

Technology and Resource Sharing Plan: July 1, 2007 – June 30, 2010
Outagamie Waupaca Library System

Introduction

Public library systems in Wisconsin are required to provide a variety of services in order to qualify for state funding. Section 43.24(2)(m) specifically requires systems to engage in "planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources." State required system technology and resource sharing plans are to be submitted at least every five years. However, technology plans required by the federal E-rate program are to cover a three-year period. In order to comply with state library system requirements and federal E-rate requirements, this plan covers a three-year period from July 1, 2007 through June 30, 2010.

Individual public libraries must have approved technology plans in order to participate in the federal E-rate program and, consequently, the TEACH Wisconsin program. However, library system technology plans may be used to fulfill the requirement for individual libraries to have a technology plan as long as 1) the system's plan supports and validates the E-rate eligible services used by member libraries and 2) the system's plan is based on a collaborative planning process. The Outagamie Waupaca Library System complies with these requirements so that the system's Technology and Resource Sharing Plan can provide E-rate technology plan compliance for all member libraries.

Background

The Outagamie Waupaca Library System (OWLS) was established in 1976 by joint resolution of Outagamie County and Waupaca County. OWLS was created to ensure that all residents of both counties would have access to convenient library service, to facilitate resource sharing, and to foster the development of local public libraries. The system serves over 238,300 people through its 16 member public libraries. The current mission statement of OWLS reads as follows:

The mission of the Outagamie Waupaca Library System is to enable access to effective library service for all area residents by coordinating resource sharing, by providing appropriate services and programs, by developing new technologies, and by promoting desirable models for governance and funding.

The use of developing technologies has been integral to OWLS efforts to achieve its mission. In the future, OWLS will continue to provide leadership in exploring, implementing, and supporting new technologies that assist member libraries with improving the services they provide to their patrons and with increasing efficiency in providing services.

Demographics

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 14,217 and 17,183, respectively. Appleton Public Library has the largest municipal population in the system area, i.e., 72,085 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. Related statistics show that, despite the general prosperity of the area, there is a noteworthy level of poverty, e.g., in the Appleton Area School District poverty has doubled to nearly an estimated 20% in the last decade, and the elementary school closest to the public library in Appleton has a poverty rate of 47%. In Waupaca County just over 10% of children live in poverty.

OWLS libraries provide a high volume of service to patrons living outside of the municipalities that operate the libraries. For example, OWLS libraries loaned nearly 1,2854,000 items to non-residents in 2006. Approximately 42% of OWLS area residents live in jurisdictions without local libraries, i.e., 37% of Outagamie County residents and 55% 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. 157,000 circulations in 2006).

OWLS is one of the smaller of the seventeen systems in Wisconsin. In 2005, 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 much higher than eleventh.

Comparison of Selected Composite Measures from 2005 Wisconsin Library Service Record

Measure	OWLS				Statewide
	Raw Data	Rank	Per Capita	Rank	Per Capita
Total Service Population	234,332	11			
Square Footage of Library Space	198,910	11	0.85	10	0.86
Annual Hours Open	41,716	12	0.18	11	0.18
Book Volumes Added	64,410	10	0.27	5	0.26
Book Titles Added	35,935	12	0.15	12	0.19
Book Volumes Owned	768,9554	11	3.28	13	3.49
Audio Materials (per 1,000 pop.)	45,838	10	195.61	11	207.17
Video Materials (per 1,000 pop.)	62,4338	8	266.43	8	244.80
Circulation	2,644,439	8	11.29	6	10.38
Interlibrary Items Loaned	269,386	6	1.15	3	0.98
Interlibrary Items Borrowed	242,693	6	1.04	4	0.96
Reference Transactions	246,5271	7	1.05	5	0.93
Library Visits	1,421,903	10	6.07	6	5.93
Library Programs	3,506	8	.015	3	.011
Library Program Attendance	96,651	7	0.41	2	0.29
Public Use Computers (per 1,000 pop.)	181	14	0.77	17	0.96
Public Internet PCs (per 1,000 pop.)	142	14	0.61	16	0.77
Total Non-Resident Circulation	1,241,859	6	5.30	1	3.46
Intersystem Non-Resident Circulation	254,424	1	1.09	1	0.29
Staff FTE - MLS Librarians (per 1,000 pop.)	25.38	9	0.11	11	0.12
Total Staff FTE (per 1,000 pop.)	136.99	11	0.58	10	0.58
Total Library Income (All Sources)	\$9,416,700	11	\$40.19	8	\$39.43
Personnel Expenditures	\$6,350,289	9	\$27.10	8	\$25.82
Materials Expenditures - Print	\$743,028	9	\$3.17	9	\$3.18
Materials Expenditures - Audiovisual	\$223,9268	8	\$0.96	7	\$0.80
Materials Expenditures - Total	\$1,069,054	9	\$4.56	7	\$4.37
Total Operating Expenditures	\$8,914,261	10	\$38.04	8	\$36.28

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 third 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 16% of all the intersystem non-resident circulation in the state.

OWLS libraries circulate a high number of items, ranking sixth in the number of items circulated per capita. OWLS ranked fifth in the number of reference transactions 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 sixth highest among systems in the state, and the number of programs attended per capita is second.

OWLS libraries improved their ranking from 2004 in the number of book volumes and book titles added per capita. Most other collection-related rankings were the same as in 2004, with the exception that audio titles owned per 1,000 population slipped from 10th to 11th. It is also striking that OWLS libraries continue to rank very low in the number of public computers (17th per capita) and the number public computers connected to the Internet (16th per capita).

It is interesting to note that while OWLS ranks eighth in total income per capita and eighth in 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 (\$25.65) is the 3rd largest in the state, and the average difference in per capita funding between residents and non-residents is \$15.45.

There is significant variation in the budgets, collections, staff levels, and services provided by OWLS member libraries. The tables in Appendix A compare individual system libraries on several measures. Per capita results are based on municipal population figures.

Development of Services

Since its inception, OWLS has coordinated resource sharing among member libraries and has taken a leadership role in introducing and developing new technologies. The most significant technology and resource sharing development in OWLS history occurred in 1989 when OWLS began operating a shared automation network (OWLSnet) for its member libraries. In 1995, OWLS signed an agreement with Nicolet Federated Library System (NFLS) to cooperate in providing OWLSnet services to NFLS member libraries. It was a priority for both systems to connect all member libraries to OWLSnet as quickly as possible, and that task was completed in 2000.

