

# Outagamie County Library Service Plan: 2000-2004

Outagamie Waupaca Library System  
August 17, 2000

Adopted by  
Outagamie County Board of Supervisors  
October 10, 2000

## **Outagamie County Library Service Plan: 2000-2004**

### **Executive Summary**

Outagamie County is required to develop a library service plan that addresses how public library service will be provided to residents of those municipalities in the county not maintaining a public library and the method and level of funding to be provided by the county for this service. In October 1999, the Outagamie County designated the Outagamie Waupaca Library System (OWLS) Board to develop a county library services plan and present it to the Outagamie County Board of Supervisors for approval.

The OWLS Board believes that municipal libraries provide adequate services to county residents and that the county need not provide any additional library services. As a result, compensation to municipal libraries has emerged as the most significant issue to be addressed by the plan.

Beginning in 2001, Wisconsin counties must meet minimum statutory requirements for compensating municipal libraries for providing services to the county. This requirement also includes a methodology for determining municipal libraries' costs for providing this service. The OWLS Board recommends that future library appropriations be based on the statutory methodology:

1. A library's total operating expenditure in a given year, less capital expenditures and expenditures from federal sources, is divided by the total number of items loaned (i.e., circulation) during the same year to determine the library's cost per loan.
2. A library's cost per loan is multiplied by its number of loans to county residents living in jurisdictions that do not maintain libraries to determine the library's bill to the county.

In order to make a transition from the current funding methodology to the statutory methodology, the OWLS Board recommends the following: that the county target funding at 87% of the statutory formula in 2001, that the target funding level be increased by 1% each succeeding year, that no library receive more than 100% of the statutory formula, that any library already above the target funding level receive an increase of 1.5%, and that funding for the Oneida Community Library be limited to the 70% statutory minimum due to the library's high costs. These recommendations result in a county library budget request of \$887,406 for the year 2001.

Furthermore, it is recommended that Outagamie County continue its current relationship with OWLS, that Outagamie County decrease its representation on the OWLS Board to 10 members, and that the County enter into a new agreement with OWLS. OWLS would continue to coordinate the annual budget process and monitor the plan.

Finally, the OWLS Board recommends that a new committee be appointed in 2004 to develop the next five-year library service plan.

## **Outagamie County Library Service Plan: 2000-2004**

### **Introduction**

Under Wisconsin law, counties that participate in public library systems are responsible for providing library services to county residents who reside outside of communities that maintain their own libraries. Because Outagamie County is a member of the Outagamie Waupaca Library System (OWLS), it is required to engage in regular planning to ensure that county residents have access to adequate library services.

While county library service plans can address any appropriate issues, *Wisconsin Statutes* Section 43.11 requires that the Outagamie County plan address at least the following:

1. How public library service will be provided to residents of those municipalities in Outagamie County not maintaining a public library. The services provided must include full access to all OWLS member libraries.
2. The method and level of funding to be provided by the County in order to implement services described in the plan, including the reimbursement of municipal libraries for providing service to residents of those jurisdictions in the county that don't operate a public library.
3. A method for allocating membership on the OWLS Board between Outagamie and Waupaca Counties.

Outagamie County has designated the OWLS Board to develop a county library service plan. The OWLS Board developed this plan with input from county library directors and trustees. A public hearing was held on the draft plan, and the plan was presented to the County Board for approval.

### **Library Services in Outagamie County**

Library service in Outagamie County is provided by eight legally established public libraries: Appleton Public Library, Black Creek Village Library, Hortonville Public Library, Kaukauna Public Library, Kimberly-Little Chute Public Library, New London Public Library, Muehl Public Library (Seymour), and Shiocton Public Library. The Oneida Community Library and the Clintonville Public Library also provide a significant level of service to Outagamie County residents.

