Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2009**
PI-2446 (Rev. 08-08)

INSTRUCTIONS: Complete and submit by **October 15, 2008**, to:

**WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: AL ZIMMERMAN
DIVISION FOR LIBRARIES, TECHNOLOGY, AND
     COMMUNITY LEARNING
P.O. BOX 7841
MADISON, WI 53707-7841**

	GENERAL INFORMATION	

Library System

Outagamie Waupaca Library System

Describe demographic, economic, and other facts about your system that influenced the development of this and other system plans.

Nine of the system's sixteen member libraries are located in communities of fewer than 3000 people; eight of those nine are in communities of fewer than 2000 people. Four libraries serve communities whose population is between 3000 and 8000. Kaukauna and Kimberly/Little Chute libraries have community populations of 14,730 and 17,409, respectively. Appleton Public Library has the largest municipal population in the system area, i.e., 72,158 people.

While the diversity within the area's population is still relatively small in raw numbers, the system is seeing significant growth in the Hispanic community. Data from the 2000 census indicates that the Hispanic or Latino population in Wisconsin more than doubled from 1990 to 2000, and the pace of growth of the Hispanic population is faster in Wisconsin than in the U.S. as a whole. The percent of change in Outagamie County was 225%, placing it tenth among the state's counties. The percent of growth in Waupaca County was 76%, still a substantial increase. The Asian population in Outagamie County, especially in Appleton and Kaukauna, constitutes between 2% and 5% of the total population.

OWLS libraries provide a high volume of service to patrons living outside of the municipalities that operate the libraries. For example, OWLS libraries loaned over 1,373,500 items to non-residents in 2007. Approximately 43% of OWLS area residents live in jurisdictions without local libraries, i.e., 41% of Outagamie County residents and 57% of Waupaca County residents.

Several libraries are located near the boundaries of the system, and more people tend to come into the system area to use libraries than to go out of the area. The geography of the system area affects the use of libraries in other ways. No library is more than 1-1/2 hours from any other library in the system, and several are located only minutes from each other. Consequently, many residents of the system area use more than one library. A significant amount of crossover (inter-municipal) borrowing takes place in the system (c. 162,000 circulations in 2007).

OWLS is one of the smaller of the seventeen systems in Wisconsin. In 2007, OWLS ranked eleventh in total population and eleventh in state aid received. More than half of the systems include more counties than OWLS. The table below compares composite measures from OWLS and its member libraries with those of other systems. Predictably, the system ranks near its population ranking (11th) on the raw data for some of the measures. Adjusting for population by using per capita comparisons, the system generally ranks higher than eleventh.

Comparison of Selected Composite Measures from 2007 Wisconsin Library Service Record

Measure	OWLS				Statewide
	Raw Data	Rank	Per Capita	Rank	Per Capita
Total Service Population	237,720	11			
Square Footage of Library Space	203,121	11	0.85	11	0.87
Annual Hours Open	41,803	13	0.18	11	0.19
Book & Serial Volumes Added	61,618	10	0.26	9	0.26
Book & Serial Volumes Owned	857,107	11	3.61	8	3.50
Audio Materials (*per 1,000 pop.)	53,003	9	222.96*	8	223.57*
Video Materials (*per 1,000 pop.)	71,760	8	301.87*	6	271.76*
Circulation	2,918,152	8	12.28	5	10.60
Interlibrary Items Loaned	411,747	5	1.73	3	1.28
Interlibrary Items Borrowed	382,152	6	1.61	3	1.27
Reference Transactions	200,065	8	0.84	9	0.79
Library Visits	1,464,798	10	6.16	4	5.89
Library Programs	3,047	10	0.013	5	0.012
Library Program Attendance	92,139	8	0.39	1	0.30
Public Use Computers (*per 1,000 pop.)	187	13	0.79*	16	0.98
Public Internet PCs (*per 1,000 pop.)	147	13	0.62*	15	0.78
Total Non-Resident Circulation	1,373,588	6	5.78	1	3.58
Non-Resident Circulation % of Total Circ	47.07%	2			
County N-R Circ. – Patrons with Libraries	147,556	8	0.62	7	0.88
County N-R Circ. – Patrons without Libs.	866,036	4	3.64	2	2.08
Total County Non-Resident Circulation	1,013,592	6	4.26	3	2.96
Adjacent Intersystem N-R Circ. – with Libs.	126,669	1	0.53	1	0.11
Adjacent Intersystem N-R Circ. –w/o Libs.	171,869	1	0.72	1	0.17
Intersystem Non-Resident Circulation	312,291	1	1.31	1	0.31
Staff FTE - MLS Librn. (*per 1,000 pop.)	26.52	8	0.11*	9	0.12*
Total Staff FTE (*per 1,000 pop.)	139.3	10	0.59*	9	0.57*
Total Library Income (All Sources)	$10,172,786	11	$42.79	8	$41.87
Personnel Expenditures	$6,565,376	10	$27.62	8	$27.06
Materials Expenditures - Total	$1,148,308	9	$4.83	7	$4.45
Total Operating Expenditures	$9,307,834	10	$39.15	8	$38.24
Average Resident Support			$46.25	2	$37.96
Average Resident Tax Rate	0.850	4			0.510
Average Non-Resident Support			$18.20	12	$22.09
Average Non-Resident Tax Rate	0.219	10			0.226
Overall Average Support			$34.40	8	$33.75
Overall Average Tax Rate	0.518	5			0.418

GENERAL INFORMATION

Several of the measures are striking, particularly those related to the use of system libraries by non-residents. On a per capita basis, OWLS libraries lend more items to non-residents than do libraries in any other system, and circulation to county residents living outside of communities with libraries is second highest in the state. OWLS libraries provide significantly more service to residents of other systems than libraries in any other system. In fact, OWLS libraries provide 18% of all the intersystem non-resident circulation in the state.

