

S T A T U T O R Y   R E P O R T

2009

COLAND REPORT

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

TONY EVERS, STATE SUPERINTENDENT

## **Summary of Organizations and Service Programs**

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The State Superintendent, Department of Public Instruction (DPI) is required to report on interlibrary cooperation and resource sharing each biennium. Wis. Stats. 43.03(3)(d) says *“the state superintendent shall submit to the council on library and network development a biennial report which describes the programs and policies to promote cooperation and resource sharing among all types of libraries and to plan, coordinate, evaluate and set statewide priorities for the development of networks to enable interlibrary cooperation and resource sharing carried out in the preceding biennium and the programs and policies to be carried out in the succeeding biennium”*.

### ***This report discusses the activities of the following Wisconsin organizations and committees:***

- Department of Public Instruction, Division for Libraries, Technology and Community Learning
- Council on Library and Network Development (COLAND)
- Library Information and Technology Advisory Committee (LITAC)
- Library Services and Technology Act (LSTA) Advisory Committee
- Wisconsin Library Services (WiLS)
- Wisconsin Heritage Online Governing Board (WHO)
- Department of Administration, Technology for Educational Achievement (DOA TEACH)
- BadgerNet Converged Network Advisory Committee
- Delivery Services Advisory Committee

### ***This report covers the following programs and projects:***

- Visioning Summit - Future of Wisconsin Libraries 2008-2011
- Library Services and Technology Act (LSTA) (federal funding for library services)
- The Wisconsin Library Technology Strategic Plan
- Channel and Channel Weekly (print and electronic newsletters)
- Library listservs WISCAT-L, WISCATILL-L (interlibrary loan), WIPUBLIB, WEMA-L, WPK-12, and BadgerLink-L
- BadgerLink (full text of magazines, newspapers, and reference materials and links to library resources)
- Wisconsin Document Depository Program
- State government portal (wisconsin.gov)
- Wisconsin Digital Archive
- Creation and management of digitized library resources
- The University of Wisconsin Digital Collections Center (UWDCC)
- The Wisconsin Heritage Online (WHO)
- Internet access for schools and libraries
- E-Rate program (discounted telecommunication services from federal government)
- WISCAT / WISCATILL (statewide union catalog and gateway to library catalogs)
- University of Wisconsin System integrated library system
- Public library systems integrated library systems
- Interlibrary loan services
- Reference services
- Delivery of library materials (provided through public library systems and South Central Library System)
- Regional Library for the Blind and Physically Handicapped
- NFB Newslines for the Blind (telephone access to national and Wisconsin newspapers)
- Child Care Information Center (CCIC)
- Cooperative Children's Book Center (CCBC)

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This report focuses primarily on the activities of the Division for Libraries, Technology, and Community Learning (Division) in the previous and the current biennium relative to the State Superintendent's responsibilities to promote cooperation and resource sharing among all types of libraries in Wisconsin.

The 2007-2009 biennial budget maintained the majority of library programs with small increases. Funds were increased for BadgerLink and for the statewide library contracts. The indexing formula for public library system funding continued to fall behind past levels during this period. The indexing formula is the ratio of state aid to local and county aid and was 8% in 2008 and an estimated 8.10% in 2009. The statutory level is (13%).

The 2009-2011 budget included increases in library funding for many programs, including maintenance increases in library contract, BadgerLink, public library system, and NFB Newsline funding. State funding for statewide delivery services and statewide virtual reference services were not achieved in this biennium.

In May 2008, the Council on Library and Network Development (COLAND) worked with DPI and other library groups to plan and carry out a comprehensive visioning summit on The Future of Wisconsin Libraries 2008-2018. Participants included library staff, users, and other interested people from all types of libraries. Following the summit, a "Beginnings Report" was published which outlined concepts and recommendations for consideration in future planning efforts. The report outlined five strategic directions:

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## ***Strategic Direction One:*                      One Card – any Library**

By 2018 Wisconsin libraries and all they contain will be universally accessible through a single library card available to all residents of the state - a "forever library card."

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## ***Strategic Direction Two:*                      Robust Bandwidth**

Wisconsin citizens are limited in their educational attainment and workforce participation when they do not have access to broadband network services. To level the playing field for all communities, libraries/educational institutions must have access to robust and sufficient broadband network services by 2010.

**Strategic Direction Three: Libraries as “Anchor Stores”**

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Urban and rural communities across the country have strategically placed public libraries to stimulate economic development, improve the safety of neighborhoods and improve literacy for its citizens. In schools and universities, libraries serve as an anchor for intellectual development. In the private sector, such as health care, library/information centers educate and serve the information needs of their clients. Wisconsin will expand and promote the anchor store concept for strategic use throughout the state. By 2010 Wisconsin libraries will be recognized as community development engines, providing knowledge resources and community gathering spaces, attracting business to the area. DPI should expand the impact of Student Learning Through Wisconsin School Libraries study by demonstrating the fiscal impact of increased educational attainment fostered by quality school librarians.

**Strategic Direction Four: Universal Literacies in All Forms**

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Wisconsin citizens must know how to find and evaluate information in a variety of formats, on a vast array of subjects if they are to succeed in today’s economy. School and public libraries are where children strengthen the most fundamental literacy of all – the ability to read. Public libraries have always had a major role in helping adult immigrants learn English, and this role is even more important today as Wisconsin’s economic prosperity depends on a growing population of literate workers. In addition to basic reading skills, librarians in all types of libraries, teach people of all ages how to search, retrieve and evaluate information using technology. Some states, such as Vermont have launched a 100% literacy campaign to achieve an educated workforce. By 2012 Wisconsin will launch its own version of a literacy campaign capitalizing on its robust library infrastructure.

**Strategic Direction Five: Embedded Librarians**

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When librarians are at the table they help bring information tools and resources to bear on complex problems and economic opportunities in schools, the workplace, and city government. By 2011 Wisconsin libraries will pilot outreach programs to bring the library’s resources to the people who need them by embedding librarians in community and institutional planning groups.