These libraries were created under the authority of Section 43.52, *Wisconsin Statutes* by their respective cities, villages or tribal government, and they are governed by appointed library boards. Village and tribal library boards have five members, and city library boards have seven members. All public library boards must have the local school district superintendent, or his/her designee, as a member. In addition, one member of the

municipal governing body may be appointed to the library board, and up to two members may be nonresidents of the municipality. Library board members serve three-year terms.

Libraries in the county provide a wide variety of materials, programs, and services to their patrons. (See appendix.) The libraries are also connected to the same computer network, which facilitates the sharing of materials. In 1999, county libraries loaned 75,510 items to other libraries participating in the OWLS computer network, and they borrowed 64,835 items from those other libraries.

In 1975, Outagamie County formed the Outagamie County Federated Library System, and six county libraries joined. In 1976, Outagamie County and Waupaca County jointly established OWLS, and all county libraries, with the exception of Black Creek, joined. The Black Creek Village Library joined OWLS January 1, 1977. Since then all county libraries have remained members in good standing of the system and are entitled to receive state-funded services from the system.

Outagamie County has an agreement with OWLS to coordinate countywide library service, and OWLS has agreements with municipal libraries to ensure that they serve all county residents. Consequently, in accordance with state statutes, any resident of Outagamie County may use any system library without charge.

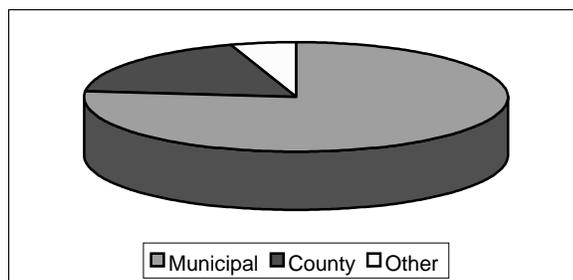
### **Funding for Library Services in Outagamie County**

Public libraries in the county receive funding from a variety of sources including cities, villages, counties, contributions, fines, and fees for services. Municipal property taxes provide the majority of funding for public library operations.

Outagamie County also levies a library tax on property located in towns and villages that don't operate libraries. This county library tax is used to compensate municipal libraries for serving county residents without local libraries. One advantage of this arrangement is that all county residents pay only once for library service. Another advantage is that funds can be distributed to municipal libraries based on the actual amount of service they have provided. This is important because not all residents of a town use the same library, and it is common for individuals to regularly use more than one library.

In 1999, the county's eight public libraries received a total operating income of \$4,730,781. Seventy-seven percent of this income came from the municipalities operating the libraries. Seventeen percent of municipal library operating income came from Outagamie County, and six percent came from other sources.

**1999 Library Income by Source**



Cities and villages in the county currently provide high levels of funding support to their libraries. In 1999, they spent an average of \$32.68 per capita for library services. This represents an average tax rate of \$0.858 per \$1,000 of assessed valuation. However, library funding varies widely from community to community with per capita support ranging from \$19.43 to \$49.16 and tax rates ranging from \$0.663 to \$1.475. Average per capita municipal support for public libraries ranks 27<sup>th</sup> among counties in the state.