OWLS libraries circulate a high number of items, ranking fifth in the number of items circulated per capita. The libraries continue to engage in high levels of resource sharing; the number of items loaned to and borrowed from other libraries is among the highest in the state. It is also clear that OWLS libraries experience a high volume of traffic, i.e., they have lots of people coming through their doors. The number of visits per capita is forth highest among systems in the state, and the number of programs attended per capita is first.

It is also striking that OWLS libraries continue to rank very low in the number of public computers (16th per capita) and the number public computers connected to the Internet (15th per capita).

It is interesting to note that while OWLS ranks eighth in total income per capita and total operating expenditures per capita, OWLS ranks second in per capita support by residents of municipalities with libraries and twelfth in non-resident support. Clearly, residents of the library communities are paying a larger share of the cost of library service and are subsidizing the use of their libraries by non-residents. The disparity in per capita funding support between residents and non-residents ($28.05) is the 3rd largest in the state. The state average difference in per capita funding between residents and non-residents is only $15.87. This gap is decreasing statewide, but it continues to increase within OWLS.

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

The development of the 2009 system plan builds upon previous planning activities and previous plans. Many of the most significant system needs and problems do not change dramatically from year to year. Consequently, the challenge in planning is to find new and useful perspectives that are productive in addressing ongoing issues.

Tension between competing values and circumstances is inherent in the nature of public library systems, and the tension surrounding these competing values and circumstances continually informs system planning.

- The most basic tension is that between the demand for system services and the resources available to provide them. As OWLS continues to develop and improve the level of services it provides to member libraries and their patrons, expectations are also raised about the services the system will provide in the future. Unfortunately, neither sufficient staff nor financial resources are available for the system to address all of the service needs it has identified.
- A tension that regularly occurs within OWLS is that between the system's role of providing leadership to the libraries in developing new technologies and services and its role of providing responsive customer service, i.e., doing what the member libraries want the system to do. Again, because of limited resources, the system must make difficult decisions in order to maintain an optimal balance between leading the libraries in new directions and increasing more traditional services.
- A interesting technology-related tension exists between the desire of some staff and patrons to implement new technologies and the ability of all library staff to adapt to continual changes. The system strives to find the proper balance between the demand for new technologies and the ability to implement such changes. It is a priority for the system to improve the information and training required to successfully implement technology changes.

- Perhaps the most difficult tension for systems is between the autonomy of local libraries and the need to collaborate effectively in a system or consortium environment. While OWLS supports local library autonomy, in a system or consortium environment local libraries must recognize that local decisions often affect other libraries. While systems cannot and should not try to dictate local library decisions, member libraries should not make independent decisions that might force neighboring libraries to change their policies or practices. Determining what should be a local library decision and what should be a system decision can be difficult and sometimes disagreeable.
- Finally, there is an inherent tension in the structure of public library systems because systems have so many different constituencies, e.g., counties, public libraries, non-public libraries, DPI, municipalities without libraries. For example, OWLS is a joint agency of Outagamie and Waupaca Counties, but it is also an advocate for its member libraries in county library planning and funding decisions. Attempting to keep the proper balance between the varying interests of constituents is a challenging task.

A number of 2009 issues and priorities are described below.

Technology Services

OWLS Technology and Resource Sharing Plan: 2007-2010 and *OWLSnet Plan: 2007-2010* contain extensive detail regarding technology service goals, objectives, and activities. The priorities contained in these plans continue to be priorities in the 2009 System Plan, and they are summarized below:

- Supporting member library use of technology including providing training to library staff, supporting library PCs, assisting libraries with the development of electronic content, and implementing new services requested by member libraries when feasible.
- Developing and enhancing technology-based services and resources including enhancing InfoSoup to make it more helpful for library patrons, continuing to enhance functions of the Millennium integrated library system, and continuing to provide and evaluate subscription-based electronic resources for libraries and patrons.
- Maintaining the OWLSnet network infrastructure by securing adequate wide area network and Internet bandwidth to meet library needs, maintaining and updating network equipment, and implementing appropriate security measures.
- Optimizing the governance and operation of OWLSnet by codifying membership requirements, policies, and procedures, orienting new library directors regarding the responsibilities of membership, and improving the effectiveness of meetings. It is also a priority for the System to encourage the standardization of policies, procedures, and practices among network libraries.

