

**State Superintendent's Report on  
Intertype Library Cooperation and Resource Sharing**

**2011-2015**

**Wisconsin Department of Public Instruction**

**Tony Evers**

**September, 2013**

**DRAFT**

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

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 covers current and future activities of these Wisconsin organizations and committees:**

Child Care Information Center (CCIC)  
Cooperative Children’s Book Center (CCBC)  
Council on Library and Network Development (COLAND)  
Department of Public Instruction, Division for Libraries and Technology (DLT)  
Department of Administration, Technology for Educational Achievement (DOA TEACH)  
Digital Learning Advisory Council (DLAC)  
Library Services and Technology Act (LSTA) Advisory Committee  
Wisconsin Library Services (WiLS)

### **This report covers current and future activities of these programs and projects:**

BadgerLearn and BadgerLearn Pro  
BadgerLink  
Collaborative Summer Library Program  
Connect2Compete/Everyone On  
Creation and management of digitized library resources  
Delivery of library materials  
Digital Public Library of America  
Division and program outreach and communication  
E-Rate program  
Growing Wisconsin Readers  
Institute for Museum and Library Services endorsed/sponsored national programs  
Interlibrary loan services  
Internet access for schools and libraries  
NFB Newslines for the Blind  
Public library systems integrated library systems  
Recollection Wisconsin  
Reference services  
System and Resource Library Administrators’ Association of Wisconsin 2013 System Services & Configuration Study  
The University of Wisconsin Digital Collections Center  
Wisconsin Resource Sharing Guidelines revision working group  
Wisconsin Talking Book and Braille Library  
Wisconsin Youth Services Showcase

## **I. Introduction**

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 focuses on the activities of the Division for Libraries and Technology (Division) in the previous and current biennium related to the State Superintendent's responsibility to promote cooperation and resource sharing among all types of libraries in Wisconsin.

The 2011-2013 biennial budget maintained the majority of library programs with some small decreases. Funds for all statewide library contracts except the Wisconsin Talking Book and Braille Library were cut by 10%. Funds for BadgerLink databases were maintained at the 2009-2011 level. Funding for Newslines for the Blind was retained at the 2009-2011 level. The 2013-15 biennial budget included small increases in the BadgerLink and library contracts budgets to accommodate increased costs. 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 is 7% this year, compared to 8% in 2008 and an estimated 8.10% in 2009. The statutory level is (13%).

In May 2008, the Division worked with the Council on Library and Network Development (COLAND) and other library groups on a comprehensive visioning summit, "The Future of Wisconsin Libraries 2008-2018." Participants included staff, users, and board members from all types of libraries. After the summit, a "Beginnings Report" was published outlining strategic directions and recommendations for future planning efforts. The report outlined five strategic directions including: "One card - any library," "Robust bandwidth," "Libraries as anchor store," "Universal literacies in all forms," and "Embedded librarians."

"One card - any library" was the first strategy on which action was taken. A work committee was formed to study the NEW ERA project. This project is a consortium formed in 2004 to foster regional partnerships among public colleges and universities to better serve the educational needs of the 1.2 million people in northeast Wisconsin. The COLAND committee hired consultant, George Watson, and commissioned a survey (conducted by St. Norbert's College) of residents in Northeast Wisconsin, i.e., the Nicolet Federated Library System area, to ask about interest in a statewide library card. The survey found that residents polled were satisfied with current library services. COLAND continues to explore interest in and options for providing more inclusive access to Wisconsin libraries. Division activities and projects funded through LSTA grants in the intervening years have often aligned with the other strategic directions that emerged from the 2008 summit, especially those connected to national initiatives.

## **II. Existing Programs and Services Promoting Interlibrary Cooperation and Resource Sharing**

The Division works with all types of library organizations in Wisconsin and around the country to plan and implement programs that address local and state needs and mesh with important national initiatives. To facilitate more timely and effective feedback on library programs and services, the Division disbanded several standing groups including the Library Information Technology Advisory Committee and the Delivery Services Advisory Committee in favor of convening groups to address issues as they arise. The Digital Learning Advisory Council (DLAC), formed in 2010, and the Wisconsin Resource Sharing Guidelines (WRSG) revision working group that formed in 2012 are two of the new groups convened in the past biennium.

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

- (2) 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) 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 purpose of COLAND is to provide leadership to the state and the library community on improving library services and cooperation among all types of libraries. COLAND has a broad range of ongoing responsibilities and has worked on a robust assortment of goals during the past biennium. COLAND will also be sending a separately published report to the State Superintendent.

### **Ongoing responsibilities**

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.

Make recommendations to the Division in regard to the development of standards for the certification of public librarians and standards for public libraries.

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.

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.

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.

Improve the knowledge and understanding of the members of COLAND of 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.

Monitor, review, and endorse, as appropriate, the Division initiatives relating to the role of public libraries in promoting early learning and adolescent literacy.

Review the work of other advisory groups to the Division and take appropriate action.

Cooperate with other library groups in planning, advocating, and sharing information for the improvement of library service to Wisconsin residents.

Monitor and actively support library budget and legislative initiatives endorsed by COLAND.

Objective: To work with library organizations and library community to establish support and positions on monetary and policy issues contained in the biennial state budget.

Support funding and staffing levels for the Division adequate to meet its mission of service to Wisconsin libraries.

Identify and support those initiatives designed to improve public awareness of current library issues and the need for maintaining and strengthening local libraries.

### **2009-2010 Goals**

- Continue to work on disseminating the findings and implementing the strategic directions from the Strategic Visioning Conference and Year of the Library's Future.
- Monitor implications of statutory law changes regarding the use of the Common School Fund.
- Investigate legislative and other initiatives to address the growing crisis in school library media staff and make recommendations to the State Superintendent of Public Instruction.
- Participate in and support the Summit on School Library Media Specialist (SLMS) Staffing.
- Investigate the level of library services provided to persons incarcerated in prisons and jails.
- Monitor library services in the health sciences and the status of library services in hospitals and healthcare institutions.