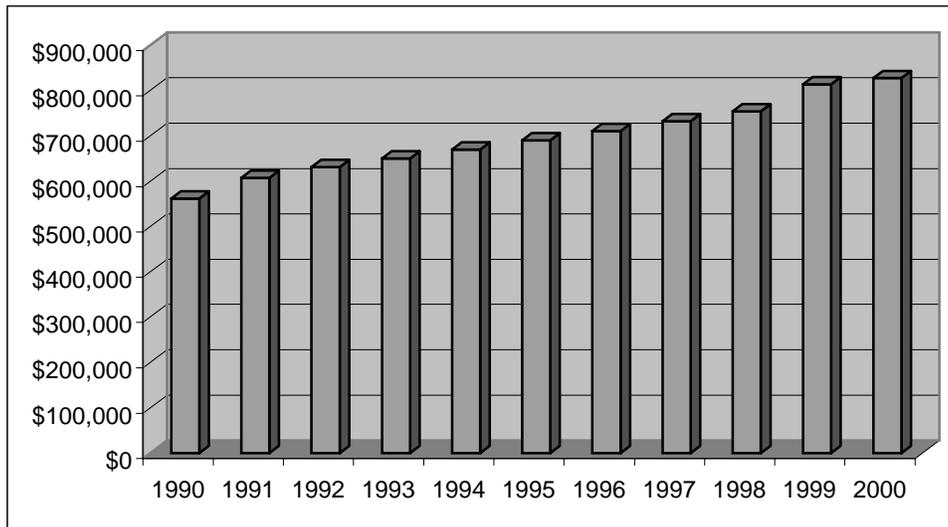
During the same period, Outagamie County spent \$13.83 per capita or \$.293 per \$1,000 of assessed valuation for library services. Per Capita county support for library service ranked 31<sup>nd</sup> among Wisconsin's counties in 1999.

**Comparison of 1999 Library Support**

	Per Capita	Tax Rate
Municipal Average	\$32.68	\$0.858
Statewide Municipal Ave.	\$29.46	\$0.687
Outagamie County	\$13.83	\$0.293
Statewide County Ave.	\$14.21	\$0.257

Outagamie County's support for library services does not equal that of the cities and villages with libraries. However, county support is significant, and it has grown steadily over the years. In 1990, Outagamie County appropriated \$561,850 to support municipal libraries. The county's 2000 library appropriation is \$827,285.

**County Library Funding 1990-2000**



Determining the county's annual payment to each municipal library is a two-part process. First, OWLS collects financial and service data from the libraries that is used to prepare a budget request. Second, after the county budget is adopted the OWLS Board determines the final distribution of these funds to individual municipal libraries. The method used in

recent years to determine the amount of the budget request is not related to the method used to determine how the budget is distributed among the libraries.

County Budget Request

The method used to determine the appropriate level of county support for library service is to compare the percentage of circulation by county libraries to county residents living outside of communities with libraries with the percentage that county funding is of the libraries' total net operating expenditures. When the percentages of use and support (i.e., circulation and funding) are similar the county is presumed to be adequately compensating municipal libraries for providing library service to county residents.

Historically, about 21% of the service provided (as measured by circulation) by municipal libraries has been to county residents who do not live in cities or villages that operate their own libraries. Therefore, the target for Outagamie County support has been approximately 21% of local library net operating expenditures.

Payments to Libraries

Different distribution formulas have been used over the years. In 1992, OWLS adopted the current method that relies on two elements: circulation and operating expenditures. Half of the funding compensates libraries for their shares of the total county service provided, and half of the funding compensates libraries for the financial efforts they have made. This funding formula is best demonstrated by an example. If a municipal library provides 10% of the total circulation to Outagamie County residents living outside of communities with libraries and accounts for 5% of the total net operating expenditures by municipal libraries, it would receive 7.5% of the Outagamie County library budget.

In 2000, Outagamie County will pay \$827,285 to municipal libraries for library service. The table below shows each library's portion of 1998 county circulation, portion of 1998 net expenditures, combined circulation and expenditure share, and 2000 payment.

**2000 Outagamie County Payments to County Libraries**

Library	Circulation Share	Expenditure Share	Combined Share	2000 Payment
Appleton	52.3%	65.7%	59.0%	\$470,982
Black Creek	3.9%	2.0%	2.9%	\$23,482
Hortonville	6.2%	1.5%	3.8%	\$30,607
Kaukauna	7.3%	10.3%	8.8%	\$70,445
Kimberly-Little Chute	13.8%	9.9%	11.9%	\$94,712
New London	5.7%	6.8%	6.3%	\$50,216
Seymour	7.6%	2.8%	5.2%	\$41,720
Shiocton	3.1%	0.9%	2.0%	\$15,822
Total	100.0%	100.0%	100.0%	\$797,986

In addition, Outagamie County will pay \$15,385 to the Clintonville Public Library and \$13,914 to the Oneida Community Library for service provided to Outagamie County residents. Payment to these two libraries is determined differently. Each year they receive only a small incremental increase over the previous year's funding.