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The DPI plans to address these strategic directions as a part of overall planning efforts and activities and with specific projects as appropriate. Other recommendations that DPI plans to address include planning and carrying out a summit related to school library media center staffing, a review of public library certification related to technology training and other needed skills, and encouragement of collaboration and strategic communication among all types of libraries.

**Section Two | Planning for Interlibrary Cooperation and Resource Sharing**

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The Division works with a variety of library groups, organizations, and associations to plan and carry out library programs in Wisconsin. The Division continues to appoint representatives from all types of libraries to DPI or Division advisory committees, task forces, and other groups for the purposes of planning for interlibrary cooperation and resource sharing.

## ***Council on Library and Network Development (COLAND)***

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According to Stat. 43.07, the State Superintendent and the Division shall seek the advice of and consult with the Council on Library and Network Development in performing their duties in regard to library service... The council shall:

- (2) Advise the secretary in regard to the general policies and activities of the state's program for library development, interlibrary cooperation and network development.*
- (4) Hold a biennial meeting for the purpose of discussing the report submitted by the state superintendent under s.43.03 (3)(d). Notice of the meeting shall be sent to public libraries, public library systems, school libraries and other types of libraries and related agencies. After the meeting, the council shall make recommendations to the state superintendent regarding the report and any other matter the council deems appropriate.*

The COLAND membership consists of nineteen members, nine of which represent library science, audiovisual and informational science professionals representative of various types of libraries and information services, including public library systems, school libraries, public and private academic libraries, special libraries and library educators. Ten members are public members who have demonstrated an interest in libraries or other types of information services.

### ***COLAND Goals***

The purpose of COLAND is to provide leadership to the state and the library community on improving library services and cooperation in all types of libraries.

#### ***Ongoing Responsibilities:***

1. Provide advice and take action on library-related initiatives, programs, policies, and problems which are brought to the attention of COLAND by the Division staff or the Wisconsin library community.
2. Make recommendations to the Division in regard to the development of standards for the certification of public librarians and standards for public libraries.
3. Advise the State Superintendent in regard to the general policies and activities of the state's program for library development, interlibrary cooperation, and network development.
4. Advise the State Superintendent in regard to the general policies and activities of the state's program for the development of school library media programs, staffing and facilities, and the coordination of these programs with other library services.
5. Receive complaints, suggestions and inquiries regarding the programs and policies of the DPI relating to library and network development, inquire into such complaints, suggestions and inquiries, and advise the State Superintendent and the Division on any action to be taken.
6. Improve the knowledge and understanding of the members of COLAND on key issues and programs of significance to Wisconsin libraries by inviting individuals with special knowledge of these issues and programs to make presentations at COLAND meetings and by holding hearings when appropriate.

7. Monitor, review and endorse, as appropriate, the Division's initiatives relating to the role of public libraries in promoting early learning and adolescent literacy.
8. Review the work of other Division advisory groups and taking appropriate action.
9. Cooperate with other library groups in planning, advocacy, and sharing information for the improvement of library service to Wisconsin residents.
10. Monitor and actively support library budget and legislative initiatives endorsed by COLAND.
11. Support funding and staffing levels for the Division adequate to meet its mission of service to Wisconsin libraries.
12. Identify and support those initiatives designed to improve public awareness of current library issues and the need for maintaining and strengthening local libraries.

### *COLAND 2008 - 2009 Goals*

1. Review, revise, and adopt the final report from the COLAND ILL/Resource Sharing Workgroup.
2. Disseminate the results of the Visioning Summit and Year of the Library's Future and develop an implementation plan for the strategic directions.
3. Support initiatives in the 2009/2011 biennial budget concerning library related programs such as BadgerLink, statewide resource contracts, etc.
4. Monitor implications of statutory law changes regarding the use of the Common School Fund.
5. Investigate legislative and other initiatives to address the growing crisis in school library media staff and make recommendations to the State Superintendent.
6. Review COLAND's role in the DPI budget preparation process. Hold a public hearing on proposed public librarian certification rules and make recommendations to the state superintendent.
7. Submit to the State Superintendent a descriptive and statistical report on the condition and progress of library services in the state and recommendations on how library services may be improved.

## **Library Information and Technology Advisory Committee (LITAC)**

The Division appointed the Library Information Technology Advisory Committee to provide ongoing advice on the planning and implementation of technology projects affecting all types of libraries. The committee continued to plan activities that would work toward the Division's vision for use of technology.

### ***Access - for anyone, from anywhere, at any time***

All Wisconsin residents have equitable, convenient, and universal access to the information and knowledge resources they need to meet personal, work, educational and community goals. This is facilitated by the participation of Wisconsin libraries in statewide networks linking library resources through appropriate technology and technology standards.

#### *The purposes of the committee included:*

1. Periodically review the Wisconsin Library Technology Strategic Plan.
2. Assist and advise the Division in developing priorities on the use of federal LSTA funds for technology-related grant categories and projects.
3. Assist and advise the Division in developing priorities and proposals for state funding requests related to technology.
4. Provide advice and assistance on specific Division projects and programs.
5. Work in cooperation and coordination with library constituencies and organizations that have technology planning processes.
6. Provide awareness of and support for technology-related programs and initiatives among the library community, key stakeholders and the public.
7. Report back to various constituents on the technology plans and programs of the Division and of other library constituencies and organizations.

During 2007-2009 committee members reviewed and commented on issue papers in the following areas: 1) Interlibrary Loan, 2) BadgerLink, 3) Virtual Reference, 4) Information Literacy, 5) Downloadable audio/video, 6) Wisconsin Digital Archives, 7) Wisconsin Heritage Online, and 8) Shared Integrated Library Systems.

