

State Superintendent's Report on Intertype Library Cooperation and Resource Sharing, 2019-2021

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I. Introduction

The State Superintendent of the Wisconsin Department of Public Instruction (DPI) is required by Wis. Stats. 43.03(3)(d) to “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 biennial report describes the department’s programs and policies that promote cooperation and resource sharing among all types of libraries, which includes how the DPI and its stakeholders 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 the following Wisconsin organizations, committees, programs, and projects.

Organizations and Committees:

Child Care Information Center (CCIC)
Cooperative Children’s Book Center (CCBC)
Department of Public Instruction, Division for Libraries and Technology (DLT)
Library Services and Technology Act (LSTA) Advisory Committee (LSTA)
South Central Library System Delivery Service
University of Wisconsin (UW) System integrated library system
Wisconsin’s Digital Library (PL Overdrive)
Wisconsin Schools Digital Library Consortium (WSDLC)
Wisconsin Talking Book and Braille Library (WTBBL)
Wisconsin Library Services (WiLS)

Programs and Projects:

Adult and community services and programs
BadgerLink
Digital Public Library of America
Interlibrary loan services and WISCAT
Workforce development services delivered in libraries
Public Library System Redesign project (PLSR)
School Library and Public Youth Services Collaboration
Wisconsin Document Depository and Wisconsin Digital Archives
WISELearn
Youth and Inclusive Services

2019-2021 State Superintendent’s Biennial Budget

The 2019-21 state superintendent’s biennial budget request was approved by Governor Tony Evers and the Wisconsin Legislature. The budget included an increase of \$345,800 for FY21 for BadgerLink and Newline to accommodate increased telecommunications costs for Newline and increases for multiple BadgerLink database vendors. It also included increases for the Library Services contracts; \$133,200 for FY20 and \$168,100 for FY21.

In 2018 at the urging of the Wisconsin Library Association (WLA), State Superintendent Tony Evers included a request that \$1 million be added to the “base” level of \$15,013,100 for public library system aid, and an additional \$1.5 million for the first year (\$2.5 million total over the 2017-18 “base” amount), and another \$1.5 million for the second year (\$4 million total over the base amount). Upon being elected governor, Dr. Evers included those recommendations in the budget he submitted to the legislature, explained in the Legislative Fiscal Bureau’s [Budget Paper #603](#) to the Committee on Joint Finance. The Committee on Joint Finance recommended option two in that paper, to “Modify the Governor's recommendation by providing \$1,000,000 annually, so that library system aid remains at its 2018-19 level” of \$16,013,100. However, even with the increase, Wisconsin’s system aid is still \$668,100 below the 2011 funding level.

2021- 2023 State Superintendent’s Biennial Budget

The 2021-23 State Superintendent’s biennial budget request sought an increase of \$2,500,000 in FY22 and \$4,000,000 in FY23 for the appropriation for aid to public library systems to support the operations and maintenance of public library services in Wisconsin.

The budget proposal also requested an increase of \$12,900 in FY22 and \$25,300 in FY 23, coming from the Universal Services Fund, to fully fund the statewide library services contracts.

No request was made to increase funding for BadgerLink and Newsline for the Blind, as the current appropriation is sufficient to cover projected costs of operation for the next biennium.

The budget requests \$150,000 in FY22 and \$300,000 in FY23 from GPR to provide a dedicated source of funding for Recollection Wisconsin. The Department requests a reduction to the WISELearn digital learning portal and a reduction in the appropriate for Pupil Assessments to offset the cost of this request.

II. Activities of Library Organizations Statewide

Numerous library organizations around Wisconsin make intertype library cooperation and resource sharing a reality. Working with the DPI, these organizations plan and implement programs that address local and state needs, and mesh with important national initiatives.

Child Care Information Center

The Child Care Information Center (CCIC) manages a mail order library and a clearinghouse for information on early care and education and afterschool programs. The CCIC loans materials from its collection throughout Wisconsin through UPS and interlibrary loan. It serves a wide range of childcare providers, teachers, early childhood consultants, educators, and staff in public, school, academic, technical college, and other libraries. It maintains a website that uses a “shopping cart” to make free materials easy to order. The CCIC is part of the Department of Children and Families (DCF) Division of Early Care and Education.

2019-2021 Activities

- Kept 26 topical resource lists up to date in the CCIC’s online catalog (<https://ccic.follettdestiny.com>) to make resources for and about early care and education and afterschool programs more accessible.

- Added print books and reports previously housed in DCF Bureaus to the CCIC's online catalog to make them more widely available.
- Updated the DCF webpage *Child Care Resources and Organizations* (<https://dcf.wisconsin.gov/childcare/resources>) and related online documents that are helpful resources for information and referral.
- Worked remotely from March 17, 2020, until allowed back on-site on June 1, 2020. Resumed loaning books by UPS in June 2020 and interlibrary lending in August 2020 when SCLS restarted delivery service.
- Auctioned approximately 25 percent of the books in the CCIC collection—including nearly all children's books—through two UW SWAP (Surplus with a Purpose) online auctions in December 2020. Moved the remainder of the books and DVDs to temporary space in the Tommy G. Thompson Building, where they remain available to borrow through UPS and interlibrary loan.
- Removed five pallets of publications from the Resources for Libraries and Lifelong Learning building in March 2021 prior to RL&LL's move to GEF 3. Transferred one pallet to the Waisman Center and four pallets to the Department of Administration's Document Sales (<https://docsales.wi.gov/>). Libraries may order multiple DCF publications from Document Sales at no charge.