## **Guiding Principles**

In order to develop a plan, it is necessary to articulate the underlying principles and assumptions that will inform and shape the plan. This plan has been developed in the context of the principles and assumptions listed below. These principles are based on statutory requirements, history, or current practices, and they emerged during planning discussions.

1. All Outagamie County residents will have convenient access to high quality library services.
2. All Outagamie County residents will be free to use any public library in the county or library system.
3. Outagamie County will continue to rely on its existing municipal libraries to provide countywide library service. There is no need for the county to implement a new structure to provide additional library services.
  - a. The county has a responsibility to fairly compensate municipal libraries for providing countywide service.
  - b. The county will continue to contract with OWLS, and OWLS will continue to contract with the individual municipal libraries to ensure that countywide service is provided.
4. Public libraries within Outagamie County currently provide sufficient access to a high level of services. Any future plans will attempt to preserve this level of access and services.
5. Because municipal libraries are making satisfactory efforts to provide appropriate services, this plan need not recommend any minimum service standards. However, all municipal libraries are encouraged to develop services in accordance with the *Wisconsin Public Library Standards*.
6. Local library boards have autonomous authority for determining local library service programs.
  - a. Local libraries have a responsibility to deliver library services in the most cost-effective manner.

- b. Local libraries have a responsibility to collect and report circulation and expenditure data as accurately as possible.
7. Outagamie County encourages municipalities to appoint non-residents to their public library boards so that all county residents are represented in decision-making regarding library policies and operations.

### **Goals and Objectives**

Goal A: To continue membership in OWLS in order to ensure that all residents of Outagamie County have access to all library services provided by all public libraries in the county and library system.

Objectives:

1. Outagamie County shall enter into a new agreement with OWLS. (2000)
2. Outagamie County shall regularly meet all statutory requirements in order to continue its membership in OWLS. (2000-2004)
3. Outagamie County shall regularly appoint ten members to the OWLS Board in accordance with this plan and with Section 43.19, *Wisconsin Statutes*. (2001-2004)
4. Outagamie County shall designate the OWLS Board to coordinate the implementation of countywide library services. (2000-2004)
5. Outagamie County shall encourage all municipal libraries in the county to continue their memberships in OWLS. (2000-2004)

Goal B: To compensate public libraries at 100% of the statutory funding formula (Section 43.12, *Wisconsin Statutes*) for providing service to county residents residing in jurisdictions without local libraries.

Objectives:

1. OWLS shall annually collect circulation and expenditure data from municipal public libraries in the county. (2000-2004)
2. OWLS shall annually prepare the library budget request based on the statutory funding formula. (2000-2004)
3. OWLS shall annually submit the library budget request to Outagamie County in accordance with county and statutory deadlines. (2000-2004)

4. Outagamie County shall annually appropriate funding to compensate municipal libraries for providing services to residents of jurisdictions without local libraries. (2000-2004)
5. Outagamie County shall pay its annual library appropriation to OWLS for distribution to the appropriate municipal libraries. (2000-2004)

Goal C: To engage in continuous planning regarding the provision of public library services to Outagamie County residents.

Objectives:

1. The OWLS Board shall annually review this plan and shall forward to the County Board any recommended revisions. (2000-2004)
2. The County Board shall appoint a library planning committee to revise this plan or develop a new county library service plan whenever warranted. (2000-2004)
3. The County Board shall appoint a library planning committee to revise this plan or develop a new county library service plan. (2004)

### **Implementation**

The activities required to implement the objectives of this plan are grouped together by goal and outlined in the paragraphs that follow. Significant recommendations are highlighted at the beginning of each section.