In addition, members discussed the following topic areas:

### ***LITAC Activities for 2009-2011***

- *LSTA funding*
- *E-Rate and filtering legislation*
- *Authentication Systems*
- *Net Neutrality legislation*
- *Gates grant funded programs*
- *Project Safe Childhood*
- *BadgerLink marketing plan*
- *BadgerLink Toolkit*
- *BadgerLink database access and identity*
- *Wisconsin statewide library access*
- *ALA technology initiatives*
- *Instructional technology initiatives*
- *Other projects and activities.*

1. Revise the goals and objectives in *The Wisconsin Library Technology Strategic Plan*.
2. Revise and develop issue or discussion papers in areas identified by LITAC including: access to electronic resources for people with disabilities, privacy and safety in electronic information access, shared integrated library systems, technology training, electronic delivery of information, web services (2.0), and impact of technology on collection development.
3. Review technology solutions for improving statewide library access to library collections and services.
4. Review technical implications of the Visioning Summit and recommended strategic directions.

## **Library Services & Technology Act (LSTA) Advisory Committee**

The Library Services and Technology Act program, administered by the Division, continued to fund a number of major state level resource sharing programs in Wisconsin, including some of the projects described in this report, as well as local library and public library system resource sharing programs. The Division has published a five-year plan that outlines goals and objectives for use of LSTA money for the years 2008-2012. The purposes of the LSTA program are to improve library services through the use of technology, encourage libraries to establish consortia and share resources and to target library services to persons having difficulty using a library.

### ***LSTA Advisory Committee Planning Activities: 2009-2011***

1. Develop annual purposes and criteria for using LSTA funding and carry out a grant allocation process.

## **Wisconsin Library Services (WiLS)**

The primary purpose of WiLS is to operate a consortium of member libraries that offers services in areas of shared bibliographic information, resource sharing, in-service training, and other cooperative activities relating to the changing nature of information technology. WiLS provides access to OCLC services statewide and facilitates cooperative purchasing of library databases, software, and other library supplies and services for all types of libraries in Wisconsin. OCLC products assist with the development of digitization including CONTENTdm and the OCLC Digital Archive and provide a framework for offering virtual reference services through QuestionPoint.



WiLS has continued an initiative to encourage digitization of library resources. WiLS has coordinated the activities of the Wisconsin Heritage Online (WHO) governing group and working groups and has made major progress in establishing a statewide WHO collaborative program. WiLS also continued to facilitate the establishment of virtual reference services statewide.

The WiLS 2006-2008 Strategic plan includes goals to:

1. Work together as a community to position libraries to be where and when users need information.

2. Work together as a community to address the next generation of issues surrounding electronic content.
3. Work together as a community to enhance the user experience in obtaining needed information
4. Expand participation by Wisconsin libraries in the OCLC cooperative in order to strengthen the cooperative, to increase the “Wisconsin voice” within the cooperative and to extend the values of the cooperative to more libraries in the Wisconsin community.

In 2009, WiLS planned for entering a new partnership agreement with OCLC and also for a new slate of service offerings including enhanced cooperative purchasing, technical services workflow documentation, business intelligence, planning/group facilitation, web design, maintenance, and training services, and ILLiad support.

### *Division Planning Activities Related to WiLS: 2009-2011*

1. Serve as an ex-officio member of the WiLS board.
2. Serve on the WHO governing group and further WHO development.
3. Participate in WiLS ongoing programs and special activities.
4. Continue contract for interlibrary loan services.

### **Communications**

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The Division publishes *Channel*, a print newsletter, and *Channel Weekly*, an electronic newsletter. It distributes these publications to libraries and individuals throughout the state.

DPI and the Division continues to provide information to all types of libraries through DPI web sites, including the BadgerLink web site. Division staff manages Internet discussion lists on behalf of different library interest groups and projects. Examples include: WISCAT-L, WISCATILL – L (interlibrary loan), WIPUBLIB, WEMA-L, WPK-12, and BadgerLink-L.

The Division plans to continue these communications activities for 2009-2011.

## **Section Three**

## **Impact of Technology on Interlibrary Cooperations & Resource Sharing**

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Technological developments provided libraries with increased opportunities for expanding access to knowledge and information resources for the state’s residents. Access to the Internet improved for all types of libraries, and BadgerLink continued to provide a major source of information for libraries, schools, universities, businesses, and Wisconsin residents.

### **BadgerLink**

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BadgerLink provides World Wide Web access to full text information, WISCAT, WorldCat, government information, Wisconsin digitized library collections, Reference and Loan Library databases and links to other web sites.

The Division received over \$2.1 million from the Universal Service Fund for each year of the 2007-2009 biennium to continue the BadgerLink service. The budget for 2009-2011 was

increased by \$127,500 in 2009-2010 and \$337,900 in 2010-2011.

The Division makes BadgerLink services available to libraries, schools, businesses, and other organizations and to Wisconsin residents at home, in the office, or in other locations.



**BadgerLink**

[www.badgerlink.net](http://www.badgerlink.net)

Wisconsin library staff and residents made

approximately 18 million searches per year using BadgerLink magazines and newspapers in the last biennium. Division staff provided training sessions to library staff. Reference and Loan Library staff maintains IP addresses for nearly 200 Internet Service Providers. Publicity materials were provided for library staff to use in promoting the service. Some libraries have set up local authentication through local automated systems. The Division maintains a list of Wisconsin IP addresses and a list of library card number patterns from Wisconsin libraries to be used for authentication of users. The Division has registered BadgerLink as a trademark.

In 2009, the Division contracted with Auto-Graphics to provide centralized authentication and federated searching of BadgerLink databases along with library online catalogs, and other resources. Federated searching capability is provided through the BadgerLink home page and through WISCAT. Discovery of EBSCO resources was made available through Google.

The Division maintains databases of digitized collections in Wisconsin libraries and titles from songbooks in the Reference and Loan Library collection and both are featured on BadgerLink. Using funding provided by the Gates foundation, staff contracted for the provision of hands-on training for BadgerLink resources and created Quick Start Guides for online resources for public libraries.