2021-2023 Goals

- Work within the Birth to 5 Early Childhood State System (B-5 ECSS) to help carry out the *Preschool Development Grant Birth to 5 Statewide Strategic Plan for 2021-23* (<https://dcf.wisconsin.gov/childcare/pdg/strategicplan>) in all parts of the state.
- Planned and carried out a move to permanent quarters within the Tommy G. Thompson Building when DCF staff returned to working on-site in September and October 2021.

Cooperative Children's Book Center

The CCBC staff of two full-time and two part-time professional librarians (3.62 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 for Libraries and Technology pays for a portion of the CCBC operations through a contract with the University of Wisconsin-Madison.

2019-21 Activities (July 2019 – June 2021)

While the pandemic stymied some efforts, the division accomplished most of the goals and activities projected for 2019-2021.

- Increased the FTE percentage of our diversity librarian from 75% to 100%.
- Enhanced and developed the recommended books database to make it easier for teachers and librarians to access all past and current citations and annotations from *CCBC Choices* and facilitate creation of customized thematic bibliographies.
- Created a free public interface that allows end-users to enter searches based on CCBC's diversity data to find characteristics such as book characters' race, ethnicity, gender, LGBTQ, and disability.
- Worked with UW Digital Libraries to digitize the CCBC's complete run of the Council on Interracial Books for Children Bulletin, to provide critical historical information about children's books going back to 1965.
- Delivered 4 presentations reaching more than 200 people on CCBC choices at Wisconsin librarians around the state prior to the pandemic.

- Delivered 29 virtual presentations for Wisconsin librarians and teachers before and during development, Intellectual Freedom, and Diverse Books.
- Responded to 57 requests for assistance from the CCBC Intellectual Freedom Information Services while also developing and refining a process for delivering this information virtually once the pandemic began. We also responded to numerous complex reference questions related to intellectual freedom.
- Distributed 4,200 copies of the free CCBC *Choices 2019* booklet to all Wisconsin public libraries and schools on request, and at workshops and conferences. CCBC constituents rank the booklet as the top priority CCBC service. The pandemic limited CCBC's ability to distribute the CCBC *Choices 2020* booklet but we did manage to get about 2,000 copies into the hands of Wisconsin librarians and teachers. CCBC made the decision to publish CCBC *Choices 2021* as a digital version that can be downloaded by anyone.
- Sponsored a free public lecture by noted author Kate DiCamillo to an audience of 500 adults and children at the Overture Center's Capitol Theater. DiCamillo asked that her honorarium be used to purchase books for Wisconsin students in need. We worked with the UW-Madison's Teacher Education Center to distribute copies of DiCamillo's latest novel to every 7th grader in 12 rural Wisconsin school districts.
- Requests for statistics on books by and about people of color continue, including media contacts and interviews with the New York Times Magazine, CBS This Morning, The Atlantic, the Associated Press, the Atlanta Journal-Constitution, and the St. Louis Post-Dispatch. The CCBC's statistics were also cited by national organizations such as Read Works, the Pizza Hut Book It! Program, Room to Read, and the Congressional Hispanic Caucus. On average, researchers and the press submit requests 2-3 times a week.

2021-2023 Goals

- Develop a strategic plan for allocation of a forthcoming \$1.2 million endowment, likely involving the creation of a new position.
- Plan a special event and/or materials/publications to celebrate the 25th anniversary of the Charlotte Zolotow Award.
- Host author/illustrator Christopher Myers, author Grace Lin, and editor Alvina Ling for the 2022 Charlotte Zolotow Lecture in honor of the Lecture's 25th anniversary.
- Create a dynamic infographic reflecting the history and growth of diverse literature since 1985.
- Annually beginning in 2021, hire a well-known children's book illustrator of color to create an infographic for CCBC diversity statistics.
- Enhance the CCBC's diversity database to allow for intersectional searching for primary and secondary characters.
- Enhance the CCBC's recommended books database to allow for the use of quotes for exact matching of terms or phrases; add Wisconsin book creator designation and note to creator table; add translators' option to the creator/contributor table.
- Expand communication regarding the importance of a strong selection policy, as part of a district's equity efforts to reach administrators and school board members.
- Partner with the DPI to create a diversity audit template for public librarians, classroom teachers, and school librarians to use to evaluate their library, classroom, and school library collections for diversity.
- Digitize selected audiotapes of children's authors, illustrators, and editors for preservation purposes, and, pending permissions, make the recordings available to the public.

South Central Library System Delivery Services

The statewide delivery service relies heavily on the 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 LSTA grant provides key support for inter-system delivery by applying the grant toward operational costs associated with vehicle-related expenses.

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

2019-2021 Activities

Not Submitted

2021-2023 Goals and Activities

- Lead and facilitate statewide delivery service model evolution, operational standards, and contract processes as statewide delivery coordinator
- Convene with statewide delivery managers and couriers to communicate problems, innovations, and activities.
- Evaluate service needs and efficiency as indicated by volume changes and frequency demands.
- Facilitate new local delivery hubs statewide and seek efficiencies with partner systems and local couriers by managing PLSR hub model implementation.
- Continue to explore the implementation of northern delivery hub in central Wisconsin and provide linking opportunities to the statewide network that streamlines the current model.