#### OWLS Membership

Recommendation: The current agreement between Outagamie County and OWLS be updated.

Recommendation: Outagamie County appoint ten members to the OWLS Board beginning in 2001.

Section 43.15(4)(b)(3), *Wisconsin Statutes*, specifies that a county must enter into written agreement with its public library system “to participate in the system and its activities and to furnish library services to residents of those municipalities in the county not maintaining a public library.” The current agreement between Outagamie County and OWLS was signed in 1986. It needs to be updated to reflect the goals and objectives of this plan and to further articulate the relationship between the county and the system. (See appendix.)

Only one substantive change is proposed to Outagamie County's participation in OWLS. It is recommended that beginning in 2001 Outagamie County appoint ten members to the OWLS Board. In accordance with state statute, the OWLS board is comprised of fifteen members. The distribution of board members is based on population with Outagamie County appointing eleven members and Waupaca County appointing four members. Because Waupaca County has nine public libraries and Outagamie County has only seven (New London is considered a Waupaca County library) and because it has been difficult for Outagamie County to find enough people to serve, it is recommended that Waupaca County be given an additional seat on the OWLS Board.

The proposed agreement will be submitted to the County Board with this plan. If it is acceptable to the County Board, it will be forwarded to the OWLS Board for their approval.

### Funding

Recommendation: Future Outagamie County allocations to municipal libraries be based on the statutory funding formula (Section 43.12, *Wisconsin Statutes*).

Recommendation: Outagamie County work toward funding county libraries at 100% of the statutory formula. However, it is recommended that funding for the Oneida Community Library be limited to the 70% statutory minimum, due to the library's high costs.

Recommendation: Outagamie County target funding for all county libraries, except Oneida, at 87% of the statutory formula in 2001 and increase the target funding level in future years by 1% each year (88% in 2002, 89% in 2003, etc.).

Recommendation: No library receive more than 100% of the statutory funding level. Any library already above the target funding level receive only a minimal (1.5%) increase for the next year.

Section 43.11(3)(c), *Wisconsin Statutes* states that county library service plans "shall specify the method and level of funding to be provided by the county to implement the services described in the plan, including the reimbursement of public libraries for access by residents of those municipalities in the county not maintaining a public library."

Because the municipal libraries provide excellent library services to all county residents, it is not necessary for the county to provide any additional library services. Therefore, the only county funding required to implement the plan is the reimbursement to municipal libraries.

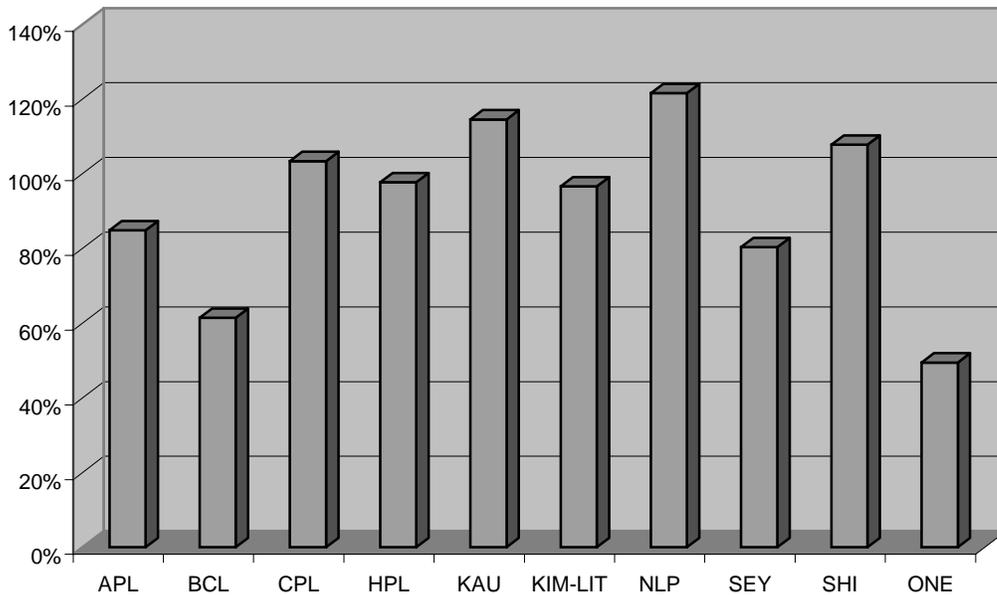
It is recommended that future county library allocations be based on the statutory funding formula. Under the statutory formula each county library would be reimbursed on the following basis:

1. A library's total operating expenditure in a given year, excluding capital expenditures and expenditures from federal sources, is divided by the total number of items loaned (i.e., circulation) during the same year to determine the library's cost per loan.
2. A library's cost per loan is multiplied by its number of loans to county residents living outside of communities with libraries to determine the library's bill to the county.

Counties are required to pay to each public library in the county at least 70% of its bill. It is recommended that Outagamie County work toward funding county libraries at 100% of the statutory formula.

The state funding formula and the formula that has been used in Outagamie County since 1992 are very different from each other, and they produce significantly different results for individual libraries. For example, the amounts that are being paid to county libraries in 2000 range from 49% to 122% of the statutory formula.

**2000 Payment Percent of State Formula**



Because the two formulas produce dramatically different payments for some libraries, the switch to the statutory formula will need to be gradual in order to reduce the negative impact on some libraries. The need for a gradual transition to the new formula, in conjunction with the growth of many towns that results in increasing use of municipal

libraries by town residents, means that it is likely to take a number of years for Outagamie County to achieve full funding under the new formula. Regardless of budget pressures, it is desirable for county funding of municipal libraries remain at or above 88% of the statutory formula, i.e., the current level.

In order to reduce the variation in library funding under the statutory formula, it is necessary to increase payments to libraries receiving less than full funding. It is also necessary to reduce the payments to libraries receiving more than full funding, i.e., no library will receive more than 100% of the statutory formula in 2001 even if it is currently funded over the 100% level.

It would require a substantial increase in county funding to get all libraries up to full funding of the new formula in one year. For example, Outagamie County would have to appropriate an additional \$168,422 this year to achieve 100% funding for all libraries. In this example, seven libraries would receive funding increases ranging from 7% to 86%.

Even if the necessary funds were available, it is not in best interests of the county or of the municipalities to move to full funding in one year. Because cities and villages are required to appropriate to their libraries at least the average of the previous three year's appropriations, a large increase in a library's county funding will not be met with a significant decrease in its municipal funding. The result would be much larger library budgets, further increasing the County's liability for library funding. While this scenario might make sense in a county with low levels of municipal funding, it does not make sense in Outagamie County.

Over the years it has worked well for OWLS to coordinate annual library budget requests and to distribute county funds to the municipal libraries. It is proposed that OWLS continue to act in this capacity and that the county library funding process follow the same procedures as in the past. This procedure is outlined below:

1. Annually, OWLS will collect the required circulation and expenditure data from municipal libraries. Circulation data will be gathered from OWLS automated circulation system and each library's state-required annual report. Expenditure data will also be gathered from each library's state-required annual report. All data records will be available for inspection by the county.
2. Annually, OWLS will compile the data collected from municipal libraries and prepare a budget request. The budget request will be based on the statutory funding formula, and will incorporate the recommendations contained in this plan.
3. OWLS will submit annual budget requests to Outagamie County prior to the state-required July 1<sup>st</sup> deadline. OWLS will also observe any county imposed deadlines.
4. Outagamie County will consider the library budget requests as part of its annual budget deliberations and will appropriate at least the required statutory minimum for each county library.

