSoup Memory Project. (2014-2016)

5. NFLS and OWLSnet will continue using Go To Meeting, Go To Webinar, and LogMeIn for providing online programs, training, collaboration, and support to member libraries. (2014-2016)

6. NFLS will, upon request, assist member libraries with local library technology plans, technology related projects, and board policies related to technology issues. (2014-2016)

7. NFLS will assist member libraries with the development, maintenance, and hosting of local library websites. (2014-2016)

8. The NFLS Information Technology Coordinator will develop technology-related web pages and a technology blog to the NFLS website.

9. NFLS will update its website and add additional System and library-related content. (2014-2016)

10. NFLS will continue to provide individual training or consultation to staff of member libraries in the effective use of electronic information resources, computers, software, and other new technologies. (2014-2016)

11. NFLS will provide information and training to member librarians and their patrons in downloading and using the digital media available to NFLS member libraries via the Wisconsin Digital Library. (2014-2016)

Goal E: To engage in continuous study and planning in regard to library automation, resource sharing, accessibility and new technologies.

Objectives:

1.NFLS will encourage and support participation by its staff and member librarians in

activities to help them keep abreast of technological developments. (2014-2016)

2. NFLS will investigate and report on emerging and future technology roles and services that could be used by NFLS and or its member libraries. (2014-2016)

3. NFLS will work with OWLS to assure that OWLSnet will complete a new plan of service for OWLSnet. (2014)

3. NFLS will continue to assess the technology-related training needs of member librarians, and will develop training activities for member librarians. (2014-2016)

4. NFLS will work with member libraries to identify accessibility issues, and will help identify equipment and software that can be installed in member libraries to assist special needs patrons. (2014-2016)

5. NFLS will annually review this plan and make any necessary modifications as part of its annual planning process. Any revision to this plan will include an examination of the relevance of current goals and objectives and consideration of emerging needs and new technologies. (2014-2016)

6. NFLS will develop and adopt a new Technology and Resource Sharing Plan. (2016)

Technology Related Budget – NFLS 2014

The 2014 NFLS budget is divided into major program areas in order to provide the Division for Libraries, Technology, and Community Learning (DLTCL) of the Wisconsin Department of Public Instruction (DPI) with information that is required for the system annual report. Library Technology is one of the program areas that is identified for the report, and includes budget line items that directly support the activities and services that are outlined in this technology plan.

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| **Library Technology Program Area – 2014 Budget** | |
| |  |  | | --- | --- | | 6000 Salaries | $ 78,264.00 | | 6010 Fringe Benefits | $33,456.00 | |  |  | | 6110 Rent | $11,301.00 | | 6120 Telephone/Fax | $640.00 | | 6150 Supplies | $315.00 | | 6155 Information Technology | $1,033.00 | | 6170 Printing | $35.00 | | 6185 Equipment Repairs & Support | $120.00 | |  |  | | 6215 Staff Travel – Training & Tech Support | $3.750.00 | | 6220 OWLSnet User Group Travel - Members | $4,000.00 | | 6250 Memberships – NFLS & Libraries | $241.00 | | 6310 Cleaning & Maintenance | $675.00 | | 6348 Web & Technology Development | $7,500.00 | | 6350 OWLSnet Membership | $12,968.00 | | 6352 OWLSnet Membership – Member Libraries | $272,100.00 | | 6355 Shared Automation Project | $149,043.00 | | 6356 Telecommunications/Internet Access | $50,700.00 | | 6370 Online Databases | $40,000.00 | |  |  | | 6511 Office Equipment | $532.00 | | 6413 BCL RLA PC Mgmt. Maint. | $7,500 | | 6415 BCL RLA Technology Supp. | $25,000.00 | |  |  | | Total | $699,173.00 | |  |

**6000. Salaries.** This account covers the expense of staff salaries.

**6010. Fringe Benefits.** This account funds our health, dental and life insurance programs, Wisconsin Retirement Fund, Income Continuation Insurance, as well as the employer’s share of social security.

**6110. Rent.** This account pays for space including utilities on the third floor of the Brown County Library to house the NFLS office. This account also pays for rental of parking space from local businesses.

**6120. Telephone/Fax.** This account pays for telephone service used by NFLS staff, as well as the Interloan OCLC line, fax line and cellular service.

**6150. Supplies.** This account pays for all the general office supplies used by System staff.

**6155. Information Technology.** This account is used to purchase new and/or upgrade computer software, server expense and annual costs to support GoToWebinar access.