University of Wisconsin (UW) System integrated library system

The Council of University of Wisconsin Libraries (CUWL) operates a resource sharing system, which allows UW campuses to borrow directly from each other. The UW libraries use a variety of tools to manage interlibrary loan and electronic document delivery across the system to improve access and reduce costs. These existing systems and processes were instrumental in carrying out the restructuring of UW-Colleges in 2019, which saw the 13 UW-Colleges campus libraries' staff and collections redistributed to 7 other UW campuses.

The UW libraries continue to focus on collaborative collection development of book, serial, and electronic resource collections. The key priorities during this time were maintaining and

improving the system's shared electronic collections, particularly undergraduate resources, and continuing collaborative purchasing initiatives.

2019-2021 Activities

Not Submitted

2021-2023 Goals

- Execute a new Delivery Services agreement to facilitate resource sharing with SCLS.
- Expand support for interlibrary loan, document delivery, curbside pick-up, and return anywhere services to minimize the impact of the pandemic on UW communities.
- Monitor activities related to document delivery, electronic serials management, and cross-database searching to support streamlined and expanded services

Wisconsin Library Services

[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 non-profit organizations are eligible to be WiLS members. General membership is free. There is a membership fee to participate in the cooperative purchasing service and for other services.

WiLS offers services and activities in these primary areas:

- **Cooperative Purchasing and Projects:** WiLS Cooperative Purchasing Services manages the complete life cycle for electronic content purchases and other vendor direct product discounts.
- **Consulting:** WiLS consults with libraries to identify goals, develop projects, and turn their ideas into action. WiLS provides planning, research, and data services, and connects libraries with expertise within the library community and beyond.
- **Consortia Management:** WiLS manages several consortia, including the Wisconsin Public Library Consortium, the Wisconsin Schools Digital Library Consortium, WISPALS (a consortium of technical college libraries), the Horticulture Library Consortium, Recollection Wisconsin, and Infopass. WiLS provides a variety of services to these consortia based on their needs, including fiscal agency, process and project management, and communication and meeting facilitation.
- **Learning Opportunities:** WiLS provides educational and professional development opportunities via its free and virtual WiLSWorld Shorts series throughout the year on a variety of topics of interest to members.
- **Digital Projects:** WiLS coordinates digital preservation training for cultural heritage practitioners across the state through a variety of grant-supported projects. Recent projects have included supporting tribal libraries in digitizing collections and language preservation efforts and creating digital readiness communities of practice to support affiliates' capacity to create, manage, and share digitized historical resources.

2019-2021 Activities

- Continued implementation of changes to our cooperative purchasing service.

- Reviewed and implemented a new business model for WiLS services; restructured services appropriately and communicated those changes to the library community.
- Formalized WiLS' role in educating and creating conversations around big-picture and future-facing topics of importance to the Wisconsin library community.
- Further developed and refined methodologies for connecting, storing, and sharing among members.

2021-2023 Goals

- Improve the member experience through a redesigned MyWiLS portal and WiLS website.
- Improve WiLS' academic cooperative purchasing business model.
- Showcase responsive services to address real-time member needs in new product and vendor scouting and service development.
- Highlight WiLS' role as connector and cornerstone through the development of statewide collaborative projects, building communities of practice, and enhancing infrastructure for information sharing.
- Operationalize WiLS' values including investing in the member community, and identifying or creating tangible opportunities to advance equity, diversity, and inclusion.

Wisconsin's Digital Library

The Wisconsin Public Library Consortium (WPLC), managed by WiLS, provides [Wisconsin's Digital Library](#) of eBooks, digital audiobooks, and more. OverDrive is the current vendor providing the content to the project. The Consortium is governed by the [WPLC Board](#), which includes representation from all public library systems in Wisconsin. Wisconsin's Digital Library is governed by the [Digital Library Steering Committee](#) and supported by the [Selection Committee](#) and the [Collection Development Committee](#). As of December 2020, Wisconsin's Digital Library has supported over 737,575 users and has a collection of over 105,500 titles. In 2020, the library circulated almost 7 million items to Wisconsin library users.

2019-2021 Activities

- Investigated and implemented projects that reduce holds and wait times, including advocating for more simultaneous use content and less restrictive publisher content licenses for libraries.
- Increased collaboration with other states or large libraries that are OverDrive customers to share best practices and benefit from one another's experience.
- Monitored and discussed the national e-content landscape and provided educational opportunities to the community around these topics.
- Held a WPLC Roundtable meeting focusing on the value of the collection as a core collection, the pricing of e-materials, and the role of the WPLC as a consortium.
- In partnership with the DPI and WiLS, assessed collection usage and needs during library and school closures amidst the COVID-19 pandemic.

2021-2023 Goals

- Increase budget by a fixed amount based on a 5% increase each year for 5 years, beginning in 2021 and start an evaluation of the increase during 2023 to determine the impact and proposal for the next several years.
- Explore partnerships and other avenues for increased resources and maximizing the use of the collection.
- Increase “always available” content offerings.
- Research and evaluate the balance of purchasing up front versus purchasing by holds to determine the most effective way to purchase considering continuous publisher model changes.
- Clarify and document what publisher and model factors are being considered as content is purchased and educate members of the consortium about those available models.
- Provide guidance and support to Advantage selectors.
- Explore enhancing Juvenile and Young Adult collection development.
- Explore improving the collection’s accessibility and diversity.