5. In accordance with Section 43.12, *Wisconsin Statutes*, Outagamie County will transfer the annual library appropriation to OWLS by March 1<sup>st</sup> for distribution to county libraries.
6. OWLS will distribute the county appropriation to municipal libraries according to the amounts specified in the budget request and adopted by the county.

#### Continuous Planning

Recommendation: The OWLS Board review this plan annually and make recommendations for change to the County Board.

Recommendation: The County Board appoint a committee in 2004 to develop a new five-year *County Library Service Plan*.

It is recommended that the OWLS Board be asked to review this plan annually and submit any recommendations for change to the County Board. It is not anticipated that any significant revisions will be needed in the short term. However, the County Board has the authority (Section 43.11, *Wisconsin Statutes*) to appoint another planning committee whenever it chooses. Consequently, it is recommended that the County Board appoint a planning committee should substantial revisions be necessary to the plan. Furthermore, it is recommended that a new planning committee be appointed in 2004 to develop a new five-year plan.

## Appendix A

### Proposed Agreement

THIS AGREEMENT is by and between Outagamie County, State of Wisconsin, and the Outagamie Waupaca Counties Federated Library System, a public library system organized in accordance with Chapter 43 of the *Wisconsin Statutes*.

WHEREAS, the Outagamie County Board of Supervisors and the Waupaca County Board of Supervisors have established the Outagamie Waupaca Counties Federated Library System in accordance with the provisions of Chapter 43, *Wisconsin Statutes*, and

WHEREAS, the Outagamie Waupaca Counties Federated Library System Board, hereafter referred to as the OWLS Board, is the body established in accordance with Section 43.19, *Wisconsin Statutes* to govern the Outagamie Waupaca Counties Federated Library System, and

WHEREAS, in accordance with *Wisconsin Statutes*, Section 43.15(4)(c), established municipal libraries in both counties are member libraries of the Outagamie Waupaca Counties Federated Library System, and

WHEREAS, in accordance with *Wisconsin Statutes*, Section 43.15(4)(b), Outagamie County may participate in a federated public library system.

NOW THEREFORE, it is agreed by and between the parties that the following are conditions for the continuing participation of Outagamie County in the Outagamie Waupaca Counties Federated Library System.

1. Outagamie County agrees to participate in the Outagamie Waupaca Counties Federated Library System and its activities.
2. Outagamie County shall adopt and maintain a county library services plan in accordance with Section 43.11, *Wisconsin Statutes*. The plan shall provide for library services to residents of those municipalities in the county not maintaining a public library under Section 43.52, *Wisconsin Statutes*.
3. Outagamie County shall provide payment for library services in accordance with Section 43.12, *Wisconsin Statutes* and the county library services plan.
4. The OWLS Board shall contract with member public libraries in the county and in Waupaca County to provide library services to all residents of Outagamie County.
5. The OWLS Board shall coordinate the implementation of the county library services plan, including submission of an annual request to Outagamie County for a library budget appropriation.

This Agreement is entered into by and between the parties above named.

## Appendix B

### 2001 Budget Request

The proposed 2001 budget request of \$887,406 is based on the new statutory funding methodology and the recommendations contained in this plan.

#### Calculation of Bills

1. A library's total operating expenditure in a given year, excluding capital expenditures and expenditures from federal sources, is divided by the total number of items loaned (i.e., circulation) during the same year to determine the library's cost per loan.
2. A library's cost per loan is multiplied by its number of loans to county residents living in jurisdictions that do not maintain libraries to determine the library's bill to the county.

The table below shows each library's bill to the County based on the statutory funding formula.