The most significant technology-related priority is to work with NFLS and Brown County Library to determine the feasibility of Brown County Library joining OWLSnet. Issues in three different areas will need to be adequately addressed before Brown County Library can join OWLSnet: policies and procedures, financial arrangements, and resource sharing arrangements. While significant progress has been made in these areas, there is more to discussed and resolved before it would make sense for Brown County Library to join OWLSnet.
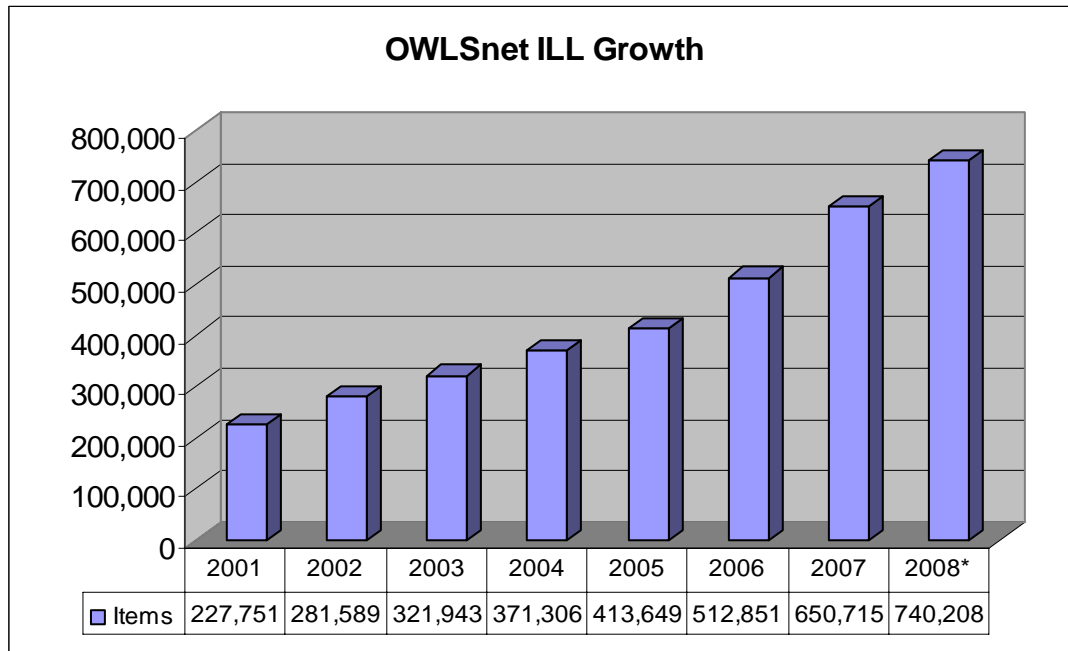
Resource Sharing and Delivery

OWLSnet has continued to experience explosive growth in the volume of resource sharing. This year the number of items traveling among the libraries in the shared automation network will exceed 740,000, up from 650,715 items in 2007. This rapidly increasing delivery volume has increased the staff time needed for handling materials at the systems and at member libraries.

OWLSnet ILL Growth

	2001	2002	2003	2004	2005	2006	2007	2008*
Items	227,751	281,589	321,943	371,306	413,649	512,851	650,715	740,208

*Estimate based on January through September activity

This rate of growth is not sustainable for much longer because neither the system nor its member libraries have sufficient resources to handle such growth. In addition to the problem of increasing volume, increasing fuel prices is making delivery a very costly service for the system. A priority for 2009 will be to investigate and implement options for reducing the growth in resource sharing. The possibility of Brown County Library joining OWLSnet makes it imperative to implement any resource sharing changes as soon as possible.

Funding Inequities

Addressing county and intersystem funding inequities continues to be a priority for OWLS. This task is a difficult one for two reasons. First, OWLS libraries provide a high volume of service to non-residents. In eleven of OWLS sixteen member libraries, over 50% of circulation is to non-residents. Non-resident circulation at member libraries ranges from 38% to 68% of total circulation. Second, OWLS libraries circulate more items to people living outside of the system area than do the libraries in any other system. It is difficult to address equity issues with jurisdictions outside of the system, especially counties operating consolidated public libraries. Counties with consolidated public libraries are not required to compensate municipal libraries in adjacent counties even if a library is located in a municipality that lies partly in the county with the consolidated public library.

GENERAL INFORMATION

Outagamie and Waupaca Counties have paid significantly less for library service than have the municipalities operating the libraries. New county plans were adopted by both counties in 2004. The plans include the goal of working toward reimbursing municipal libraries at 100% of their costs. However, it has been difficult for the counties to make progress at moving toward 100% funding. Rapidly increasing county use at a time of tight county budgets has resulted in lower than desired funding percentages. 2009 funding levels in Outagamie and Waupaca Counties will be at 80.0% and 83.0%, respectively, of their county funding formulas. Both counties will update their County Library Service Plans in 2009, and a priority will be to investigate a funding methodology that will move toward 100% funding at a faster pace than the current methodology.

Good progress has been made toward addressing intersystem equity concerns. In late 2004, OWLS renegotiated its intersystem on-site borrowing agreement with the Nicolet Federated Library System (NFLS). Beginning in 2005, NFLS started paying OWLS for the imbalance in service that occurs between the two systems, primarily as a result of the Marion and Clintonville libraries providing high levels of service to Shawano County residents. Calumet County continues to do a commendable job of compensating OWLS libraries for providing service to residents of the County under the intersystem agreement between OWLS and the Manitowoc Calumet Library System. OWLS libraries and libraries in neighboring systems have elected not to implement the provisions of Act 420. There is an agreement among all of the parties that equity is better addressed by current intersystem agreements than it would be by implementing Act 420. OWLS will continue to monitor this situation and work with member libraries and adjacent library systems to determine the most effective methods for achieving equity in library services between systems, counties, and libraries.

Financial Position

The system's financial position has remained healthy, but this could certainly change in the next few years. State aid will comprise about 40% of OWLS 2009 operating budget. State funding beyond 2009 will not be known until the state adopts its next biennial budget. If funding to public library systems should be cut in the next state budget, it will be difficult for OWLS to continue to develop programs and services.

In 2009, nearly half of OWLS operating budget will come from fees paid for services by libraries. Because OWLS budget is so dependent upon fees for services, the ability to continue providing current services will be threatened if local budget cuts affect the ability of member libraries to pay their fees. Given the state-imposed tax freeze and the dire state of the economy, local libraries are likely to face funding difficulties during the next few years, and this could have a serious impact on OWLS.

Because OWLS current financial position is healthy, no major reductions in services are planned for 2009. The emphasis will be on continuing to offer a strong program of services to member libraries as efficiently and effectively as possible. The system will continue to look for ways to streamline service delivery and reduce costs, and, of course, it will continue to monitor conditions and be prepared to respond rapidly should changes be necessary.