Wisconsin Schools Digital Library Consortium

The Wisconsin Schools Digital Library Consortium (WSDLC) was developed through a partnership between the DPI, Cooperative Education Service Agency (CESA) Purchasing, the CESA Statewide Network, and WiLS, and launched in 2018. The partners created an infrastructure that supports a shared eBook and digital audiobook collection for WI K-12 students. The three collections for grades K-5, 6-8, and 9-12 are primarily self-supported through member districts and schools that pay a fee (currently \$1.55/student) to join the consortium. The consortium has 212 districts with at least one school participating and serves over 300,000 students and staff.

2019-2021 Activities

- Continued to build broader adoption of the project among school districts.
- Implemented and continued maintenance of an extensive training program for participating districts.
- Developed and implemented a marketing plan to continue to raise awareness for students, parents, staff, and administrators of participating districts.
- Worked with OverDrive to improve the platform; continued to investigate other vendors and formats as appropriate.
- Supported the tremendous growth of membership during the 2020-21 membership year.
- Added materials to the 3 collections to meet increased usage and continued to create curated collections to support members’ needs and interests.
- Approved a .05 per member price increase implemented in September 2021. The increase in funds will go directly to materials for the collections.
- Featured Native author and publisher, Cynthia Leitich Smith, at the WSDLC Annual Membership Meeting.
- In partnership with the DPI and WiLS, assessed collection usage and needs during school library closures amidst the COVID-19 pandemic.

2021-2023 Goals

- Increase the collection budget through a .05 increase in per member fee for the 2022-23 membership year.
- Work with public libraries to connect school and library OverDrive collection access.
- Explore programs to continue to engage students with content in the WSDLC (monthly featured reads, readalikes for popular titles, and Lucky Day).
- Implement customized messaging into the Sora App.
- Continue advocacy for better access to always available audio and eBooks.
- Conduct a diversity audit of the three WSDLC collections.
- Explore addition of magazines to WSDLC.
- Continue revisions and additions to the WSDLC training plan.

Wisconsin Talking Book and Braille Library

The Wisconsin Talking Book and Braille Library (WTBBL) which is housed at the Milwaukee Public Library, continues to provide materials through the United States Postal Service and online to persons residing in Wisconsin who cannot read standard print because of a visual or physical impairment. Recorded and online books and magazines, braille materials, OverDrive, BadgerLink, and National Federation of the Blind (NFB-NEWSLINE®) service are available to WTBBL patrons.

WTBBL works with Audio and Braille Literacy Enhancement (ABLE), also located within the Milwaukee Public Library, to produce materials for distribution. ABLE records books for the Wisconsin collection, and each book is assigned a DBC number for the NLS BARD (National Library Service Braille and Audio Reading Download) site.

The Division for Libraries and Technology and the WTBBL continue to provide access to the NFB-NEWSLINE® service to persons who cannot read conventional newsprint. The NFB-NEWSLINE® service is an audible newspaper service that provides independent access to over 300 newspapers (including 15 Wisconsin newspapers), magazines, and TV listings anytime and anywhere, accessible by telephone, web, or mobile app. The service is offered to users at no direct cost. Universal service funds, appropriated through the biennial budget process, pay for the service. There were 1,593 registered Wisconsin users of the NFB-NEWSLINE® service in May 2021. The WTBBL, located in the Milwaukee Public Library, provides technical support for NFB-NEWSLINE®.

The WTBBL has worked with the Library of Congress National Library Service (NLS) to implement the digital book format for users since the digital player was introduced in September 2009. When NLS began distributing magazines on digital cartridges in 2013, WTBBL began providing user support and account servicing for that format. The DLT hosts the WTBBL website at dpi.wi.gov/talkingbooks.

2019 - 2021 Activities

- € Increased the number of locally recorded Wisconsin audiobooks produced by ABLE (Audio and Braille Literacy Enhancement) for WTBBL collection.
- € In 2018 and up to May 2019, there were 34 Digital Book Cartridges (DBC) produced by ABLE available on the NLS LOC Voyager catalog for users to download.

- € Continued to promote WTBBL services through outreach and marketing activities, including on social media— [WTBBL Facebook page](#) —with a focus on children and young adults.
- € Continued staff development by sending team members to conferences by or on the National Library Service for the Blind and Print Disabled (NLS), the Keystone Library Automation System (KLAS), and other topics.
- € Started discussions to prepare WTBBL to transition to the Gutenberg Download-on-Demand (DOD) circulation system (more than one title per cartridge).
- € Maintained timely updates on WTBBL homepage at <https://dpi.wi.gov/talkingbooks>, and the WTBBL newsletter, The Bulletin Board.
- € Continue to create more braille and audio kits -- another partnership with ABLE.
- € Continue to promote NFB-NEWSLINE® and provide technical support to users.
- € Timely updates on WTBBL homepage at <https://dpi.wi.gov/talkingbooks>, and production of WTBBL newsletter The Bulletin Board.

