



A G E N D A

Council on Library and Network Development

September 8, 2006, 10 a.m. – 3 p.m.

Kenosha Public Library, Southwest location

7979 38th Avenue

Kenosha, WI 53142

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|-----|---|---|-------------------------|
| 1. | Call to Order | Kathy Pletcher, Chair | |
| 2. | Roll Call/Determination of Quorum | Roslyn Wise, DLTC | |
| 3. | Welcome to the Southwest Kenosha Public Library (5 minutes) | Doug Baker, Director, Kenosha Public Library | Information |
| 4. | Adoption of Agenda | All | Action |
| 5. | Approval of Minutes for July 8, 2006 meeting | All | Action |
| 6. | Correspondence | Kathy Pletcher | Information, discussion |
| 7. | Approve COLAND goals for 2006-07 (5 minutes) | Catherine Hansen | Discussion, action |
| 8. | Presentation on BadgerLink usage study (40 minutes) | Dietmar Wolfram and Iris Xie, UW-Milwaukee, School of Information Studies | Information, discussion |
| 9. | Report on Wisconsin Resource Sharing and Information Access RFP process and results (60 minutes to include question/answer) | Sally Drew, DLTC | Information, discussion |
| | Lunch (noon -- 45 minutes) | | |
| 10. | Presentation and tour of Kenosha Public Library Southwest (30 minutes) | Sue Siewert, Public Services Manager, Kenosha Public Library | Information, discussion |
| 11. | Revised draft Biennial Report on Condition and Progress of Library Services in the State (15 minutes) | John DeBacher, DLTC | Discussion, action |
| 12. | Report on status of State Superintendent's Biennial Report to COLAND on Interlibrary Cooperation and Resource Sharing (in | Sally Drew | Information, discussion |

preparation for public meeting to be held at WLA conference or at November meeting) (15 minutes)

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|-----|--|--|-------------------------|
| 13. | Library Legislation Update (15 minutes)
a. State
b. Federal | Rick Grobschmidt,
DLTCL | Information, discussion |
| 14. | DLTCL Library Team Reports (max. 10 minutes each)
1) Public Library Development
2) Instructional Media and Technology
3) Reference and Loan | John DeBacher
Donna Steffan
Sally Drew | Information, discussion |
| 15. | Future Meeting Dates
a) November 10, 2006 – LaCrosse or Madison (SCLS offices)
c) January 12, 2006 – Madison or possible “virtual” meeting
Also, possible public hearing at WLA conference on November 3 (in place of November 10 meeting). | Kathy Pletcher | Discussion, action |
| 16. | Announcements | All | |
| 17. | Adjournment | Kathy Pletcher | Action |

COUNCIL ON LIBRARY AND NETWORK DEVELOPMENT

Meeting Minutes

September 8, 2006

10 a.m. – 3 p.m.

Kenosha Public Library, Southwest Location

7979 38th Avenue

Kenosha, WI 53142

Members Present: Barbara Arnold, Madison
Michael Bahr, Germantown
Mary Bayorgeon, Appleton
Don Bulley, South Milwaukee
Miriam Erickson, Fish Creek
Lisa Jewell, Rice Lake
Douglas Lay, Mosinee
Sandra Lockett, Milwaukee
Kathy Pletcher, Green Bay
Lisa Solverson, Viroqua
Linda Stelter, Eau Claire
Kristi Williams, Cottage Grove

Members absent: Francis Cherney, Milladore
Catherine Hansen, Shorewood
Bob Koechley, Fitchburg
John Nichols, Oshkosh
Calvin Potter, Sheboygan Falls
Susan Reynolds, Cable
Kris Adams Wendt, Rhinelander

DPI Staff: John DeBacher
Sally Drew
Rick Grobschmidt
Donna Steffan
Roslyn Wise

Guests and Presenters: Doug Baker, Director, Kenosha Public Library
Sue Siewert, Public Services Manager, Kenosha Public Library
Dietmar Wolfram, UW-Milwaukee School of Information Studies
Iris Xie, UW-Milwaukee School of Information Studies

1. CALL TO ORDER

Kathy Pletcher called the meeting to order.

2. ROLL CALL/DETERMINATION OF QUORUM

Roslyn Wise called the roll; eleven members were present at roll call so a quorum was present.