### **2010-2011 Goals and Objectives**

- Continue to work to implement the strategic directions from the Strategic Visioning Conference and to communicate progress.  
*Objectives: Libraries as Anchor Store, Embedded Librarians*
- Continue to monitor recommended changes to the use of the Common School Fund.  
*Objectives: Respond in writing or in person to each challenge or change (both positive and negative). Provide representation on committees working to change the Common School Fund when possible.*
- Support *Summit on School Library Media Specialist Staffing* Steering and Action Committees.  
*Objectives: Provide representation to facilitate communication and implementation within each action team. COLAND members and the DPI representative on each action team will update the whole group at each COLAND meeting.*
- Continue to work on Department of Corrections (DOC)/COLAND Collection Development Collaboration, monitoring progress, evaluating and revising procedures, and communicating to Wisconsin on results.  
*Objective 1: Distribute revised COLAND letter that requests donations of current books that meet DOC collection development criteria to 50 to 100 potential donors by May 31, 2011.*  
*Objective 2: Collect 5,000 to 10,000 titles in good condition for Wisconsin prison library collections by December 31, 2011, and 2012.*  
*Objective 3: Evaluate acquisition and circulation by subject area of donated books to Wisconsin Prison Libraries by December 31, 2011, and 2012*
- Monitor use of NEW ERA one-card library materials sharing project.  
*Objective: Assess effectiveness, convenience, cost-saving measures for improved library access.*
- Continue to monitor library services in the health sciences, hospitals and other healthcare institutions.  
*Objective: Monitor and respond to any revisions, changes or violations of Wisconsin Administrative Code DHS 124.09 requiring a "staff library" in hospitals.*
- Continue the conversations related to e-books, exclusive contracts, access to digital information and other information technology developments.

**The Library Services and 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 published a five-year plan that outlines goals and objectives for use of LSTA money for the years 2013-2017. The purposes of the LSTA program are:

- To ensure that libraries and regional library systems utilize technology to improve services and facilitate access to materials and information resources in Wisconsin libraries and from other sources to benefit all Wisconsin residents.
- To ensure convenient and efficient access to a wide range of quality library and information services for all Wisconsin residents, including those who have difficulty using a library because of limited literacy and language skills, educational or socioeconomic barriers, or disabilities.
- To ensure that enhanced continuing education, training, and development opportunities are available to the current library workforce and library users.

#### **LSTA Advisory Committee plans for 2013-2015:**

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

**System Resource Library Administrators' Association of Wisconsin (SRLAAW).** SRLAAW is composed of Administrators from all seventeen [Wisconsin Public Library Systems](#) and the Library Directors of the Resource Libraries from each System. SRLAAW meets approximately four times per year to deal with statewide legislative and policy issues that impact public library service in Wisconsin. Complete information on the activities of SRLAAW can be found at: <http://www.srlaaw.org/default.asp>

In 2012, SRLAAW members agreed to move forward with a multi-part process to investigate what could be done to ensure a positive future for library service and library systems in Wisconsin. A series of

surveys on system services along with a retreat held on February 4, 2013, were used to obtain input into this process. Each system was able to designate three attendees for the retreat representing the system, the resource library, and one other participant.

On May 2, 2013, a document entitled Progress Report and Preliminary Recommendations, [Progress Report and Preliminary Recommendations](#), prepared by the SRLAAW subcommittee, was presented at the WAPL Spring Conference. Between May 2 and mid-July of 2013, the subcommittee engaged in a number of activities aimed at gathering feedback from the library community about the preliminary recommendations.

The final report was adopted by the SRLAAW membership on August 2, 2013.

Final Report: [Creating More Effective Public Library Systems](#)

**The full text of the recommendation, rationale, and actions are shown below.**

- Recommendation 5. Conduct a study of regional integrated library system (ILS) consortia to investigate the advantages, efficiencies, disadvantages, and potential barriers to larger ILS consortia.
- Rationale: Information and feedback gathered throughout this process suggests a belief in the library community that there may be opportunities to achieve efficiencies and cost savings in the consolidation of key system services, without consolidating systems. Regional ILS consortia were most often cited as providing an opportunity for service consolidation. However, as is the case with system consolidation, the optimal size for an ILS consortium and the potential for savings or efficiencies are not clear.
- Action: SRLAAW refers recommendation to DPI Public Library Development Team to conduct a study to determine advantages, disadvantages, and potential barriers to larger ILS consortia.
- Outcome: Reliable information on the advantages, efficiencies, disadvantages, and barriers to forming larger ILS consortia, including what constitutes optimal size for an ILS consortium. Consolidations of ILS consortia that result in improved service or cost- savings without diminishing services.

**Public Library Systems Integrated Library Systems.** The state's public libraries have made significant progress in implementing integrated library systems (ILS) in the past decade. As of 2013, over 90% of Wisconsin's public libraries now participate in shared library automation 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 startup 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." In the LAB report, libraries cited their participation in a shared ILS as "the most valuable service provided by their regional library system." (See <http://www.legis.wisconsin.gov/lab/reports/08-LibraryServicesFull.pdf> ). There are shared ILSs in all seventeen of the state's regional library systems.

One of the recommendations included in the final report of the SRLAAW multi-part process [Creating More Effective Public Library Systems](#), adopted by SRLAAW members in August, 2013, calls for conducting a study of regional integrated library system (ILS) consortia.

### **Division integrated library system plans for 2013-2015:**

- Continue to encourage membership in shared ILS and to support the merger of regional shared integrated library systems.
- Participate, with SRLAAW, in a discussion and evaluation of the viability and desirability of larger shared integrated library systems.
- Review the possibility of schools becoming members of shared ILS or starting their own regional shared integrated library systems.

**Wisconsin Library Services (WiLS).** WiLS is a non-profit membership organization that facilitates collaborative projects and services to save its members time and money and to advance library service, primarily in the state of Wisconsin. All libraries and nonprofit organizations are eligible to be WiLS members. Basic membership is free. There is a charge for cooperative purchasing membership and for other services.

The 2012 WiLS strategic plan includes four strategic pathways for service: expanding time, collections, connections, and knowledge. WiLS undertakes these strategic directions by providing services including:

- **Cooperative purchasing & database management:** Through the cooperative purchasing program, WiLS saves libraries time and money while expanding their collections. By managing the process from trials to negotiations to fiscal management, WiLS makes it easy for libraries to expand their electronic collections in a cost-effective manner. By maintaining strong relationships with their vendor-partners, they are aware of new product developments and share this knowledge with their members.
- **Collaborative project development and management:** WiLS assists libraries with developing and maintaining collaborative projects, including consortial e-book projects. They work with members to identify potential partners, facilitate strategic partnerships, assist with planning and implementation of shared services, and provide project and fiscal management.
- **Consulting services:** As a small organization, WiLS cannot provide all of the expertise that members need. Helping members connect with appropriate experts and consultants saves libraries time while expanding their knowledge and capacity to provide innovative services.
- **Providing information and educational opportunities to develop awareness:** WiLS shares information about new developments in the library field, outside of the library field, and at member libraries. Information sharing (through regional meetings, newsletters, and other communications) and continuing education events (including conferences focused on resource sharing, technology, and library technical services) are designed to help members expand their knowledge and innovate at their own institutions.