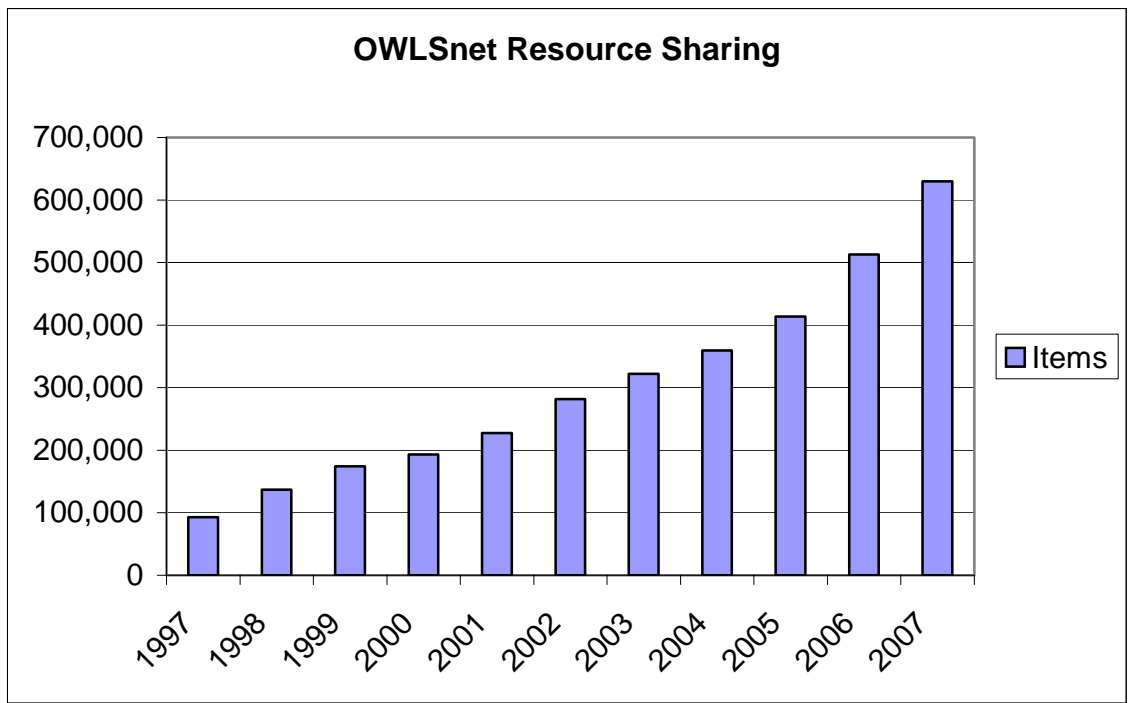
In 2004, work began on the process of migrating to a new integrated library system (ILS). Committees developed preliminary requirements for a new system. The Steering Committee and chairs of other committees attended vendor demonstrations. Some preliminary decisions were made regarding vendors, and an RFP was issued. In 2005, site visits were made to library systems using software from vendors under consideration by OWLSnet. RFP responses were evaluated by the Steering Committee. Additional vendor demonstrations were evaluated by OWLSnet library staff, and a vendor was selected. In June 2005, a contract was signed with Innovative Interfaces, Inc. to migrate to a new ILS. Data was migrated to the new system, OWLS staff provided training to the staff at OWLSnet libraries, and a new online

catalog, InfoSoup, was developed. OWLSnet libraries went live on the new system on February 21, 2006. While it took several weeks to work out some minor bugs in staff use of the system, public response to InfoSoup has been overwhelmingly positive since the first day.

The Innovative Interfaces Millennium software is used to provide circulation control, a central bibliographic database, a central patron database, management reports, an online public access catalog (InfoSoup), overdue and reserve notices, resource sharing, and acquisitions functions to members. The network also provides member libraries with training, cataloging services, technical support, a network library card program, a new materials database, various reference databases, email service, antivirus and security software, and web hosting services.

In 2006, OWLSnet libraries were migrated to the state's new BadgerNet Converged Network (BCN), and OWLS doubled its Internet capacity to 9 mbps. The network connects 51 public library sites and both system offices. Forty-eight of these sites are connected directly to the OWLSnet wide area network (WAN) through the BCN. Two sites access OWLSnet resources via the Internet, and Appleton Public Library has a local area network (LAN) connection. OWLSnet is connected to the Internet via six T-1 lines to NTD/Athenet, an Internet Service Provider.

The development of OWLSnet has led to an explosive increase in the volume of resource sharing. In 2006, over 512,800 items were shared among OWLSnet members as the result of placing and filling holds using the ILS. This year the number of items shared among OWLSnet members is expected to exceed 630,000.



2007 annual statistics estimated using January through May 2007 statistics

In 2006, OWLS libraries loaned 281,885 items to other OWLSnet libraries and borrowed 268,439 items from other OWLSnet libraries. The workload associated with handling this volume of materials has become a burden for many libraries.

In late 2006, OWLS made a significant change in how resources are shared with libraries outside of OWLSnet. In the past, OWLS libraries had used WISCAT to borrow items from other libraries in the state, and OWLS operated an interlibrary loan clearinghouse to respond to requests for materials owned by OWLS libraries from libraries throughout the state. In December, OWLS libraries discontinued using WISCAT and began using OCLC/BadgerCat for out-of-network resource sharing. In addition, NFLS now serves as the interlibrary loan clearinghouse for OWLS libraries.

In addition to operating the ILS, managing the WAN, and facilitating resource sharing for member libraries, OWLS engages in a variety of other technology-related activities. Activities include providing additional electronic resources, using technology to convey information to member libraries, offering classes in a computer training lab, providing one-on-one computer training, helping member libraries to create and maintain web sites, providing professional technology support and consulting assistance to member libraries, providing PC support to member libraries, and assisting with the development of local technology resources.

A complete assessment of services is contained in Appendix B, and lists of OWLS and OWLSnet member libraries are contained in Appendix D and Appendix E, respectively.

Priorities

Four priorities have been identified for the period covered by this plan.