3. WELCOME TO THE SOUTHWEST KENOSHA PUBLIC LIBRARY

Kathy Pletcher introduced Doug Baker, director of the Kenosha Public Library and the Kenosha County Library System. Doug welcomed the group to the Southwest Kenosha Public Library, which has now become the main library building. He passed out copies of the newspaper supplement from the opening of the “new” building in June, 2004, which underwent a \$5.1 million “rebuild,” completed in 2004.

Kenosha had been a system of branch libraries without a central library; now library services have been refocused into this building. He also handed out an informational brochure about the library, and a brochure about the historic Simmons Library, located in downtown Kenosha. He also discussed the library’s partnership with the Kenosha Achievement Center, which operates the Bookmark Café in the

library's lobby area. Doug then introduced Sue Siewert, public services manager for Kenosha Public Library, who will be leading a tour of the library later in the meeting.

4. ADOPTION OF AGENDA

Miriam Erickson moved that the agenda for today's meeting be adopted as presented; Kristi Williams seconded the motion. The motion carried and the agenda was adopted.

5. APPROVAL OF MINUTES FROM JULY 8, 2006 MEETING

Kristi Williams moved to approve the minutes from the July 8, 2006 meeting; the motion was seconded by Barbara Arnold. There was no discussion. The minutes were approved.

6. CORRESPONDENCE

Included in everyone's packet was a copy of a letter from Don Bulley, writing as president of the South Milwaukee Public Library Board of Trustees, regarding expanded representation on the seven-member Milwaukee County Federated Library System board. The letter also included copies of letters from the Brown Deer, Wauwatosa, and West Allis library boards. The letter contends that suburban libraries in the system are underrepresented on the board compared to the number of representatives from the City of Milwaukee. The South Milwaukee board would like for COLAND to discuss the issue and to recommend action to the DLTCL that would expand representation on the board. Kathy Pletcher asked Don Bulley to provide some background into the issue, which Don did. A lengthy discussion followed about what should determine the size of a library system board, what issues are related (reciprocal borrowing, resource sharing, cuts to library contracts), and how members are appointed to the MCFLS board. Don Bulley commented that the County Executive appointed members to the board; Lisa Solverson asked how the dynamic would change if the size was increased because the county executive would still be making the appointments. Kathy Pletcher asked if the board could be restructured. Michael Bahr asked about the history of the MCFLS board and if there are term limits to board membership. Don commented that to his knowledge there were no term limits. Rick Grobschmidt asked Don about the status of an intergovernmental study currently

underway regarding the MCFLS board; Don indicated that he did not know the current status of the study. Don mentioned legislation that guided the establishment of the Milwaukee Area Animal Control Board as a possible model for the library system board. Sandra Lockett asked about position of the MCFLS board; Don commented that they were aware of the opinions of the suburban library boards regarding restructuring. Mike Bahr asked if COLAND had ever gone on record as commenting on something that was really a local matter. Kathy Pletcher and Rick Grobschmidt commented that they had no recollection of an example since their involvement with COLAND. Lisa Solverson asked if there was a legislator in Milwaukee who would introduce legislation which could change the statutes for Milwaukee County. Lisa continued that, absent testimony from both sides, the issue should probably be resolved at the local level. Doug Lay commented that MCFLS needs to be encouraged to increase communication with their members because there are concerns about dissension among members. Mike Bahr reiterated he is concerned because it is a local issue, and COLAND would be setting a precedent by becoming involved. Kristi Williams asked who MCFLS might turn to for the purpose of mediating the situation. Kathy Pletcher tried to wrap up the discussion by saying she was getting the sense that COLAND members see this as a local issue and there is a question as to where or not the Council should be involved, even though it does relate to the COLAND goals. Mary Bayorgeon moved that COLAND send a letter to the president of the MCFLS board saying the issue has been brought to the Council's attention and, because COLAND is concerned about all library-related issues across the state, it wants to go on record as encouraging a resolution to the situation. Mike Bahr seconded the motion. Sandra Lockett commented that she supports sending a letter but COLAND must stress that the resolution must be fair to all sides. Rick Grobschmidt suggested Mike Cross could do a summary on how governance issues in library systems are managed at the next COLAND meeting. A vote was taken on the motion to send a letter; the motion passed.