**Interlibrary loan services.** Wisconsin libraries rely on interlibrary loan (ILL) to obtain materials their patrons need that are not available from their own collection. Wisconsin still ranks first nationally in per capita public library interlibrary loans. Since 2002, ILL has increased over 179%, primarily due to the expansion and enhancement of public library participation in regional systems, overlaid with statewide ILL coordination through WISCAT and other systems.

Wisconsin Public Library Service Data for the years of 2009 to 2012 show annual increases in interlibrary loan volume ranging from 2% to 9%. For 2012, the most recent year reported, Wisconsin public libraries received 2.0% more items than in 2011, and they loaned 2.7% more items. Public libraries also complete a substantial number of interlibrary loan transactions through use of shared integrated library systems.

Our state's schools and correctional institutions face significant challenges to providing interlibrary loan services. Both types of organizations have experienced cutbacks in staff, which make it hard to handle the physical and online management of interlibrary loan requests. In correctional institutions, necessary security policies and procedures add layers of complexity to the process. Because inmates are not

permitted access to the internet, resources like BadgerLink, which augment the physical collections of most libraries, are not an option. Despite the challenges they face, librarians working in Wisconsin schools and correctional institutions remain committed to providing the highest level of service and resource sharing they can to the populations they serve and the larger community of which they are a part. One of COLAND's projects during the past biennium, participating in the Prison Literacy Project, sought to address the challenges faced by prisons and correctional institutions. The project focused successfully on increasing the number of library materials donated to Wisconsin prisons.

The Division contracts with Milwaukee Public Library for state-level interlibrary loan services and until July 2013 the Division contracted with WiLS to borrow items from the University of Wisconsin-Madison collections. These contracts ensure that Wisconsin residents statewide can obtain materials from the rich collections of the Milwaukee Public Library and the University of Wisconsin-Madison. The University of Wisconsin-Madison library system replaced WiLS as the provider of interlibrary loan service from the University of Wisconsin-Madison in July 2013. This change was necessitated because WiLS severed its organizational tie to the University in fiscal year 2012 as part of a larger organizational restructuring.

In 2012, the Division convened a statewide group to review and update Wisconsin's Resource Sharing Guidelines. The group eliminated outdated sections of the guidelines, adding useful best practice materials designed to aid librarians from the beginning to the end of the interlibrary loan process. The group also implemented the decision to publish the guidelines online only, eliminating the print edition.

In 2012, RL&LL interlibrary loan and WISCAT staff provided hands-on training for support staff working in interlibrary loan departments at the Wisconsin Library Association's annual Support Staff conference.

#### **Division Interlibrary loan plans for 2013-2015:**

- Provide instruction on interlibrary loan at the Wisconsin Library Association's Support Staff conference
- Continue uploading interlibrary loan tutorials into BadgerLearn.
- Continue to explore the most economical workflow/tools to facilitate interlibrary loan among libraries statewide.
- Fine tune the interlibrary loan process with the University of Wisconsin-Madison.
- Co-sponsor at least one interlibrary loan conference yearly with WiLS or another appropriate partner.
- Investigate alternate software and systems to provide interlibrary loan for Wisconsin libraries to achieve the most cost-effective service possible.
- Work with the Wisconsin public library community to maximize the opportunities for sharing materials through larger shared integrated library systems.

**Statewide delivery services.** The Division discontinued the formal statewide Delivery Services Advisory Committee in 2011, but continues to interact regularly with all types of libraries statewide to facilitate statewide delivery. The Division presents and endorses the annual request for LSTA funding to support the statewide delivery service. The statewide delivery service relies heavily on the backbone delivery network operated by the South Central Library System (SCLS). This backbone service connects to inter-system delivery operations managed by public library systems, and is operated in conjunction with SCLS's contract with the University of Wisconsin system. The SCLS Wisconsin delivery system connects with libraries in Minnesota and the Dakotas using specialized courier services. The LST grant provides some support for inter-system delivery, as well as extending the network to Ashland.

The SCLS Delivery Services has done an outstanding job of improving the timeliness and quality of service they provide connecting public library systems and academic libraries. The SCLS Delivery Service website <http://www.scls.info/delivery/> provides information on the delivery networks, times, sample volume statistics, and service information.

#### **Statewide Delivery Service plans for 2013-2015:**

- Continue to communicate with all types of libraries in the delivery service network.



- Evaluate methods of electronic delivery of non-book/audiovisual materials to library staff or users.
- Monitor cost increases for the statewide delivery system.
- Support WTBBL's maintenance and strengthening of the resources available to WTBBL borrowers.
- Plan for the gradual reduction in volume of physical items needing delivery as demand for e-books, electronic resources, and electronic document delivery grows.

**Child Care Information Center (CCIC).** The CCIC operates a mail order library and a clearinghouse for information on early care and education and afterschool programs. The CCIC serves a wide range of child care providers, teachers, hospital staff, educators, and staff in public, school, academic, technical college, and other libraries. The CCIC has a website and its materials are listed in WISCAT. Staff produces an electronic newsletter to which anyone can subscribe by adding their name to a listserv. During 2013, staff completely redesigned the CCIC website which also includes information on other child care organizations.

**Child Care Information Center plans for 2013-2015:**

- Increase information on the CCIC website. Use a "shopping cart" to make free materials easier to order.
- Publish two newsletters per year and other documents for child care center personnel and educators.
- Work with the YoungStar child care quality rating and improvement system to provide supplementary services where appropriate and distribute information.
- Work with the DPI Office of Early Learning and the DCF Bureau of Quality Improvement to support Race to the Top efforts and distribute information.

**Cooperative Children's Book Center.** The CCBC staff of one full-time and three part-time professional librarians (3.3 FTE) work 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 2011 through mid-2013, the CCBC planned and conducted 56 presentations and exhibits featuring hands-on book examinations for public library systems, reading councils, CESAs, the Wisconsin Library Association, the Wisconsin Educational Media Association, the Wisconsin State Reading Association and other organizations. Forty-three took place at locations throughout the state and thirteen occurred at the CCBC. CCBC staff also hosted 50 hands-on book examinations for groups of Wisconsin youth services librarians and teachers. During this time, the CCBC staff also spoke to 58 classes of university students in Education and Library Science.