GENERAL INFORMATION

Describe the planning environment and process under which this and other system plans were developed. (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

As usual, this year's plan reflects input from a variety of sources. The OWLS professional staff met throughout the year to discuss issues important to the future of the system. The professional staff also met individually with staff from Appleton Public Library, Nicolet Federated Library System, and member libraries on many occasions. OWLS Director met with his counterparts at Appleton Public Library and NFLS.

OWLS conducted two meetings with member library directors in 2008 (April 11 and August 15). A significant part of each meeting was devoted specifically to discussing issues facing the system and its libraries in 2008, 2009 and beyond. Three Brown Bag Lunch Meetings were held to give OWLS children's librarians an opportunity to share with each other and with system representatives. The Administrative Advisory Committee of OWLSnet met four times during the year. Input from the directors, children's librarians, and AAC meetings was considered in the development of the plan.

The 2009 plan has also been shaped by technology planning that occurred previously. In June 2007, OWLS adopted a technology plan, *OWLS Technology and Resource Sharing Plan: 2007-2010*, and in July 2007 an *OWLSnet Plan: 2007-2010* was adopted.

Perhaps most importantly, the OWLS Board met monthly, holding a number of discussions and taking a variety of actions that contributed to the development of this plan.

Finally, the draft Plan was distributed to member library directors and Fox Valley Library Council member libraries for their comments, and their comments were incorporated into the Plan before adoption by the OWLS Board.

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 **2009**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

S.43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

☒ (a) Written agreements to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library, except for the group programming preference authorized under s. 43.15 (4) (c) 4., and to provide for the interlibrary loan of materials among all participating public libraries, as evidenced by agreements with those libraries.

☒ A copy of the agreement with a list of all members signing it will be provided to the division by January 15.

Resource Library Agreement

☒ (b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

☒ A signed copy of the resource library agreement will be provided to the division by January 15.

ASSURANCES

Reference Referral and Interlibrary Loan

☒ S.43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

List ongoing activities related to this requirement.

OWLS will continue to maintain a shared database of member library bibliographic records and holdings. The majority of all interlibrary loan transactions occur between libraries using the OWLSnet shared automation system.

OWLS will continue to compensate significant ILL net lenders.

OWLS, in cooperation with Nicolet Federated Library System, will continue to provide OWLSnet members with access to electronic resources including Opposing Viewpoints, Biography Resource Center, Literature Resource Center, Ancestry Library Edition, Heritage Quest, Tell Me More, WorldCat, and BadgerCat.

OWLS, with support from Appleton Public Library, will continue to provide OWLS member libraries with a subscription to the full-text version of the Appleton Post Crescent, which is available from NewsBank.

OWLS will continue to provide its member libraries with access to Learning Express Library.

OWLSnet holdings will continue to be included in Open WorldCat.

OWLS will continue to contract with Nicolet Federated Library System to serve as the interlibrary loan clearinghouse for all OWLS libraries.

OWLS and NFLS will continue to monitor the sharing of costs associated with NFLS serving as the interlibrary loan clearinghouse for OWLS libraries.

OWLS and its member libraries will continue to participate in the Fox Valley Library Council (FVLC) in order to facilitate resource sharing with other types of libraries in the FVLC area.

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

OWLS and NFLS will monitor and make recommendations for addressing any resource sharing inequities that may emerge between systems or between member libraries (e.g., changes in library automation system parameters, purchase of high demand materials, changes in fee structure).

OWLS and NFLS will continue to work with Brown County Library to assess the feasibility of Brown County Library joining OWLSnet and the potential impact of Brown County Library membership in OWLSnet on interlibrary loan.

OWLS and NFLS will negotiate an intersystem resource sharing agreement that will be implemented should Brown County Library join OWLSnet.

ASSURANCES

Inservice Training

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

List ongoing activities related to this requirement.

OWLS will offer an appropriate schedule of CE workshops and training classes on topics of interest to librarians, staff, and trustees of member and area libraries.

OWLS will continue to pursue collaborations with other organizations, particularly neighboring library systems, to provide continuing education workshops.

OWLS will continue to provide group training, individual training, or consultation to staff of member libraries in the effective use of electronic information resources, computers, software, and other new technologies.

OWLS will continue to provide information to its member libraries about additional sources for continuing education and training.

OWLS will continue to provide scholarships for librarians, staff, and trustees to attend workshops and conferences, including one or two national conference scholarships.

OWLS will continue to cooperate with Winnefox Library System to produce a quarterly educational newsletter for library trustees.

OWLS will continue to maintain a calendar of CE events and training sessions on the web.

OWLS will continue to validate and maintain librarian certification records.

OWLS will continue using OPAL (Online Programming for All Libraries) to host online meetings and provide online training to member libraries.

OWLS will continue collaborating with South Central Library System and Winnefox Library System to provide Play Dates (Project Play) to interested staff of member libraries in all three systems.

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

OWLS will produce brief online tutorials to instruct member library staff in using online and computer resources.

OWLS will investigate using Go To Meeting or Go To Webinar to provide computer training to staff of OWLS and OWLSnet libraries.

ASSURANCES

Delivery and Communication

☒   S. 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement.

OWLS will continue to contract with Waltco, Inc. to provide five-day-a-week delivery service to all member libraries.

OWLS will continue to participate in the statewide delivery service provided by the South Central Library System.

OWLS will continue to provide email accounts and support to staff of all member libraries.

OWLS will continue to utilize email and web postings as its primary methods for rapidly disseminating information to member libraries. In addition to traditional email messages, OWLS will regularly send html email newsletters (e.g., Carpe Hootem) to selected groups of librarians and will post information on web sites in blog format when appropriate.

OWLS will continue to rely on OWLSweb.info and OWLSnet.info, the system web sites, to provide a rich variety of relevant content and links helpful to library staff and trustees.