There was no other correspondence to report.

7. APPROVE COLAND GOALS FOR 2006-07

Kathy Pletcher suggested that, since Catherine Hansen is absent from today's meeting and because the correspondence discussion took longer than anticipated, Item 7 (Approve Goals) be held until the next meeting.

8. PRESENTATION ON BADGERLINK USAGE STUDY

Sally Drew introduced Dietmar Wolfram and Iris Xie from UW-Milwaukee School of Information Studies, who have conducted two studies on BadgerLink usage, the first one in 1999 and a more recent follow-up study. Dietmar and Iris gave a PowerPoint presentation on their updated findings. Iris began the presentation with some background information on the original 1999 study which produced three types of data on BadgerLink usage. The first portion of the study looked at the vendors, EBSCO and ProQuest; the second portion was a survey of 313 randomly selected libraries of all types (with 239 libraries responding); the third portion was web-based survey of how end-users accessed BadgerLink.

The recent study looked at changes in BadgerLink usage since 1999. The new study looked at changes in the frequency of use by various types of organizations; resource usage (database titles); format usage (abstracts or full text), and usage behaviors reflecting use of basic or advanced features. Data were collected for up to four time periods (1999, -01, -03, 05 for EBSCO) and 2002-05 for ProQuest. They looked at transaction logs provided by the vendors, and IP addresses to identify organizational users. They were able to identify newspaper title usage, and advanced feature usage. Iris turned the presentation over to Dietmar, who gave a synopsis of the study's findings of the transaction log analysis. He presented findings from the EBSCO data, such as changes in the most frequently requested newspaper titles and subject categories, and relative use by organization type. The transaction log shows a snapshot of what is happening, not why it's happening. They show that total usage across all categories is up over the six year period covered by the two studies, although the longitudinal study shows that in general the average number of searches per session has decreased.

Switching to the data from ProQuest, which primarily provides access to newspaper titles, the study looked at resource requests based on geography. It showed an increase in requests for international resources, a decline in requests for regional resources, and requests for national resources has been fairly stable. Regarding types of searches, the study shows a decline in basic searching, an increase in advanced and publications searching.

He then turned the presentation back to Iris. She reported that the longitudinal study revealed changes in content, with more databases, more content in specified areas (e.g., health, reference), and a broader array of full text resources. It also revealed changes in the user distribution, with searches increasing across all groups, with more users at home. Also apparent were shifts in information-seeking behavior exhibited by users, including more requests for full-text documents. Some shifts in behavior can possibly be attributed to users becoming more experienced with using the databases so they know more of the advanced features and can find more information using fewer searches and in less time.

Factors impacting effective use of BadgerLink are: access – originally was through library but now people have access at home and work; training and promotion – possibly have online training; content and format – more full text searches will bring in more users; design and usability – differing capabilities of users, simplification of the user interface; role of the physical library in usage. Ongoing challenges for statewide service are: communication interaction – 24 hour access; how to reach non-users; how to obtain direct feedback from users; how to influence interaction; how to enhance Internet connection; need to broaden content and format; and how to improve interface usability. More activity-based interaction and new approaches to training are needed. At the conclusion of the presentation she offered COLAND members an opportunity to ask questions. There was some discussion of the various ways people conduct internet searches, and the resources they use, as well as the impact of improved technology on the usability of resources such as BadgerLink. Rick Grobschmidt thanked the researchers for conducting the study and commented on the importance of having documentation of the value of resources such as BadgerLink.

Because there only about 15 minutes remained until the lunch break, Kathy Pletcher suggested John DeBacher proceed with his report (Agenda item 11), and move Sally's report (Agenda item 9) to after lunch.