**6170. Printing.** This account pays for all printing of NFLS letterhead, envelopes, interloan and delivery forms and general printing of documents, continuing education and board materials, where photocopying is not cost efficient; printing of generic bookmarks available to all libraries.

**6185. Equipment Repairs and Support.** This account pays for the maintenance of the copy machine and for general accounting software support, as well as repairs and maintenance of computers and general office equipment. As we do not purchase maintenance contracts for anything except the copy machine, funds from this account will be expended as needed.

**6215. Staff Travel-Training/Technology Support.** This account pays for travel costs for NFLS staff to visit libraries in NFLS to do on-site training, as well as travel for technology related support.

**6220. OWLSnet User Group-Members.** This account pays for travel of NFLS librarians to Administrative Advisory Committee (AAC) and special user group meetings.

**6250. Memberships – NFLS & Libraries.** This account pays the membership fee for the System in the Wisconsin Library Association. This account also pays for the membership in Northeast Wisconsin Intertype Libraries (NEWIL), a multitype library consortium, for all its member libraries as well as for NFLS.

**6310. Cleaning/Maintenance.** This account pays for weekly cleaning of the System space, as well as general maintenance and annual carpet cleaning.

**6348. Web & Technology Development**. This account will provide web service support and technology development for member libraries.

**6350. OWLSnet Membership**. This account pays the annual membership fee for the Nicolet Federated Library System office, including Interlibrary Loan.

**6352. OWLSnet Member Library Membership.** This account is an “in and out” account. NFLS acts as the fiscal agent for the collection of OWLSnet membership fees from NFLS member libraries. NFLS pays one lump sum to the Outagamie Waupaca Library System (OWLS) for the OWLSnet membership.

**6355. Shared Automation Project.** This account will be used to maintain an equitable partnership with OWLS for automation.

**6356. Telecommunications/Internet Access.** This account provides for a portion of the telecommunications and Internet access costs for NFLS member libraries through OWLSnet.

**6370. Online Databases.** The funds in this account are used to purchase online resources on behalf of our libraries and the public they serve. The total cost of all databases is projected to be $82,505. Of that amount, $28,600 is funded by a Technology federal LSTA grant. The amount budgeted from state aid is $53,905.

**6511. Office Equipment.**  The funds in this account will pay for equipment such as personal computers and other office equipment. NFLS continues the ongoing process of upgrading staff computers on a regular basis.

**6413. BCL RLA PC Mgmt. Software Maintenance.** This account will cover the annual fee to maintain PC management software for the Brown County Library.

**6415. Virtual Library Development.**  This account provides NFLS’s share for participation in the Wisconsin Digital Library pool.

Budget – OWLSnet

The participating member libraries and systems provide the bulk of the funding for technology and resource sharing activities within OWLSnet. The following 2013 budget information from OWLS provides an example of the revenue that OWLS will use and the expenditures that OWLS will make to accomplish the technology and resource sharing activities described in this plan for OWLSnet.

|  |  |
| --- | --- |
| **2013 Budgeted Income by Source** |  |
| 2013 State Aid | $269,549 |
| Federal LSTA | $22,513 |
| Local and County | $6,000 |
| Contracts |  |
| OWLS Member Libraries | $317,330 |
| NFLS Member Libraries | $280,050 |
| Nicolet Federated Library System | $260,046 |
|  |  |
| Total Income | $1,155,488 |

The majority of activities contained in this plan that are related to the OWLSnet Consortium, are financed from the OWLS Technology-Reference-Interloan program budget. The OWLSnet subprogram includes activities involved in operating the OWLSnet shared automation consortium. The following is the 2013 budget for the OWLSnet program.