OWLS will continue to provide web hosting services to facilitate the electronic delivery of information from member libraries to their constituents.

OWLS will continue to use online calendar software to share information about continuing education, training opportunities, and staff activities. In addition, OWLS will continue to provide or will facilitate the use of calendar software by OWLS libraries for them to disseminate information to their staffs and publics.

OWLS staff will continue assisting member libraries with posting electronic content contained in local databases on their web sites.

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

OWLS will work with Appleton Public Library to establish a methodology for member libraries to make digital resources available to the public via OWLS CONTENTdm license.

OWLS will convert member library websites hosted by OWLS to the Drupal content management platform and will provide training to member library staff on maintaining their sites in Drupal.

OWLS will encourage and train member library staff to use Google Reader in order to stay current with information posted by the system.

OWLS will continue to monitor delivery volume and plan any necessary adjustments or modifications to the delivery service. Delivery volume will eventually exceed OWLS ability to pay for delivery service, due to the rapidly increasing volume of interlibrary loan.

ASSURANCES

Service Agreements

☒ S.43.24(2)(g) Service agreements with all adjacent library systems

☒ A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.

Other Types of Libraries

☒ S.43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.

☒ Other types of libraries in the system area have had an opportunity to review and comment on the plan.

Library Technology and Resource Sharing Plan

☒ S.43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

☒ Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.

☒ A copy of the written plan, including any revisions and amendments, for library technology and resource sharing is attached to this document or is on file with the division.

Professional Consultation

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

List ongoing activities related to this requirement.

OWLS will continue to provide professional consultant services in a variety of areas including public library administration and finance, library automation, technical services, computer selection and use, web site development, staff development, planning and evaluation, collection development, special needs, and legal issues.

OWLS will continue to provide consulting using a variety of methods: by visits to the member libraries, by meetings held with individuals at the system office, through email and telephone consultation, through interactive computer sessions, and through specially-developed resources on the system's web site, e.g., "Links for Libraries."

OWLS will continue to facilitate the sharing of professional information among system and member library staff by holding regular meetings of staff with similar interests, e.g., brown bag lunch meetings for children and young adult staff, webmeisters meetings, readers' advisory group meetings, directors meetings.

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

OWLS will increase its use of Go To Meeting to provide consulting assistance to member library staff.

Services to Users With Special Needs

☒ S.43.24(2)(k) Promotion and facilitation of library service to users with special needs.

List ongoing activities related to this requirement.

OWLS will continue to actively support the work of the Fox Valley Literacy Coalition. The system will continue to support their work by providing grants and services such as printing and use of mailing facilities.

ASSURANCES

OWLS will continue to provide its member libraries with access to Learning Express Library, including GED practice tests and a Spanish language interface to many tests.

OWLS will continue to support the Spanish language interface to InfoSoup.

OWLS and NFLS will continue to make the online language learning program, Tell Me More, available to agencies and residents of both systems.

OWLS and NFLS will continue to work with collaborating libraries and agencies to provide assistance to non-English speakers in learning English by making computers and Rosetta Stone language software available to them.

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

OWLS and NFLS will survey member libraries and patrons regarding their use of Tell Me More software in order to determine if the subscription to this software should be continued in future years.

Other Service Programs

> S.43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

> List each "other" service programs individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Youth Services

List ongoing activities related to this requirement.

OWLS will continue to contract with the Waupaca Area Public Library for their Youth Librarian to serve as the system's Youth Services Liaison.

OWLS will continue to provide Children's Services News, a blog of news and information about children's services from the Youth Services Liaison.

OWLS will continue to facilitate the interaction of children's librarians at 4 to 6 brown bag lunch meetings each year.

OWLS will continue to provide supplementary materials in support of member library summer library programs. In addition, OWLS will purchase a limited amount of the Collaborative SLP materials for member libraries from Upstart.

OWLS will provide financial support for the purchase of books to be used as SLP prizes by member libraries.

OWLS will continue to offer grants for summer library program performers.

OWLS will continue to develop and post summer library program web sites.

ASSURANCES

OWLS will continue to fund a collection of large-format picture books (Big Books) for the exclusive use of librarians in their children's programming.

OWLS will make gaming stations, including necessary hardware and software, available to member libraries for young adult and/or youth programming.

Public Information and Promotion

List ongoing activities related to this requirement.

OWLS will continue to provide design and printing services for member libraries and system programs, including bookmarks, resource lists, brochures, signs, forms, and buttons. Member libraries will continue to receive these services for a nominal cost.

OWLS will seek to ensure that all the member libraries, especially those with new directors, are aware of the full range of services available to them in this program.

OWLS will continue to support the statewide library awareness campaign being conducted by the Wisconsin Library Association Foundation.

OWLS and NFLS will continue to provide bookmarks and book bags to OWLSnet member libraries to promote the use of InfoSoup.

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

OWLS Graphic Arts Specialist will design an identity package for OWLS using the new OWLS logo.

OWLS will investigate the feasibility of obtaining a higher quality color copier to facilitate the production of color jobs for member libraries.

| | **ASSURANCES** | |

Administration

☒   The system will not expend more than 20 percent of the state aid projected to be received in the plan year for administration.

☒   The 2008 system audit will be submitted to the division no later than September 30, 2009.

Budget

☒   A copy of your public library system budget by service program category and fund source for the plan year (see attached guidelines) is attached.

| | **CERTIFICATION** | |

WE, THE UNDERSIGNED, HEREBY 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 **2009**.