11. REPORT ON THE REVISED DRAFT BIENNIAL REPORT ON CONDITION AND PROGRESS OF LIBRARY SERVICES IN THE STATE

In the absence of Mike Cross, John DeBacher distributed revised drafts of the biennial report, incorporating comments discussed during Mike's presentation at the July 8 meeting. John commented that even though Mike had tried to incorporate all changes suggested at the last meeting, this revision is not intended to be the final format. He asked for additional comments on the revised draft. He also showed examples of a couple of reports from other states. COLAND members responded with some questions about the contents; Don Bulley asked if the number of students reflects public and private schools (it does not – public schools only). There was also discussion about how to communicate the report; should it go out as a draft budget so that it can be considered during the state superintendent's and the governor's budget planning. Rick Grobschmidt commented that the governor would be making his budget decisions between September 21 and the end of the year. He continued that the report is a valuable source of information such as the significant increases in interlibrary loan, which impacts library system funding and system aids for the delivery system. Also shows efficiencies in library services. Mike Bahr commented that he also thought it would be a good public service announcement tool. John DeBacher remarked that even though the DLTCL does not really have funding to produce an elaborate report for distribution, this could dovetail with the efforts of the Wisconsin Library Association's Campaign for Wisconsin Libraries. Barbara Arnold suggested that the report be sent to the WLA for use in their campaign. Sandra Lockett commented that she agreed, and that the use of "sound-bites" about the value of libraries could be used as effective public relations tools. There was additional discussion about ways to disseminate the report, such as posting it on

the COLAND web page and other web pages, and other ways of sending it out electronically such as a press release with links which would save on the cost of printing. There was additional discussion about sending a draft to the State Superintendent, and when does the draft version become the final version. There was more discussion about having the draft posted on the web before the State Superintendent's budget address on September 21.

10. PRESENTATION AND TOUR OF KENOSHA PUBLIC LIBRARY, SOUTHWEST BUILDING

Sue Siewart, Public Services Manager for the Kenosha Public Library, gave a brief presentation on the library, followed by a tour of the Southwest facility. Highlights of the tour included the full-service children's room which houses the library's main children's collection.

9. (RETURN TO AGENDA ITEM 9) REPORT ON WISCONSIN RESOURCE SHARING AND INFORMATION ACCESS RFP PROCESS AND RESULTS

Sally Drew reported on the recently concluded Request for Proposal process for Wisconsin Resource Sharing and Information Access. Sally distributed two handouts for her presentation, one on WISCAT Scenario Definitions related to the fee structure and a Wisconsin Resource Sharing and Information Access Five Year Cost Analysis. She gave a brief review of the planning process, which began in 2004. Since COLAND has heard several presentations on the RFP process she commented that she would not give a detailed description, but the highlights were the strategic plan, the Russell study, and a shared integrated library system cost study. Other steps in the process included a 2005 survey of public library system clearinghouses, a 2005 Request for Information on costs, establishment of an interlibrary loan (ILL) workgroup which came up with a revision of the ILL guidelines, and the 2006 open vendor demonstrations. Sally also met with three advisory groups, Library Information Technology Advisory Committee (LITAC), the LSTA Advisory Committee, and COLAND, during the process. She also reviewed the time schedule for the RFP and planning process, beginning with the first evaluation committee meeting on March 29, 2006. The RFP was released on April 4, and vendor

demonstrations were held in mid-July. The fourth evaluation team meeting was held on July 18, cost questions were sent to the vendors on July 23, with a July 26 deadline for response. On August 2 the evaluation team met for the 5th time. At the beginning of this meeting, the evaluators submitted their second scoring of the vendors, and then held discussions. After discussion they submitted another round of scoring and at the end came to agreement on the intent to award. Sally worked closely with the Dept. of Administration (DOA) during the process. When it came to scoring the vendors there were three parts to the process, and DOA worked hard to make sure the three parts were kept separate. Members of the evaluation team were Mary Clark, Terry Wilcox, Charles Clemence, Rick Krumweide, Martha Riel, Linda Stelter, Cassandra Chaney, and Lorie Docken. Vendors responding to the RFP were Autographics, OCLC, Sirsi-Dynix, and Webfeat. Thirty people serving as subject matter experts attended the vendor demonstrations. The three parts of the scoring process were functionality (400 points), evaluator scoring (400 points), and cost (200 points). Sally explained the rationale for the scoring, and then gave a breakdown of the actual scores for the vendors. Autographics had higher scores in the technical and evaluator categories, with OCLC next highest. Sirsi-Dynix had the highest score in the cost category (200 points) but lowest points in the other two categories. In the end Autographics won the intent to negotiate. Sally then outlined the next steps in the process: negotiation begins; fee structure is developed; fee structure is announced; final budget is developed. Implementation of the new catalog is anticipated by January 2007. Sally then referred to the handout she distributed on WISCAT scenarios. Currently there is a flat fee scenario with all libraries paying \$150; the new flat fee structure is recommended to be \$200. There has also been some discussion of a tiered fee scenario with a base cost of \$125 with additional fees charged for extent of usage; if a library wishes to purchase all functions of the system the cost would be \$250. At the conclusion of Sally's report, Linda Stelter commented that Sally should be commended for her efforts on the RFP. There were some questions and some further discussion by the members about the increase in fees for the new WISCAT, and