During the past two years, CCBC staff conducted 34 Distance Education workshops for South Central Library System (SCLS), Four Lakes, and the Wisconsin State Reading Association. The CCBC and SCLS continued to collaborate on a popular monthly webinar series for Wisconsin youth services librarians, highlighting new books for children and teens on high-interest topics such as *Great New Nonfiction*, *Book Ideas for STEM for Early Childhood*, *Books for Boys*, and *Books for English Language Learners*. The webinars are archived online for those who weren't able to attend the live presentation. To date, the 29 archived webinars have had nearly 3,000 views. The CCBC responded to 43 requests for information related to intellectual freedom issues during 2011, 31 requests in 2012, and 14 in the first eight months of 2013.

The CCBC sponsored several free public lectures by notable figures in children's and young adult literature, including Newbery-award winner Susan Patron, graphic novelist Gene Luen Yang, and Newbery Honoree Rita Williams-Garcia. CCBC arranged for both Yang and Williams-Garcia to meet with students of color while they were in town. In honor of the CCBC's 50<sup>th</sup> anniversary year, children's literature historian Leonard Marcus will deliver the 16<sup>th</sup> annual Charlotte Zolotow Lecture in October 2013. CCBC is continuing its ongoing collaboration with the Wisconsin Book Festival so that the Marcus

lecture will be one of their kick-off events. Other public events are being planned to celebrate the CCBC's anniversary.

**Cooperative Children's Book Center plans for 2013-2015:**

- Expand the statewide Read On Wisconsin program to more K-12 schools and public libraries, including a statewide film festival to showcase student-produced book trailers.
- Enhance and redesign the CCBC's website.
- Develop more bibliographies and resources related to the Common Core State Standards.
- Digitize existing audiotaped lectures by children's authors, illustrators, and editors, both for presentation purposes and to make them accessible to CCBC users.
- Seek private funding for a relocation of the CCBC within the Teacher Education Building on campus.

**UW System integrated library system.** During 2011-2013, 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 use a wide variety of tools to manage interlibrary loan and electronic document delivery across the system which improves access and reduces costs. The libraries just installed and configured a new discovery layer that searches across all library resource types at one time including: books, aggregate journal databases, individual journal titles, audio and video collections, archival collections, digital image collections, and more. UW System just released an RFP for a new, next generation library management system. Currently, UW System manages 14 instances of the same management system. By 2015 the libraries will all be in one shared instance reducing hosting and management costs across the system, increasing flexibility, and allowing for improved resource sharing within the system and with libraries outside of the UW System.

The UW libraries are also focusing on collaborative collection development of books, serials, and electronic resources. The focus over this period was on the System's shared electronic database collection and access to shared eBook collections across all campuses. There was a great deal of data gathering and analysis done over this last year in order to understand current use patterns but much of this work was also done so the system would have the data they need to see and understand how use patterns change with the new, more robust discovery system.

**UW System integrated library system plans for 2013-2015:**

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

**Wisconsin Talking Book and Braille Library.** The Wisconsin Talking Book and Braille Library (formerly known as the Wisconsin Regional Library for the Blind and Physically Handicapped) continues to provide materials online and through the United States Postal Service to persons residing in Wisconsin who have cannot read standard print because of a visual or physical impairment. Access to the online book and magazine download services, OverDrive, BadgerLink, and BARD (National Library Service database) are available to WTBBL patrons.

The Division and the Wisconsin Talking Book and Braille Library continue to provide access to the National Federation of the Blind NFB-NEWSLINE® service to persons who cannot read conventional newsprint. The NFB-NEWSLINE® service is a free audible newspaper service that provides independent access to over 300 newspapers (including fifteen Wisconsin newspapers), magazines, and TV listings anytime and anywhere, accessible by telephone, web, or an iOS (Apple/Mac) app. There are 1582 registered Wisconsin users of the NFB-NEWSLINE® service. The Regional Library provides technical support for NFB-NEWSLINE.

The WTBBL Regional Library has worked with the Library of Congress National Library Service (NLS) to implement the digital book format for users, since the digital player introduction in September 2009. In 2013, WTBBL began providing user support and account servicing when NLS began distributing magazines on digital cartridges.

The Division hosts the Regional Library website.

To keep up with KLAS (ILS) database changes and security, WTBBL purchased a new server in 2012.

**WTBBL plans for 2013-2015:**

- Add one magazine to NFB-NEWSLINE®.
- Continue to promote NFB-NEWSLINE® and provide technical support to users.
- Support WTBBL's efforts to train and troubleshoot WTBBL patrons on use of new BARD apps (iOS and Android) which will be introduced by the National Library Service in 2013-14.
- Support WTBBL's renewed emphasis on cultivating awareness of WTBBL and WTBBL Services through outreach and marketing activities (including participation in the Connections In Sight consortium).

**Department of Public Instruction Programs and Services:**

**Division Outreach and Communications.** Division consultants offer webinars and training on a range of public library topics and issues, such as youth and special services, continuing education, grant opportunities, and major initiatives. The Division now interacts with its program partners and the public in person and online using websites, email lists, and social media including the DPI YouTube channel, Facebook, Twitter, and an RSS feed. Most DPI programs manage their own distinct communications channels. The Division distributes *Channel Weekly*, an electronic newsletter to inform educators, the library community, and the public about Division activities. The Department and the Division host a variety of program-specific websites and Division staff manages Internet discussion lists on behalf of different library interest groups and projects including WEMTA, WPK-12, WISCAT and BadgerLink.

**Division communications plans for 2013-2015:**

The Division plans to continue these communications activities for 2013-15 and to explore additional opportunities to engage more broadly in two-way online interaction with the communities we serve.

**Division of Libraries and Technology (DLT) Youth and Special Services Programs and Services:**

**Collaborative Summer Library Program (CSPL).** Each year DLT coordinates a summer reading program on behalf of Wisconsin's public libraries. Wisconsin is a member of the Collaborative Summer Library Program (CSLP). Forty-six states are currently members of CSLP. Through CSLP, Wisconsin libraries are able to purchase high-quality materials at low cost needed for the program. "Dig Into Reading" is the children's theme in 2013, and "Beneath the Surface" is the teen theme - See more at: [http://pld.dpi.wi.gov/pld\\_slp#sthash.dCRxSYXO.dpuf](http://pld.dpi.wi.gov/pld_slp#sthash.dCRxSYXO.dpuf)

**Growing Wisconsin Readers.** Launched in 2013, this statewide initiative is rooted in public libraries and aims to support Wisconsin caregivers of young children with information about early literacy so they can prepare children for learning at school and beyond. Growing Wisconsin Readers is a collaborative project developed by DPI with support from the Cooperative Children's Book Center, Read Out and Read Wisconsin, TeachingBooks.net, the Wisconsin Chapter of the American Academy of Pediatrics, the Department of Children and Families, and the Department of Health Services (partners with DPI in the Wisconsin Model Early Learning Standards initiative).