- Member libraries will continue to be assisted and supported in their use of technology. This priority includes providing training to library staff, supporting library PCs, assisting libraries with the development of electronic content, enhancing InfoSoup to make it more helpful for library patrons, and implementing new services requested by member libraries as feasible (e.g., Internet workstation management software).
- OWLS, in cooperation with NFLS, will maintain and develop the OWLSnet network infrastructure in order to continue providing up-to-date technology-based services. This includes deploying appropriate network servers and telecommunications equipment. A challenge in managing the wide area network for member libraries is securing sufficient bandwidth to their needs. OWLSnet's connection to the Internet is close to being used to capacity, and many individual libraries are also bumping up against their bandwidth capacity. While the BCN network makes it easier to add bandwidth, the state has not adequately funded the TEACH Wisconsin program so that acquiring additional bandwidth can result in additional costs. OWLS will continue to monitor the bandwidth needs of member libraries, work with the Department of Administration to increase BCN bandwidth, and attempt to secure adequate bandwidth to connect to the Internet.

- OWLS will continue to monitor the impact of resource sharing on member libraries and will make recommendations for addressing any issues that may arise. This priority also includes working with NFLS to make sure that libraries have adequate access to materials owned by libraries outside of OWLSnet.
- OWLS, in cooperation with NFLS, will investigate the feasibility of the Brown County Library joining OWLSnet. Except for the possibility of adding Brown County Library, there are no other plans to expand the membership of OWLSnet.

Planning Environment

This plan was drafted by Rick Krumwiede, Director, with assistance from Evan Bend, Electronic Resources Librarian. Bend communicated with all OWLS library directors or assistant directors in order to identify specific local library issues, priorities, or concerns. The plan also reflects input gathered from a variety of other sources.

As the result of the completion of the migration to the new ILS, OWLSnet began a planning process in 2006 to answer the question, “What next?” The OWLSnet planning process involved appointing a seven member planning committee, assessing member library needs, reviewing the current governance and decision-making structure, identifying priorities for the development of OWLSnet services, and identifying other issues to be addressed by the OWLSnet membership. While the OWLSnet planning process is not likely to be completed until September 2007, the Planning Committee has achieved consensus on goals and objectives for inclusion in the plan. Many of those goals and objectives have been included in this plan.

OWLS staff has also created an InfoSoup Development Plan in order to articulate a vision for InfoSoup, to introduce some preliminary ideas for enhancing it, and to create a common understanding of an acceptable development process that provides opportunities for member library input and collaboration. In 2007 this process has been used to further develop InfoSoup to make it the best possible experience for patrons.

OWLS professional staff met individually with professional staff from Appleton Public Library and Nicolet Federated Library System on many occasions, and they also met frequently with the staff of member libraries. OWLS Director met regularly with the Appleton Public Library Director and Assistant Director, and OWLS Library Automation Manager took part in meetings of the Appleton Public Library Technical Services Department. A meeting of appropriate OWLS and NFLS staff was held on November 21, 2006 to discuss mutual concerns. OWLSnet Administrative Advisory Committee (AAC) meetings, which are held an average of six times during the year, were a forum for the discussion of OWLSnet technology and resource sharing issues. These discussions provided significant input and direction into the development of this plan.

System technology and resource sharing planning has not been done in isolation. OWLS staff regularly participates in statewide meetings for system technology and interlibrary loan coordinators. OWLS staff members are active in the Fox Valley Library Council, Inc., which

is an organization of nearly ninety libraries of all types that exists to facilitate resource sharing in a seven county area. Participation on the Executive Board, and at quarterly membership meetings, has enabled OWLS and FVLC to integrate the other organization's objectives into their respective plans.

Finally, a draft of this plan was posted on OWLSweb, and OWLS member library directors were asked to submit comments on the draft. The plan was presented to the OWLS Board and adopted on June 21, 2007.

Goals and Objectives

The following goals and objectives apply to all OWLS member libraries, unless otherwise specified. Objectives that are unique to individual libraries are included in Appendix C. OWLSnet objectives are carried out in cooperation with NFLS and apply to all OWLSnet member libraries, i.e., libraries in both systems. OWLS objectives apply only to member libraries of the OWLS system.

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

Objectives:

1. OWLSnet will continue to provide and support Millennium integrated library system (ILS) software from Innovative Interfaces that offers a variety of functions to members including circulation control, a central bibliographic database, a central patron database, management reports, an online public access catalog (InfoSoup), overdue and reserve notices, resource sharing, and acquisitions. (2007-2010)
2. OWLSnet will continue to provide access to subscription-based electronic information resources (e.g., Gale databases, Ancestry, HeritageQuest, Overdrive, Tumblebooks) for all network libraries, and OWLS will continue to provide access to electronic resources specifically for OWLS libraries (e.g., The Post-Crescent from Newsbank, Learning Express Library). (2007-2010)
3. OWLSnet will continue to work with member libraries to provide enhanced information resources to patrons via InfoSoup (e.g., staff picks, recently added materials database, booklists, Readers' Page). (2007-2010)
4. OWLS and APL technical services staff will continually monitor and make recommendations regarding OWLSnet technical services processes. (2007-2010)
5. OWLSnet will continue to provide Internet services (e.g., World Wide Web access, website hosting, email accounts) to member libraries. (2007-2010)

6. OWLSnet will continue to provide and support the network infrastructure necessary for OWLSnet services, including firewalls, servers, telecommunications equipment, data circuits, and software. (2007-2010)
7. OWLSnet will continue working to secure sufficient bandwidth to meet the needs of members by monitoring the bandwidth needs of member libraries, upgrading bandwidth from the BadgerNet converged network, and by securing adequate bandwidth to connect to an Internet Service Provider. (2007-2010)
8. OWLSnet will continue to install new switches at member libraries in order to increase security by segmenting the network at each library location. (2007-2008)
9. OWLSnet will work with member libraries, when requested, to facilitate the installation of wireless networks. (2007-2010)
10. OWLS will apply for appropriate telecommunications discounts that may be available to member libraries through state or federal programs (e.g., E-rate, TEACH Wisconsin). (2007-2010)
11. OWLS will continue to provide consultation and assistance to member libraries in maintaining and upgrading computers, maintaining web sites, and providing web-accessible electronic content. (2007-2010)
12. OWLS will encourage the Administrative Advisory Committee of OWLSnet to standardize policies, procedures, and practices among network libraries. (2007-2010)

Goal B: To optimize the governance and operation of OWLSnet by formalizing policies, procedures, and decision-making and by increasing member library understanding of what is expected of them.