|  |  |
| --- | --- |
| **Technology-Reference-Interloan: OWLSnet** | |
| |  |  | | --- | --- | | 300-05 Salaries | $358,235.00 | | 301-05 Payroll Taxes | $27,400.00 | | 302-05 Fringe Benefits | $112,324.00 | | 305-05 Facilities | $7,000.00 | | 311-05 Telephone | $3,000.00 | | 312-05 Supplies | $5,000.00 | | 313-05 Telecommunications | $100,000.00 | | 314-05 Borrowers' Card Supplies | $6,500.00 | | 315-05 Printing & Promotion | $4,200.00 | | 320-05 Microcomputer Equip. | $4,000.00 | | 321-05 Microcomputer Repair | $1,000.00 | | 325-05 Meeting and Travel | $7,000.00 | | 326-05 Training/Consulting | $2,000.00 | | 330-05 Software | $12,000.00 | | 340-05 Resource Library | $21,000.00 | | 342-05 Online Databases | $35,000.00 | | 343-05 Internet Access | $22,900.00 | | 345-05 OCLC Charges | $85,000.00 | | 348-05 Digitization | $3,500.00 | | 349-05 Enhanced Content | $45,000.00 | | 350-05 System Development | $0.00 | | 352-05 System Hardware | $9,000.00 | | 353-05 Network Hardware | $5,000.00 | | 354-05 System Maintenance | $130,000.00 | |  |  | | Subtotal | $1,006,059.00 | |  |  | |  |

Salaries, Payroll Taxes, Fringe Benefits: Included are the costs for approximately 7.4 FTE’s. Currently, twelve employees spend some of their time in this program: six professional employees and six support staff employees.

Facilities: 20% of OWLS rent and utilities is allocated to the OWLSnet program.

Telephone: This budget contains the costs for the telephone lines used by the automation staff.

Supplies: This includes everything from receipt paper to connectors for the ends of cables. Items like surge suppressors and printer cables get charged to this account.

Telecommunications: This budget pays for connecting remote sites to the OWLSnet WAN and connecting OWLSnet to the Internet.

Borrowers' Card Supplies: OWLSnet members are provided with borrowers’ cards, patron barcodes, and barcode covers.

Printing and Promotions: Members are provided with a variety of printed and promotional items.

Computer Equipment: This budget is for PCs and peripherals for OWLSnet staff.

PC Repair: This budget is used to upgrade or repair components on OWLSnet staff computers.

Meeting and Travel: This budget covers the cost of travel to remote sites by OWLSnet staff. This account is also used to pay expenses for OWLSnet staff to attend ILS-related meetings or conferences.

Training/Consulting: This budget covers training or consulting from technology vendors.

Software: This budget is for miscellaneous software needed for OWLSnet staff PCs or for software provided to OWLSnet member libraries for their PCs.

Resource Library: Appleton Public Library serves as the resource library for all OWLSnet member libraries, including libraries in the OWLS and NFLS systems. This particular line item is used to purchase materials that enhance APL’s ability to serve as a resource for the network.

Online Databases: These funds are used to pay for the subscription-based electronic resources that are available to libraries in both OWLS and NFLS.

Internet Access: This budget pays for Internet service for all OWLSnet libraries.

OCLC Charges: This budget is for various OCLC costs related to cataloging and resource sharing.

Enhanced Content: This budget is for enhanced content for InfoSoup, (e.g., cover art, reviews, booklists, etc.) and digital materials.

System Development: This line includes expenditures for projects undertaken to further develop the network. Often this budget is used to purchase additional modules from the ILS vendor. The amount varies significantly from year to year depending upon annual objectives.

System Hardware: This budget is used to buy major hardware items, primarily servers, for the central computer room. The amount varies significantly from year to year depending upon annual objectives.

Network Hardware: This budget is used to buy equipment for the network infrastructure (e.g., routers, switches, firewalls) that may be placed in the central computer room or at libraries.

System Maintenance: The biggest chunk of this budget is to pay Innovative Interfaces for software maintenance. The remainder of the funds are used to pay for maintenance on servers, software, switches, routers, wireless access controllers, wireless access points and other miscellaneous equipment.