**Wisconsin Youth Services Development Institute.** This multi-day program brings together librarians who serve babies, children, and teens in smaller public libraries, and specifically librarians who have no graduate degree in librarianship or work in rural library communities to learn and share best practices.

**Wisconsin Youth Services Showcase.** The Wisconsin Youth Services Showcase, found at [http://pld.dpi.wi.gov/pld\\_showcase](http://pld.dpi.wi.gov/pld_showcase) is a webpage developed and hosted by the Public Library Development Team at the Department of Public Instruction. The Showcase is designed to highlight the ordinary and extraordinary endeavors of Wisconsin youth services librarians on a monthly basis. The Showcase serves as a positive springboard for identifying and connecting with library peers across the state.

**Resources for Libraries and Lifelong Learning Programs and Services:** Staff on this DPI team manage and support numerous programs that put resources in the hands of Wisconsin libraries, schools, and the people they serve.

**BadgerLink.** BadgerLink provides web-based access to licensed full text and multimedia research information, digitized collections of materials owned by Wisconsin libraries, documents produced by Wisconsin governmental bodies, and print and multimedia training materials on BadgerLink resources. BadgerLink can be accessed in libraries, schools, institutions, and homes. This foundational collection meets the information needs of residents statewide, augmenting the physical and electronic collections of other libraries and organizations, and freeing up financial resources that libraries can use to purchase other library materials. BadgerLink can play an especially important role in supporting the learning objectives of families homeschooling their children and families that may not have access to other collections of curricular support materials.

The Division received over \$2.4 million from the Universal Service Fund for each year of the 2011-2013 biennium to continue the BadgerLink service. The budget for 2013-2015 was increased by \$29,900 for 2013-14 and \$36,100 for 2014-15. Wisconsin library staff and residents made approximately 253 million searches between July 1, 2010, and June 30, 2013 -- approximately 84 million searches per year, up from approximately 18 million searches per year in the prior biennium.

Division staff provided 92 training sessions and conference presentations on BadgerLink to audiences totaling 1,794 between July 1, 2010, and June 30, 2013. Each calendar year, two to three separate series of educational webinars on BadgerLink are offered to librarians, educators, and interested members of the public. These outreach efforts lighten the training demands on public, school, and college libraries, freeing their time for other activities. Vendors work with the Division to produce educational materials on BadgerLink resources that are distributed to libraries and schools at no cost to the state.

The Division created and maintains several proprietary Wisconsin-specific resources that complement the materials licensed from BadgerLink vendors. They include Found in Wisconsin, an index to digitized collections in Wisconsin libraries; the BadgerLink Songbook, an index to songs in song books held by Resources for Libraries and Lifelong Learning and other Wisconsin libraries; and BadgerLearn, a web-based index to professional development materials developed for Wisconsin librarians. In October of 2013 BadgerLearn will be rebranded as BadgerLearn Pro, and a separate web-based index to online training materials on consumer technology and digital literacy designed to meet the needs of the general public will take on the BadgerLearn name. BadgerLink will celebrate its 15<sup>th</sup> anniversary January 2014.

**BadgerLink plans for 2013-2015:**

- Relaunch the BadgerLink website (September, 2013).
- Complete a Request for Proposal to select a new suite of resources for BadgerLink (Spring 2014).
- Continue to develop resources including Found in Wisconsin and the BadgerLink Songbook Database.
- Incorporate BadgerLink, BadgerLearn, and Open Educational Resources (OER)s into the WISELearn portal to meet the needs of the educational community, including home schooling families.
- Continue to promote BadgerLink with in-person and online training and social media outreach.
- Provide administrative support to computer training materials purchased by Wisconsin Library Services.

- Continue to work with the Department of Workforce Development to heighten awareness of the job search and career training resources available through both agencies.

**WISCAT:** WISCAT is the statewide bibliographic database, a virtual catalog of library holdings and an interlibrary loan management system used by nearly 650 Wisconsin libraries of all types. The Division negotiates and manages the contract for the production of WISCAT and provides technical support to WISCAT users. The largest university and public libraries may use another system, WorldShare, provided by OCLC to manage those functions. Division staff manage requests originated in both systems to ensure that Wisconsin residents can obtain materials from libraries using either one. The WISCAT software incorporates the authentication structure and federated searching used in BadgerLink. As of August 2013, the union database contained 2.4 million titles and 8.1 million holdings identifying materials in 647 Wisconsin libraries of all types. Library staff and patrons conducted 1.3 million searches in WISCAT during 2012. Participating libraries created 534,244 unique interlibrary loan requests between July 1, 2010, and June 30, 2013, using WISCAT.

A number of improvements have been made to the WISCAT interlibrary loan management system since it was launched in 2008. These improvements have made the interlibrary loan process more efficient, freeing library staff for other duties. Requests from Wisconsin libraries using OCLC to manage interlibrary loan transactions are now automatically transferred to the WISCAT system software.

In 2010 Division staff implemented the ISO ILL protocol, which enables automatic interlibrary loan transactions between OCLC libraries and WISCAT. In 2013 the Lakeshores and Mid-Wisconsin library systems successfully implemented a connection between their circulation systems and WISCAT, using the National Circulation Interchange Protocol (NCIP) software. This eliminates duplication of work in the circulation system and WISCAT, saving staff time. The project, begun in 2007, was stalled because of a lack of full cooperation by vendors, and the technical work conducted by Lakeshores Library System staff in 2012 allowed the project to reach a successful outcome.

In 2013, Division staff worked with OCLC to migrate to the new WorldShare ILL resource sharing platform and to provide in-house training on the new software.

**WISCAT plans for 2013-2015:**

- Conduct final testing and implementation of new system software (early 2014).
- Train state in libraries statewide on best practices in rolling out the new interface.
- Continue to enhance the WISCAT software.
- Provide consultation and technical assistance to libraries using WISCAT and OCLC.

**Wisconsin Document Depository Program and Wisconsin Digital Archive.** Wisconsin Statutes, Sections 35.81- 35.84 as amended by 1991 Wisconsin Act 285, requires Wisconsin state agencies to provide copies of their documents for distribution to designated depository libraries via the Wisconsin Document Depository Program. The goal of the program is to preserve and make available a record of major state government programs and assure the availability of state documents published by state agencies for use by Wisconsin citizens now and in the future regardless of whether the documents were originally published electronically or in paper.