differences in opinion over how the RFP was written and its outcome. Also discussed at length was why, if the vendor selection was not driven by costs, Autographics was chosen over OCLC. Sally responded to the questions and comments as necessary.

12. REPORT ON STATUS OF STATE SUPERINTENDENT'S BIENNIAL REPORT TO COLAND
ON INTERLIBRARY COOPERATION AND RESOURCE SHARING

Sally Drew reported that she has not had time to work on the report so does not have anything ready for presentation. She commented that if she can use the same format that she used last time, she will go through and make necessary changes in early October and have a deliver a draft to COLAND prior to the next meeting. The council members agreed that the current format was sufficient.

13. LIBRARY LEGISLATION UPDATE

Rick Grobschmidt reported there is not much to report on the state level because the legislature is not in session. He also commented there will be no action on the federal level until after the November elections. He reported that the amount of LSTA funding will not be known until November or December, and he also reported that the IMLS has requested more information regarding DPI's request for a waiver on the maintenance of effort penalty; DPI has sent a letter in response. He also briefly discussed the broadband speed problems with the new BadgerNet; libraries are now reaching a point where they need more broadband capacity but there are no funds for expansion. DPI has met with the Matt Mizewski, Director of Enterprise Technology, to discuss the problem and Bob Bocher has written a letter to DET with specific information about library needs.

14. DLTCL LIBRARY TEAM REPORTS

John DeBacher distributed a handout listing activities of the Public Library Development Team. He specifically discussed a few of them, such as the Gates Foundation's Rural Public Library Sustainability grant program, about which he and Bob Bocher will soon receive training. He mentioned that 300 out of 388 Wisconsin libraries will qualify for this program. He also briefly mentioned the LSTA grant applications which are due on September 13; Peg Branson and Barb

Huntington are in the process of selecting reviewers. He also mentioned Al Zimmerman is working to move the PLDT's electronic forms to DPI servers. This should facilitate the ease of creating reports such as the annual public library report.

Donna Steffan reported on the activities of the Instructional Media and Technology Team. She distributed a handout describing recent team activities and briefly commented on each item. She mentioned that Steve Sanders is at an E-rate meeting in Washington, D.C., and that members of the IMT team are preparing for their four annual regional meetings. This year's theme is "Building 21st Century Skills." She also discussed the federal NCLB EETT grants, the Adolescent Toolkit for Reading and Math, the enGauge online assessments which will be free to schools and schools districts for one more year (2006-07), and the Combined Information and Technology Literacy Plans.

Sally Drew reported on some of the activities of the Reference and Loan staff. She reported that the BadgerLink home page has been redesigned; she suggested this as a possible agenda item for a future COLAND meeting. She also reported that RLL has been playing a role in the reorganization of the state portal site; RLL has been working on reorganizing content. The finished product will not be ready until mid-November or later.

15. FUTURE MEETING DATES

a) November 3, 2006 – A public hearing was planned for 9 until 10:15 a.m. at the WLA conference. The plan is to hear feedback related to the two biennial reports currently being prepared by DLTC staff. Rick Grobschmidt commented that because of possible quorum issues (not all members of COLAND will be at the WLA conference) the public hearing should be held at the regularly scheduled meeting of COLAND on November 10, so it was decided that the November 3 presentation would be a "listening session."

b) November 10, 2006 – The meeting will be held at the South Central Library System in
Madison

LaCrosse was mentioned as a possibility for a future meeting.

16. ANNOUNCEMENTS

There were no announcements.

19. ADJOURNMENT

There was a motion to adjourn the meeting; the motion was seconded. The motion passed and the
meeting was adjourned at 3:16 p.m.

Respectfully submitted.

A handwritten signature in cursive script that reads "Michael Bahr".

Michael Bahr, Secretary