2021 - 2023 Goals

- Gutenberg equipment will be added during 2021.
- Celebrated the 60th anniversary of the Wisconsin Talking Book and Braille library, including receiving a Certificate of Commendation from the Governor, social media posts, and the [10.18.21 Interview on 88Nine radio](#),

III. Projects and Services Managed by the Department of Public Instruction

DPI's Library Services Team (LST), which is part of the Division for Libraries and Technology (DLT), manages the following programs and services delivered in conjunction with the Wisconsin library community.

Adult and Community Services Programs and Services

The DPI invests in the belief that strong libraries are an integral part of strong communities. As such, adults in the community must find value in their local library and libraries must work within the community to learn its aspirations so library services can help people attain their goals.

2019-2021 Activities

The DPI partnered with the American Library Association for a new, state-level community engagement training called Wisconsin Libraries Transforming Communities (WLTC). 12 teams, consisting of at least one library leader and at least one community leader, received training resulting in the following:

- Public libraries inspired to participate in communities to meet community needs on a local level.
- Thorough understanding of community needs and future aspirations from diverse stakeholders.
- Strong understanding of current community-based planning strategies in the library field and related fields.

- Development and evolution of program and service offerings that serve community aspirations and needs.
- Deeper relationships with communities that are typically underserved, underrepresented, and underrecognized.

7 coaches were trained to support the work of the Teams and develop their own leadership skills. Envisioned as an 18-month masterclass in authentic leadership, resilience, and self-care, coaches were assigned one or two participant teams to cheerlead and shepherd through their library community engagement projects.

The DPI partnered with two UW-Madison cultural centers—the Center for East Asian Studies and the African Studies Departments—to offer grants to libraries to support the purchase of more than \$35,000 in library materials by and about East Asian and African authors and themes. This partnership is the personification of the [Wisconsin Idea](#) in action across our state.

2021-2023 Goals

Building on the success of the first WLTC cohort, the DPI will offer a second iteration of this 18-month training. The training will launch in 2022 after a 3-month workshop, WLTC Engaged Leadership Academy, that focuses on building leadership skills in Wisconsin library workers.

DPI will collaborate with libraries to build on the success of the UW-Madison Cultural Center grants, to encourage more libraries to join the effort and increase diversity of books in their collections.

BadgerLink

BadgerLink is Wisconsin's online library, providing Wisconsin residents with licensed resources accessible anywhere with internet access. The resources meet the educational needs of residents statewide and augment the physical and electronic collections of other libraries and organizations. Asynchronous training materials including videos and handouts are developed by staff and made available through the website, and throughout the year, live, personalized training is provided to librarians and educators. Resource vendors produce promotional materials, which are distributed to libraries and schools at no cost to the state. These outreach efforts lighten the training demands on public, school, and college libraries, freeing their time for other activities.

2019-2021 Activities

- Developed the BadgerLink Advisory Group to gather the diverse opinions and expertise of the state's learner communities. Group meets twice annually, and the inaugural meeting was held in November 2019.
- Began review of asynchronous and live training materials and opportunities, including development of a community survey to gather input and feedback to prioritize changes.
- Investigated and began implementation of enhanced user authentication to improve access.
- Developed new website pages and made overall design improvements to better the user experience.
- Reviewed current BadgerLink collections and began the Request for Proposal process for the three newspaper collections.

2021-2023 Goals

- Work with the BadgerLink Advisory Group to surface ideas and recommendations on building usage and awareness of BadgerLink, especially engaging underserved communities.
- Collaborate with the DPI's Library Services Team members to identify opportunities to innovate engagement efforts.
- Update training materials based on community needs feedback and continue work on communications plan.
- Complete Request for Proposal process on the three newspaper collections, configure new resources for access, and develop training materials.
- Evaluate remaining BadgerLink collections to ensure they meet the needs of Wisconsin residents and begin the Request for Proposal process.

Digital Public Library of America and Digitization of Historical Materials

Recollection Wisconsin is Wisconsin's Service Hub for the Digital Public Library of America (DPLA). Recollection Wisconsin is a statewide, multitype consortium managed by WiLS and governed by six core partners: the DPI, the Wisconsin Historical Society, the University of Wisconsin-Madison, the University of Wisconsin-Milwaukee, Milwaukee Public Library, and Marquette University. The DPI LST is represented on the Recollection Wisconsin Governing Board, Steering Committee, and the newly created Education Advisory Committee. Recollection Wisconsin is considered a "Service Hub" within the DPLA structure. That role involves cataloging and adding metadata to local collections to make them accessible through DPLA.

As of June 2021, 110 Wisconsin institutions, some representing multiple contributors such as library systems, have provided 610,567 metadata records that are searchable in DPLA's nationwide collection. In 2020, Recollection Wisconsin saw overall views of individual collection items increase 134% from the previous year. For more information on Wisconsin's participation in DPLA, see <https://recollectionwisconsin.org/dpla>.