The Wisconsin Digital Archives was developed because state agencies were producing fewer documents in print. The program gives state agencies a way to fulfill their statutory obligation to participate in the Wisconsin Document Depository Program if they generate documents electronically. The web-based searchable database provides full-text permanent access to electronic state documents and web content. Since 2010, more state agency documents are being produced electronically than in print. In calendar year 2012, 80% of documents distributed via the Wisconsin Document Depository Program were electronic documents available in the Wisconsin Digital Archives. In 2012, over 30,000 documents were accessed by the public using the Wisconsin Digital Archives.

**Wisconsin Document Depository/Wisconsin Digital Archives plans for 2013-2015:**

- Outreach and audience building activities including “Connecting Citizens with State Government” campaign featuring Documents in the News, and On(line) Wisconsin presentations with the Legislative Reference Bureau and the Wisconsin State law Library.
- Promote use of government documents in K-12 curriculum by developing lesson plan ideas for teachers.
- Use Twitter and Channel Weekly newsletter to promote documents in the collection.
- Add usability enhancements to guide users to specific materials based on format and audience type.
- Enlarge the collection by adding more web pages rather than individual PDF documents.

### **III. Innovative Responses to the Impact of Technology on Interlibrary Cooperation/Resource Sharing**

Advances in technology and the growing public reliance on web-based and mobile platforms and content have dramatically impacted the ability of Wisconsin libraries to connect with their users. Access to the Internet improved for all types of libraries, and BadgerLink continued to be a major source of information for Wisconsin residents at home and in libraries, schools and universities. The ability of schools, libraries, and the public to access affordable and reliable broadband or high-speed internet connections everywhere in Wisconsin continues to be a challenge.

**The Internet and Telecommunications.** In 2013, 376 of Wisconsin’s 384 public libraries (with services areas including 99% of the state’s population) offer free wi-fi service to library visitors. In 2005, only 101 public libraries offered wireless service. Since 2002, all 385 of the state’s public libraries have had direct, broadband internet access. Broadband and internet access play a critical role in educating students and in providing for the information needs of patrons. The ability of Wisconsin’s schools and libraries to obtain internet access is impacted by all developments affecting BadgerNet, the state’s broadband network, and WiscNet, the state’s largest not-for-profit Internet service provider.

Both BadgerNet and WiscNet were impacted by the budget bill, passed in June 2011, that amended the state’s biennial budget bill to: (1) Prohibit the UW from participating in the three federal “stimulus” broadband grants awarded to Wisconsin, (2) require the UW to sever its close relationship with WiscNet, and (3) require the Legislative Audit Bureau (LAB) to conduct an audit of the UW’s use of telecommunications and its relationship with WiscNet.

The budget bill allowed the UW to proceed with its grants, delayed the required UW separation from WiscNet until July 1, 2013, and mandated the LAB to complete its audit by January 2013. Legislation was introduced in early 2012 to extend the UW –WiscNet separation date to July 1, 2014. This one year extension would have provided more time to review and possibly implement any audit recommendations and it would have allowed time for all parties to have an open discussion on this issue. While the bill passed key legislative committees, legislative leaders never scheduled the bill for a vote before the legislature adjourned in March. To meet the required UW – WiscNet separation date of July 1, 2013, the WiscNet board created an ad hoc committee to determine what actions were needed to comply with the law. The committee is planning to release a proposed structure to meet the requirements of the law and allow WiscNet to continue providing services.

In June 2013 UW-Madison withdrew its award to WiscNet for advanced research and educational network services for its campus and other UW System schools. As of July 2013 WiscNet leaders told state senators that they are confident they can continue to provide services to public schools and libraries despite the loss of 27% of its revenue (after the loss of the UW contract). The Department of Public Instruction remains very concerned that WiscNet’s other clients, 75% of Wisconsin public school districts and 90% of libraries, may be left without a provider or forced to contract with a more expensive vendor if WiscNet cannot sustain its business model.

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 telecommunications and Internet plans for 2013-2015**

- Continue to work with the DOA to increase bandwidth available to schools and public libraries through the BadgerNet and TEACH programs.
- Investigate additional ways to improve the efficiency and effectiveness of the broadband networks and Internet carried on them to schools and public libraries.
- Work proactively with the DOA on the next BadgerNet converged network proposal
- Work with TEACH and library systems to review the process to increase bandwidth.
- Work with the DOA and the education and library communities to ensure continued high quality of service on the BadgerNet Network.
- Division staff will continue serving on the BCN Advisory Council representing schools and libraries.
- Continue to advocate for the network needs of PK-12 schools and public libraries.
  - At the national level:
    - Respond to FCC's notices regarding changes to the E-rate program and on the development of a national broadband plan.
    - Work with the American Library Association (ALA) on various initiatives to address library bandwidth issues.
    - Inform the state's Congressional delegation about the benefit of federal networking and funding programs that benefit school and library networking.
    - Serve on ALA's technology committees and offer expertise as needed

**Digital Learning Advisory Council.** The Digital Learning Advisory Council (DLAC) was created in 2010 to focus on all aspects of digital learning in Wisconsin. Council members, drawn from around the state and appointed by the State Superintendent, include educators from all levels: administrators, technology coordinators, classroom teachers, library media specialists, faculty from institutions of higher education, and members of educational research organizations statewide. The Instructional Media and Technology Team within the Division played a crucial role providing logistical and organizational support for the process.

DLAC was charged with developing a comprehensive plan for PK-12 digital learning in Wisconsin. Their Committee report includes recommendations and will continually be updated. The DLAC's intent is to publish a living digital learning document, which provides recommendations to the State Superintendent on initiatives that advance PK-12 digital learning, and which serves as a guidepost for educators and digital learning stakeholders. For more detailed information, please see the DLAC site: [https://sites.google.com/a/dpi.wi.gov/wi\\_digital\\_learning\\_plan/](https://sites.google.com/a/dpi.wi.gov/wi_digital_learning_plan/)

The statewide plan provides: roadmaps for decision-makers to implement PK-12 digital learning in Wisconsin, for school districts to use when developing their local digital learning plans including alignment to best emerging practices in instructional content and assessment, and for the Wisconsin Department of Public Instruction to use in making strategic decisions regarding agency resource allocation and implementation. It also includes specific targets for public and private Wisconsin partners to aim their resources in pursuit of the goals set out in the plan.