In 2008-2009, the Division developed and released an RFP for the period 2009-2011 with the option of two additional three year renewals. Vendors chosen to continue services include EBSCO (magazines and newspapers and reference services), Heritage Microfilm, Inc. (Access Newspaper Archive for historical newspapers), TeachingBooks.net, LLC (online collection of multimedia information about children's literature and authors of children's books for the K-12 age range), Gale (LitFinder for poems, essays, speeches, plays and other works). Magazine, newspaper, and reference work content nearly doubled under the new contracts.

BadgerLink celebrated its 10th anniversary January 2009.

### ***Division BadgerLink Activities & Goals: 2009-2011***

1. Expand the scope of BadgerLink resources.
2. Promote BadgerLink to Wisconsin libraries and residents through continued development of a BadgerLink Toolkit and marketing plan. Provide ongoing training for BadgerLink and improve training information on the website.
3. Improve existing and develop additional Wisconsin databases including library directory information, digital collections, and education, library, and government information sites.
4. Continue to improve authentication strategies and methods.
5. Improve the accuracy of statistical information and provide more ongoing statistics on BadgerLink use.

6. Encourage all types of libraries to promote the BadgerLink brand by creating a prominent link to BadgerLink on the library's website and by providing credit to BadgerLink when databases are listed separately.
7. Improve the process for notifying users of changes to BadgerLink databases, interfaces and services.
8. Extend federated searching for public library systems and local library to include local as well as BadgerLink resources.
9. Redesign the BadgerLink website.
10. Add video content through collaboration with the Educational Communications Board.

## ***Wisconsin Document Depository Program & Digital Archive***

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The Division collects and distributes state government publications to 50 state and regional libraries that provide access to the public. Depository libraries include state government agency libraries, public libraries, and academic libraries. The Wisconsin Historical Society maintains the most complete collection of materials and catalogs and classifies the documents. Several other libraries collaborate in the cataloging process.



The Division maintains a license to the OCLC Digital Archive and archives and preserves state government documents. Division staff took part in federal projects to develop an ongoing process for preservation and archiving of state government documents. A strong collaboration has been developed with the Wisconsin Historical Society, Legislative Reference Bureau, and the State Law Library to catalog archived information and make it available to the public. As state agencies increasingly produce publications electronically, it has become more difficult to distribute publications. The Division placed increasing emphasis on working with digital information as described in the following section.

### ***Division Document Depository Program Goals: 2009-2011***

1. Continue to distribute print publications to public and academic libraries taking part in the program.
2. Continue to maintain the Wisconsin Digital Archive.
3. Distribute catalog records for digitally archived documents to libraries for inclusion in their online catalogs.
4. Continue to take part in federal projects and activities related to digitization and preservation of state government information.
5. Meet with depository libraries to plan future directions and determine the best means of marketing state government information.

## **Digitization Of Government Information And Historical Materials**

During 2005-2007, the Division worked to improve access to digital information whether it was born digital or created from materials in other formats.

The Division staff continued to work with the Department of Administration, Division of Electronic Government (DOA/DEG) on the state portal project in order to provide better access to state government information for Wisconsin libraries and citizens. Reference and Loan Library staff helped state agencies metatag their Web pages through consultation and training, development of a thesaurus of terms describing state government services, and incorporation of the thesaurus to create a subject directory for the portal.

The Division allocated LSTA funds to digitize local history materials for public libraries and state government agencies. Local historical societies have taken part in some public library projects. The projects have been done in cooperation with the University of Wisconsin Digital Collections Center (UWDCC). University of Wisconsin-Madison staff has trained local library staff, provided templates for creating metadata, scanned materials, and incorporated completed projects into the Wisconsin Collection website.

Wisconsin Library Services (WiLS) worked with other agencies to initiate a major statewide planning effort for digitization programs called Wisconsin Heritage Online. The University of Wisconsin developed a gateway for searching Wisconsin digital collections. The Wisconsin Historical Society hosts a CONTENTdm Server for use by libraries wanting to outsource storage and access of their digital records and objects.

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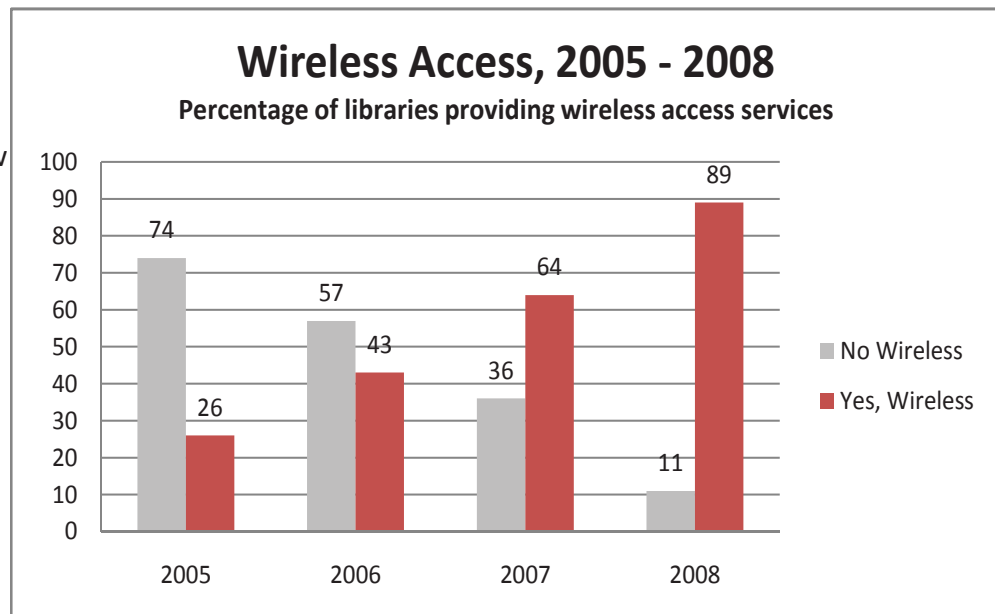
### ***Government Information & Historical Digitization Goals: 2009-2011***

1. Work with DOA/DEG to develop better search page results and advanced searching functions for the state portal.
2. Continue to collaborate with and support the work of the Wisconsin Heritage Online project.
3. Allocate LSTA funds to digitize and archive other library resources by working with the UWDCC.
4. Allocate LSTA funds to allow public libraries in cities over 100,000 people to digitize library resources.