1. Representatives of OWLS, NFLS, and all member libraries (i.e., AAC) will meet at least quarterly to discuss the technical and administrative operation of the network. (2007-2010)
2. OWLSnet will implement recommendations of the OWLSnet Planning Committee for conducting AAC meetings including: meeting only in large enough rooms, developing ground rules for meetings, advance distribution of all meeting materials, providing advance notice of issues to be voted upon, distributing meeting outcomes immediately following meetings. (2007)
3. OWLSnet will develop and implement a program for orienting library directors on the responsibilities of OWLSnet membership, the structure and governance of OWLSnet, and the nature and meaning of consensus decision-making. (2007)

4. OWLSnet will continue to codify membership requirements, policies, and procedures and will regularly communicate them to member libraries. (2007-2010)
5. OWLSnet will monitor member library compliance with policies, procedures, and membership requirements and will notify any library that does not comply. (2007-2010)
6. OWLSnet will investigate the feasibility of establishing a Policy Committee that would adjudicate disputes between libraries over whether a particular practice conforms to OWLSnet policies and procedures. (2008)

Goal C: To further develop OWLS and OWLSnet services in order to improve and enhance the services and information available to member libraries and their patrons.

1. OWLSnet, in cooperation with member libraries, will continue to develop and enhance InfoSoup. Input regarding InfoSoup development will be solicited from member libraries via the InfoSoup Development Blog, at AAC meetings, and at other appropriate meetings. (2007-2010)
2. OWLSnet, in cooperation with member libraries, will develop pages for inclusion in InfoSoup (e.g., local history page) that highlight unique content developed by member libraries. (2007)
3. OWLSnet will work with member libraries to explore methods for linking to and promoting local library resources through InfoSoup. (2007-2010)
4. OWLSnet will add the capability for patrons to add reviews to materials in InfoSoup. (2007-2008)
5. OWLSnet will regularly evaluate current use of online information subscriptions, provide trials and evaluations of prospective resources, and begin providing access to additional Internet-based information resources. (2007-2010)
6. OWLSnet will convene a committee to evaluate and recommend a PC Management software vendor for member libraries, and OWLSnet will implement the recommendation if financially feasible. (2007-2008)
7. OWLSnet will work with the Brown County Library director, if requested, to explore the impact and feasibility of the library joining OWLSnet. (2008)
8. OWLSnet will continue to assess the desirability and feasibility of implementing additional Millennium software modules (e.g., E-Commerce, Collection Agency Interface). (2007-2010)

9. OWLSnet will develop and implement a schedule for replacing servers, computer room network equipment (i.e., firewalls, routers, switches), uninterruptible power supplies, and backup units. (2007-2010)
10. OWLSnet will evaluate its current antivirus software, PC security, and network security provisions and will make recommendations for maintaining and improving security. Such recommendations will be implemented as feasible. (2009-2010)
11. OWLSnet will work with member libraries to explore their participation in the acquisitions module of the Millennium ILS. (2007-2010)
12. OWLS will continually explore and implement software options for enhancing web services provided to member libraries (e.g., calendar, blog, wiki software). (2007-2010)

Goal D: To 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.

1. OWLSnet will continue to allow patrons to request the interlibrary loan of items by placing holds or sending email messages via the online catalog. (2007-2010)
2. OWLSnet will continually evaluate the cost effectiveness of OWLSnet's resource sharing policy, which encourages the sharing of all local materials with all other network members. (2007-2010)
3. OWLSnet will evaluate the impact of resource sharing growth on member libraries' operations and will make recommendations for desirable changes. (2009-2010)
4. NFLS will continue to serve as the interlibrary loan clearinghouse for OWLS member libraries. (2007-2010)
5. OWLSnet will continue to provide member libraries and their patrons with access to BadgerCat and other area library catalogs via InfoSoup. (2007-2010)
6. OWLSnet will make its Millennium server available as a z39.50 target in order for libraries in the state using WISCAT to have access to information about member library materials. (2007-2010)
7. OWLS and NFLS will continue to monitor resource sharing among OWLSnet members and, if necessary, will implement methods for addressing resource sharing inequities that may exist between systems and libraries. (2007-2010)
8. 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. (2007-2010)

9. OWLS will continue to contract for appropriate five-day-a-week delivery services between member libraries, the OWLS and NFLS offices, and other libraries throughout the state. (2007-2010)

Goal E: To provide training and assistance to member library staff in using services provided by OWLS and OWLSnet.

1. OWLSnet will continue to provide group and individual training to staff of member libraries in the effective use of Millennium software and related management reports. (2007-2010)
2. OWLSnet will continue to provide assistance to staff of member libraries in troubleshooting problems with the use of OWLSnet services. (2007-2010)
3. OWLS will continue to provide information on the web about using technology-based services effectively. (2007-2010)
4. OWLS will evaluate the effectiveness of using OPAL and Go To Meeting for providing online programs, training, collaboration, and support to member libraries. (2007-2008)
5. OWLS will collaborate with South Central Library System and Winnefox Library System to provide an online, self-discovery program that encourages the exploration of Web 2.0 tools and new technologies (i.e., Project Play). (2007-2008)
6. OWLS will continue to provide individual training or consultation to staff of member libraries in the effective use of electronic information resources, computers, software, and other new technologies. (2007-2010)
7. OWLSnet, upon request, will assist OWLSnet member libraries with the initial set-up of new web sites. (NFLS and OWLS are each responsible for assisting with the development and maintenance of their own member library web sites.) (2007-2010)
8. OWLS will assist OWLS libraries with the development and maintenance of local library web sites, including locally created web-accessible databases. (2007-2010)
9. OWLS, upon request, will assist member libraries with local library technology plans and policies. (2007-2010)

Goal F: To engage in continuous study and planning in regard to OWLSnet services, library automation, resource sharing, and new technologies.

1. OWLSnet will appoint a planning committee to evaluate the current plan and develop a new plan. (2009)

2. The OWLSnet planning committee will present a new plan for consideration, modification, and adoption by the Administrative Advisory Committee. (2010)
3. OWLS will encourage and support participation by its staff in activities to help them keep abreast of technological developments relevant to OWLS and OWLSnet services. (2007-2010)

Budget

The participating member libraries and systems provide the majority of funding for technology and resource sharing activities within OWLS and OWLSnet. The following 2007 budget information provides an example of the revenue that OWLS will use and the expenditures that OWLS will make to accomplish the technology and resource sharing activities described in this plan.

2007 Budgeted Income by Source

2007 State Aid	\$294,430
Federal LSTA	\$14,500
Local and County	\$45,208
Contracts	
OWLS Member Libraries	\$251,471
NFLS Member Libraries	\$262,407
Nicolet Federated Library System	\$218,523
Manitowoc Calumet Library System	\$10,000
 Total Income	 \$1,096,539

The majority of activities contained in this plan are financed from OWLS Technology-Reference-Interloan program budget. This program is divided into two subprograms. The OWLSnet subprogram includes activities involved in operating the OWLSnet shared automation consortium. The OWLS subprogram includes technology, reference, and interloan services provided primarily to OWLS member libraries. The 2007 budgets and detailed information for both subprograms follow.