	1999 Total Loans	1999 Expend	Cost per Loan	1999 County Loans	County Bill 100%
Appleton	867,565	\$2,904,431	\$3.35	172,214	\$576,537
Black Creek	29,358	\$82,504	\$2.81	15,534	\$43,655
Clintonville	92,696	\$272,768	\$2.94	5,600	\$16,479
Hortonville	47,567	\$72,616	\$1.53	23,133	\$35,315
Kaukauna	163,826	\$458,197	\$2.80	23,797	\$66,557
Kimberly-LC	230,144	\$522,599	\$2.27	52,900	\$120,123
New London	127,174	\$292,960	\$2.30	19,750	\$45,496
Seymour	60,621	\$136,232	\$2.25	23,782	\$53,445
Shiocton	26,862	\$38,451	\$1.43	11,014	\$15,766
Oneida	9,976	\$332,953	\$33.38	956	\$31,907
Total	1,655,789	\$5,113,711	\$3.09	348,680	\$1,005,279

#### Calculation of Payments

In order to make a smooth transition from the current funding methodology to the statutory methodology, the OWLS Board recommends the following:

- All county libraries, except Oneida, receive at least 87% of the statutory funding formula.
- Payments be reduced for libraries already receiving more than full funding under the new formula.
- Any library already receiving more that 87% and less than 100% of the statutory formula be limited to a 1.5% increase over the previous year.

The recommended 2001 library payments are listed in the table below.

	2000 Payment	2001 Payment	Change	% Change	% Statutory Formula
Appleton	\$470,982	\$501,588	\$30,606	6.5%	87.0%
Black Creek	\$23,482	\$37,980	\$14,498	61.7%	87.0%
Clintonville	\$15,385	\$15,616	\$231	1.5%	94.8%
Hortonville	\$30,607	\$31,066	\$459	1.5%	88.0%
Kaukauna	\$70,445	\$66,557	-\$3,888	-5.5%	100.0%
Kimberly-LC	\$94,712	\$104,507	\$9,794	10.3%	87.0%
New London	\$50,216	\$45,496	-\$4,720	-9.4%	100.0%
Seymour	\$41,720	\$46,497	\$4,777	11.4%	87.0%
Shiocton	\$15,822	\$15,766	-\$56	-0.4%	100.0%
Oneida	\$13,914	\$22,335	\$8,421	60.5%	70.0%
Total	\$827,285	\$887,406	\$60,121	7.3%	88.3%

## Appendix C

### Selected County Library Service Statistics 1999 Wisconsin Public Library Service Record

	Population	Weekly Hours Winter	Weekly Hours Summer	Annual Hours	Volumes Owned	Audio Materials	Video Materials	Periodical Titles
Appleton	69,911	69.0	57.0	3,420	272,587	11,141	7,321	573
Black Creek	1,192	36.0	34.0	1,848	15,807	487	1,085	22
Hortonville	2,428	51.0	42.0	2,465	15,694	528	878	77
Kaukauna	12,773	59.0	52.0	2,963	61,779	1,435	652	204
Kimberly-Little Chute	16,349	58.0	43.0	5,642	75,573	2,925	3,059	147
New London	7,070	62.0	53.0	3,107	44,363	1,852	1,880	147
Seymour	3,252	46.0	41.0	2,322	23,711	589	936	108
Shiocton	945	34.5	34.5	1,794	8,039	151	1,376	12

	Circulation Total	Interlibrary Loaned	Interlibrary Borrowed	Reference Questions	Patron Visits	Total Programs Number	Total Programs Attend.
Appleton	867,936	41,229	24,013	113,815	508,173	913	22,534
Black Creek	29,358	2,063	543	2,800	18,000	12	450
Hortonville	47,7762	2,783	5,337	3,823	50,520	190	3,471
Kaukauna	163,647	8,431	11,172	10,624	73,901	163	3,852
Kimberly-Little Chute	230,144	12,378	12,914	16,500	132,387	294	14,030
New London	127,174	9,118	6,995	9,996	100,280	254	6,297
Seymour	60,752	3,981	4,901	1,424	32,239	108	2,588
Shiocton	26,862	2,010	1,658	1,095	15,600	52	764