## ***The Internet and Telecommunications***

Since 2002 all 388 of the state's public libraries have had direct broadband Internet access. To help increase Internet access, there has been a movement—both in Wisconsin and nationwide—for libraries to provide wireless Internet access for patrons with laptops. The availability of wireless access was first asked on an annual division library technology survey in 2005. As

can be seen in the chart on the right, in the latest survey 89% of the state's public libraries now provide wireless access. This is a dramatic increase from just 26% that reported such access in 2005. The library division allocated \$66,835 in LSTA funds in 2008 and 2009 to assist libraries in implementing wireless Internet



access. Over 70% of the state's public libraries and school districts get their Internet access and other services through WiscNet, the state's not-for-profit ISP. Division staff serve on the WiscNet board.

The Division continues to work with the state's Department of Administration's (DOA) BadgerNet and TEACH programs on issues related to the provision of data lines and the parallel development of library system wide area networks (WANs). Over 95% of the state's public libraries are part of regional library systems WANs. The WANs are used primarily for Internet access and to connect libraries that are part of regional shared integrated library systems. The division has worked with TEACH staff and library systems to ensure that library requests for increased bandwidth are granted, whenever possible. In 2008 over 55% of the state's public libraries received bandwidth increases and every library now has a minimum of a 1.5Mbps circuit.

The federal American Recovery and Reinvestment Act (ARRA, PL 111-6), passed in February 2009, includes \$7.2 billion in grant funds for broadband enhancements. Division staff are working closely with DOA staff on the possibility of apply for a grant to bring fiber to every public library and library branch in the state now using BadgerNet. Through efforts undertaken thus far, it has been determined that about 80% of the state's public libraries do not have fiber connectivity. With the increasingly use of graphics and video on the Web even the smallest library will eventually need fiber. It is estimated that this effort will cost about \$25 million.

The BadgerNet network is one of the largest state networks in the country. Division staff serve on the BadgerNet Advisory Council which oversees network operation and is engaged in planning for the next generation BadgerNet network.

## *Division Activities With Internet & Telecommunications: 2009-2011*

1. Work with the DOA and the TEACH program to address public library (and school) bandwidth issues.
  - a. Work with TEACH and library systems to review the process to increase bandwidth.
2. Work with the DOA and the education and library communities to ensure continued high quality of service on the BadgerNet Converged Network.
3. Work with DOA BadgerNet staff on possibly applying for a federal broadband grant to bring fiber to all public libraries and their branches.
4. Division staff will continue to serve on the BCN Advisory Council representing schools and libraries.
5. Continue to advocate for the network needs of PK-12 schools and public libraries.
6. At the national level:
  - a. Respond to FCC's notices regarding changes to the E-rate program and on the development of a national broadband plan.
  - b. Work with ALA on various initiatives to address library bandwidth issues.
  - c. Inform the state's Congressional delegation about the benefit of federal networking and funding programs that benefit school and library networking.
  - d. Serve on ALA's technology committees and offer expertise as needed.

## **WISCAT**

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WISCAT is a statewide bibliographic database and virtual catalog of library holdings and an interlibrary loan management system for Wisconsin libraries. As of May 2009, the union database contained 7.2 million titles and 35.4 million holdings identifying materials in 1,205 Wisconsin libraries of all types. Library staff and patrons conducted 23 million searches during 2007. The Division negotiates and manages the contract for the production of WISCAT and provides technical support to WISCAT users. Participating libraries received nearly a quarter million requests in each year for 2005-2007. This program is funded through LSTA funds.

The logo for WISCAT, consisting of the word "WISCAT" in a bold, blue, sans-serif font.

[www.wiscat.net](http://www.wiscat.net)

In January, 2007 the Division implemented the new contract with Auto-Graphics, Inc. for the Agent union catalog, virtual catalog, and interlibrary loan management system for the new WISCAT service. The new WISCAT has allowed for easier combined searching of the union and virtual catalogs, more flexible lender string construction, and filtering of library requests. Staff implemented ISO protocol searching with ILLiad allowing transactions to be sent back and forth between AGent and ILLiad as requests progressed through their cycle. In 2009 staff implemented federated searching that combined access to WISCAT and BadgerLink databases through a single searching mechanism. Statistics for WISCAT and OCLC interlibrary loan were developed and posted on the Reference and Loan Library website. The Reference and Loan Library paid for the National Circulation Interchange Protocol (NCIP) software module for Mid-Wisconsin and Lakeshores library systems in order to experiment with interfacing AGent interlibrary loan and SirsiDynix circulation functions, but SirsiDynix declined to do the necessary testing during 2008

and 2009. URL Links were made within EBSCO and ProQuest to allow users to identify which libraries owned specific magazine or newspaper titles.

While most academic libraries and some public library systems and other types of libraries contribute records to WISCAT through the union or virtual catalogs, some use OCLC WorldCat Resource Sharing and BadgerCat as national and state union catalogs and for interlibrary loan management.

### *WISCAT Plans for 2009-2011*

1. Implement SIP or NCIP protocols to integrate the WISCAT interlibrary loan management system with shared and local automated library systems.
2. Implement ISO protocols to allow interlibrary loan management systems to share information with each other with emphasis on ILLiad and OCLC.
3. Continue to enhance the WISCAT software.
4. Provide consultation and technical assistance to libraries using WISCAT and OCLC.
5. Incorporate WISCAT use into the Enhancing Education Through Technology competitive grant process.