Technology-Reference-Interloan: OWLSnet

300-05 Salaries	\$281,038.00
301-05 Payroll Taxes	\$21,499.00
302-05 Fringe Benefits	\$106,120.00
305-05 Facilities	\$7,000.00
311-05 Telephone	\$3,500.00
312-05 Supplies	\$8,000.00
313-05 Telecommunications	\$75,000.00
314-05 Borrowers' Card Supplies	\$7,500.00
315-05 Printing & Promotion	\$13,700.00
320-05 Computer Equipment	\$5,000.00

321-05 PC Repair	\$1,000.00
325-05 Meeting and Travel	\$10,000.00
326-05 Training/Consulting	\$6,500.00
330-05 Software	\$4,000.00
340-05 Resource Library	\$18,000.00
342-05 Online Databases	\$71,688.00
343-05 Internet Access	\$22,050.00
345-05 Cataloging Charges	\$75,000.00
349-05 Enhanced Content	\$14,000.00
348-05 Authority Control	\$8,000.00
350-05 System Development	\$38,525.00
352-05 System Hardware	\$5,000.00
353-05 Network Hardware	\$33,000.00
354-05 System Maintenance	\$88,000.00
Subtotal	\$923,120.00

Salaries, Payroll Taxes, Fringe Benefits: Included are the costs for 6.4 FTEs. Currently, ten employees spend time in this program: seven professional employees and three support staff employees.

Position	FTE OWLSnet
Cataloger	.90
Cataloging Assistant	.55
Circulation Librarian	1.00
Computer Network Manager	.80
Computer Technician	.19
Director	.30
Electronic Resources Librarian	.40
Library Automation Manager	1.00
Library Services Manager	.26
Library Support Specialist	1.00
Total FTEs	6.40

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

Telephone: This budget contains the costs for the telephone lines used by the automation staff and the telephone lines that provide dial access to servers.

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

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

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

Printing and Promotions: Members are provided with routing slips, bookmarks, bags, and a variety of printed and promotional items.

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

PC Repair: This budget is used to upgrade or repair components.

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

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

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

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

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

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

Cataloging Charges: This budget is for various OCLC costs related to cataloging.

Enhanced Content: This budget is for enhanced content for InfoSoup, e.g., cover art, reviews, booklists, etc.

Authority Control: This budget goes for the acquisition of authority records for new titles added to the database.

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

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

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

System Maintenance: The biggest chunk of this budget is to pay Innovative Interfaces for software maintenance. The remainder of the funds are used to pay for maintenance on servers, server software, and telecommunications equipment.

Technology-Reference-Interloan: OWLS

300-11 Salaries	\$95,238.00
301-11 Payroll Taxes	\$7,286.00
302-11 Fringe Benefits	\$37,623.00
305-11 Facilities	\$3,500.00
312-11 Supplies	\$500.00
320-11 Equipment	\$4,500.00
326-11 Training/Consulting	\$1,000.00
330-11 Software	\$2,000.00
342-11 Online Databases	\$3,500.00
345-11 Interlibrary Loan Fees	\$6,200.00
373-11 FOCOL Participation	\$5,000.00
374-11 FVLC Participation	\$1,000.00
375-11 Statewide Projects	\$6,204.00
378-11 Lender Compensation	\$4,000.00
 Subtotal	 \$177,551.00

Salaries, Payroll Taxes, Fringe Benefits: Included are the costs for 2.38 FTEs. Currently, seven people spend time in this subprogram: four professional employees and three support staff employees.

Position	FTE OWLS
Administrative Secretary	.30
Computer Network Manager	.20
Computer Technician	.56
Delivery Specialist	.50
Director	.15
Electronic Resources Librarian	.40
Library Services Manager	.26
 Total FTEs	 2.38

Facilities: 10% of rent and utilities is allocated to the OWLS program.

Supplies: This budget is for miscellaneous supplies.

Equipment: Funds in this budget pay for computers and peripherals for OWLS staff that are not primarily assigned to the OWLSnet program.

Training/Consulting: Funds are budgeted to pay for technology training and consulting outside of the OWLSnet program.

Software: This budget contains funds for software for OWLS staff computers.

Online Databases: This budget pays for databases that are only available to OWLS libraries, i.e., Post Crescent from Newsbank.

Interlibrary Loan Fees: Funds are included to pay for out-of-network ILL for OWLS libraries.

FOCOL Participation: The resource library contract with Appleton Public Library calls for OWLS to contribute to the support and development of Fox Cities Online (FOCOL), the area community information network.

FVLC: OWLS pays Fox Valley Library Council membership dues for all of its member libraries in order to facilitate resource sharing and multitype cooperation in the area. OWLS is also a member of the Wisconsin Public Library Consortium, which purchases electronic books from netLibrary and engages in other cooperative projects.

Statewide Projects: This budget pays for OWLS library participation in statewide technology projects, e.g., AskAway, WPLC.

Lender Compensation: This program compensates OWLS member libraries that provide significantly more interlibrary loans to other OWLSnet libraries than they receive from other OWLSnet libraries. Any library qualifying for compensation under this program receives a credit toward its annual OWLSnet membership fee.

Evaluation

OWLS Director will be responsible for coordinating the evaluation of this plan. Evaluation will include a written assessment of the extent to which goals and objectives have been met. This assessment will include 1) a list of the goals and objectives that have been achieved, 2) a list of goals and objectives that have not been achieved with an explanation of why they weren't achieved, 3) suggestions for how any unmet goals or objectives might be achieved in the future, and 4) a description of any unanticipated outcomes. Input for this assessment will be solicited from OWLS professional staff and member library directors.