2019-2021 Activities

- Became the first DPLA Service Hub to test and launch a DPLA Local site, providing access to all Recollection Wisconsin resources contributed to DPLA, available at <https://recollectionwisconsin.dp.la>.
- Distributed digitization kits and related training and documentation for Wisconsin library systems to increase their capacity to contribute collections to Recollection Wisconsin and DPLA.
- Convened an Education Advisory Committee to help connect K-12 teachers and students with digitized local history resources.
- Undertook a gap analysis to understand current collection coverage and identify collection development opportunities. This is the first step in an overarching objective to systematically develop the shared collection to foster diversity and inclusion, so that more Wisconsin residents can see their stories represented.
- Continued to explore strategies for long-term storage and management of digital resources, to support all stages of the digital content lifecycle.
- Launched online public access to the hundreds of oral history interviews digitized through the National Endowment for the Humanities (NEH) funded *Listening to War: Wisconsin's Wartime Oral Histories* project.
- Continued to engage with the DPLA Hubs Network nationwide through participation in the DPLA Network Council, Advisory Council, working groups, and member meetings.

2021-2023 Goals

- Continue to work with the Education Advisory Committee to help connect K-12 teachers and students with digitized historical resources.
- Develop a plan to act on insights learned in the gap analysis to begin to fill gaps and create a more representative and inclusive collection.
- Host virtual digital fairs to connect local history practitioners with the growing Digital Readiness Community of Practice, supported by a National Historic Publications and Resources Commission (NHPRC) Archives Collaboratives grant.
- Continue to facilitate quarterly metadata harvests to contribute new records to the DPLA and Recollection Wisconsin search portals.
- Offer individual coaching to support content partners' implementation of standardized rights statements for digital content.

Interlibrary loan services and WISCAT

Wisconsin libraries rely on interlibrary loan (ILL) to obtain materials their patrons need that are not available from their own collections. ILL is a core service provided by most Wisconsin libraries and is necessary to provide all Wisconsin residents equitable access to library materials.

WISCAT software combines a statewide bibliographic database, a virtual catalog of library holdings, and an interlibrary loan management system used by nearly 500 Wisconsin libraries of all types. The Division for Libraries and Technology negotiates and manages the contract for the WISCAT software and provides training and technical support to WISCAT users. This software is also leveraged by BadgerLink to provide authentication to licensed resources and federated searching.

In addition to resource sharing within the WISCAT software platform, the Division for Libraries and Technology contracts with the Milwaukee Public Library and the University of Wisconsin-Madison to give WISCAT libraries access to materials in the rich collections of these institutions. The Division also maintains a contract with OCLC to search and request items from other academic and out-of-state libraries on behalf of WISCAT libraries. This helps ensure all Wisconsin residents have access to the largest possible pool of materials no matter where they are in the state.

2019-2021 Activities

- Filled 234,050 ILL requests between January 2019 and December 2020.
- 90% of all borrowing requests were filled.
- Organized and conducted quarterly WISCAT user group meetings.
- Oversaw migration to a new version of the Auto-Graphics SHAREit platform and provided updated training, support, and documentation to libraries.
- Improved ILL-related data collection on the Annual Report to better reflect how interlibrary loan happens in Wisconsin.
- During the onset of the COVID-19 pandemic, while libraries were closed and statewide delivery was on pause, WISCAT staff increased communication with stakeholders including system ILL staff and delivery staff to ensure consistent messaging and a smooth transition back to service.
- Expanded resource sharing partnerships to other libraries, consortia, and states to expand the reach of WISCAT libraries and increase their pool of trading partners.

2021-2023 Goals

- Expand the WISCAT training program by providing more asynchronous training materials for participating libraries.
- Update the Wisconsin Interlibrary Loan guidelines with the help of system ILL coordinators, and with approval of the Council on Library and Network Development (COLAND).
- Work with a UW-Madison iSchool practicum student on WISCAT-related projects of their interest, including training and documentation.
- Provide compelling data on the value of WISCAT to participants and the library community.
- Further optimize workflow for referring ILL requests at the statewide clearinghouse.
- Research technological tools and protocols for improving efficiencies in WISCAT, at the statewide, library system, and library level.

Libraries Activating Workforce Development Project

DPI leads the Libraries Activating Workforce Development Skills (LAWDS) project funded by the Institute of Museum and Library Services. The project provides resources to train public library staff on working effectively with job seekers and business owners, and opportunities for public library staff to form partnerships with staff from regional Job Centers, Department of Workforce Development (DWD) offices and Workforce Development Boards (WDBs). The project began in October 2018 and will conclude in September 2022.

2019-2021 Activities

- Hired a Project Coordinator with experience as a Human Resource professional, and with the Department of Workforce Development (DWD) and Department of Veterans Affairs (DVA) to lead the project from November 2020 to October 2021.
- All four of the training modules described in the original program narrative were developed and delivered by May of 2021.
- Posters highlighting the support libraries offer to job seekers were developed and delivered to all public library systems during 2020 and 2021.
- All public library systems, and regional Directors for DWD and the Workforce Development Boards (WDB)s have been encouraged to participate in meetings to determine roles and responsibilities for supporting the needs of job seekers during the final year of the program and beyond. Many have completed those meetings already.
- The DPI requested and received approval from IMLS to continue the project through September 20, 2022, and to repurpose a portion of the total grant funds to support outreach to jobseekers.
- The DPI is working with a marketing firm to develop an outreach campaign to deliver public messaging and to redesign the [Wisconsin Job Seeker](#) website to reflect the activities and resources developed through the LAWDS project.
- Posted regular updates on workforce development activities in the [Wisconsin Libraries for Everyone blog](#).