System Director Signature	Date Signed
➢	

System Board President Signature	Date Signed
➢	

| | **FOR DPI USE**
LIBRARY SYSTEM PLAN APPROVAL | |

| Pursuant to Wis. Statutes, the plan contained herein is:

☐ Approved
☐ Provisionally Approved *See Comments.*
☐ Not Approved *See Comments.* | DLTCL Assistant Superintendent Signature

➢ | Date Signed |

Comments

PUBLIC LIBRARY SYSTEM 2009
ANNUAL PROGRAM BUDGET

Program	2008 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. OWLSnet	$178,306	$0	$13,800	$799,423	
2. OWLS	$147,521	$0	$0	$2,000	
3.					
4.					
Program Total	$325,827	$0	$13,800	$801,423	$1,141,050
Continuing Education and Consulting Service*					
1. CE and Consulting	$101,127	$0	$0	$4,000	
2.					
Program Total	$101,127	$0	$0	$4,000	$105,127
Delivery Services	$102,914	$0	$0	$47,738	$150,652
Library Services to Special Users	$32,913	$2,700	$0	$0	$35,613
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$0	$0	$0	$1,897,281	$1,897,281
Direct Nonresident Access Payments Across System Borders	$0	$0	$0	$177,380	$177,380
Library Services to Youth	$37,166	$0	$0	$2,000	$39,166
Public Information	$50,681	$0	$0	$34,000	$84,681
Administration	$28,527	$15,000	$0	$77,000	$120,527
Subtotal	$252,201	$17,700	$0	$2,235,399	$2,505,300
Other System Programs					
1. Capital Expenditures	$0	$0	$0	$4,000	$4,000
2.					$0
Program Total	$0	$0	$0	$4,000	$4,000
Grand Totals	$679,155	$17,700	$13,800	$3,044,822	$3,755,477

* These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.

Outagamie Waupaca Library System
 2009 Budget
10/16/08

	2008 Budget 7/17/08	2009 Budget 10/10/08	Change	% Change
Income				
State Aid	$653,034.00	$679,155.00	$26,121.00	4.0%
Outagamie County	$1,152,402.00	$1,204,967.00	$52,565.00	4.6%
Waupaca County	$686,390.00	$708,314.00	$21,924.00	3.2%
Intersystem Income	$204,285.00	$221,118.00	$16,833.00	8.2%
Automation Income	$752,871.00	$795,423.00	$42,552.00	5.7%
Federal LSTA Grants	$56,826.00	$16,500.00	($40,326.00)	-71.0%
Interest Income	$38,000.00	$45,000.00	$7,000.00	18.4%
Printing Income	$9,000.00	$10,000.00	$1,000.00	11.1%
Miscellaneous Income	$3,000.00	$3,000.00	$0.00	0.0%
Total Revenue	$3,555,808.00	$3,683,477.00	$127,669.00	3.6%
Transfer from Fund Balance	$145,000.00	$72,000.00	($73,000.00)	-50.3%
Total Revenue & Transfers	$3,700,808.00	$3,755,477.00	$54,669.00	1.5%
Expenditures				
ADMINISTRATION				
300-03 Salaries	$48,381.00	$53,752.00	$5,371.00	11.1%
301-03 Payroll Taxes	$3,701.00	$4,100.00	$399.00	10.8%
302-03 Fringe Benefits	$30,383.00	$32,575.00	$2,192.00	7.2%
305-03 Facilities	$3,500.00	$3,500.00	$0.00	0.0%
311-08 Telephone	$3,000.00	$2,600.00	($400.00)	-13.3%
312-03 Supplies	$1,500.00	$1,200.00	($300.00)	-20.0%
320-03 Equipment	$1,400.00	$1,200.00	($200.00)	-14.3%
321-03 Equipment Service	$1,100.00	$1,100.00	$0.00	0.0%
325-03 Meeting and Travel	$2,300.00	$2,300.00	$0.00	0.0%
330-03 Professional Services	$10,000.00	$11,000.00	$1,000.00	10.0%
332-03 Insurance	$4,200.00	$4,200.00	$0.00	0.0%
363-03 Prof. Memberships	$2,500.00	$2,000.00	($500.00)	-20.0%
375-03 Miscellaneous	$1,200.00	$1,000.00	($200.00)	-16.7%
	$113,165.00	$120,527.00	$7,362.00	6.5%
TECHNOLOGY-REFERENCE-INTERLOAN				
OWLS				
300-11 Salaries	$104,701.00	$77,631.00	($27,070.00)	-25.9%
301-11 Payroll Taxes	$8,010.00	$5,939.00	($2,071.00)	-25.9%
302-11 Fringe Benefits	$41,790.00	$31,551.00	($10,239.00)	-24.5%
305-11 Facilities	$3,500.00	$3,500.00	$0.00	0.0%
312-11 Supplies	$500.00	$500.00	$0.00	0.0%
320-11 Equipment	$13,400.00	$2,400.00	($11,000.00)	-82.1%
325-11 Meeting and Travel	$1,500.00	$2,000.00	$500.00	33.3%
326-11 Training/Consulting	$1,000.00	$1,000.00	$0.00	0.0%
330-11 Software	$3,500.00	$1,500.00	($2,000.00)	-57.1%
342-11 Online Databases	$4,125.00	$4,500.00	$375.00	9.1%
349-11 Digitization Project	$11,000.00	$3,500.00	($7,500.00)	-68.2%
373-11 FOCOL Participation	$5,000.00	$4,000.00	($1,000.00)	-20.0%
374-11 FVLC Participation	$1,000.00	$1,000.00	$0.00	0.0%
375-11 Statewide Projects	$6,300.00	$6,500.00	$200.00	3.2%
378-11 Lender Compensation	$4,000.00	$4,000.00	$0.00	0.0%
Subtotal	$209,326.00	$149,521.00	($59,805.00)	-28.6%