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

Appendix A
Member Library Support and Services
Based on Data from the 2005 Wisconsin Public Library Service Record

Member Library Support and Expenditures

			Municipal		Total	Operating
	2006	Municipal	Support	Municipal	Operating	Expenditures
Library	Population	Support	per Capita	Tax Rate	Expenditures	per Capita
Appleton	72,085	\$3,237,844	\$44.92	0.884	\$3,882,780	\$53.86
Black Creek	1,238	\$73,691	\$59.52	1.568	\$113,637	\$91.79
Clintonville	4,654	\$250,000	\$53.72	1.338	\$377,879	\$81.19
Fremont	702	\$49,753	\$70.87	0.948	\$78,500	\$111.82
Hortonville	2,596	\$57,200	\$22.03	0.447	\$103,623	\$39.92
Iola	1,305	\$97,368	\$74.61	1.582	\$155,083	\$118.84
Kaukauna	14,217	\$539,620	\$37.96	0.732	\$628,533	\$44.21
Kim.-L.C.	17,183	\$495,252	\$28.82	0.528	\$644,952	\$37.53
Manawa	1,330	\$70,971	\$53.36	1.404	\$134,045	\$100.79
Marion	1,280	\$90,454	\$70.67	1.748	\$119,852	\$93.63
New London	7,212	\$213,881	\$29.66	0.764	\$343,634	\$47.65
Scandinavia	374	\$12,820	\$34.28	0.914	\$20,263	\$54.18
Seymour	3,420	\$105,446	\$30.83	0.665	\$179,029	\$52.35
Shiocton	960	\$29,214	\$30.43	0.889	\$47,177	\$49.14
Waupaca	5,857	\$467,513	\$79.82	1.564	\$777,191	\$132.69
Weyauwega	1,885	\$104,160	\$55.26	1.330	\$142,604	\$75.65

Member Library Circulation and InterLibrary Loan

					ILL		ILL
	2006	Total	Circulation	ILL Items	Loaned	ILL Items	Borrowed
Library	Population	Circulation	Per Capita	Loaned	per Capita	Borrowed	per Capita
Appleton	72,085	1,186,789	16.5	97,039	1.3	67,443	0.9
Black Creek	1,238	38,032	30.7	5,653	4.6	3,903	3.2
Clintonville	4,654	106,559	22.9	11,769	2.5	12,107	2.6
Fremont	702	43,084	61.4	7,968	11.4	6,188	8.8
Hortonville	2,596	73,803	28.4	8,395	3.2	12,416	4.8
Iola	1,305	54,841	42.0	7,752	5.9	8,938	6.8
Kaukauna	14,217	239,550	16.8	18,980	1.3	23,039	1.6
Kim.-L.C.	17,183	271,535	15.8	26,389	1.5	32,357	1.9
Manawa	1,330	42,387	31.9	6,962	5.2	6,493	4.9
Marion	1,280	41,843	32.7	8,485	6.6	7,962	6.2
New London	7,212	148,815	20.6	15,828	2.2	16,507	2.3
Scandinavia	374	10,821	28.9	2,875	7.7	2,852	7.6
Seymour	3,420	75,417	22.1	9,384	2.7	8,985	2.6
Shiocton	960	16,464	17.2	2,982	3.1	1,972	2.1
Waupaca	5,857	265,009	45.2	30,821	5.3	26,801	4.6
Weyauwega	1,885	28,751	15.3	5,149	2.7	4,720	2.5

Member Library Visits, Reference Transactions, and Program Attendance

Library	2006 Population	Library Visits	Visits Per Capita	Reference Trans.	Reference per Capita	Program Attendance	Attendance per Capita
Appleton	72,085	551,072	7.6	110,885	1.5	25,747	0.4
Black Creek	1,238	20,000	16.2	2,860	2.3	530	0.4
Clintonville	4,654	88,821	19.1	9,932	2.1	6,440	1.4
Fremont	702	11,000	15.7	2,005	2.9	2,130	3.0
Hortonville	2,596	61,000	23.5	11,180	4.3	3,413	1.3
Iola	1,305	45,703	35.0	2,825	2.2	1,078	0.8
Kaukauna	14,217	85,670	6.0	9,776	0.7	3,402	0.2
Kim.-L.C.	17,183	138,049	8.0	18,234	1.1	12,386	0.7
Manawa	1,330	28,019	21.1	4,182	3.1	1,736	1.3
Marion	1,280	26,325	20.6	2,450	1.9	1,355	1.1
New London	7,212	87,993	12.2	11,788	1.6	7,072	1.0
Scandinavia	374	5,632	15.1	1,403	3.8	628	1.7
Seymour	3,420	49,950	14.6	1,716	0.5	4,128	1.2
Shiocton	960	15,600	16.3	520	0.5	1,470	1.5
Waupaca	5,857	191,469	32.7	53,571	9.1	24,251	4.1
Weyauwega	1,885	15,600	8.3	3,200	1.7	885	0.5

Appendix B Assessment of Current Technology-Related Services

OWLSnet Services

The following services are provided to all OWLSnet member libraries, except as noted.

- Wide area network (WAN) equipment, data circuits, and management
- Local area network (LAN) infrastructure for file and printer sharing¹
- Internet access for staff and public
- Email accounts for library staff²
- Antivirus software and network security provisions³
- Innovative Interfaces Millennium Integrated Library System
 - Circulation control
 - Central bibliographic database
 - Central patron database
 - Management and statistical reports
 - Overdue and reserve notices via paper and email
 - Online public access catalog (InfoSoup)
 - Resource sharing
 - Z39.50 target
 - Acquisitions control⁴
 - Onsite staff training
- OWLSnet library card program
- New materials database
- BadgerCat and OCLC WorldCat
- Staff access to OCLC's FirstSearch service
- Staff and patron access to subscription electronic databases
 - Ancestry Library Edition
 - Biography Resource Center
 - HeritageQuest
 - Literature Resource Center
 - Opposing Viewpoints
 - Overdrive
 - Tumblebooks
- Web site hosting⁵
- Web calendar hosting
- Technical support, training, and troubleshooting
- Assistance with installing wireless Internet access

1 Appleton maintains its own local area network.

2 Appleton operates its own email server.

3 Appleton maintains its own antivirus software.

4 Only Appleton, New London, and Door County currently use the acquisitions module.

5 Appleton maintains its own web servers

OWLS Services

OWLS provides the following services to all OWLS member libraries.

- Assistance in developing local web-accessible information resources
- Assistance with equipment purchases
- Assistance with digitization projects
- Computer lab training in the effective use of electronic resources, software, and the Internet
- Customized individual or onsite training in the effective use of electronic resources, computer software, and the Internet
- Development and submission of technology grants and proposals to enhance member libraries services
- Online technology training opportunities for library staff, e.g., Web Junction, Project Play
- Online training, troubleshooting, and support via OPAL and Go To Meeting
- PC maintenance and troubleshooting
- Staff and patron access to Learn A Test from Learning Express Library.
- Staff and patron access to Post-Crescent database from NewsBank, Inc.
- Summer Library Program web site and blog
- Systemwide technology planning
- Technology planning and consulting services
- Web site development and maintenance training
- Web site development services
- Web site of professional information¹

¹ <http://www.owlsweb.info>

Appendix C

Local Library Technology Environment

Objectives Achieved by OWLS Libraries

Many of the telecommunications and information technology objectives established in the last five years have been met in OWLS member libraries. Because of this, member libraries are remarkably similar in the types of technology used in each of the libraries. All OWLS member libraries are currently meeting the following technology objectives and plan to continue meeting them.