### **Digital Learning Advisory Council plans for 2013-2015:**

- Implement the statewide data warehouse, dashboard and reporting system known as WISEdash.
- Implement a statewide learning management system (LMS).
- Evaluate quality content like Open Educational Resources (OER)s for inclusion in the Learning Management System.
- Partner with other organizations to design, build, and promote a statewide educational resource portal.
- Finalize design and implementation of a standardized, hosted district technology planning template tool for use by all districts.
- Implement the digital SMARTER Balanced Assessment system as a replacement for the current Wisconsin Student Assessment System (WSAS) in partnership with the SMARTER Consortium and the Dynamic Learning Maps consortium.



- Explore the implementation of a common electronic professional development plan system as an extension of the current efforts to automate the teacher licensing process.
- Create a seamless operational environment that ensures access to virtual courses and the statewide student information system (SIS). This would address such details as a common statewide course catalog for virtual courses, integration with course selection, registration, and master scheduling, grading and transcripts.
- As a means to facilitate college and career readiness for all Wisconsin students, explore best practices for implementing an individual learner plan (ILP) system including software applications, curricular resources, and professional development.

**Digital Public Library of America.** The Digital Public Library of America (DPLA) planning process began in October 2010 at a meeting of 40 national leaders from libraries, foundations, academia, and technology projects. They agreed to work together to create “an open, distributed network of comprehensive online resources that would draw on the nation’s living heritage from libraries, universities, archives, and museums in order to educate, inform, and empower everyone in current and future -generations.” A two-year process of intense grassroots community organization, beginning in October 2011, helped to scope, design, and construct the DPLA. The DPLA is led now by Executive Director Dan Cohen and guided by a Board of Directors comprised of leading public and research librarians, technologists, intellectual property scholars, and business experts from around the country. For more information on the DPLA see: <http://dp.la/>.

Wisconsin libraries view participation in the DPLA as an important strategy for providing national and global access to materials reflective of Wisconsin’s rich history and significant contributions to our nation’s intellectual and cultural legacy. A group of library representatives began to plan the best path toward participation in the DPLA in the spring of 2013. The Division, the Wisconsin Historical Society, the University of Wisconsin-Madison, WiLS, and the Milwaukee Public Library are among the organizations actively engaged in the planning process.

**Wisconsin DPLA plans for 2013-2015:** The Wisconsin DPLA planning group will continue to study the selection of the collection(s) to be added to the DPLA and the assignment of roles, responsibilities, and external partners and move toward active participation.

**E-Books and other digital content.** The E-Book summit was held in Madison, Wisconsin, on May 4, 2011. The overall purpose of the Summit was to recommend statewide strategies for addressing e-content issues, focusing primarily on e-books. The Wisconsin Summit contributed to the national debate on these topics because many of the issues must be addressed at that level. The national debate is reflected in the American Library Association’s Presidential Task Force on Equitable Access to Electronic Content and the Chief Officers of State Library Agencies (COSLA) commissioned 2010 report, “eBook Feasibility Study for Public Libraries.” Some of the COSLA study’s findings were used to frame the E-Book summit’s debates and discussions.

Summit participants reviewed, discussed and made recommendations based on the following five issues or topics:

- How to get reasonable pricing, use, and licensing terms from publishers/vendors and how to ensure that copyright and Digital Rights Management (DRM) address shared use and the need to address standards, including accessibility.
- How to expand access to e-books through larger collections and regional, state, and national buying pools, while delivering e-book use statistics to help library stakeholders see the value of collaboration.
- How to find cost effective ways for libraries to lend e-book devices or to let patrons try them out.
- How to provide e-books to all system residents on the same basis that they are provided to local residents; or should this statutory requirement be modified in some way?
- How to improve the e-book "experience" for patrons including discovering what e-books the library offers, how to get library provided e-books on patron e-book devices, how to provide technical support, training and public relations.



After the summit, the Division worked closely with the E-book Summit Committee, participants in the Summit, and the state's library community to review all of the recommendations.

**The final recommendations resulted in:** A buying pool developed through the Wisconsin Public Library Consortium (WPLC) along with LSTA funding for 3 years to assist in a \$1,000,000 purchase of e-books and e-materials for all Wisconsin residents. In 2012, \$300,000 of LSTA funding (almost a third of the expense) was contributed. The libraries and library systems provided the balance for the \$1,000,000 purchase. In 2013, LSTA funding was \$200,000, with the library community contributing \$800,000. In the 3rd and final year of LSTA contribution to the \$1,000,000 purchase, at least \$100,000-\$150,000 is planned as for the e-content purchase pending allocation of federal funding.

**Digitization of government information and historical materials.** During 2011-2013, the Division worked to improve access to digital information whether it was born digital or created from materials in other formats.

The Division staff worked with the Department of Administration, Division of Electronic Government (DOA/DEG) on the state portal project from 2004 until December 31, 2013, to provide better access to state government information for Wisconsin libraries and citizens. RL&LL 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 state portal. The DOA terminated the inter-agency contract that provided these services on December 31, 2012, because a new vendor was chosen to provide the portal search engine and all customer support.

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, and will continue to do so at least until the end of 2014.

Wisconsin Library Services (WiLS) worked with other agencies to initiate a major statewide planning effort for digitization programs called Wisconsin Heritage Online (now called Recollection Collection). 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.

**Digitization of government/ historical materials plans for 2013-2015:**

- Continue to collaborate with and support the work of Recollection Wisconsin project.
- Allocate LSTA funds for libraries to digitize their own materials or contract with vendors to digitize smaller collections on their own.

**Digital literacy and digital government programs and services:**

Wisconsin public libraries and the RL&LL and PLD teams in the Division work regularly together in support of programs and initiatives endorsed and supported by the Institute for Library and Museum Services and the American Library Association. These programs are designed to meet evolving community needs. The Connect to Compete and EveryoneOn digital literacy initiative is one such program.

**Job training and skill building services.** The Division has had ongoing discussion with the Department of Workforce Development (DWD) about best practices and strategies for increasing public awareness of job skills and career planning resources and services provided by DWD and DPI. WiLS recently purchased, with support of LSTA funds, a database of online computer training skills software, which is available to all Wisconsin residents on the BadgerLink website. This collaborative purchase makes another important job training asset available. DPI and DWD are planning the best ways to utilize this resource in libraries and job centers statewide.

