



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

## GENERAL INFORMATION

Library System

Outagamie Waupaca Library System

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

The development of the 2020 system plan builds upon previous planning activities and previous plans. While many of the system's needs and problems do not change dramatically from year to year, new issues regularly arise, and ongoing issues experience a shift in focus or urgency. A number of 2020 issues and priorities are described below.

### Technology Services

OWLS Technology and Resource Sharing Plan: 2017-2020 and OWLSnet Plan (March 2014) contain extensive detail regarding technology service goals, objectives, priorities, and activities. The primary technology goal is to continue providing services and support to OWLS and OWLSnet member libraries that help them increase patron access to library and information resources and that help them increase the efficiency and effectiveness of library operations. The technology priorities for 2020 are summarized below:

- Continue exploring opportunities to remove service barriers for patrons between OWLSnet's ILS service and Winnefox's WALIS ILS service.
- Further develop OWLS and OWLSnet services in order to improve and enhance the services and information available to member libraries and their patrons.
- Facilitate effective resource sharing among OWLSnet member libraries, and between OWLS libraries and libraries beyond OWLSnet, in order to provide patrons with convenient access to library and information resources.
- Work with the OWLSnet Administrative Advisory Committee to optimize the ongoing governance and operation of OWLSnet.
- Engage in continuous study and planning in regard to OWLSnet services, library automation, resource sharing, and new technologies. In 2020, we will develop a new Technology and Resource Sharing Plan.
- Support member library use of technology. This priority includes providing training, supporting library PCs, assisting with the development of electronic content, and implementing new services or software modules requested by member libraries when feasible.
- Maintain and develop OWLSnet network infrastructure in order to continue providing up-to-date technology-based services. This includes deploying appropriate network servers and telecommunications equipment and securing sufficient bandwidth to meet library needs.
- Monitor the impact on member libraries and network infrastructure of changing media distribution systems from the sale of physical items to the licensing of downloadable and streaming media, and working to acquire sufficient digital resources to meet growing patron demand.
- Continue to work with the Wisconsin Public Library Consortium (WPLC) to maintain an effective statewide digital media collection.

### Resource Sharing and Delivery

OWLS is continuing to use WISCAT to provide resource sharing for our member libraries. OWLS staff provide support and training for using the service, while member libraries manage their own requests to and from WISCAT. OWLS will continue to monitor this model and recommend any changes that might improve delivery of service.

Delivery costs continue to increase annually while funding remains generally flat. OWLS and OWLS member libraries support the launch of delivery pilot projects to increase equity of access to rapid, efficient delivery services as recommended in the PLSR report. We hope this will become a top priority for state funding.

### Funding for Nonresident Service

Pursuing adequate and equitable county and intersystem funding for nonresident services continues to be a high priority for OWLS. OWLS libraries provide a high volume of service to non-residents. In fourteen member libraries, over 50% of circulation is to nonresidents. Non-resident circulation at member libraries ranges from 37% to 79% of total circulation. OWLS

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**ASSURANCES (cont.)**


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of member libraries to pay their fees. The fact that 100% of system aids come from the Universal Service Fund, rather than a general purpose revenue (GPR), also places the system aids in further jeopardy because some officials and industry groups don't believe this is an appropriate use of the Fund.

Additionally, for many years OWLS received rental assistance from Outagamie and Waupaca Counties. In 2017 Outagamie County eliminated the rental assistance because of the increase in county funding going to the Brown County library. Waupaca County has maintained their rental assistance to OWLS. OWLS is a tenant in the Appleton Public Library building, and as their new building process unfolds, OWLS anticipates increased facilities costs whether we move to the new library or find new office space in the area.

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

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

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

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

Brown Bag Lunch Meetings are held regularly to give OWLS children's librarians an opportunity to share with each other and with system representatives. The Administrative Advisory Committee of OWLSnet generally meets every other month. Input from the directors, children's librarians, and AAC meetings was considered in the development of the plan.

OWLS has conducted two meetings with member library directors in 2019, with a third scheduled for December. At the August 9th meeting we reviewed the 2019 plan and discussed priorities for the 2020 OWLS plan and budget. A draft of this plan was emailed to the OWLS directors and to the Fox Valley Library Council mailing list for their comments prior to approval by the OWLS Board.

The 2020 plan has also been shaped by the OWLS Technology and Resource Sharing Plan: 2017-2020. OWLSnet also has a plan that will be reviewed and updated on a regular basis.

Lastly, the OWLS Board meets monthly, holding a number of discussions and taking a variety of actions that contributed to the development of this plan.

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

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

**If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:**

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**ASSURANCES (cont'd)**


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**Inservice Training**

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

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

**List ongoing activities related to this requirement.**

- OWLS will continue to provide orientation and training for new library directors.
- OWLS will continue to provide training and support to help more member libraries digitize unique local resources and share them online through Recollection Wisconsin.
- OWLS will continue to provide group training, individual training or consultation to staff of member libraries in the effective use of electronic information resources, computer, software, social media, and other technologies.
- OWLS will continue to provide information to member libraries about additional sources for continuing education and training.
- OWLS will continue to provide a limited number of scholarships for librarians, staff, and trustees to attend workshops and conferences.
- OWLS will continue to cooperate with the Winnefox Library System to produce a quarterly educational newsletter for library trustees.
- OWLS will continue to validate and maintain librarian certification records.
- OWLS will continue using GoToMeeting and GoToWebinar to host online meetings and provide online training to member libraries.
- Through the NEWI regional CE agreement, OWLS will continue to offer an appropriate schedule of continuing education workshops and training classes on topics of interest to librarians, staff, and trustees of member and area libraries.