- Connect to OWLSnet via the BadgerNet converged network.
- Implement a local area network.
- Participate in and support OWLSnet, the shared automation network operated and administered by the Outagamie Waupaca Library System.
- Use Innovative Interfaces Millennium ILS and InfoSoup.
- Provide Internet access to patrons and staff.
- Provide access to BadgerLink periodical and newspaper resources.
- Provide access to electronic resources available through OWLSnet and OWLS.
- Support staff attendance at technology training sessions, and/or offer library sponsored in-house training conducted by OWLS staff members.
- Director or designated staff members attend scheduled meetings of the OWLSnet Automation Advisory Committee.
- Work with OWLS to seek appropriate grants and discounts available to libraries.
- Participate in OWLSnet and statewide resource sharing activities.
- Maintain local library web site.¹
- Provide access to word processing software or Microsoft Office on public access computers.

2007-2010 Objectives of OWLS Libraries

From July 2007 through June 2010, all OWLS libraries plan to accomplish the following:

- Continue to maintain hardware to enable efficient and effective participation in the shared automation network.
- Develop or maintain a technology replacement plan, which includes information about all equipment owned by the library, and scheduled replacement dates and costs.
- Regularly upgrade hardware, replacing equipment that no longer meets minimum specifications.
- Regularly assess the need for additional computers for staff and patron use.
- Develop an equipment budget adequate to support timely maintenance and replacement of existing equipment and purchase new equipment as needed for library services.
- Implement or maintain wireless Internet access for patrons.

¹ Shiocton is an exception because it does not have a fully functional web site.

- Annually review and revise technology objectives with input from library and OWLS staff members.
- Continue to work with OWLS to seek appropriate grants and discounts available to libraries.
- Promote use of electronic resources that are available as a result of OWLSnet membership.
- Encourage and support participation by staff and trustees in activities that will help them keep abreast of technological developments.

Member Library Technology Activities

This section contains specific information regarding the technology environment of each OWLS member library. Included are descriptions of local library programs, services, or activities that are not applicable to all OWLS member libraries. Also included are specific library technology planning goals.

Appleton Public Library

Maintains own local area network, email server, and web servers

Provides public access to the Internet from 50 workstations throughout the building

Provides WiFi access to the Internet throughout the building

Provides web hosting to several local and state library organizations

Provides web hosting and support for community and local history organizations:

Fox Cities Online <http://www.focol.org>

Fox Valley Memory <http://www.foxvalleymemory.org>

Offers formal library user education sessions and Internet introduction sessions

Offers formal children's Internet introduction sessions

Provides a 10-seat computer lab (in coordination with Gates' Foundation Computers) for patron use and for staff and patron training

Participates in AskAway, the statewide virtual reference consortium

Provides reference assistance via email

Develops and maintains online databases, including an index to the local newspaper, an obituary index, a song index, and an index of historical photographs

Appleton Public Library goals are outlined in their own technology plan, which can be viewed at <http://www.apl.org/policies/tecplan03.html>

Black Creek Village Library

Specific goals include:

- Maintain PC replacement plan
- Offer public wireless Internet service
- Investigate the feasibility, and possible collaboration with the Village of Black Creek and/or Local Lions organization to remodel the basement storage area to create a wired meeting room/PC lab; hinging on when the Local Lions organization will install a building elevator.

Clintonville Public Library

Installed a handicapped accessible workstation on an adjustable table, with large print key pad, oversized monitor, and track ball alternative

Provide wireless access to patrons

Makes available a brand new 17" magnifier (Telesensory Aladdin Ultra Pro 75) donated by the Clintonville Lions

Specific goals include:

- Make a local obituary index available on web site
- Keep up with computer replacement plan
- Offer patron training in using the online catalog and databases

(Fremont) Neuschafer Community Library

Added an additional adult Internet Computer

Specific goals include:

- Provide wireless Internet access
- Continue to update older computers as necessary

Hortonville Public Library

Created Local History pages on web site

Specific goals include:

- Adding an additional public access Internet computer
- Continue to develop Local History material for web site
- Add wireless internet connection

Iola Village Library

Provides handicapped accessible work station

Specific goals include:

- Wireless Internet access for patrons
- Add a dedicated catalog computer
- Continue replacement plan

Kaukauna Public Library

Provides an index to the local newspaper online

Provides online access to a digitized collection of historical postcards& local history texts

Provides "Discover Station" time management and reservation system for public Internet computers

Provides wireless Internet access for patrons

Specific goals include:

- Integrate technology updates with building expansion
- Add more "discover station" computers
- Continue local history digitization projects
- More staff training on using technology
- Streamline process of backing up computers

Kimberly-Little Chute Public Library

Provide handicapped-accessible workstations for a catalog unit at each library

Provide wireless Internet access to patrons at both locations

Specific goals include:

- Add handicapped assistive devices to at the existing handicapped catalog station in each library and consider making at least one public access computer handicapped accessible with assistive devices
- Add wireless capability to meeting spaces with signal boosting devices
- Add one or more laptop computers to staff workstations to allow for wireless presentations in the meeting spaces
- Install wall mounted TVs in the libraries' large conference rooms
- Add computers for kids in the children's areas of both libraries with computer games, keyboards, mice, and headphones geared for that age group and size
- Add group listening devices for multimedia in the libraries

(Manawa) Sturm Memorial Library

Provide wireless Internet access to patrons

Specific goals include:

- Add one additional public Internet station
- Continue to update equipment on a yearly basis

Marion Public Library

Specific goals include:

- Add wireless Internet access
- Add one additional public Internet station
- Maintain computer replacement plan, replacing one computer each year

New London Public Library

Eight public Internet computers are connected via the New London Area School District network

Email digital images of obituaries to patrons using a computer connected Microfilm Reader

Provides wireless Internet connection

Specific goals include:

- Provide online index to Obituaries in local newspaper
- Add an additional public access internet computer

Scandinavia Public Library

Specific goals include:

- Add new computer with focus on use by seniors & genealogists
- Provide wireless Internet access
- Replace children's computer
- Maintain computer replacement plan