2021-2023 Goals

- Continue monthly meetings of the LAWDS Project Advisory Council (PAC) to support collaboration between public libraries and workforce partners.

- Solicit volunteers from the Wisconsin Society of Human Resources Managers (WiSHRM) to provide programs and one-on-one support to job seekers in local libraries.
- Provide new posters highlighting the role of public libraries as centers of support for job seekers.
- Launch native ads online to support the role of public libraries as job seeker support centers.
- DPI will be discussing with public library systems and public libraries how to best collaborate on workforce development support programs and services
- DPI will continue periodic meetings with DWD, the WDBs, and the Wisconsin Library Association (WLA) to shape a long-term strategy to guide future collaborations in support of job seekers and business owners.

Library Services and Technology Act

The Library Services and Technology Act (LSTA) is the federal grant program supporting libraries in Wisconsin. The LST Team implements the LSTA's Grants to States program on behalf of public libraries in Wisconsin. The LSTA program is administered at the federal level by the Institute of Museum and Library Services (IMLS).

2019-2021 Activities

- The LSTA Advisory Committee, which guided the program in the past, was sunset by DPI at the beginning of 2021 in favor of engaging a wider group of voices to provide feedback on the program.
- DPI's LST managed the Grants to States program for Wisconsin and the distribution of funds to public and school libraries and systems.

2021-23 Goals

- WiLS is leading an evaluation of the 2018-2022 LSTA Five-Year Plan for Wisconsin.
- The evaluation process engages the LST and external stakeholders.
- The results of the evaluation will guide improvements to the LSTA program and form the foundation for the next LSTA Five-Year Plan.
- Core objectives for the new Plan including meeting the need for equity and high-quality library services for Wisconsin residents.
- LST will be improving workflows and processes for grant administration and reporting.
- DPI will expand stakeholder engagement, develop a sustainable model for gathering ongoing feedback on the LSTA program, and implement a continuous improvement model.

Public Library System Redesign

The [Public Library System Redesign Project](#) began in 2015, was led by a 10-member Steering Committee appointed by the State Superintendent of DPI. The committee was formed to oversee a process created and endorsed by the Council on Library and Network Development (COLAND) and accepted by the Superintendent to consider how to best provide public library system services in Wisconsin.

2019-2021 Activities

- The Public Library System Redesign (PLSR) Steering Committee delivered the [Final Report of the Public Library System Redesign \(PLSR\) Steering Committee](#) to the Office of the State Superintendent on March 8, 2019, summarizing three-and-a-half years of work by the Steering Committee, Workgroups, and sub-committees.

- The LST was charged with implementing the recommendations of the Steering Committee, with COLAND actively monitoring the progress of the implementation process.
- Public listening sessions on the PLSR goals were held with the library community in the spring of 2019.
- The support expressed for the PLSR goals in those session led to the release of an initial implementation strategy shared with the library community in the fall of 2019.
- In June 2020, DPI staff worked with the sixteen public library system directors to reprioritize implementation activities, considering the COVID-19 pandemic and its impact on libraries and library systems,
Not Submitted

2021-23 Goals

- Complete and share PLSR Implementation Report.
- Work with system directors to foster and facilitate conversations to improve foundational system issues surfaced during the PLSR workgroup and implementation process.
- Embed continuing issues like collaboration and professional learning support in the upcoming Five-Year LSTA Plan for Wisconsin.
- Create tools and resources to support libraries in Wisconsin in conjunction with the Application Development team at the DPI.

School Library and Public Library Youth Services Collaboration

The School Library Education Consultant and the Youth and Inclusive Services Consultant on the LST actively collaborate on activities that support and model collaboration between school and public libraries.

2019-2021 Activities

- DPI consultants co-lead the Connecting Wisconsin Libraries school and public library workgroup. The workgroup collaborates with WLA and the Wisconsin Educational Media & Technology Association (WEMTA) stakeholders, fosters collaboration between school and public libraries statewide, shares information pertinent to school and public libraries, shares ideas, events, or best practices related to youth services, and develops cooperative support for the youth those organizations serve. In 2020, the workgroup developed newsletter articles and finalized agreements with WLA and WEMTA to foster workgroup and conference representation. In spring 2021, the workgroup revisited the origins, purpose, and goals of the workgroup through the lens of the pandemic.
- In February 2020, [LSTA Public Library/Public School Subaward](#) grants, totaling over \$82,000, were awarded to school and public library collaboration projects. These subawards offered financial and material resources that emphasized specific aspects of library services, such to support projects in collection management with a focus on diversity, inclusion, and equity or hands-on learning, including maker and computational thinking.
- Resources promoted in 2020 to support Wisconsin school and public librarians in the creation of inclusive libraries and classrooms with authentic, engaging literature include:
 - [New CCBC Website with Enhanced Search Features](#) through support from the Division for Libraries and Technology (DLT) and LSTA funding.