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

None

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

NEWI staff support at OWLS: Liz Kauth, lkauth@owlsweb.org  
 CE Validator: Bradley Shipps, bshipps@owlsweb.org

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

OWLS, NFLS, MCLS have contracted with Winnefox to provide CE to the entire NEWI region in 2020-2022. Joy Schwarz at Winnefox is the primary CE coordinator: schwarz@winnefox.org

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**Delivery and Communication**

- Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

**List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.**

- OWLS will continue to contract with a vendor to provide five day a week delivery service to all member libraries.
- OWLS will continue to participate in the statewide delivery service operated by the South Central Library System.
- OWLS will continue to monitor delivery volume and plan any necessary adjustments or modifications to the delivery service.
- OWLS will continue to utilize email, web postings, and Net Support Notify software as its primary methods for rapidly disseminating information to member libraries.
- OWLS will continue to rely on OWLSnet.org and OWLSweb.org, the system websites, to provide a rich variety of relevant content and links helpful to library staff and trustees.
- OWLS will continue to provide web design and hosting services to facilitate the electronic delivery of information from members to their constituents.
- OWLS staff will assist member libraries with posting electronic content contained in local databases on their websites and with contributing digital resources to Recollection Wisconsin.

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

- OWLS will engage with Appleton Public Library to explore process improvements in the sorting of materials for delivery.
  - OWLS and OWLS member libraries support the launch of delivery pilot projects to increase equity of access to rapid, efficient delivery services as recommended in the PLSR report. We hope this will become a top priority for state funding.
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**ASSURANCES (cont'd)**


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**Professional Consultation**

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

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

Director Bradley Shipps provides consulting in administration and finance, planning and evaluation, and legal issues. Shipps also administers the new director mentor program.

Library Services Manager Evan Bend provides consulting in web site development, electronic resources, and oversees the Youth Services Liaison and the new Inclusive Services Liaison.

OWLSnet Manager Amanda Lee and Circulation Specialist Molly Komp provide consulting in automation, technical services, staff training, and collection development

Network Manager Dave Bacon and Technology Coordinator Julie Leopold provide consulting in technology services and computer selection and use.

Graphic Arts & Communications Specialist Chad Glamann provides consulting in marketing and PR as well as graphic design services.

Catalog Librarian John Wisneski provides consulting in cataloging best practices.

OWLS contracts with the Waupaca Area Public Library to have Children's Librarian Sue Abrahamson serve as the Youth Services Liaison to OWLS member libraries.

All members of the OWLS professional team are involved in new director orientation.

Upon request, the OWLS professional team will visit member libraries and provide consulting reports in the areas of general library organization or workflow analysis.

In 2019, OWLS provided financial and staff support for the Waupaca Area Public Library's participation in WiLS' pilot Strategic Planning Cohort. Both OWLS and Waupaca have recommended the process to other OWLS libraries, and WiLS plans to repeat the project with two cohorts in 2020.

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

OWLS is pursuing a contract with the Muehl Public Library in Seymour to have Director Elizabeth Timmins serve as the Inclusive Service Liaison to OWLS member libraries.

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**Inclusive Services**

Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

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

In 2018, OWLS member director Elizabeth Timmins attended DPT's inclusiveness training. In 2019, OWLS provided opportunities for Elizabeth to share what she learned with other OWLS directors and staff. In 2020, OWLS is pursuing a contract with the Muehl Public Library in Seymour to have Director Elizabeth Timmins serve as the Inclusive Service Liaison to OWLS member libraries.

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**Other Service Programs**

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

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

Library Services to Youth

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**COLLABORATIVE ACTIVITIES**

Summary of Activities Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2020 resource library contract.


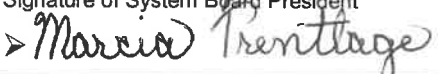
There are several activities that OWLS shares with other entities. The primary service is OWLSnet which is shared with the libraries of OWLS and those in NFLS (excluding Brown County). OWLS also cooperates with other library systems in providing CE opportunities. OWLS and Winnefox produce the Trustee Tale newsletter and OWLS provide financial support (as well as in-kind services) to the Fox Valley Literacy Council. OWLS also participates in Recollection Wisconsin.

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

Activity	Amount
1. OWLSnet automation partnership	\$100,000
2. Trustee Tale newsletter	\$500
3. NEWI CE Agreement	\$45,000
4. WPLC	\$50,000
5. Fox Valley Literacy	\$4,500
6. Recollection Wisconsin	\$3,000
7.	
8.	
9.	
10.	
<b>Cost Benefit Total</b>	<b>\$203,000</b>

**CERTIFICATION**

**WE, THE UNDERSIGNED, CERTIFY** that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2020**.

Name of System Director Bradley Shipp	Signature of System Director 	Date Signed Mo./Day/Yr. 9/19/2019
Name of System Board President Marcia Trentlage	Signature of System Board President 	Date Signed Mo./Day/Yr. 9/19/2019

**FOR DPI USE  
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved See Comments. <input type="checkbox"/> Not Approved See Comments.	DLT Assistant Superintendent Signature  ➤	Date Signed Mo./Day/Yr.
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Comments