**Appendix A – NFLS Member Libraries**

* **Algoma Public Library**

406 Fremont Street

Algoma, WI 54201-1399

* **Brown County Library**

Central Library

515 Pine Street

Green Bay, WI 54301-5194

Ashwaubenon Branch

1060 Orland Drive

Green Bay, WI 54304-4323

Denmark Branch

450 North Wall Street

Denmark, WI 54208

Kress Family Branch

333 North Broadway

De Pere, WI 54115-2203

East Branch

2255 Main Street

Green Bay, WI 54302-3743

Pulaski Branch

P.O. Box 407

Pulaski, WI 54162

Southwest Branch

974 Ninth Street

Green Bay, WI 54304-3498

Weyers-Hilliard Branch

2680 Riverview Drive

Green Bay, WI 54313

Wrightstown Branch

529 Main Street, P.O. Box 96

Wrightstown, WI 54180-0096

* **Door County Library**

107 South Fourth Avenue

Sturgeon Bay, WI 54235-2296

Egg Harbor Library

Hwy. 42 – Community Center,

P. O. Box 207

Egg Harbor, WI 54209-0207

Ephraim Library

Hwy. 42 – P.O. Box 150

Ephraim, WI 54211-0150

Fish Creek Library

4097 Main Street, P.O. Box 7

Fish Creek, WI 54212

Forestville Library

123 Hwy. 42 South – P.O. Box 308

Forestville, WI 54213-0308

Sister Bay/Liberty Grove Library

2323 Mill Road

Sister Bay, WI 54234

Washington Island Library

Main at Lakeview Rd., Rt. 1, Box 3

Washington, Island, WI 54246-9703

* **Florence County Library**

400 Olive Avenue, P.O. Box 440

Florence, WI 54121-0440

* **Gillett Public Library**

200 East Main Street, P.O. Box 109

Gillett, WI 54124-0109

* **Kewaunee Public Library**

822 Juneau Street

Kewaunee, WI 54216-1220

* **Lakes Country Public Library**

15235 Hwy. 32, P.O. Box 220

Lakewood, WI 54138-0220

* **Lena Public Library**

200 East Main Street, P.O. Box 179

Lena, WI 54139-0179

* **Marinette County Consolidated Library Service**

Stephenson Public Library

1700 Hall Avenue

Marinette, WI 54143-1798

Coleman-Pound Branch Library

123 West Main Street. P.O. Box 262

Coleman, WI 54112-0262

Crivitz Area Branch Library

606 Louisa Street, P.O. Box 100

Crivitz, WI 54114-0100

Goodman-Dunbar Branch Library

No. 1 Falcon Crest, P.O. Box 160

Goodman, WI 54125-0160

Niagara Branch Public Library

1029 Roosevelt Road, P.O. Box 108

Niagara, WI 54151-1417

Peshtigo Branch Library

331 French Street, P.O. Box 155

Peshtigo, WI 54157-0155

Wausaukee Branch Library

911 Cedar Street, P.O. Box 139

Wausaukee, WI 54177-0139

* **Menominee Tribal/County Library**

N172 Hwy. 47/55 P.O. Box 1179

Keshena, WI 54135

* **Shawano City-County Library**

128 South Sawyer Street

Shawano, WI 54166-2496

Birnamwood Branch Library

337 Main Street

Birnamwood, WI 54414-9259

Bonduel Branch Library

125 North Washington St.

P.O. Box 687

Bonduel, WI 54107-0687

Mattoon-Hutchins Community Lib.

311 State Ave., P.O. Box 266

Mattoon, WI 54450-0266

Tigerton Branch Library

221 Birch Street, P.O. Box 166

Tigerton, WI 54486-0166

Wittenberg Branch Library

803 Cherry Street, P.O. Box 295

Wittenberg, WI 54490-0295

**Appendix B – List of OWLS Member Libraries**

The following is the list of OWLS member libraries that are also in the OWLSnet consortium.

* Appleton Public Library 225 North Oneida Street,

Appleton, WI 54911

* Black Creek Village Library 507 S. Maple Street,

Black Creek, WI 54106

* Clintonville Public Library 75 Hemlock Street,

Clintonville, WI 54929

* Neuschafer Community Library 317 Wolf River Drive,

Fremont, WI 54940

* Hortonville Public Library 102 W. Main Street,

Hortonville , WI 54944

* Iola Village Library 180 South Main Street,

Iola, WI 54945

* Kaukauna Public Library

111 Main Avenue,

Kaukauna, WI 54130

* Kimberly-Little Chute Public Library

James J. Siebers Memorial Library 515 W. Kimberly Ave,

Kimberly, WI 54136

Gerard H. Van Hoof Library 625 Grand Avenue,

Little Chute, WI 54140

* Sturm Memorial Library 130 North Bridge Street,

Manawa, WI 54949

* Marion Public Library 120 N. Main Street,

Marion, WI 54950

* New London Public Library 406 S. Pearl Street,

New London, WI 54961

* Scandinavia Public Library 349 Main St., P.O. Box 117, Scandinavia, WI 54977
* Muehl Public Library 436 N. Main Street,

Seymour, WI 54165

* Shiocton Public Library W7740 Pine Street,

Shiocton, WO 54170

* Waupaca Area Public Library 107 S. Main Street,

Waupaca, WI 54981

* Weyauwega Public Library 301 S. Mill Street,

Weyauwega, WI 54983

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