### ***UW System Integrated Library System***

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During 2005-2007, the Council of University of Wisconsin Libraries (CUWL) continued operation of a Universal Borrowing system which allowed UW campuses to borrow directly from each other. The UW libraries also used ILLiad software to assist in the management of interlibrary loan requests and to manage electronic document delivery. ExLibris' MetaLib and SFX systems are used to search across multiple databases and manage access to electronic resources. The UW libraries are also focusing on collaborative collection development of books, serials, and electronic resources.

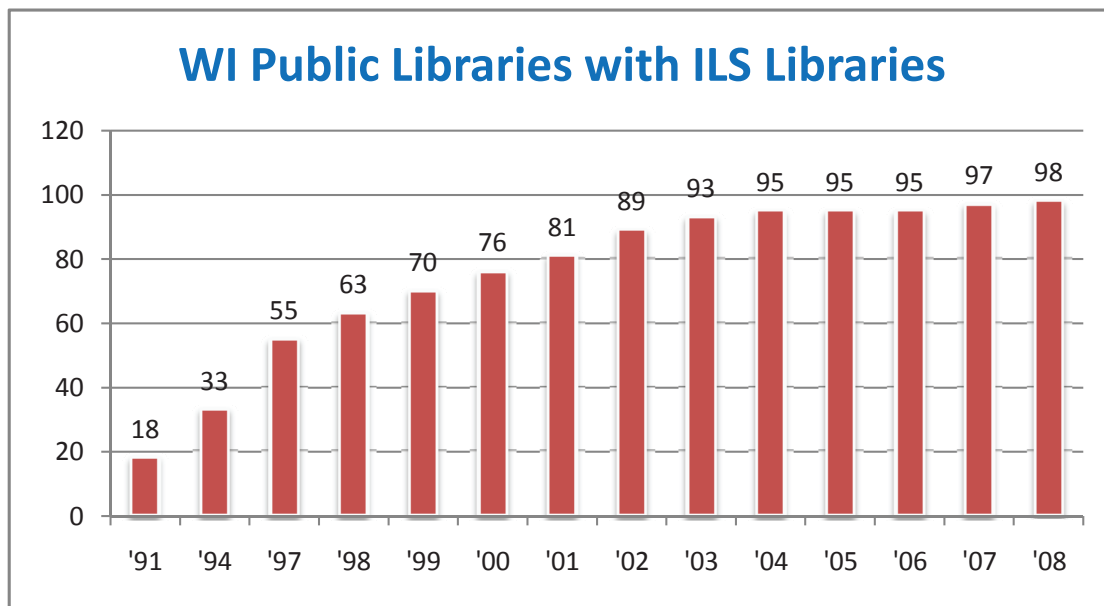
### *Division Activities with UW System Integrated Library System: 2009-2011*

1. Monitor the impact of the University of Wisconsin circulation system and online catalog project on interlibrary loan patterns and procedures in the state.
2. Monitor activities related to document delivery, electronic serials management, and cross-database searching.
3. Contact UW campuses about using NCIP standards to transfer interlibrary loan requests directly between Auto-Graphics Agent and ILLiad.

## ***Public Library Systems' Integrated Library Systems***

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As can be seen in the table below, the state's public libraries have made significant progress in implementing integrated library systems (ILS) in the past decade. While 98% of the state's public libraries now have integrated systems, these libraries serve over 99% of the state's population. The number of libraries in shared integrated systems continues to grow too. Ninety per cent of libraries are now in shared systems compared to just 53% in 2001. The increase in shared systems is partly due to continued allocations of LSTA grant funds for this purpose. Between 2000 and 2007 the division allocated \$2,161,000 in LSTA funds to help libraries join a shared ILS. (Note that most start-up and ongoing costs are borne by participating libraries and library systems.) A 2006 division study showed that a total of \$6.17 million is spent annually by libraries and systems for costs related to shared ILSs. 2007 was the last year for this grant category, although LSTA funding for 2008 included a grant category for merging existing shared integrated systems.



A 2008 study by the Legislative Audit Bureau (LAB) recommended membership in shared integrated system as a “best practice”. Within the LAB report, libraries cited their participation in a shared ILS as “the most valuable service provided by their regional library system.” (see [www.legis.wisconsin.gov/lab/reports/08-LibraryServicesFull.pdf](http://www.legis.wisconsin.gov/lab/reports/08-LibraryServicesFull.pdf) ). There are shared ILSs in all seventeen of the state's regional library systems.

### ***Division Plans for 2009-2011***

1. Continue to encourage membership in shared ILS.
2. Review the possibility of schools becoming members of shared ILS or starting their own regional shared integrated library systems.

### ***Interlibrary Loan Services***

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Interlibrary loan in Wisconsin has a long and successful history and during 2007-2009, resource sharing activities continued. Patrons use libraries to request a wide variety of book, non-book, and photocopied materials. Libraries of all types and sizes borrow and lend materials to each other in ever increasing numbers to fill the needs of their patrons. The goal of interlibrary loan is to obtain the material needed for the patron in the least amount of time possible. Partners in interlibrary loan include: Reference and Loan Library, Wisconsin Interlibrary Services (WILS), school libraries, special libraries (medical, corporate), state agencies and institutions, public libraries, 17 public library systems, technical college libraries, private college libraries, and university libraries. Wisconsin continues to rank number one nationally in the number of public library interlibrary loans. Public libraries conduct a substantial amount of interlibrary loan transactions through use of shared integrated library systems. With the implementation of AGen interlibrary loan management system, the Reference and Loan Library substantially reduced its interlibrary loan backlog.