	2008 Budget	2009 Budget	Change	% Change
TECHNOLOGY-REFERENCE-ILL				
OWLSnet				
300-05 Salaries	$287,707.00	$313,029.00	$25,322.00	8.8%
301-05 Payroll Taxes	$22,010.00	$23,947.00	$1,937.00	8.8%
302-05 Fringe Benefits	$121,983.00	$118,791.00	($3,192.00)	-2.6%
305-05 Facilities	$7,000.00	$7,000.00	$0.00	0.0%
311-05 Telephone	$3,500.00	$3,500.00	$0.00	0.0%
312-05 Supplies	$8,000.00	$12,000.00	$4,000.00	50.0%
313-05 Telecommunications	$61,004.00	$73,200.00	$12,196.00	20.0%
314-05 Borrowers' Card Supplies	$7,500.00	$7,500.00	$0.00	0.0%
315-05 Printing & Promotion	$13,700.00	$7,700.00	($6,000.00)	-43.8%
320-05 Microcomputer Equipment	$5,000.00	$5,000.00	$0.00	0.0%
321-05 Microcomputer Repair	$1,000.00	$1,000.00	$0.00	0.0%
325-05 Meeting and Travel	$10,000.00	$8,000.00	($2,000.00)	-20.0%
326-05 Training/Consulting	$6,500.00	$3,500.00	($3,000.00)	-46.2%
330-05 Software	$6,500.00	$6,500.00	$0.00	0.0%
340-05 Resource Library	$18,000.00	$18,000.00	$0.00	0.0%
342-05 Online Databases	$77,097.00	$94,712.00	$17,615.00	22.8%
343-05 Internet Access	$34,000.00	$40,950.00	$6,950.00	20.4%
345-05 OCLC Charges	$80,000.00	$90,000.00	$10,000.00	12.5%
349-05 Enhanced Content	$14,700.00	$15,200.00	$500.00	3.4%
350-05 System Development	$52,000.00	$15,000.00	($37,000.00)	-71.2%
352-05 System Hardware	$10,000.00	$22,500.00	$12,500.00	125.0%
353-05 Network Hardware	$43,500.00	$4,500.00	($39,000.00)	-89.7%
354-05 System Maintenance	$96,500.00	$100,000.00	$3,500.00	3.6%
Subtotal	$987,201.00	$991,529.00	$4,328.00	0.4%
Total	$1,196,527.00	$1,141,050.00	($55,477.00)	-4.6%
CONTINUING EDUCATION - CONSULTING				
300-10 Salaries	$35,313.00	$47,232.00	$11,919.00	33.8%
301-10 Payroll Taxes	$2,487.00	$3,613.00	$1,126.00	45.3%
302-10 Fringe Benefits	$12,775.00	$18,282.00	$5,507.00	43.1%
305-10 Facilities	$7,000.00	$7,000.00	$0.00	0.0%
324-10 CE Program Expenses	$12,400.00	$10,000.00	($2,400.00)	-19.4%
325-10 Travel	$4,000.00	$4,000.00	$0.00	0.0%
326-10 CE Scholarships	$7,000.00	$6,000.00	($1,000.00)	-14.3%
327-10 Staff Development	$8,000.00	$7,000.00	($1,000.00)	-12.5%
354-10 Professional Serials	$2,250.00	$1,250.00	($1,000.00)	-44.4%
360-10 Professional Books	$1,000.00	$750.00	($250.00)	-25.0%
	$92,225.00	$105,127.00	$12,902.00	14.0%
DELIVERY				
300-08 Salaries	$27,493.00	$41,122.00	$13,629.00	49.6%
301-08 Payroll Taxes	$2,103.00	$3,146.00	$1,043.00	49.6%
302-08 Fringe Benefits	$10,548.00	$15,284.00	$4,736.00	44.9%
305-08 Facilities	$7,000.00	$7,000.00	$0.00	0.0%
310-08 Postage	$2,500.00	$1,500.00	($1,000.00)	-40.0%
312-08 Supplies	$2,000.00	$1,500.00	($500.00)	-25.0%
363-08 Contractual Services	$73,143.00	$80,000.00	$6,857.00	9.4%
365-08 Equipment Lease	$1,100.00	$1,100.00	$0.00	0.0%
	$125,887.00	$150,652.00	$24,765.00	19.7%