(Seymour) Muehl Public Library

Laptop for director and travel purchased by the Friends group

All eight Internet stations are connected to a central scanner which is a component of a leased photocopier

A patron donated ZoomText magnifier/reader software for one of the Internet stations

Specific goals include:

- Provide a separate children's computer
- Continue computer replacement plan
- Apply for Gates Foundation funding to replace computers provided by Gates in 2003
- Continue to promote awareness and use of electronic resources
- Provide additional staff training opportunities to learn more about new technologies, social software, and Library 2.0

Shiocton Public Library

Offers wireless Internet through Charter Communication

Specific goals include:

- Upgrade one patron computer with a touch-screen monitor

Waupaca Area Public Library

Wireless Internet access is available on both levels of the building, including the meeting rooms, conference room, and exhibit room

Provides a digital microfilm reader

Specific goals include:

- Provide additional computers for staff at their work stations
- Acquire time out Software for public access computers
- Begin project to digitize local newspapers
- Investigate advanced digital copying capabilities
- Support patron use of technology devices such as MP3 players
- Continue to research self-check technology

Weyauwega Public Library

Specific goals include:

- Add wireless Internet access for patrons
- Add Internet access to two computers not currently connected to the Internet

Appendix D
List of OWLS Member Libraries

Appleton Public Library
225 North Oneida Street
Appleton, Wisconsin 54911
<http://www.apl.org>

Black Creek Village Library
507 South Maple Street
Black Creek, Wisconsin 54106
<http://www.blackcreeklibrary.org/>

Clintonville Public Library
75 Hemlock Street
Clintonville, Wisconsin 54929
<http://www.clintonvillelibrary.org/>

Neuschafer Community Library
317 Wolf River Drive, P.O. Box 498
Fremont, Wisconsin 54940-0498
<http://www.owls.lib.wi.us/fpl/>

Hortonville Public Library
102 West Main Street
Hortonville, Wisconsin 54944
<http://www.owls.lib.wi.us/hpl/>

Iola Village Library
180 South Main Street
Iola, Wisconsin 54945
<http://www.owls.lib.wi.us/ivl/>

Kaukauna Public Library
111 Main Avenue, P.O. Box 530
Kaukauna, Wisconsin 54130
<http://www.kaukaunalibrary.org>

Kimberly-Little Chute Public Library
<http://www.kimlit.org/>

James J. Siebers Memorial Library
515 West Kimberly Avenue
Kimberly, Wisconsin 54136

Gerard H. Van Hoof Library
625 Grand Avenue
Little Chute, Wisconsin 54140

Sturm Memorial Library
130 North Bridge Street
Manawa, Wisconsin 54949
<http://www.manawalibrary.org/>

Marion Public Library
402 North Main Street
Marion, Wisconsin 54950
<http://www.marionpubliclibrary.info/>

New London Public Library
406 South Pearl Street
New London, Wisconsin 54961
<http://www.owls.lib.wi.us/nlp/>

Scandinavia Public Library
Main Street, P.O. Box 117
Scandinavia, Wisconsin 54977
<http://www.owls.lib.wi.us/sca/>

Muehl Public Library
436 North Main Street
Seymour, Wisconsin 54165
<http://www.owls.lib.wi.us/sey/>

Shiocton Public Library
W7740 Pine Street
Shiocton, Wisconsin 54170

Waupaca Area Public Library
107 South Main Street
Waupaca, Wisconsin 54981
<http://www.waupacalibrary.org>

Weyauwega Public Library
301 South Mill, P.O. Box 6
Weyauwega, Wisconsin 54983
<http://www.wegalibrary.org>

Appendix E
List of OWLSnet Member Libraries

The following Nicolet Federated Library System libraries are OWLSnet members. All OWLS libraries listed in Appendix D are also OWLSnet members.

Algoma Public Library	406 Fremont St., Algoma, WI 54201
Baileys Harbor Library	8091 Guy St., Baileys Harbor, WI 54202
Birnamwood Branch Library	337 Main St., Birnamwood, WI 54414
Bonduel Branch Library	117 1/ W. Green Bay St., Bonduel, WI 54107
Coleman-Pound Branch Library	132 W. Main Street, Coleman, WI 54112
Crivitz Area Branch Library	606 Louisa Street, Crivitz, WI 54114
Door County Library	107 S. Fourth Avenue, Sturgeon Bay, WI 54235
Egg Harbor Library	Hwy 42 Community Center, Egg Harbor, WI 54209
Ephraim Library	Hwy 42, Ephraim, WI 54211
Farnsworth Public Library	715 Main Street, Oconto, WI 54153
Fish Creek Library	4097 Main St., Fish Creek, WI 54212
Florence County Library	400 Olive Ave., Florence, WI 54121
Florence Elementary Library	350 Anderson Drive, Florence, WI 54121
Forestville Library	123 Hwy 42 South, Forestville, WI 54213
Gillett Public Library	200 E. Main Street, Gillett, WI 54124
Goodman-Dunbar Branch Library	1 Falcon Crest, Goodman, WI 54125
Green Earth Branch Library	W1273 Redtail Drive, DePere, WI 54115
Kewaunee Public Library	822 Juneau St., Kewaunee, WI 54216
Lakes Country Public Library	I5235 Hwy 32, Lakewood, WI 54138
Lena Public Library	117 E. Main Street, Lena, WI 54139
Mattoon-Hutchins Community Library	311 Slate Ave., Mattoon, WI 54450
Menominee Tribal/County Library	P.O. Box 1090, Keshena, WI 54135
Niagara Branch Public Library	1029 Roosevelt Road, Niagara, WI 54151
Oconto Falls Community Library	251 North Main Street, Oconto Falls, WI 54154
Oneida Community Library	201 Elm Street, Oneida, WI 54155
Peshtigo Branch Public Library	331 French St., Peshtigo, WI 54157
Shawano City/County Library	128 S. Sawyer St., Shawano, WI 54166
Sister Bay Library	301 Mill Road, Sister Bay, WI 54234
Stephenson Public Library	1700 Hall Ave., Marinette, WI 54143
Suring Area Public Library	924 E. Main Street, Suring, WI 54174
Tigerton Branch Library	221 Birch Street, Tigerton, WI 54486
Washington Island Library	Main at Lakeview, Washington Island, WI 54246
Wausaukee Branch Public Library	911 Cedar St., Wausaukee, WI 54177
Wittenberg Branch Library	803 Cherry Street, Wittenberg, WI 54499