WILS operates an interlibrary loan clearinghouse for academic libraries and other members. The Reference and Loan Library continues to operate a clearinghouse for interlibrary loan requests for all types of libraries. The Division contracts with WILS and Milwaukee Public Library for state level interlibrary loan services. Decreases in funding for 2005-2007 biennium caused a decrease in funding in the Milwaukee Public Library and WILS contracts resulting in some requests being unfilled. Many public library systems continue to provide interlibrary loan, reference referral, and delivery services for various types of libraries in their system areas.

### ***Interlibrary Loan Goals: 2009-2011***

1. Experiment with electronic document delivery.
2. Work to make interlibrary loan systems work together and decrease manual labor involved in interlibrary loan.
3. Work to make interlibrary loan management systems and circulation systems work together to decrease manual labor involved in interlibrary loan.

### ***Reference Services***

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During 2007-2009, the Reference and Loan Library staff continued to respond to requests from public library systems, state agencies and employees, state correctional and social service institutions, and other libraries. Direct service is offered to K-12 school personnel seeking information on educational policy and research. Reference staff also provides answers to reference requests when users of the state government portal cannot find the information they are seeking. A toll free number (1-888-542-5543) is available so that users could more easily contact the Reference and Loan Library staff.

The Division funded statewide 24/7 reference services (Ask?Away) using LSTA funds and provided online chat service using OCLC QuestionPoint. In 2007 in collaboration with a national consortium, 31 public library systems, academic and technical college libraries, the Reference

and Loan Library, and WiLS provide staff to answer questions. All Wisconsin libraries may choose to place the Ask?Away logo and link on their web site so that their patrons can take part in this chat service. Ask?Away statistics are posted on the Reference and Loan Library website. State funding was requested, but not provided.

## ***Reference Services Plans for 2009-2011***

1. Continue to provide Reference and Loan Library weekly staffing for the 24/7 program.
2. Work with libraries to increase the total number of staffing hours.
3. Continue to develop and provide best practice training for participants.
4. Increase the number of libraries providing access to Ask?Away on their websites.
5. Encourage greater participation by schools through implementation of a pilot project.

## ***Statewide Delivery Services***

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The Division appoints a statewide Delivery Services Advisory Committee with representatives from all types of libraries. The committee has worked on analyzing needs, developing pricing scenarios, looking at ways to include more types of libraries, and recommending best practices and policies as needed. The Delivery Service Advisory Committee met six times during 2007-2009 via videoconference or meeting. Advisory Committee members developed and disseminated a best practices document during 2008.



South Central Library System has built a statewide backbone delivery service that connects public library systems and academic libraries. The Northern Waters Library System is connected through a connection point in Wausau. Other libraries, including schools, are involved through the public library system or as individual libraries connected to the backbone.

The Delivery Services Advisory Committee member list, minutes, and other documents have been posted to the Reference and Loan Library web site at:

[www.dpi.wi.gov/rll/inddel.html](http://www.dpi.wi.gov/rll/inddel.html)

South Central Library System completely revamped its delivery service site, making it possible to easily navigate the delivery networks, times, sample volume statistics, and service information. The new web site can be found at:

<http://psw.scls.lib.wi.us/delivery/index.html>

## ***Statewide Delivery Service Plans for 2009-2011***

1. Continue to incorporate all types of libraries into the delivery service with emphasis on correctional institutions, technical colleges and school libraries.
2. Evaluate methods of electronic delivery of non-book/audiovisual materials to library staff or users.
3. Monitor cost increases for the four northern library systems currently using WALTCO.

## ***Electronic Services For People With Visual And Physical Disabilities***

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The Regional Library for the Blind and Physically Handicapped continues to provide online access to available materials. Access to OverDrive materials was begun in 2006 with assistance from the South Central Library System.

The Regional Library and the Division continue to provide access to the National Federation of the Blind (NFB) NewsLine service. This service allows people with visual and physical handicaps to dial in to a server and listen to over 100 newspapers including national and local newspapers being read by an electronic voice. There are over 2,000 registered Wisconsin users of the NFB NewsLine service. The Regional Library provides technical support for NFB NewsLine. NFB NewsLine also provides email access to newspaper articles.

The Regional Library will work with the Library of Congress National Library Service (NLS) to implement the new digital book format for users. The NLS is in the process of developing a new format using flash cards and new equipment. The state budget allocated funding for a new server to allow the Regional Library to make copies of frequently used materials for users.

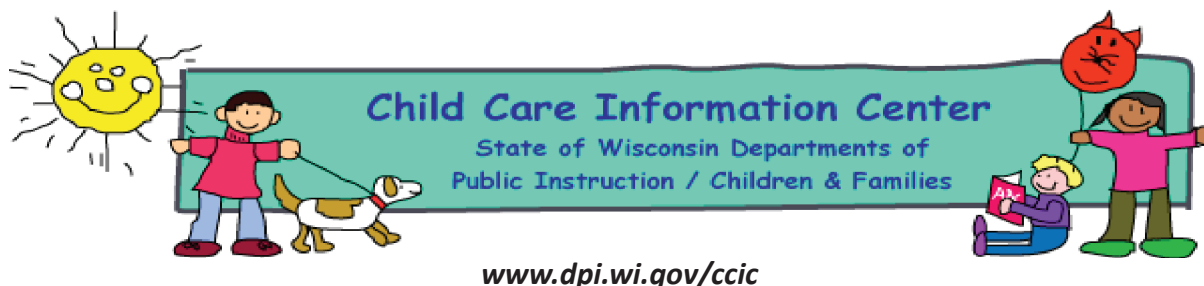
The Division hosts the Regional Library website.

### ***Visual and Physical Disabilities Services Plans for 2009-2011***

1. Add four additional local newspapers to NFB NEWSLINE including titles from northern Wisconsin.
2. Continue to promote NEWSLINE and provide technical support to users.
3. Plan for and implement the new digital book format that will be provided by the National Library Service in 2008-2009.
4. Change the name of the Regional Library to the Talking Book and Braille Library.