- [TeachingBooks' Diverse Books Toolkit](#), available through [BadgerLink](#). A recent training webinar details how school and public librarians can use this toolkit in their own libraries, including Collection Analysis Reports on Diversity and Inclusion. The webinar recording can be found on the [BadgerLink training page](#).
- In 2021, over 120 school library staff and public library youth services staff took part in the DPI-led [Project READY virtual learning cohorts](#) from January through May. Project READY stands for Project Reimagining Equity and Access for Diverse Youth. In 2019, researchers at the University of North Carolina at Chapel Hill School of Information and Library Science (UNC SILS) developed Project READY from extensive collaboration and investigation to help library staff serving youth create more inclusive and equitable programming. Cohorts will resume work in fall 2021 to complete the final two sections of the curriculum.
- School library media specialists connect with one another across districts using WISELearn Resources. The [School Library Planning Group](#) was created in 2019 to facilitate networking and resource sharing around the topic of long-range district library plans required through [Wisconsin Administrative Code PI8.01\(2\)\(h\)](#).

2021-2023 Goals

- DPI consultants will conduct additional offerings of the Project READY virtual learning cohort experience for Wisconsin public library staff serving youth and school librarians.
- DPI consultants will continue to co-lead the Connecting Wisconsin Libraries workgroup by revisiting the purpose and establishing future goals.
- DPI consultants will investigate professional learning opportunities and resources for school and public libraries through future LSTA-funded projects.

Wisconsin Document Depository Program and Wisconsin Digital Archives

These programs are mandated by Wisconsin Statutes, Sections 35.81- 35.84 as amended by 1991 Wisconsin Act 285. Wisconsin state agencies are required to provide copies of their documents for distribution to designated depository libraries via the Wisconsin Document Depository Program. The goal of the Wisconsin Digital Archives is to preserve and make available to Wisconsin residents a record of major state government programs published by state agencies regardless of their original format (print or electronic). The Wisconsin Digital Archives provides full-text access to electronic state documents and web content available via a web-based searchable database. The Wisconsin Digital Archives contains over 26,000 unique documents. Both programs are managed by members of the DPI LST.

2019-2021 Activities

- Access to state documents in the Wisconsin Digital Archives increased 35% during the 2019-21 biennium.
- Distribution of electronic state documents increased to 98% of the total state documents distributed through the Wisconsin Document Depository Program.
- Upgraded digital preservation software for improved functionality related to access and archiving larger files.
- Implemented standardized copyright statements in the Wisconsin Digital Archives to comply with requirements for access through the Digital Public Library of America.

- Joined the [Government Documents Round Table \(GODORT\) Affiliate: State Documents Collaborative Group](#) to collaborate with other state level depository programs across the United States.

2021-2023 Goals

- Evaluate Wisconsin Document Depository Program collection development policy.
- Continue to improve the user experience of the Wisconsin Digital Archives with enhancement features and additional training materials.
- Research digital preservation software to ensure technology is appropriate for program sustainability.
- Review and improve program workflows, processes, and procedures to increase productivity.

WISELearn

The DLT has been working since 2013 on the development of WISELearn, which is a portal for Wisconsin students, parent, guardians, teachers, administrators, and librarians to engage with quality, standards-aligned, educational resources and professional learning that represent the diversity of our global community.

WISELearn is made up of a collaborative repository called WISELearn Resources Library, as well as additional materials provided by DPI teams and partnerships made with Wisconsin teachers and administrators in mind. Supplies and services include hardware, software, collaboration tools, and web hosting.

2019-2021 Activities

Not Submitted

2021-2023 Goals

- Continue to grow collaborative efforts with higher education and public library sectors around the state on Open Education Resources (OER) and the use of the WISELearn repository.
- Expand the school library groups and hub work to support library planning and collaboration.
- Implement software to support machine readable standards and an Application Protocol Interface (API) within the platform for schools and libraries to access and use the standards within their own systems.
- Develop a tool to evaluate and identify OER in WISELearn for bias and alignment to culturally and linguistically responsive and sustaining teaching and learning.

Youth and Inclusive Services Programs and Services

The Division of Libraries and Technology interprets [Wis. Stat. sec. 43.24\(2\)\(k\)](#), “Promotion and facilitation of library service to users with special needs,” to encompass *inclusive services*. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community. The Youth and Inclusive Services Consultant on the LST provides professional learning, consultation, and resource development on inclusive services topics.

2019-2021 Activities

- First published in 2019, the [Inclusive Services Assessment and Guide](#) was designed by Wisconsin public library and public library system staff for Wisconsin public library directors, staff, and boards with the intent to foster inclusive library environments where everyone is safe, welcomed, and respected. In 2020, the assessment was updated with an automatic scoring feature to help users assess and score simultaneously. Four public libraries in Dane county (SCLS) were [featured in the news](#) for ways they are using the tool at their libraries. In addition, the assessment and guide has been adopted by other states and organizations.
- The [Inclusive Services Assessment and Guide for Wisconsin Public Libraries](#) was featured in a virtual poster session at the [Toward One Wisconsin](#) virtual conference November 12-13, 2020. Toward One Wisconsin is a conference on building communities of equity and opportunity, with representatives from birth-K-12, higher education, academia, business and industry, state and local workforce development, youth programs, health professions, vocational rehabilitation, chambers of commerce, non-profit organizations, government, community and neighborhood associations, and faith-based groups in attendance.

2021-2023 Goals

- The DPI consultant will develop videos featuring scenarios and discussion prompts to assist libraries and communities with conversations about inclusive services.
- The DPI consultant will modify the Inclusive Services Assessment and Guide for access via Qualtrics surveys and customizable spreadsheets.