	2008 Budget	2009 Budget	Change	% Change
SPECIAL USER SERVICES				
300-13 Salaries	$4,896.00	$13,366.00	$8,470.00	173.0%
301-13 Payroll Taxes	$375.00	$1,022.00	$647.00	172.5%
302-13 Fringe Benefits	$2,405.00	$5,025.00	$2,620.00	108.9%
338-13 Literacy Support	$6,000.00	$5,000.00	($1,000.00)	-16.7%
339-13 Materials and Projects	$34,000.00	$11,200.00	($22,800.00)	-67.1%
	$47,676.00	$35,613.00	($12,063.00)	-25.3%
PUBLIC INFORMATION - PROMOTION				
300-15 Salaries	$27,773.00	$25,476.00	($2,297.00)	-8.3%
301-15 Payroll Taxes	$1,956.00	$1,949.00	($7.00)	-0.4%
302-15 Fringe Benefits	$9,753.00	$9,256.00	($497.00)	-5.1%
305-15 Facilities	$7,000.00	$7,000.00	$0.00	0.0%
312-15 Supplies	$17,000.00	$17,000.00	$0.00	0.0%
320-15 Equipment	$4,000.00	$6,000.00	$2,000.00	50.0%
321-15 Equipment Maintenance	$5,000.00	$6,000.00	$1,000.00	20.0%
330-15 Software	$4,000.00	$1,000.00	($3,000.00)	-
354-15 Special Promotions	$3,000.00	$2,000.00	($1,000.00)	-33.3%
364-15 Commercial Work	$10,100.00	$9,000.00	($1,100.00)	-10.9%
	$89,582.00	$84,681.00	($4,901.00)	-5.5%
YOUTH SERVICES				
300-06 Salaries	$19,092.00	$17,315.00	($1,777.00)	-9.3%
301-06 Payroll Taxes	$1,292.00	$1,325.00	$33.00	2.6%
302-06 Fringe Benefits	$6,643.00	$6,526.00	($117.00)	-1.8%
312-06 Supplies & Materials	$3,200.00	$2,500.00	($700.00)	-21.9%
326-06 SLP Program Grants	$8,500.00	$8,500.00	$0.00	0.0%
327-06 Liaison	$2,500.00	$2,500.00	$0.00	0.0%
340-07 Big Books Collection	$500.00	$500.00	$0.00	0.0%
	$41,727.00	$39,166.00	($2,561.00)	-6.1%
ACCESS PAYMENTS				
<u>County Service</u>				
400-22 Appleton	$675,904.00	$700,009.00	$24,105.00	3.6%
405-22 Black Creek	$55,410.00	$56,874.00	$1,464.00	2.6%
410-22 Clintonville	$107,766.00	$116,366.00	$8,600.00	8.0%
415-22 Fremont	$16,268.00	$17,742.00	$1,474.00	9.1%
420-22 Hortonville	$49,265.00	$56,123.00	$6,858.00	13.9%
425-22 Iola	$58,020.00	$63,409.00	$5,389.00	9.3%
430-22 Kaukauna	$81,718.00	$87,815.00	$6,097.00	7.5%
435-22 Kimberly-Little Chute	$123,591.00	$129,856.00	$6,265.00	5.1%
440-22 Manawa	$57,983.00	$67,461.00	$9,478.00	16.3%
445-22 Marion	$24,131.00	$20,698.00	($3,433.00)	-14.2%
450-22 New London	$127,030.00	$141,595.00	$14,565.00	11.5%
455-22 Scandinavia	$10,929.00	$12,949.00	$2,020.00	18.5%
460-22 Seymour	$55,682.00	$52,440.00	($3,242.00)	-5.8%
465-22 Shiocton	$20,339.00	$24,310.00	$3,971.00	19.5%
470-22 Waupaca	$302,234.00	$286,594.00	($15,640.00)	-5.2%
475-22 Weyauwega	$31,919.00	$32,997.00	$1,078.00	3.4%
480-22 Oneida	$20,603.00	$26,043.00	$5,440.00	26.4%
Subtotal	$1,818,792.00	$1,893,281.00	$74,489.00	4.1%

	2008 Budget	2009 Budget	Change	% Change
Intersystem Service				
400-23 Appleton	$80,645.00	$94,366.00	$13,721.00	17.0%
405-23 Black Creek	$0.00	$0.00	$0.00	-
410-23 Clintonville	$10,680.00	$11,167.00	$487.00	4.6%
415-23 Fremont	$2,358.00	$1,937.00	($421.00)	-17.9%
420-23 Hortonville	$0.00	$0.00	$0.00	-
425-23 Iola	$0.00	$0.00	$0.00	-
430-23 Kaukauna	$26,409.00	$29,303.00	$2,894.00	11.0%
435-23 Kimberly-Little Chute	$35,870.00	$34,617.00	($1,253.00)	-3.5%
440-23 Manawa	$0.00	$0.00	$0.00	-
445-23 Marion	$7,588.00	$7,927.00	$339.00	4.5%
450-23 New London	$0.00	$0.00	$0.00	-
455-23 Scandinavia	$0.00	$0.00	$0.00	-
460-23 Seymour	$0.00	$0.00	$0.00	-
465-23 Shiocton	$0.00	$0.00	$0.00	-
470-23 Waupaca	$1,642.00	$2,063.00	$421.00	25.6%
475-23 Weyauwega	$0.00	$0.00	$0.00	-
480-23 Oneida	$0.00	$0.00	$0.00	-
Subtotal	$165,192.00	$181,380.00	$16,188.00	9.8%
Total	$1,983,984.00	$2,074,661.00	$90,677.00	4.6%

SUMMARY	2008 Budget	2009 Budget	Change	% Change
Administration	$113,165.00	$120,527.00	$7,362.00	6.5%
T-R-I: OWLSnet	$987,201.00	$991,529.00	$4,328.00	0.4%
T-R-I: OWLS	$209,326.00	$149,521.00	($59,805.00)	-28.6%
Continuing Ed. - Consulting	$92,225.00	$105,127.00	$12,902.00	14.0%
Delivery	$125,887.00	$150,652.00	$24,765.00	19.7%
Special User Services	$47,676.00	$35,613.00	($12,063.00)	-25.3%
Public Information - Promotion	$89,582.00	$84,681.00	($4,901.00)	-5.5%
Youth Services	$41,727.00	$39,166.00	($2,561.00)	-6.1%
Subtotal	$1,706,789.00	$1,676,816.00	($29,973.00)	-1.8%
Access Payments	$1,983,984.00	$2,074,661.00	$90,677.00	4.6%
Capital	$10,000.00	$4,000.00	($6,000.00)	-60.0%
	$3,700,773.00	$3,755,477.00	$54,704.00	1.5%

Summary of Personnel Costs	2008 Budget	2009 Budget	Change	% Change
Salaries	$555,356.00	$588,923.00	$33,567.00	6.0%
Payroll Taxes	$41,934.00	$45,041.00	$3,107.00	7.4%
Fringe Benefits	$236,280.00	$237,290.00	$1,010.00	0.4%
Total	$833,570.00	$871,254.00	$37,684.00	4.5%