**Connect2Compete/EveryoneOn.** The PLD and the RL&LL teams have engaged the Wisconsin library community in support of the EveryoneOn program. The teams collaborate with national partners

including Connect2Compete (C2C), the American Library Association (ALA), the Institute of Museums and Library Services (IMLS), OCLC, the Ad Council, and many private corporations. Connect2Compete offers residents who meet specific criteria and who live in select Wisconsin communities the opportunity to obtain a low-cost computer and low-cost internet access. Everyone On is a 3-year national public service campaign to promote digital literacy, launched on March 21, 2013. The program has great potential to raise awareness about the role libraries play in digital learning, and provides a means to extend those services to more citizens of Wisconsin. Its objectives include offering all Americans: access to free digital literacy training, online or in person; the opportunity to use technology to access information and educational content, and to prepare to participate in the 21st century workforce. The project encourages public libraries to teach digital literacy to citizens and encourage participation through the ads run by the Ad Council and other press resources. The Division's Public Library Development team has created a separate website for the program at: [http://pld.dpi.wi.gov/pld\\_c2c-everyoneon](http://pld.dpi.wi.gov/pld_c2c-everyoneon).

**Affordable Care Act.** The Division's Public Library Development (PLD) team is supporting public libraries as they work to meet community needs related to the Affordable Care Act. PLD will be coordinating its efforts with the Wisconsin Office of the Commissioner of Insurance, the Wisconsin Primary Healthcare Association, and others. PLD has created a website to help librarians respond to questions about the Affordable Care Act. It includes only informational resources and can be found at: [http://pld.dpi.wi.gov/pld\\_aca](http://pld.dpi.wi.gov/pld_aca).

**BadgerLearn.** BadgerLearn, an online searchable index to professional development materials created by and for Wisconsin libraries, was launched in 2010. It is a joint project of RL&LL, WiLS and WPLC. BadgerLearn includes hundreds of recently created resources that library staff can use in training library staff members on a variety of topics including reference, customer service, digital literacy training and support. This resource will be relaunched as BadgerLearn Pro in October 2013. Continuing education coordinators for libraries across Wisconsin will be actively encouraged to contribute and use the materials it provides.

A new BadgerLearn, designed as a "self-service" online index and learning repository for Wisconsin residents, will be launched in October 2013. It will take on the BadgerLearn name. It will contain primarily links to resources the public can use to learn about consumer technology including smartphones, eBook readers, and tablet computers, and to master digital literacy skills like basic computing techniques. This BadgerLearn will compliment the computer training skills components in BadgerLink and digital literacy training resources available through EveryoneOn.

Recent enhancements to BadgerLearn include: upgrading the CWIS software (provided by the Internet Scout Project) in January 2013, incorporating more digital literacy resources in March 2013, aligned goals to support EveryoneOn and Connect2Compete initiatives in March 2013, and using Twitter for social media outreach in April 2013.

#### **Digital literacy and digital government plans for 2011-2015:**

- Continue to develop the BadgerLearn index and rebrand it as BadgerLearn Pro (October 2013).
- Develop a "self-service" version of BadgerLearn for librarians and members of the public seeking consumer-technology and digital literacy training, which will assume the BadgerLearn name.
- Incorporate BadgerLearn and BadgerLink resources into the WISELearn portal.
- Support and educate librarians and the public about the EveryoneOn national digital literacy initiative.
- Support librarian's needs to respond to questions about all local, state, and federal government programs.
- Work with the Department of Workforce Development to cross train library and job center staff on all available job training and skill building resources.

**Reference services.** The role of reference service in Wisconsin libraries changed dramatically between 2009 and 2013. Libraries statewide have significantly reduced the number of librarians assigned solely to reference work, largely in response to a dramatic drop in the number of reference questions received. Reference, circulation, and computer support needs are now often handled by staff working at a combined service desk. Many Wisconsin libraries combine reference service offered using traditional methods (walk-in, phone, and mail) with service provided using online chat, text messaging, or email. The skills of reference librarians are now focused on training patrons on basic and advanced computer skills, digital literacy skills, use of social networking sites, and content creation. Assisting members of the community to access local, state, and national government services is another growing service area.

Between 2009-2011, the Division funded statewide 24/7 online email and chat-based reference services (Ask?Away) using LSTA funds to license the OCLC QuestionPoint software and backup-librarian service. Resources for Libraries and Lifelong Learning staff covered 21 hours per week of online chat reference service for Ask?Away through the end of 2010. In 2011, the Division surveyed the Wisconsin library service to assess the value of LSTA-funded programs. Ask?Away was ranked among the lowest of all services. The decision was taken to recommend defunding the service because of the low ranking, reduced participation of Wisconsin libraries in staffing the 24/7 service, and because reference staff at RL&LL was reduced from 2.75 FTE to .5. The LSTA Advisory Council endorsed the recommendation to defund the service. RL&LL retains an "Ask a Librarian" link on the DPI website and staff responds to questions coming through the link, phone, and email. The end of the statewide virtual reference service has left Wisconsin patrons without round-the-clock access to experienced reference librarians, but there have been relatively few complaints about this choice. School library media specialists were most likely to express concern because the Ask?Away service had been very actively promoted to schools.

The Division sees libraries focusing staff on training patrons on digital literacy, computer skills, content creation, and participation in online learning portals and professional development communities. Staff reductions in public and school libraries has spurred innovative solutions to retaining service levels. In February 2013, the Granton Community Library, which is located in the Granton 4K-12 School District and which serves both the public and the school communities, was recognized with a Standing Up for Rural Wisconsin award for its innovative approach to service. The public library needed more space for its collection and services and moving the library into the school district building met needs of both organizations.

**Resources for Libraries and Lifelong Learning collection.** In response to the growing public demand for materials in electronic/online formats, the Division made the decision to refocus staff resources on creation, curation, and sharing of online and digital resources and away from the physical collection owned by Resources for Libraries and Lifelong Learning (RL&LL). After a year-long planning process guided by input from the Department of Administration's staff, RL&LL eliminated the majority of the physical collection. In accord with DOA guidelines, materials from the collection were first offered to publicly funded school, public, institution, and academic libraries statewide. Materials that were not accepted by libraries were transferred to Surplus With a Purpose (SWAP) for sale to the general public. Division staff that had formerly been responsible for managing the physical collection has been transferred to roles supporting Found in Wisconsin, the BadgerLink Songbook database, the Wisconsin Digital Archive, and records management.

**Resources for Libraries and Lifelong Learning Collection plans for 2013-2015:** Resources for Libraries and Lifelong Learning plans to continue to focus resources on the development of BadgerLink and of online resources easily accessible by all Wisconsin residents.

DRAFT