## ***Child Care Information Center (CCIC)***

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[www.dpi.wi.gov/ccic](http://www.dpi.wi.gov/ccic)

The Child Care Information Center (CCIC) operates a mail order library and a clearinghouse for information on child care topics. The CCIC serves a wide range of child care providers, teachers, hospital staff, educators, and staff in public, school, academic, vocational technical college, and other libraries. The CCIC has a website and its materials are listed in WISCAT. Staff produces a quarterly newsletter mailed to about 11,000 users. During 2009, staff completely redesigned the CCIC website which also included information on other child care organizations. Donated collections were incorporated into the CCIC collection.

## *Child Care Information Center Activities For 2009-2011*

1. Increase information on the CCIC website.
2. Publish four newsletters per year for child care center personnel and educators.
3. Work with the Child Care Quality Improvement initiative to provide supplementary services where appropriate and distribute information.

## ***Cooperative Children's Book Center***

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The CCBC staff of one full-time and three part-time professional librarians (2.8 FTE) works closely with the University of Wisconsin, libraries of all types, and schools across the state to provide a wide range of information services about children's and young adult literature. The Division pays for a portion of the CCBC operations through a contract with the University of Wisconsin-Madison.

From 2007 through mid-2009, the CCBC planned and conducted 40 presentations and exhibits featuring hands-on book examination for public library systems, reading councils, CESAs, the Wisconsin Library Association, the Wisconsin Educational Media Association, the Wisconsin State Reading Association and other organizations. Thirty of these presentations took place outside of Madison, including such sites as Milwaukee, Rhinelander, Cable, Appleton, Green Bay, Eau Claire, Ripon, Fenimore and Mequon; ten of the presentations occurred at the CCBC. CCBC staff also hosted 65 groups of Wisconsin youth services librarians who came to the CCBC for hands-on book examination. During this time, the CCBC staff also spoke to 69 classes of university students in Education and Library Science.

During the past two years, CCBC staff conducted 16 Distance Education workshops for South Central, OWLS, and Four Lakes. In 2009 the CCBC and the South Central Library System offered continuing education using Webinar, and we found that this technology works so well for everyone involved that we are going to begin a monthly series that will be available to youth services librarians around the state.

The CCBC responded to 62 requests for information related to intellectual freedom issues during 2007, 66 requests again in 2008, and we've had 33 requested in the first five months of 2009. Several of the CCBC's recent off-campus speaking engagements have centered on intellectual freedom issues in schools and libraries.

The CCBC sponsored several free public lectures by notable figures in children's and young adult literature, including Beverley Naidoo, Peter Sís, and Judy Blume, whose lecture at the Wisconsin Union Theater attracted more than 1,000 attendees. It is available on our website via streaming video. While she was here in Madison, Ms. Blume spent an afternoon at the Executive Residence as the guest of First Lady Jessica Doyle, and she spoke to a group of middle-school students. We are pleased that Gregory Maguire has agreed to give the 2009 Charlotte Zolotow Lecture as one of the kick-off events for the Wisconsin Book Festival.

CCBC Director Kathleen T. Horning received two national awards in the spring of 2009. She was selected as the ALA/ALSC May Hill Arbuthnot Lecturer for 2010, and she received the ALA/Scholastic Library Publishing Award (formerly the Grolier).

## Cooperative Children's Book Center Activities For 2009-2011

1. Offer regular monthly webinars throughout the state on various topics related to book selection and children's and young adult literature.
2. Enhance the free searchable books database on the CCBC's site.
3. Develop additional distance education programming.

### **Section Five**

### **Division Publications Related to Interlibrary Cooperation and Resource Sharing (1997-2009)**

*A Report on Library Resource Sharing Experiences, Expectations, and Preferences of Wisconsin Libraries; A final report on the findings*

Russell Consulting, 2005

*Beginnings Report on the Future of Wisconsin Libraries, 2008-2018*

Executive Planning Group on the Future of Wisconsin Libraries, 2008

*Dealing with Selection and Censorship, a Handbook for Wisconsin Schools and Libraries*

Wisconsin Department of Public Instruction, 1999

*Delivery of Library Materials in Wisconsin*

Wisconsin Department of Public Instruction, 1997

*Delivery Services Best Practices for Library Staff*

Wisconsin Department of Public Instruction, 2008

*Information & Technology Literacy: A Collaborative Planning Guide for Library Media and Technology*

Wisconsin Department of Public Instruction, 2002

*Information and Technology Literacy-Standards Matrix*

Wisconsin Department of Public Instruction, 2000

*Library Services and Technology Act Five-Year Plan for Wisconsin 2003-2007*

Wisconsin Department of Public Instruction, 2002

*Library Services and Technology Act Plan for Wisconsin 2003-2007*

Wisconsin Department of Public Instruction, 2003

*Library Services and Technology Act Five-Year Evaluation for Wisconsin 1997-2002*

Wisconsin Department of Public Instruction, 2002

*Library Services and Technology Act Information and Guidelines for Wisconsin 2007*

Wisconsin Department of Public Instruction, 2006

*Shared Integrated Library System Cost Study Final Report*

Moen, William E., and McClure, Charles R., 2006

*Technology Literacy Challenge Fund, Fiscal Year 2001 Application Guidelines*

Wisconsin Department of Public Instruction, 2000

*Wisconsin Interlibrary Loan Guidelines, 2005*  
Wisconsin Department of Public Instruction, 2006

*Wisconsin Education Technology Plan Pre K-12*  
Department of Public Instruction, 2001

*Wisconsin Educational Information & Technology Plan PK-12*  
Wisconsin Department of Public Instruction, 2003

*Wisconsin Library Technology Strategic Plan*  
Wisconsin Department of Public Instruction, 1998

*Wisconsin's Model Academic Standards for Information and Technology Literacy*  
Wisconsin Department of Public Instruction, 1998